# Appointment of eCommerce Aggregator to develop and manage a dedicated online marketplace, manage end-to-end logistics and customer service, for the Canteen Stores Department (CSD)

Request for Proposal

Volume-1: Terms of Reference

13 May 2024

Canteen Stores Department

Ministry of Defence

Government of India

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# Abbreviations

*Table 1 : Abbreviations*

| Abbreviation | Description |
|---|---|
| AES | Advanced Encryption Standard |
| AFD | Against Firm Demand |
| BFA | Bill Forwarding Advice |
| BOA | Board of Administration |
| CAB | Change Advisory Board |
| CERT-IN | Indian Computer Emergency Response Team |
| CFI | Consolidated Fund of India |
| CSD | Canteen Stores Department |
| DC | Data Centre |
| DR | Disaster Recovery |
| FRS | Functional Requirement Specification |
| GST | Goods and Service Tax |
| GSTN | Goods and Service Tax Network |
| HO | Head Office |
| ID | Identity |
| IDS | Intrusion detection system |
| INR | Indian Rupee |
| IP | Intellectual Property |
| IPS | Intrusion prevention system |
| ISO | International Organization for Standardization |
| IT | Information Technology |
| MeitY | Ministry of Electronics and Information Technology |
| MIS | Management information system |
| MoD | Ministry of Defence |
| NIC | National Informatics Centre |
| OS | Operating System |
| OTP | One-time password |
| PMO | Project Management Office |
| PNC | Price Negotiation Committee |
| PO | Purchase Order |
| QMG | Quarter Master General |
| RFP | Request for Proposal |
| RPO | Recovery Point Objective |
| RTO | Recovery Time Objective |
| RTW | Return to Warehouse |
| SKU | Stock keeping unit |
| SLA | Service Level Agreement |

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| Abbreviation | Description |
|---|---|
| SMS | Short Message Service |
| SOP | Standard Operating Procedure |
| SoW | Scope of Work |
| SPoC | Single Point of Contact |
| SQL | Structured Query Language |
| SSL | Secure sockets layer |
| SSO | Single Sign On |
| STQC | Standardization Testing and Quality Certification |
| TSL | Transport Layer Security |
| UAT | User Acceptance Testing |
| UPI | Unified Payment Gateway |
| URC | Unit Run Canteen |
| URL | Uniform resource locator |

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# 1. Introduction

## 1.1. Canteen Stores Department

1. Canteen Stores Department, Ministry of Defence, is committed to the welfare of Servicemen, Ex-servicemen, Defence civilians (both serving and retired) and their dependents, by providing easy access to quality products of daily use at less than market prices. CSD was set-up in 1948 with a few hundred URCs and a basic range of products. Today, CSD services ~51 lakh primary beneficiaries across the country offering ~8000 products.CSD runs the current supply chain model through a hierarchy of Canteen Stores Department Head Office, Depots and Unit Run Canteens. A brief about each of these key stakeholders is provided below:

   a. **Canteen Stores Department (CSD) Head Office (HO)**

   Canteen Stores Department Head Office is located in Mumbai. CSD HO is responsible for registration/introduction of products, forecasting demand, placing purchase orders, budgeting, accounting, pricing of products, HR functions, liaising with stakeholders and operational control of depots. CSD HO manages the field operations of a network of 34 depots across the country. To efficiently execute its functions CSD HO has the multiple departments under it like Management services, Secretariat branch, Finance and Accounts, etc.

   b. **Depots**

   The Department began with 4 depots and has now expanded to 34 depots across the country[*]. The 34 depots have been grouped into 5 regions and are managed by their respective Regional Offices. Depots are responsible for warehousing items supplied by supplier and selling them to URCs. They are also responsible for managing Against Firm Demand (AFD) procurement, payments and deposits of sale receipts to CSD main account. Depots are the key stakeholder in managing the GST refund process of CSD, responsible for both GST filing and recovery.

   c. **Unit Run Canteens (URCs)**

   URCs are the brick-and-mortar retail outlets where Defence personnel may avail benefits provided to them by CSD. URCs are responsible for collection of goods from the depot, sales of goods to beneficiaries, customer care and to assist in AFD sales. Currently, there are ~3630 URCs operational in the country.

## 1.2. Current Operating Model

1. Currently, CSD operates in a B2G2B2C model. CSD HO, Depots and URCs are involved in the supply chain and are then sold to the beneficiary through the URC. The operating model is presented in the diagram below:

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[*]Manual for Unit Run Canteen, Canteen Stores Department, Government of India, Ministry of Defence, https://csdindia.gov.in/webpdf/3010182428UNIT%20RUN%20CANTEEN%20(URC)%20MANUAL.pdf

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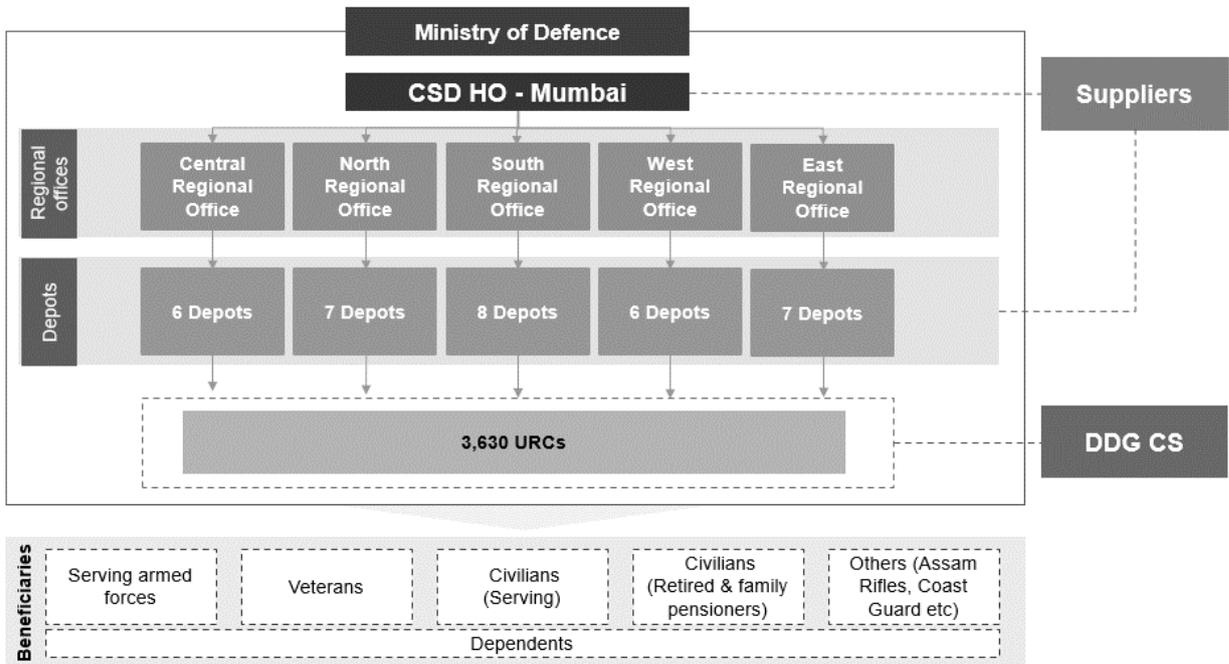
*Figure 1: Current operating model*

2. Under the present operating model, CSD HO finalizes the rate contracts with the suppliers for each product that is included in the different groups under CSD. Subsequently, orders are placed on suppliers by CSD HO every month to be delivered to the depot during the following month. The goods are then procured and stocked at the depots. These goods are sold to the URC on the basis of the indent generated by them, as per requirements of their beneficiaries. The URCs receive the goods once payment to the depot is complete and then sell to the beneficiaries.

3. Presently, Canteen Stores Department sells ~8000 products (SKUs), sourced from ~500 suppliers to the ~51 lakh beneficiaries across the length and breadth of the country through its network of 34 depots and ~3630 URCs. The sales proceeds are deposited in Consolidated Fund of India (CFI) on a daily basis by CSD.CSD charges a certain margin on the goods, which is used to meet operational expenses, and is also utilized for welfare schemes. Additionally, CSD beneficiaries are given 50% GST rate exemption while purchasing goods from the Unit Run Canteens. Given below are a few important aspects of the beneficiary limits, beneficiaries served, service coverage and the products sold under CSD:

## 1.2.1. Beneficiary

1. Subsidized goods are available to serving armed forces personnel and their families, veterans, and their families, serving and retired civilians, and others like Assam rifles, Coast Guard, etc. The percentage of beneficiaries served under each of these categories is presented in the chart below:

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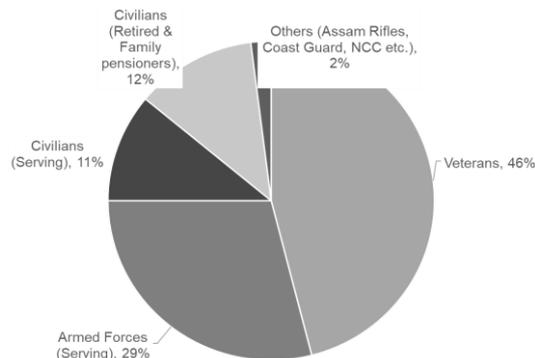
*Figure 2: Beneficiary division*

2. All the beneficiaries under CSD are allocated a certain entitlement limit basis their ranks, beyond which they cannot buy the subsidized goods from URC. The entitlement limit ranges between INR 5500 to INR 11,000 *(information about number of beneficiaries under each limit shall be made available in the Data Room).*

## 1.2.2. Service Coverage

1. Currently, CSD provides services to the beneficiaries across India via its URC channel *(information about the current locations of depots and URCs (wherever feasible) shall be made available in the Data Room).*

## 1.2.3. Groups and products

1. CSD provides products to the beneficiaries under following categories:

*Table 2 : Groups and Products Categorization*

| Group Categories | Product Items Covered |
|---|---|
| **GROUP I** | Toiletries and Cosmetics |
| **GROUP II** | Household Requisites - Electrical/Electronic Appliances, Cookers, Crockery, Wall Clocks, Kitchenware, Sewing Machines, Ceiling fans, table fans etc. |
| **GROUP III** | General Use Items Such as Hosiery, Bicycles, Plastic Goods, Footwear, Luggage and Undergarments |
| **GROUP IV** | Watches and Stationery |
| **GROUP V*** | Liquor of various types |
| **GROUP VI** | Food, Stationery and Medicinal Items. |
| **GROUP VII (Against Firm Demand)** | AFD I* - Televisions, Audio and Video Systems, Refrigerators, Washing Machines, Two-Wheelers, Cars, Tractors, Cooking Ranges (Ovens), Air Conditioners, Microwave Ovens Etc. |

*Out of scope

2. Group V (Liquor) and Group VII - AFD I are out of scope for this project.

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# 1.3. Initiative Background

1. CSD has always aspired to meet the expectations of its beneficiaries and is continuously working on improvements in its operating system to increase efficiency and convenience for beneficiaries. The department has already introduced digitization and is adopting latest automation to ensure maximum customer satisfaction.

2. CSD, through this RFP plans to onboard an eCommerce aggregator to operate the eCommerce supply chain, in parallel to the present brick and mortar model, ensuring that CSD products are available to the beneficiaries' pan-India. The eCommerce model is an opportunity to address the challenges that physical visits pose such as difficulties for old, aged veterans, crowding, long waiting times and double handling of goods. The aim of this project is to increase convenience for the beneficiaries, by enabling door-step delivery pan-India, introducing all the products on an online platform available 24x7 and providing a contact-less experience. The aggregator shall be required to provide complete eCommerce experience to the beneficiary, starting from operationalizing the online portal, handling the end-to-end logistics to customer service support.

3. This eCommerce model shall not only contribute to the digitization goal but is also a key step for Canteen Stores Department in achieving its overall vision, mission and objectives.

## 1.3.1. Initiative Objectives

1. CSD through this initiative aims to bring further efficiency to the current supply chain model and increase convenience for the beneficiaries. To achieve this goal, the objective of the eCommerce supply chain model is to meet the following criteria:

   a. Capability to service pan India (certain areas may be excluded due to security reasons)

   b. The entire range of CSD products available online should be visible to the beneficiary

   c. The beneficiary must be able to carry out transactions 24x7 as per their convenience The products from CSD catalogue will be listed on the e-commerce portal at the same price as the URCs

   d. Orders shall be delivered at home across the country except places/ regions restricted due to security reasons

   e. Digitization of records to help in prompt reconciliation of transactions

   f. Prompt grievance redressal for the beneficiaries and suppliers

# 1.4. The Twin Supply Chain Model

1. The model run under CSD shall be a "Twin supply chain model", where the eCommerce supply chain model shall operate in parallel to the present URC supply chain model. The Twin supply chain model is an opportunity to increase options for beneficiaries, giving them the choice to visit the URCs in person or purchase goods online.

2. A high-level view of the twin supply chain model is given in the diagram below:

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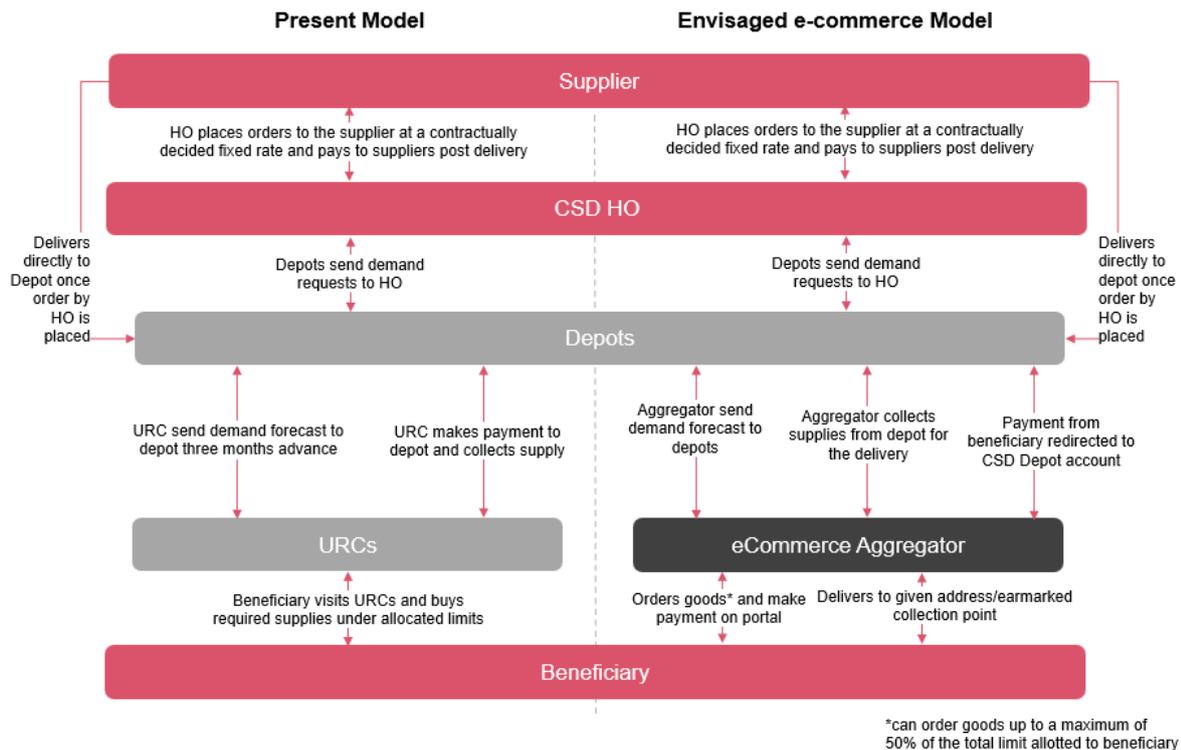
*Figure 3: Twin supply chain model*

3. The bidder shall be required to operate the eCommerce supply chain of the Twin supply chain model. Following are key aspects of the Twin supply chain model:

   a) The initial contract will be placed for 3 years (6 months for setup phase and 2.5 years for operations running and expansion phase). Purchaser at their discretion, may extend the contract for a period of 2 years twice on the re-negotiated terms and condition for further expansion of e-commerce operations to more depots and wider beneficiary coverage.

   b) Few areas/pin codes are currently exempted from this project due to security reasons (information about the exempted areas shall be made available in the Data Room).

   c) The bidder shall commence with services across the seven depots during the first year. Additional depots may be added during the extension on renegotiated terms and conditions. Details of the the phase wise rollout plan is mentioned in the **Appendix A.5** and **Appendix A.6**

   d) The beneficiary is permitted to spend up to 50% of the entitlement limit on the eCommerce portal, with no restriction on the number of orders. The beneficiary has the flexibility to determine the portion of their allowable limit to be utilized for e-commerce. This limit may be increased in the future at the discretion of CSD HO.

   e) The bidder can establish a minimum order value as the threshold for free delivery. Beyond that, bidder can levy the delivery charge from the customer based on the volume of order and the distance of delivery. The delivery charges, basis the distance and volumetric weight, must not exceed the values mentioned in the **Appendix A.4**.

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4. An e-commerce cell will be established in CSD Head Office, Depots and the CS Directorate. This will include representatives from both the purchaser and the bidder. The human resource domain requirement from the bidder for the same is mentioned in Appendix A.7.

# 1.5. Project Stakeholders

1. The project involves participation from various organisations. Various stakeholders in the project are as follows:



*Figure 4: CSD eCommerce ecosystem stakeholders*

a. **Ministry of Defence:** MoD oversees the operations of CSD. Periodic performance reports of the bidder shall be shared with the MoD for the decision-making. MoD reserves the right to audit the e-commerce system if required.

b. **CSD Head Office:** CSD Head Office is located at Mumbai. The Department controls and manages its field operations through a network of 34 Area Depots located across the country.

CSD HO (hereinafter referred to as Purchaser) shall be managing the project and all the reporting by the bidder shall be done to them. The bidder shall also take into account of any policy changes introduced subsequently

c. **Canteen Services Directorate/QMG Branch:** The CS Directorate is responsible for policy making pertaining to URC and supervising its day-to-day operations.

The CS Directorate shall facilitate the registration and the authentication of the beneficiaries. The directorate will review the performance reports (both SLAs and surprise checks) and provide feedbacks/suggestions regarding the registration and the authentication process.

d. **Supplier:** The supplier provides the goods to CSD depots once the order is placed basis rate contracts with CSD HO.

e. **National Informatics Centre (NIC):** NIC advises CSD depots and the URC on the current IT systems deployed. Aggregator will be responsible for any charges incurred for the additional services by the NIC for integrating IT systems.

f. **Jurisdictional GST Departments:** As CSD is eligible for 50% GST refund, CSD depot submits the required document to the jurisdictional GST departments.

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CSD depot shall continue to file refund at the GST departments and the bidder shall not be directly involved in this process.

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# 2. Implementation Roadmap

1. The initial contract will be placed for 3 years (6 months for setup phase and 2.5 years for operations and mutually agreed expansion phase). Purchaser at their discretion, may extend the same contract twice for two years for a maximum period of 4 years for pan-India roll out and operation of the e-commerce facility to all depots and beneficiaries. The terms and conditions for such extension will be negotiated between the purchaser and the Bidder upon successful implementation and operation of e-commerce facility in pilot phase.

2. The details of the initial contract phases and activities to be undertaken are as follows:
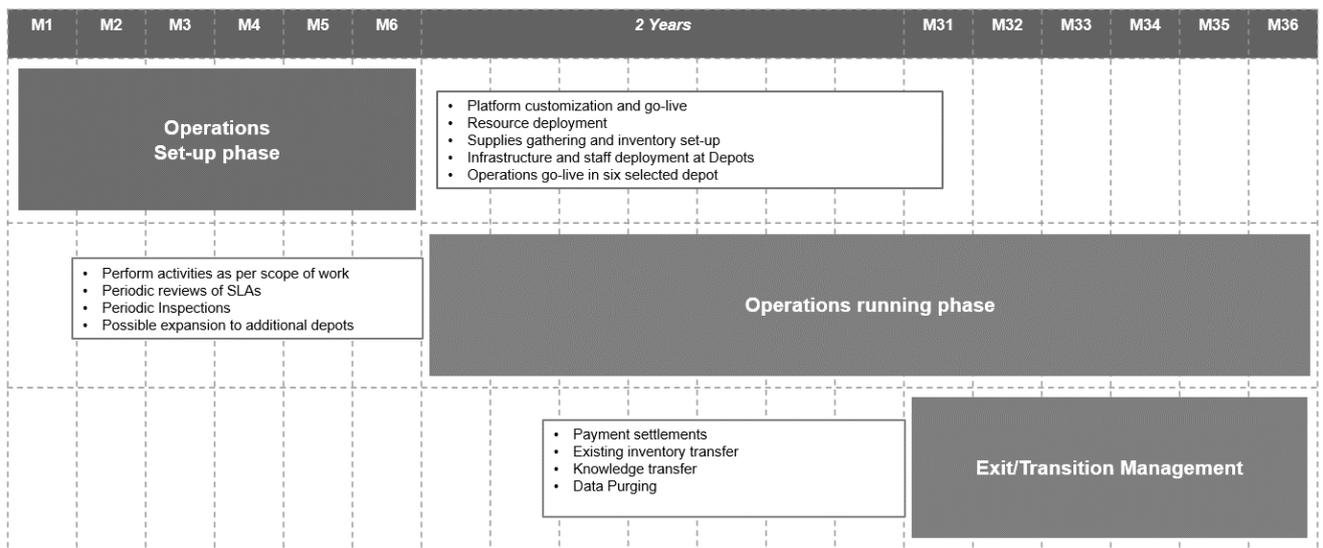


*Figure 5: High-level implementation roadmap*

a. **Operations Set-up Phase (6 Months from contract signing):** In the set-up phase, bidder must customize / create eCommerce platform as per project requirements, deploy the resources and hold discussions with the depot to setup operations. By the end of initial six months, the bidder will be required to roll out the operations to selected seven depots. details of the activities required to be undertaken by the bidder in operations set-up phase are detailed in **Section 5.2** of this document.

b. **Operations Running Phase:** Once the operations set-up is complete, the bidder shall be required to undertake the activities mentioned in the Scope of Work as per the SLAs. Bidder shall share reporting and reconciliation documents with the Purchaser as per pre-defined SLAs. The bidder shall commence with services across the seven depots during the first year. Moreover, the delivery radius is required to increase from 150 km in the year of introducing a depot to 250 km by the following year. Details of the depots and the phase wise rollout plan is mentioned in the **Appendix A.5**. Scope of Work to be undertaken by the bidder in the operations phase has been detailed in **section 5.3** of this document.

c. **Transition and Exit Management (Last 6 months of contract)**: In the last 6 months of the contract, exit clause shall be invoked, where the bidder shall be required to develop an exit/transition management plan and get it approved by the Purchaser before starting the exit/transition activities. The purchaser may extend this 6-month period by another 6 months at the existing terms and conditions of the contract, if required. The transition activities shall include settling payment dues, transfer of existing

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inventory, handholding of the new aggregator (if any) and knowledge transfer. Scope of Work to be undertaken by the bidder in exit and transition management has been detailed in **section 5.4** of this document**.**

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# 3. Envisaged eCommerce Model

1. The eCommerce operating model has been envisaged with the objective of fulfilling CSD's aim of increased efficiency of supply chain and increased convenience for beneficiaries. A high-level overview of this envisaged eCommerce model is presented in the diagram below:
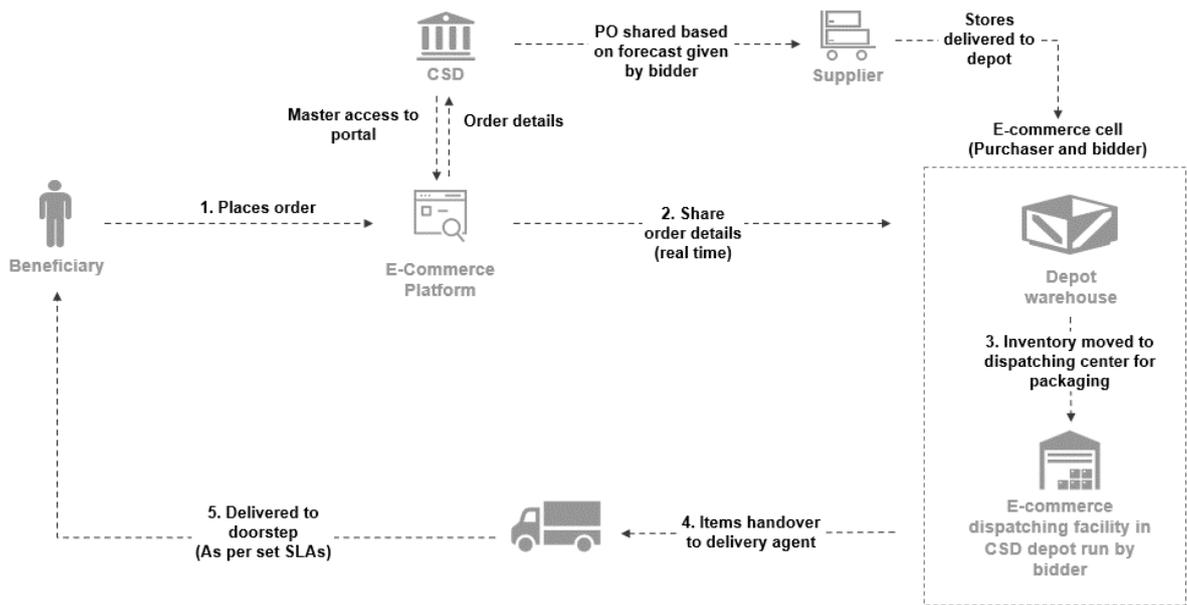


*Figure 6: Envisaged eCommerce supply chain model*

2. Under the envisaged supply chain model, the beneficiary shall be able to order goods online through the eCommerce portal. The figure below represents the detailed beneficiary journey on the eCommerce portal.

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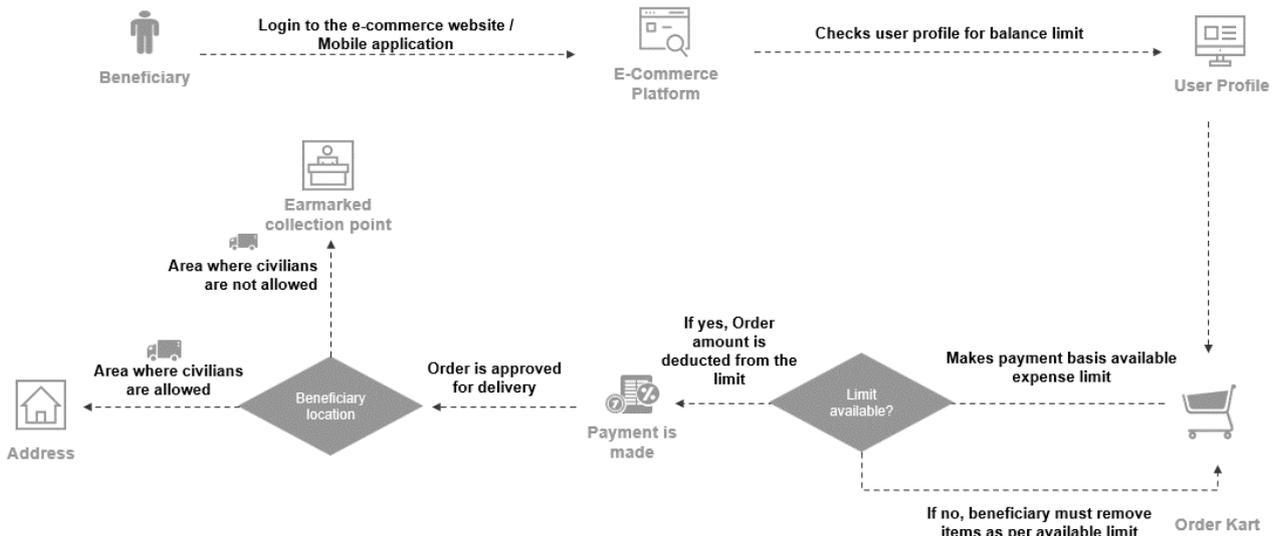
*Figure 7: Envisaged Beneficiary Journey*

3. Interaction between different IT systems in the envisaged model has been detailed out in the following figure:
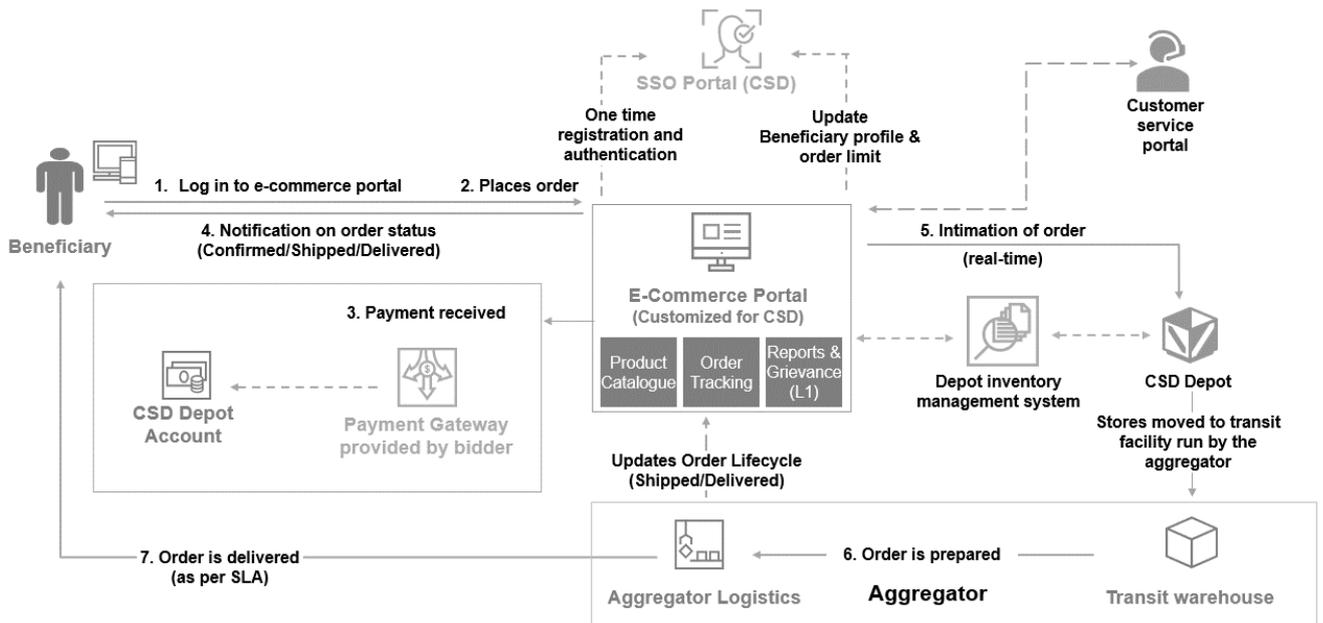


*Figure 8: IT system interaction*

The aggregator will be required to integrate its e-commerce portal with the following software:

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a. **SSO Portal:** SSO portal will be managed by a software entity hired by the purchaser. Bidder need to integrate e-commerce portal with SSO portal for user registration, authentication, profile data updation and monthly limit change.

b. **Depot Inventory Management System:** The bidder is required to interact with the inventory management system at the depot for e-commerce operations. Real-time updates for inventory earmarked for e-commerce operations should be done whenever the stock level changes.

c. **Customer Service Portal:** The bidder will be required to resolve L1 Level grievance raised on the portal and beyond that, the requests will be auto escalated to CSD. In case of any escalation to CSD, bidder will be required to assist by providing the relevant information and interface so that the query/complaint can be resolved as per the timelines set in the SLAs.

4. A few of the sub-processes as part of the eCommerce operating model, as shown in Figure 6, have been explained below:

## 3.1. Authentication and registration

1. Beneficiaries must undergo a one-time authentication process to access the e-commerce portal.

2. The SSO portal (CSD) will conduct this authentication process. Bidders must enable beneficiary interaction with the SSO portal through the e-commerce platform
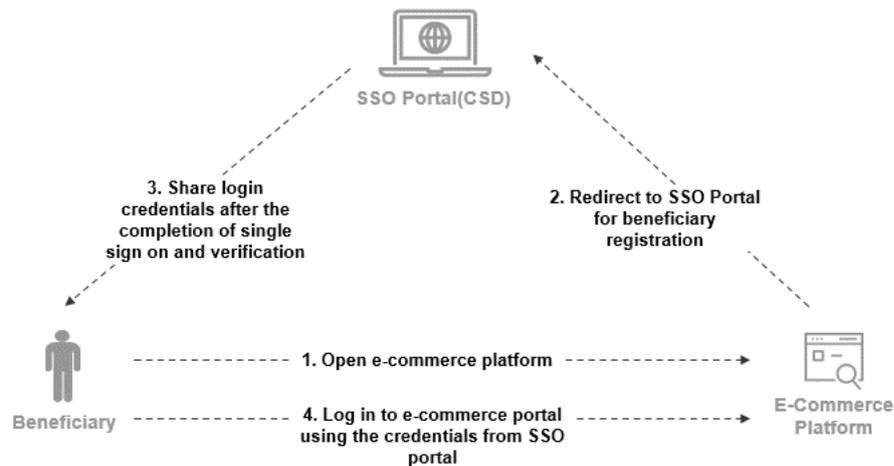


*Figure 8: Beneficiary registration and authentication process*

3. A first-time user need to be instructed to select the registration option in the e-commerce portal. The bidder shall facilitate the redirection of user to the SSO portal from the e-commerce portal registration page. SSO portal will carry out the single sign-on process (registration and authentication). Post that, confirmation of registration and login credentials will be sent to the beneficiary.

4. The bidder shall be responsible for developing required IT integration system with SSO portal to allow the beneficiary to login using the credentials provided by SSO portal. Mobile number of the beneficiary shall be verified by the bidder using OTP during the initial login as well as in fixed intervals mentioned by the purchaser.

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## 3.2. Beneficiary data updation

1. During registration, the beneficiary will have the option to set the spending limit (i.e., 0%, 10%, 20%, 30%, 40%, or 50% of their monthly entitlement) on the SSO portal according to their preference. Beneficiaries can utilise their balance entitlement limit to make purchases from the offline store (URC).

2. The bidder must integrate the e-commerce portal with SSO portal to obtain the profile information and monthly spending limit of the beneficiary.

3. The bidder must enable the beneficiary to access their profile details (including monthly spending limit) in "view only" mode through the e-commerce portal. For any updation of these details, bidder shall facilitate the process by redirecting the users to SSO portal. The changes are required to be reflected in the user profile section of the e-commerce portal.

## 3.3. Ordering by beneficiary on portal

1. To place orders on the e-commerce portal dedicated to CSD, the beneficiary shall have to login to the e-commerce portal. Once logged in, the beneficiary may view information on entitlement limit, saved addresses etc. on their profile. The beneficiary may then browse through CSD catalogue products and add to cart any product that they may require. The beneficiary may, after they finish browsing and adding products, visit the cart and finalize order. The beneficiary shall be able to place orders only within the entitlement limit and quantity entitlement defined by CSD for the beneficiary. Once order is finalised, the beneficiary shall be allowed to pay through online methods, such as credit card, debit card, UPI, etc. (Cash on Delivery option of payment shall not be allowed). The bidder need to facilitate a payment gateway for the beneficiary and redirect the amount to CSD depot account. Bidder shall receive the delivery charge to their account directly. On successful payment, the beneficiary shall receive an order receipt/ invoice over email and on the portal confirming the order. CSD shall provide the Bill of Supply for the item, and the bidder shall provide a tax invoice for the delivery charges.

## 3.4. Order placement to the supplier

1. CSD will place the order to the suppliers based on the monthly forecast provided by the bidder. Bidder shall provide monthly forecast data 3 months in advance for each depot. CSD will review the forecast and place the order.

## 3.5. Supplies delivery to the Depot

1. Supplier shall prepare the order consignment(s) based on the PO received; the consignment shall be delivered to the assigned Depot.

2. The physical verification of stores and payment reconciliation with the supplier will be carried out by the respective depot. The bidder is not involved in this process.

## 3.6. Order Dispatch

1. The bidder shall be responsible for fulfilling orders placed on the eCommerce portal. Once the beneficiary places an order and completes the payment on the portal, the order intimation will be sent to the respective depot.

2. Consolidated order for the day shall be handed over to the aggregator at the end of the day by CSD depot .

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3. The bidder must check the quality of the inventory received from the depot. Damaged items need not be accepted. The bidder is responsible for the safety of the item until the delivery is completed.

4. The bidder will carry the inventory from the depot warehouse to the transit facility within the depot for segregation, packaging, weighing, and attaching delivery information to the package for further delivery.

## 3.7. Order Delivery

1. The e-commerce aggregator shall be responsible for the delivery of orders placed on the eCommerce portal. Post-dispatch, the delivery agent shall deliver the order to the address where there are no restrictions on civilian entry and earmarked collection point in areas where civilians are restricted. Upon successful delivery to the beneficiary, the delivery confirmation SMS/Notification shall be sent to the beneficiary. Post the delivery of the item, the delivery invoice has to be sent to beneficiary via e-mail.

2. Bidder's delivery agent will be required to take order acknowledgement from beneficiary in the form of OTP.

3. The bidder shall make maximum 3 delivery attempts for an order. No charges shall be levied on the beneficiary for second and third delivery attempts. If the delivery is unsuccessful after three attempts, the item will be returned to the depot and kept in transit facility, with the responsibility of the bidder. The beneficiary is permitted to collect the item from the transit facility within one month. During this period, the bidder can deliver the product to the beneficiary by charging the delivery charges mentioned in **Appendix A.4** , as per the ticket raised by the beneficiary in the customer service portal. After the one-month duration, if the beneficiary does not collect the item, the bidder shall return it to CSD and the beneficiary's claim to the item will be forfeited without any refund. The bidder is required to promptly notify the beneficiary of these steps.

4. In the event of loss or damage to the item during delivery, the purchaser will recover the Maximum Retail Price (MRP) from the bidder.

## 3.8. Order Tracking

1. Beneficiaries shall be able to track the orders placed on the eCommerce portal for status updates. To track orders the beneficiary shall have to login to the e-commerce portal and go to the current orders section on their beneficiary profile. From there the beneficiary may choose the order they wish to track and check the order status. The tracking facility by the e-commerce aggregator should provide updates to the beneficiary about order location and the estimated time to delivery.

2. Additionally, the bidder shall integrate the portal with their own email and SMS gateway to provide regular updates on the status of orders. SMS alerts for order confirmation, order shipped, out for delivery, delivery attempt, successful delivery, return status, etc. must be sent to the beneficiary.

## 3.9. Reverse Logistics

1. The beneficiary shall not be provided with the refund/exchange option unless the delivered product is damaged or defective.

2. The handling of the damaged/defective items for the e-commerce will be as follows:

   I. Item damaged prior to the handover to the bidder – Bidder is required to conduct a quality check before transferring the stores to transit facility. Damaged items need not be accepted by the bidder.

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    II.    Item damaged after the pickup by the bidder – Based on a complaint from the beneficiary through e-commerce portal, refund to the beneficiary at the cost (MRP of the item) of bidder will be ensured by the purchaser. The bidder must make at least 2 attempts of return pick up of the item.

    III.    Functionally defective item delivered to the beneficiary – Beneficiary shall register a complaint on the e-commerce portal. Beneficiary is also required to raise a complaint with the OEM for claiming the warranty/guarantee. Purchaser will facilitate the replacement of the item by the OEM and the doorstep delivery of the replacement item.

3. The beneficiary will be given a 7-day window after the delivery of the item to register a complaint in the case of receiving a damaged or defective item. Bidder is required to verify the complaint raised by the beneficiary.

## 3.10. Customer Service

1. The bidder will be required to resolve L1 Level grievance raised on the portal (detailed out in **section 5.3.3**) and beyond that, the requests will be auto escalated to CSD. In case of any escalation to CSD, bidder will be required to assist by providing the relevant information and interface so that the query/complaint can be resolved as per the timelines set in the SLAs.

## 3.11. GST refund management

1. GST refund processes will be managed by CSD Depot. The bidder is not involved in the procedure other than providing invoices required by the purchaser.

## 3.12. Supplier and Product Management

2. Purchaser will be responsible for introducing new product and negotiating with the supplier. The bidder needs to integrate the new products introduced by CSD to the e-commerce portal product catalogue.

## 3.13. Payment to the bidder

1. Bidder is entitled for two types of payments:

    a. Service fee

    b. Additional delivery fee

**Service fee** will be remitted to the bidder as a fixed percentage of monthly sales at the end of every month. Purchaser will approve the payment after evaluating the SLAs and any penalties will be adjusted to the service fee before making the payment.

The bidder can establish a minimum order value as the threshold for free delivery. Beyond that, bidder can levy the **delivery fee** on the beneficiary basis the volume of order and the distance of delivery. The delivery charges, basis the distance and volumetric weight, must not exceed the values mentioned in **Appendix A.4**

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# 4. Roles and responsibilities

1. The table below shows the roles and responsibilities to be carried out by the Purchaser and the Bidder for the successful execution of the twin supply chain model.

*Table 3: Roles and Responsibilities*

| S. No. | Roles and responsibilities | Purchaser | Bidder |
|---|---|---|---|
| **Operations** | | | |
| 1. | Introduction of a product to the Purchaser's portfolio | ✓ | |
| 2. | Price Negotiation to contractually fix the rate of a new product/ revise the rate of an older product | ✓ | (integrate product listings and prices) |
| 3. | Order placement to the supplier | ✓ | |
| 4. | Reconciliation of goods received from Supplier | ✓ | |
| 5. | Payments to supplier | ✓ | |
| 6. | E-commerce monthly demand forecasting | | ✓ |
| 7. | Providing Land for e-commerce Transit facility | ✓ | |
| 8. | Building Infrastructure for e-commerce Transit facility | | ✓ |
| 9. | Warehousing and Inventory Management | ✓ | ✓ |
| 10. | Physical checks of the goods from supplier | ✓ | |
| 11. | Physical checks of the goods during dispatching | | ✓ |
| 12. | Safety of goods at warehouse | ✓ | |
| 13. | Safety of goods at the transit facility | | ✓ |
| 14. | Safety of goods in delivery | | ✓ |
| 15. | Beneficiary payment and reconciliation | ✓ | ✓ |
| 16. | Order fulfilment – packaging and dispatching | | ✓ |
| 17. | Order tracking | | ✓ |

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| S. No. | Roles and responsibilities | Purchaser | Bidder |
|---|---|---|---|
| 18. | Order fulfilment – Delivery | | ✓ |
| 19. | Payment reconciliation with supplier | ✓ | |
| 20. | Salvage Management | ✓ | |
| 21. | High level inventory monitoring | ✓ | |
| **GST** | | | |
| 22. | Reconciliation of supplier invoices and delivery invoices | ✓ | |
| 23. | GST return | ✓<br>(Purchaser Depots*) | |
| 24. | Liability of GST return | ✓ | |
| **IT systems and platforms** | | | |
| 25. | Ownership of eCommerce Portal (Build/customize, own and operate) | | ✓ |
| 26. | Hosting of eCommerce platform | | ✓ |
| 27. | Beneficiary authentication & registration | ✓<br>(SSO portal) | ✓<br>(E-commerce portal) |
| 28. | APIs for authentication | ✓ | ✓ |
| 29. | Product catalogue/order placing | | ✓ |
| 30. | Payment Gateway | | ✓ |
| 31. | Customer Service | (escalated requests) | ✓<br>(Level 1) |
| 32. | Supplier and Product Management | ✓ | (to be updated on e-commerce portal via API integrations) |
| 33. | Inventory Management | ✓ | ✓ |
| 34. | Warehousing & Logistics | ✓ | ✓ |
| 35. | IT Systems monitoring | ✓ | |
| **Customer management and grievance redressal** | | | |
| 36. | Customer Service | | ✓<br>(Level 1) |
| 37. | Grievance redressal: Issues pertaining Registration/Log-in | ✓<br>(SSO portal) | ✓<br>(e-commerce portal) |

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| S. No. | Roles and responsibilities | Purchaser | Bidder |
|--------|----------------------------|-----------|--------|
| **38.** | Grievance redressal: Issues pertaining beneficiary Profile | ✓ | ✓ |
| **39.** | Grievance redressal: Issues pertaining Ordering/Product details | ✓ | ✓ |
| **40.** | Grievance redressal: Issues pertaining Order Delivery/Reverse Logistics | ✓ | ✓ |
| **41.** | Grievance redressal: Issues pertaining Payment/Refund | ✓ | ✓ |
| **42.** | Gather customer feedback on ordering, delivery and product quality | ✓ | ✓ |

*Aggregator to provide necessary information to CSD Depot

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# 5. Scope of Work

## 5.1. Summary Scope of Work

As part of this project, the bidder is required to provide following services under the following categories:

1. Operations Set-up Phase

2. Operations Phase

   a. Logistics and Supply Chain Management

   b. Demand Forecasting

   c. eCommerce Portal Operation and Maintenance

   d. Customer Service

   e. Risk and Issue Management

   f. Project Status Monitoring and Reporting

   g. SLA Monitoring and Reporting

   h. Change Control Management

3. Transition and Exit Management Phase

   a. Transition and Exit Management Plan

   b. Transition and Exit Management Activities

The tables below provide a summary of the Scope of Work of the bidder:

*Table 4:Operations set-up phase*

| S. No. | Scope | Sections | Brief Scope Description |
|--------|-------|----------|------------------------|
| 1. | Operations set-up phase | 5.2. | Mobilization of project team |
| | | | Finalize governance structure |
| | | | Finalize approach and methodology for undertaking operations |
| | | | Finalize the performance SLAs |
| | | | Finalize the SOP and performance reconciliation documents |
| | | | Finalize the FRS and customise the portal as per required functionalities |
| | | | Submit a detailed FRS for the eCommerce portal |
| | | | Conduct a UAT of the eCommerce portal |
| | | | Perform integrations (API) with purchaser's IT systems – <br> o SSO portal for registration <br> o Depot <br>      o Inventory <br>      o Order details <br>      o Dispatch details <br>      o CSD HO |

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| S. No. | Scope | Sections | Brief Scope Description |
|--------|-------|----------|------------------------|
| | | | ○ Real time Project Dashboards |
| | | | Finalize and submit the Transition and Exit Management plan |
| | | | Set-up a project management office (PMO) during the start of the project consisting of the Project Manager and representatives of the Purchaser. PMO shall formally meet fortnightly. |
| | | | Prepare a detailed project plan for the engagement |
| | | | Assist the Purchaser with any other activity as required for the successful execution of the Operations set-up phase. |
| | | | Create and mobilize teams and Infrastructure at the Year I selected Depots. Available space mentioned in **Appendix A.6** |
| | | | Conduct interactions with Depot Managers and develop SoPs for operations and inventory management at depot |
| 2. | eCommerce Portal Development | 5.2.1 | Build/Customise the eCommerce portal as per requirements of CSD |
| | | | Develop/Integrate required APIs |
| | | | Required to develop e-commerce portal compatible with both mobile application and websites.<br>E-commerce portal should run in operating systems like iOS, Android, Windows etc. |
| | | | Meet the functional requirements for the eCommerce portal given in this document in **Appendix-A.1** |
| | | | eCommerce portal should be scalable |
| | | | Provide all necessary IT software required to undertake operations as per SoW |
| | | | Comply to the following security standards and guidelines:<br>a. Hosting and Data Management (given in **section 5.2.2.1**)<br>b. Security requirements (given in **section 5.2.2.2**) |
| | | | Allow access (Master/Admin User Account) to the Purchaser to enable real-time tracking/monitoring – provide dashboard for HO with key KPIs for daily tracking and monitoring. |
| | | | eCommerce portal should support at least English language |
| | | | Support beneficiary authentication, registration and log-in |
| | | | Create and maintain beneficiary profile as per data regime given in this RFP |
| | | | Product management and ordering functionality |
| | | | Provide payment gateway to enable payment by beneficiary on eCommerce portal. |
| | | | Provide order tracking functionalities on the platform |
| | | | Build functionalities for product return |
| | | | Customer management and grievance redressal functionality |
| 3. | Security standards and guidelines | 5.2.2 | Hosting and data management |
| | | | Security requirements |
| 4. | Reporting/ reconciliation documents | 5.2.3 | Submit the following deliverables to the Purchaser:<br>a. Inception Report<br>b. FRS |

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| S. No. | Scope | Sections | Brief Scope Description |
|---|---|---|---|
| | | | c. UAT Results<br>d. Transition and Exit Management plan<br>e. Monthly status/ progress report |

*In consultation with the Purchaser*

Table 5: Operations phase

| S. No. | Scope | Sections | Brief Scope Description |
|---|---|---|---|
| 1. | Logistics and supply chain management | 5.3.1. | Beneficiary Order Management |
| | | | Forecasting monthly e-commerce demand |
| | | | Collecting supplies from depot and packaging |
| | | | Responsible for e-commerce inventory management along with Depots |
| | | | Provide functionalities for beneficiaries to place order |
| | | | Responsible for order dispatch |
| | | | Responsible for last mile delivery to beneficiary |
| | | | Acknowledgement of beneficiary on successful order delivery |
| | | | Responsible for reverse logistics as applicable |
| | | | Responsible for quality checks during dispatching and return of item |
| 2. | eCommerce portal operation and maintenance | 5.3.2. | eCommerce portal should be operational 24 hours a day, 7 days a week, as per SLAs defined in this RFP |
| | | | Carry out changes, upgradation, bug fixes and maintenance of portal at no cost to Purchaser |
| | | | Conduct optimization and upgrades of system from time to time for better performance of eCommerce portal |
| | | | Maintenance of API integrations |
| | | | Build and maintain additional infrastructure required at Transit facility. |
| 3. | Customer Service | 5.3.3. | Responsible for resolution of L1 level requests |
| | | | Add mechanism to auto-escalate the requests to purchaser and assist them by providing the relevant information and interface so that the query/complaint can be resolved as per the timelines set in the SLAs |
| | | | Responsible for gathering beneficiary feedback |
| | | | Provide a periodic report of grievances/feedbacks to the Purchaser |
| 4. | Risk and Issue Management | 5.3.4. | Shall develop a Risk Management Plan and a risk register for the engagement |
| | | | Prepare an issue management procedure to identify, track, and resolve all issues confronting the project |
| | | | Periodically update risk and issue register and present them as part of the weekly project review reports |
| 5. | Project Status and Monitoring report | 5.3.5. | Shall circulate progress reports each month to Purchaser and other stakeholders. |
| | | | In exceptional cases, in addition to planned meetings, may be called to project status meetings (with prior notice) |
| 6. | SLA Monitoring and reporting | 5.3.6. | Responsible for delivering the services described in the Scope of Work, as per the SLAs given in this RFP. |
| | | | Responsible for periodic monitoring and reporting of the SLAs. |

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| S. No. | Scope | Sections | Brief Scope Description |
|---|---|---|---|
| | | | Submit an SLA compliance report each month in the Monthly Progress Reports |
| | | | Responsible for providing early warning of any organizational, functional, or technical changes that might affect bidder's ability to deliver the services |
| | | | Responsible for Risk/ Issue mitigation |
| | | | SLA reporting should be undertaken using automated tools and SLA reporting should be done using the automated logs with minimal manual intervention. Should define processes for SLAs requiring manual intervention. |
| | | | Shall adhere to all SLAs mentioned in Vol II of this RFP |
| | | | Prepare the reporting templates for SLA compliance reports and obtain sign-off from the Purchaser during the operations set-up phase |
| 7. | Change Control Management | 5.3.7. | Work with the Purchaser to ensure that all changes are discussed, managed, and implemented in a constructive manner. |
| 8. | Reporting/ reconciliation documents | 5.3.8 | Submit/Upload/Share the following data with CSD:<br>a. Delivery Invoice and Bill of Supply<br>b. Service fee Invoice<br>c. Order return/Reverse logistics data<br>d. MIS Reports<br>e. Monthly Progress/Performance Report |

*Table 6: Transition and exit management*

| S. No. | Scope | Sections | Brief Scope Description |
|---|---|---|---|
| 1. | Transition and exit Management plan | 5.4.1. | Obtain approval from the Purchaser on the most recent Transition and Exit Management plan before starting exit activities. Any changes, if required, to the most recent plan, shall be in consultation with the Purchaser and shall require approval from the Purchaser before starting exit activities. Purchaser may extend the transition period by another 6 months at the existing terms and conditions of the contract, if required. |
| 2. | Transition and exit Management activities | 5.4.2. | Conduct knowledge transfer |
| | | | Settle the payment dues with the Purchaser |
| | | | Disintegrate from the operations and infrastructure in CSD depot. If CSD wishes to keep the infrastructure in the transit facility, CSD and the selected bidder can finalise the modalities of the same. |
| | | | Migrate the beneficiary database and IT modules/logics |
| | | | Delete data from the eCommerce platform and database |
| | | | Successful transition meeting the parameters defined in the transition and exit management plan |
| 3. | Reporting/ reconciliation documents | 5.4.3 | Submit the following documents to the Purchaser:<br>a. Transition and Exit Management Plan (Draft)<br>b. Monthly Status/ progress report |

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## 5.2. Operations Set-up Phase

The operations set-up phase shall require the bidder to set-up the operations for the eCommerce supply chain model and roll out operations across selected 7 depots. This shall include customization of platform, deployment of resources, designing logistics network etc. This phase shall require the bidder to carry out, but not limited to, the following activities as part of the Scope of Work:

1. The bidder shall mobilize the project team responsible and deploying the infrastructure required for undertaking successful execution of this project.

2. The bidder shall assist the purchaser in setting up the e-commerce cell at the Depots, CSD Head Office and CS Directorate. The e-commerce cell will include representatives from both the purchaser and the bidder. The bidder will be responsible for onboarding and providing relevant training required for the e-commerce cell. Details regarding the functional and human resource support required by the bidder are provided in the Appendix A.7

3. The bidder shall be required to finalize the governance structure of the engagement in consultation with the Purchaser and submit to the purchaser. The governance structure shared by the bidder should cover the following:

   a. The roles and responsibilities of key stakeholders.

   b. The committees which shall be set-up by the bidder highlighting representations required from both bidder and Purchaser

   c. Project Manager identified for communicating details regarding the overall e-commerce project

   d. E-commerce Project Manager identified for each of the Depots for communication with the Purchaser regarding operations of the e-commerce operations within the depot.

   e. A Head software engineer identified as the SpoC for any information and updates pertaining to the working of the systems supporting the eCommerce platform.

   f. The escalation matrix and detail out the roles and responsibilities of each department.

During the tenure of the contract, if aggregator intends to change the Project Manager or PMO team member then Project Management SLAs as per **Vol II of this RFP**- 'Change in named key personnel – Project Manager and other team members', will be triggered.

4. The bidder shall finalise the approach and methodology, to be included in the inception report, for undertaking operations with the Purchaser and obtain an approval from the Purchaser on the same.

5. The bidder shall finalise the performance SLAs in consultation with the Purchaser and seek approval from the Purchaser.

6. The bidder shall finalise the SOPs and content of monthly progress/ performance documents to be submitted for review to the Purchaser.

7. The bidder shall gather stakeholder requirements for the ecommerce portal and finalize the FRS in consultation with the Purchaser. The bidder shall obtain an approval from the Purchaser.

8. The bidder shall customise the portal as per the approved functional requirement specifications given in **Appendix-A.1.** Further development/customization details related to eCommerce portal are provided in **section 5.2.1**

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9. The bidder shall conduct UAT of all releases of eCommerce portal, inclusive of both functional and non-functional test cases. The bidder shall provide acceptance testing environment inclusive of all supply, install, integrate, build, and commission activities that may be necessary. The bidder should fix bugs and issues raised during UAT and seek approval on the fixes from the Purchaser. Changes in the eCommerce portal as an outcome of UAT shall not be considered as a Change Request. The bidder shall need to rectify the observations raised.

10. Once the UAT are complete and approval is received from purchaser, the bidder shall perform required integrations with the purchaser's IT systems and platforms.

11. The bidder shall provide the Purchaser with any information required for getting the warehouse/fulfilment centres functional within depots. Details of available warehousing space during the initial year is provided in **Appendix A.6**

12. The bidder should submit a structured and detailed Transition and Exit Management plan, developed in consultation with the Purchaser. The Transition and Exit management plan may be revised from time to time, if required, in consultation with the Purchaser.

13. The bidder shall set-up a project management office (PMO) during the start of the project. The PMO shall consist of the Project Manager designated by the bidder and representatives of the Purchaser. PMO shall formally meet weekly to discuss:

   a. Project Progress

   b. Activities undertaken and planned by the bidder

   c. Delays, if any – Reasons thereof and ways to make-up lost time

   d. Issues and concerns

   e. Performance and SLA compliance reports.

   f. Unresolved and escalated issues.

   g. Change Management – Proposed changes if any.

   h. Project risks and their proposed mitigation plan

   i. Discussion on submitted deliverable

   j. Timelines and anticipated delay in deliverable if any

   k. Any other issues that either party wishes to add to the agenda.

14. Upon inception of the project, the bidder shall prepare a detailed project plan. The project plan shall include detailed project activities for all phases of the project, timelines for those activities, key project milestones, key resources who shall undertake the activity, etc.

   a. A sign-off from the Purchaser on the project plan shall be taken by the bidder. The approved project plan shall act as a baseline for the engagement. Project status for the entire engagement shall be measured basis the project plan prepared by bidder. The project plan should include, but not limited to, the following:

      i. The project breakup into logical phases and sub-phases.
      ii. Activities making up the sub-phases and phases.
      iii. Components in each phase with milestones.

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        iv.  Key milestones and deliverables along with their dates including those related to supply-chain set-up and online portal customisation.
        v.  Start date and end date for each activity.
        vi.  The dependencies among activities.
        vii.  Resources to be assigned to each activity.
        viii.  Dependency on Purchaser

15. The bidder shall assist the Purchaser with any other activity and adhere to any other guidelines provided by the Purchaser, as required for the successful execution of the Operations set-up phase.

16. In this stage of operations set-up phase, the bidder shall initiate the eCommerce supply chain model in the following Depots:

| S. No. | City |
|--------|------|
| 1. | Guwahati |
| 2. | Lucknow |
| 3. | Ambala |
| 4. | Delhi |
| 5. | Chennai |
| 6. | Pathankot |
| 7. | Kirkee |

Available Space at the above Depots detailed in **Appendix A.6**

17. Beyond Set-up stage, bidder will be required to undertake activities mentioned in **Section 5.3– Operations Phase** and do all the reporting as mentioned in **5.3.8**– R**eporting Documents.**

18. All the SLAs and Penalties detailed out in **Vol II of this RFP** will be applicable to the bidder beyond this stage.

## 5.2.1. E-commerce Portal[*] Development

The bidder is required to deploy the eCommerce portals as per the "build/customize, own and operate model" for the Purchaser. The eCommerce portal operation and maintenance shall require the bidder to carry out, but not limited, the following activities:

1. The bidder is required to customize eCommerce portal as per finalized FRS requirement gathered from stakeholders (draft FRS is given in **Appendix – A.1)**.

2. The bidder is required to build the eCommerce portal that is compatible to mobile application and website. The design should be mobile device friendly and should support all mobile platform such as android, iOS, Windows, etc.

3. The bidder is required to create a dedicated URL/webpage for the Purchaser's beneficiaries.

4. The bidder eCommerce portal should be scalable to accommodate additional beneficiaries, if required.

5. The bidder shall provide all necessary IT software such as warehouse, inventory management software, customer service etc. for successful delivery of SoW as per SLAs defined, and timely generate the required MIS reports.

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[*]e-commerce portal is referred as an online channel which the user can access using specific login credentials and where buyer-seller trading transactions take place

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6. The bidder may hold the intellectual property rights of all the solutions/software prepared by the bidder for the purpose of this engagement.

7. The bidder is required to allow access (Master/Admin User Account) to the Purchaser to enable real-time tracking/monitoring of the functions, processes, transactions, shared by the beneficiaries

8. The bidder portal should support at least English language.

### 5.2.1.1. Authentication and registration

1. Beneficiaries must undergo a one-time authentication process to access the e-commerce portal.

2. The SSO portal (CSD) will conduct this authentication process. Bidders must enable beneficiary interaction with the SSO portal through the e-commerce platform
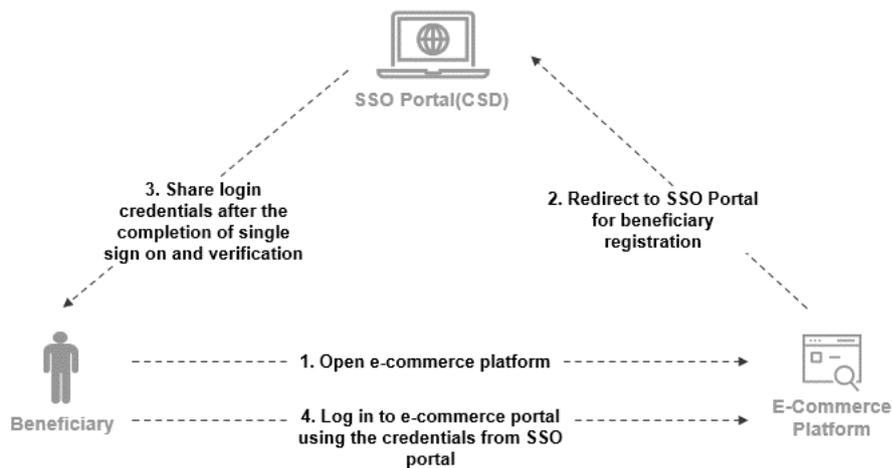


*Figure 9: Beneficiary registration and authentication process*

3. A first-time user need to be instructed to select the registration option in the e-commerce portal. The bidder shall facilitate the redirection of user to the SSO portal from the e-commerce portal registration page. SSO portal will carry out the single sign-on process (registration and authentication). Post that, confirmation of registration and login credentials will be sent to the beneficiary.

4. The bidder shall be responsible for developing required IT integration system with SSO portal to allow the beneficiary to login using the credentials provided by SSO portal. Mobile number of the beneficiary shall be verified by the bidder using OTP during the initial login as well as in fixed intervals mentioned by the purchaser.

### 5.2.1.2. Beneficiary profile

1. The user profile shall consist of the following details:

   a. User ID (Authorised from the SSO portal)

   b. Entitlement limit for the month

   c. Entitlement balance for the month

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    d.   List of current orders (The bidder is required to purge order details after the expiration of the window for the beneficiary to raise ticket for damaged items, which is 7 days after the delivery)

    e.   Mobile number

    f.   Grocery card number with masking

    g.   Delivery address

    h.   Any other information from SSO portal

2. During registration, the beneficiary will have the option to set the spending limit (i.e., 0%, 10%, 20%, 30%, 40%, or 50% of their monthly entitlement) on the SSO portal according to their preference. Beneficiaries can utilise their balance entitlement limit to make purchases from the offline store (URC).

3. The bidder must integrate the e-commerce portal with SSO portal to obtain the profile information and monthly spending limit of the beneficiary.

4. The bidder must enable the beneficiary to access their profile details (including monthly spending limit) in "view only" mode through the e-commerce portal. For any updation of these details, bidder shall facilitate the process by redirecting the users to SSO portal. The changes are required to be reflected in the user profile section of the e-commerce portal.

## 5.2.1.3. Product catalogue and ordering

1. The bidder shall gather the information about the newly introduced product from the purchaser and add it to the product catalogue.

2. The bidder is required to provide filtering functionalities on the search results page(s).

3. The bidder is required to obtain good quality product images to be displayed on the eCommerce portal from the purchaser.

4. The bidder shall be allowed to cross-sell products other than the SKUs registered in CSD product catalogue/CSD. Cross-selling here refers to sale of products from bidder's product catalogue to CSD beneficiaries. Terms and conditions for cross-selling are as follows:

    a.   Bidders are required to redirect beneficiary to a different platform for cross-selling.

    b.   Price of bidder's products being sold must not be higher than the price on bidder's mother/own eCommerce portal.

    c.   Price of products from CSD catalogue must not be lower than CSD listed price. (in case of product is being suggested in lieu of out of stock product at depot)

    d.   Parallel databases within the same portal to be created for recording the transactions each for CSD products as well as bidder's own products. Access to both the databases will be shared with Canteen Stores Department.

    e.   Data purging guidelines mentioned in **Appendix A.2 Data Regime** must be adhered to

5. The bidder shall be allowed to run ads, sponsorship, and up-selling on bidder's CSD eCommerce portal only for the SKUs and suppliers registered in CSD product catalogue. Up-selling here refers to the Complementary/ substitute of the products in search results from CSD product catalogue.

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6.  The bidder's portal should allow the beneficiaries to edit and finalize (to order) product(s) in cart.

7.  The bidder is required to notify the beneficiary over SMS (if requested by beneficiary) if a product is in stock again.

8.  The bidder eCommerce portal should restrict the beneficiary from ordering beyond limits defined by the Purchaser. The beneficiary should not exceed the pre-approved limit for:

    a.  Monthly entitlement

    b.  Product quantity entitlement

9.  The bidder eCommerce portal is required to allow beneficiaries to pay through an online method for the ordered products.

## 5.2.1.4. Payment by beneficiary on portal

1.  The bidder shall provide payment gateways of their choice for the beneficiaries to make the payment for e-commerce purchase. At least one government/PSU payment gateway should also be integrated. Only cashless payment options (No cash on delivery shall be allowed on the bidder portal) will be provided to the beneficiaries. The payment amount of the items need to be redirected to CSD Depot account. The delivery charge should be sent to the bidder's account directly.

2.  The bidder eCommerce portal is required to send information / notifications to the beneficiaries via email/ SMS and eCommerce portal regarding the transaction.

3.  The bidder eCommerce portal is required to share same information on real time basis to the Depot.

## 5.2.1.5. Invoicing

1.  The bidder eCommerce portal is required to generate invoice on behalf of CSD depot as per the required format. Separate invoices shall be made for the purchased item and for the delivery charge, if any. CSD shall provide the Bill of Supply for the item, and the bidder shall provide a tax invoice for the delivery charges. Break up of different price elements, i.e., as per GST Act, shall be indicated separately, along with its associated HSN code and GST rate.

## 5.2.1.6. Tracking

1.  The bidder eCommerce portal is required to offer order tracking service to the beneficiaries.

2.  The bidder eCommerce portal is required to notify the beneficiary on the status of the order, through SMS and eCommerce portal.

## 5.2.1.7. Reverse Logistics

1.  The beneficiary shall not be provided with the refund/exchange option unless the delivered product is damaged or defective.

2.  The handling of the damaged/defective items for the e-commerce will be as follows:

    I.  Item damaged prior to the handover to the bidder – Bidder is required to conduct a quality check before transferring the stores to transit facility. Damaged items need not be accepted by the bidder.

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II. Item damaged after the pickup by the bidder – Based on a complaint from the beneficiary through e-commerce portal, refund to the beneficiary at the cost (MRP of the item) of bidder will be ensured by the purchaser. The bidder must make at least 2 attempts of return pick up of the item.

III. Functionally defective item delivered to the beneficiary – Beneficiary shall register a complaint on the e-commerce portal. Beneficiary is also required to raise a complaint with the OEM for claiming the warranty/guarantee. Purchaser will facilitate the replacement of the item and the doorstep delivery of the replacement item.

3. The beneficiary will be given a 7-day window after the delivery of the item to register a complaint in the case of receiving a damaged or defective item. Bidder is required to verify the complaint raised by the beneficiary.

### 5.2.1.8. Customer Management / Grievance Redressal

1. The bidder eCommerce portal shall have the functionality for the beneficiary to raise a grievance redressal request. The bidder shall facilitate the auto-escalation mechanism and shall provide information/ interface to the purchaser for addressing L2 level requests (L1& L2 Level requests detailed out in **section 5.3.3**).

2. The bidder eCommerce portal shall have the functionality to gather timely customer experience feedback.

## 5.2.2. Security standards and guidelines

### 5.2.2.1. Hosting and data management

1. The bidder shall be responsible for the hosting for the eCommerce platform and to ensure availability of best fit hardware and software accordingly.

2. The bidder shall host the eCommerce platform on the platform of a Cloud Service Provider that is empanelled with MeitY.

3. The bidder shall ensure that the data centre (should be MeitY empanelled) where ecommerce portal related data shall be stored has implemented the layered data security measures covering physical security, identity & access, perimeter, network, compute, application & data.

4. The bidder shall be responsible for hosting and maintenance of services in accordance with the service level agreements defined in **Vol II of this RFP.**

5. It is required that the bidder's data centre facilities and the physical and virtual hardware be located within India.

6. The space allocated for hosting the infrastructure in the Data Centre should be secure.

7. The data centre server infrastructure should not be physically accessible by anyone other than the personnel responsible for on-site maintenance of the system

8. The Data centre site should comply with the international standards and best practices

9. The bidder is required to store and process all data pertaining to this engagement within the boundaries of the Indian Territory.

10. It is required that no data, by the bidder, is transmitted (back-up data or otherwise) outside the boundaries and legal jurisdiction of India.

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11. The bidder should provide and implement security mechanisms for handling data at rest and in transit. Data in transit should be encrypted.

12. The bidder should not save any details of the payment modes used by the beneficiary on the eCommerce portal.

13. The bidder is required to purge older beneficiary data from the bidder database in the first week of every month. The following data should be purged:

    a. Beneficiary limits and balance for the previous month (Monthly entitlement and balance of the beneficiary, Number of transactions limit and balance of the beneficiary)

    b. Order details (list of products and quantities ordered)

    c. Beneficiary shipping and billing address

    d. Any other data pertaining to this engagement deemed fit to be purged by the Purchaser

14. The MIS reports can be stored for the future analysis of e-commerce sales and operations

The bidder must not create a copy of the data for own use and has to adopt, but not limited to, safeguards mentioned in **Appendix-A.2.** while handling data on the eCommerce portal

15. The bidder shall not be allowed to use the mobile number of the beneficiary for purposes other than notification about a product(s) back in stock (only if requested by beneficiary), OTP for payments, notification of planned/ unplanned maintenance downtime and delivery of order (for status updates and to contact when delivering order) to the beneficiary. For any other use of the mobile number, explicit approval of the Purchaser will need to be taken.

16. The bidder will not save the IP address or location details of the beneficiary on the bidder portal database.

17. The bidder will not be allowed to undertake any behavioural analysis of the beneficiaries.

18. The bidder will not use browser cookies on the bidder portal.

19. The bidder will not provide access to beneficiary database to any government/non-government organizations without prior approval from the Purchaser and Ministry of Defence.

20. The bidder is required to have a disaster recovery (DR) site to ensure continuity of operations in the event of failure of primary Data Centre (DC) site. If the primary DC site fails, in case of any event of disaster, either natural or man-made calamity such as earthquake, fire, flood, Hardware, Network problem etc., the DR site become functional to provide uninterrupted access to beneficiary till the time the issue of the primary site is not solved.

21. It is required that the bidder's DR facilities and the physical and virtual hardware be located within India.

22. The space allocated for hosting the infrastructure in the DR site should be secure.

23. The distance for a DR site can vary depending on the types of disaster — such as earthquakes, floods, terror attacks, etc. The bidder should choose a DR location that fits its business model and regulatory requirements. The bidder should ensure the latency and performance of applications are not hampered.

24. The DR server infrastructure should not be physically accessible by anyone other than the personnel responsible for on-site maintenance of the system

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25. The bidder is required to meet the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements as per SLAs defined in **Vol II of this RFP**.

26. There shall be asynchronous replication of data between Primary DC and the DR site. The bidder shall be responsible for sizing and providing the DC-DR replication link so as to meet RTO and RPO requirements.

27. The use of Full Compute DR environment can be for specific periods during a year for the purposes of DC failure or DR Drills or DC maintenance.

28. During the change from Primary DC to DR or vice-versa (regular planned changes), there should be minimal/no data loss.

29. Automated switchover/failover facilities (during DC failure & DR Drills) to be provided and ensured by the bidder.

30. The bidder shall have proper escalation procedure and emergency response in case of failure/disaster at primary DC site.

## 5.2.2.2. Security requirements

1. The bidder shall implement a key vault to store confidential information such as API keys, passwords, TLS/SSL certificates, or cryptographic keys

2. The bidder is required to ensure that they adhere to the ever-evolving guidelines as specified by CERT-In (http://www.cert-in.org.in/).The bidder is required to ensure that password policies adhere to security requirements as defined by CERT-In. E-commerce platform should also be compliant with Ministry of Defence's cyber security guidelines and the ministry reserves the right to audit the system if required. Purchaser (i.e. CSD) may be informed while granting the permission of audit being the user department.

3. The bidder shall ensure integration of all security components used in the overall system network

4. The bidder is required to meet and comply with all GoI IT Security Policies and all applicable GoI standards and guidelines, other Government-wide laws and regulations for protection and security of Information Technology.

5. The bidder should have their e-Commerce platform along with hosting infrastructure audited and certified by STQC for compliance. A valid STQC certification for proposed e-commerce platform and hosting infrastructure shall be required before go-live of the portal.

6. The bidder shall be mandatorily required to undergo one security audit, before go-live, by a STQC empanelled vendor.

7. The bidder is required to generally and substantially and in good faith follow GoI guidelines and CERT-In and Purchaser Security requirements provided in this RFP and any other security requirements provided by the Purchaser in future. Where there are no procedural guides, generally accepted industry best practices for IT security shall be used by the bidder.

8. The bidder is required to conduct full-fledged technical validation of the system through necessary tests to ensure the bidder portal is fit for use on the internet including performance load tests, system tests, security and vulnerability tests among others. The bidder is required to conduct security audit and resolve all the vulnerabilities found before go-live of the portal.

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9. The bidder portal is required to be secure from virus attacks, malware and hackers etc. Architecture Design should incorporate security features to protect the portal from Session Hijacking, SQL injection, Cross scripting, Denial of Service etc. The portal must have necessary firewall for intrusion detection and prevention. Latest version of Firewall be installed at network level as well as Server and web server level. The bidder portal system should be secured by using Intrusion detection system (IDS) and Intrusion prevention system (IPS) at network and server level.

10. The bidder's portal is required to raise real-time notification to the Purchaser in case of any malicious/fraudulent activity observed during transactions.

11. The bidder is required to design the eCommerce portal such the user error messages are not presented to anyone other than the authorized user. The bidder portal should display a customized error message to the user. This feature shall help to capture all the errors that occur on the portal and mail the same to the system administrator/software team head for the prompt action such that users do not have to face any inconvenience.

12. The bidder is required to allow necessary tests, periodically, to ensure the bidder portal is fit for use on the internet including performance load tests, system tests, security and vulnerability tests among others, by an STQC empanelled vendor. The reports of these tests should be provided to the Purchaser as per mutually agreed timelines.

13. The bidder is required to mitigate all security risks found on the bidder platform and continuously monitor activities. All high-risk vulnerabilities must be mitigated within 30 days and all moderate risk vulnerabilities must be mitigated within 90 days from the date vulnerabilities are formally identified. The Government shall determine the risk rating of vulnerabilities.

14. All cost relating to obtaining such STQC & other necessary certifications/ tests shall be borne by bidder.

## 5.2.3. Reporting documents

The documents listed in the table below are required to be submitted by the bidder as deliverables in the Operations set-up phase:

*Table 7: Reporting / reconciliation documents - Operations Set-up Phase*

| S. No. | Output | Description | Timelines[*] (T+n) |
|--------|--------|-------------|----------------|
| | | | |
| 1. | Inception report | Report covering, but not limited to: <br> a. Approach & Methodology to undertake operations <br> b. Project Plan <br> c. Governance Structure and Escalation Matrix <br> d. SLAs finalized with Purchaser <br> e. Risks, assumptions | T+1 |

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[*] T+n, where T = Start of Operations Set-up Phase, n in months

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| | | and dependencies<br>f. Support required<br>from CSD HO | |
|---|---|---|---|
| 2. | FRS | FRS of the final solution construct | T+1 |
| 3. | UAT Results | UAT results and feedback | T+2 |
| 4. | Transition and Exit Management Plan (Draft) | Plan covering activities to be undertaken in transition and exit phase | T+2 |
| 5. | Status/progress reports | Progress report by the PMO on the status of activities undertaken in operations set-up phase | Fortnightly |
| | | | |
| 6. | All the reporting as per section **5.3.8** of this Volume | | |

Submission frequency of documents listed above may be mutually decided between the bidder and the Purchaser during the operations set-up phase.

# 5.3. Operations Phase

In this phase, the bidder shall initiate and run the operations of the eCommerce supply chain across 7 selected depots. The bidder shall be required to carry out, but not limited to, the following activities as part of the Scope of Work for this phase:

## 5.3.1. Logistics and Supply Chain Management

The logistics and supply chain management for the eCommerce model shall require the bidder to carry out, but not limited, the following activities:

### 5.3.1.1. Beneficiary Order Management

1. Once the beneficiary places the order on the eCommerce portal, details will be shared with CSD depot to release the inventory from CSD depot warehouse

### 5.3.1.2. Collect supplies from CSD Depot

1. The bidder shall be required to pick up goods from the respective depots based on the actual demand from the e-commerce portal. The bidder shall also ensure that there are no damages/leakages of goods.

### 5.3.1.3. Order dispatch

1. The - bidder shall be responsible for fulfilling orders placed on the eCommerce portal. Once the beneficiary places an order and completes the payment on the portal, the order intimation will be sent to the respective depot.

2. Consolidated order for the day shall be handed over to the aggregator at the end of the day by CSD depot.

3. The bidder must ensure the quality of the inventory received from the depot. Damaged items need not be accepted. The bidder is responsible for the safety of the item until the delivery is completed.

4. The bidder will carry the inventory from the depot warehouse to the transit facility within the depot for segregation, packaging, weighing, and attaching delivery information to the package for further delivery.

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### 5.3.1.4. Delivery

1. The bidder shall have to start operations in all depots and the required delivery radius as per the implementation timeline. The bidder shall be solely responsible for the last mile delivery of the order as per the SLAs defined in **Volume II of this RFP.**

2. In establishments where civilians are not allowed, the bidder shall be responsible to deliver at the earmarked delivery points. The bidder shall receive a list of pre-defined earmarked points from the Purchaser.

3. The bidder shall make maximum 3 delivery attempts for an order. No charges shall be levied on the beneficiary for second and third delivery attempts. If the delivery is unsuccessful after three attempts, the item will be returned to the depot and kept in transit facility, with the responsibility of the bidder. The beneficiary is permitted to collect the item from the transit facility within one month. During this period, the bidder can deliver the product to the beneficiary by charging the delivery charges mentioned in **Appendix A.4** , as per the ticket raised by the beneficiary in the customer service portal. After the one-month duration, if the beneficiary does not collect the item, the bidder shall return it to CSD and the beneficiary's claim to the item will be forfeited without any refund. The bidder is required to promptly notify the beneficiary of these steps.

4. The bidder shall be responsible for the safety and security of goods during delivery. Cost of goods damaged/pilfered during the delivery shall be borne by the bidder at the Maximum Retail Price.

5. The bidder may give an additional option for express delivery and charge extra to the beneficiary for the same.

6. The bidder's delivery agent will be required to take order acknowledgement from beneficiary in the form of OTP

### 5.3.1.5. Reverse logistics/ Refund

1. The beneficiary shall not be provided with the refund/exchange option unless the delivered product is damaged or defective.

2. The handling of the damaged/defective items for the e-commerce will be as follows:

   I. Item damaged prior to the handover to the bidder – Bidder is required to conduct a quality check before transferring the stores to transit facility. Damaged items need not be accepted by the bidder.

   II. Item damaged after the pickup by the bidder – Based on a complaint from the beneficiary through e-commerce portal, refund to the beneficiary at the cost (MRP of the item) of bidder will be ensured by the purchaser. The bidder must make at least 2 attempts of return pick up of the item.

   III. Functionally defective item delivered to the beneficiary – Beneficiary shall register a complaint on the e-commerce portal. Beneficiary is also required to raise a complaint with the OEM for claiming the warranty/guarantee. Purchaser will facilitate the replacement of the item and the doorstep delivery of the replacement item.

3. The beneficiary will be given a 7-day window after the delivery of the item to register a complaint in the case of receiving a damaged or defective item. Bidder is required to verify the complaint raised by the beneficiary.

### 5.3.1.6. Salvage management

1. The Depot shall undertake salvage management as per existing procedure

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2. The bidder will be responsible for the salvage management of the products damaged from the bidder during the delivery.

### 5.3.1.7. GST

1. The GST refund management will retain its current process, with no involvement from the bidder. Nonetheless, the bidder must promptly provide any necessary documents for the GST refund process, if required by the purchaser.

## 5.3.2. E-commerce Portal Operation and Maintenance

1. The bidder eCommerce portal should be operational 24 hours a day, 7 days a week, as per SLAs defined in this RFP. The bidder is required to send notifications through SMS to the beneficiary prior to any planned/ unplanned maintenance downtime. The bidder is also required to inform the Purchaser, well in advance, for all planned downtime. The bidder is required to meet all SLAs provided in **Vol II of this RFP** for the eCommerce portal.

2. The bidder should conduct optimization of system from time to time for better performance of e-commerce portal. The bidder is required to upgrade and update the eCommerce portal as and when upgrades and updates are made available. The bidder is required to inform the Purchaser of the upgrades and updates.

3. The bidder shall be responsible to carry out changes in portal at no cost to Purchaser for any changes required for functions, processes, rules, improvements, or any configuration changes etc. as per requirements of Purchaser from time to time. Any statutory changes would be required to be done within stipulated timelines. The bidder is required to support the Purchaser with relevant information during planned/ unplanned IT audits of the bidder's eCommerce platform. The audits may be conducted by the Purchaser, or any government agency authorized by the Purchaser.

4. The bidder shall be responsible for maintenance of API integrations used for exchanging data with SSO Portal, Depot inventory management system and e-commerce portal. The bidder shall ensure the data movement is real-time without any delays.

5. The purchaser through the suitable government agencies shall be allowed to audit the eCommerce portal in order to assess the authenticity of data being provided by the application and ensure no data is being shared beyond project's IT architecture.

## 5.3.3. Customer Service

The Customer Service for the eCommerce model shall require the bidder to carry out, but not limited, the following activities:

1. The bidder will be required to resolve L1 Level grievance raised on the portal and beyond that, the requests will be auto escalated to CSD. In case of any escalation to CSD, bidder will be required to assist by providing the relevant information and interface so that the query/complaint can be resolved as per the timelines set in the SLAs. L1 Level requests pending for more than 5 days will escalated to CSD.

2. The bidder will be responsible for resolution of L1 level grievances covering the following categories:

   a. Log-in assistance on the bidder eCommerce portal

   b. User Profile (the bidder may be supported by the Purchaser SSO portal)

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  c. Ordering/Product details

  d. Delivery/Reverse Logistics

  e. Payment gateway

  f. Any other service ticket relevant for eCommerce operations

3. The requests under following categories will be considered as L2 Level requests and will be transferred to the purchaser:

  a. Limit Management

  b. Quality of product

  c. Payment

4. The bidder is responsible for gathering beneficiary feedback on ordering, delivery, and product quality.

5. The bidder must have operational and responsive call centre for customer service with the support of phone calls, e-mails and chatbots.

6. The bidder should provide a periodic report service request status and customer feedback to the Purchaser on real-time basis. Report to include:

  a. Order Details

  b. Status of service requests

  c. Customer Feedback

  d. Proposed Action by the bidder

  e. Status (Progress) of the proposed action

  f. Performance against applicable SLA

## 5.3.4. Risk and Issue Management

1. The bidder shall develop a risk management plan and a risk register for the engagement. The bidder shall identify project risks, analyse, and prioritize the risk, identify mitigation plans and document the risks and their mitigation strategy in the risk register.

2. The bidder must also prepare an issue management procedure to identify, track, and resolve all issues confronting the project. The bidder must prepare an issue register to document all key project issues, their impact on the engagement and their resolution plans.

3. The bidder should periodically update risk and issue register and present them as part of the weekly project review reports. The project risks and issues shall also be discussed with the Purchaser fortnightly PMO meetings in order to discuss and identify mitigation plans.

## 5.3.5. Project Status Monitoring and Reporting

1. The bidder shall circulate written progress reports each month to Purchaser and other stakeholders. Project status report shall include progress against the Project Plan, status of all risks and issues, exceptions and issues along with recommended resolution etc. This project status report shall be

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discussed every fortnight during the fortnightly project status meeting. The project status report shall contain, but not limited to, the following.

    a.   Number of orders delivered

    b.   Number of orders pending

    c.   Inventory status

    d.   Any other parameters required for status reporting

2. Other than the planned meetings, in exceptional cases, project status meeting may be called with prior notice. Project review reports shall be submitted by the bidder monthly. Purchaser reserves the right to ask the bidder for the project review reports other than the monthly status review reports.

## 5.3.6. SLA Monitoring and Reporting

1. The bidder shall be responsible for delivering the services described in the Scope of Work, as per the SLAs given in this RFP. The bidder shall also be responsible for periodic monitoring and reporting of the SLAs. The bidder should submit an SLA compliance report each month as part of the Monthly Progress Reports. The bidder shall also be responsible for providing early warning of any organizational, functional, operational, or technical changes that might affect bidder's ability to deliver the services described in the SLA. Immediate actions should be taken to mitigate the risks or issues, if any.

2. To the extent possible, SLA reporting should be undertaken using automated tools and SLA reporting should be do using the automated logs with minimal manual intervention. The bidder shall define and implement a process for those SLAs that require manual intervention for measurement and reporting.

3. The bidder shall adhere to all SLAs mentioned in **Vol II of this RFP**. The bidder shall prepare the reporting templates for SLA compliance reports and obtain sign-off from the Purchaser during the operations set-up phase. These reports should include "actual versus target" SLA performance, a variance analysis and discussion of appropriate issues or significant events, if any.

## 5.3.7. Change Control Management

1. Due to the evolving nature of the project requirements and the complexity of the project, changes may be required before and during the project. These changes may require modification to the software, infrastructure and underlying processes and may thus have a financial impact.

2. The bidder is required to work with the Purchaser to ensure that all changes are discussed, managed, and implemented in a constructive manner.

3. This section describes the procedure to be followed in the event of any proposed change to the Scope of Work and SLAs. Such change shall, inter alia, include:

    a.   Requests for requirement changes (additions, deletions, modifications, deferrals) in Scope of Work (including software)

    b.   Requests for enhancements in current supply chain

    c.   Requests for new service offerings

4. The Change Control procedure applies to base-line Scope of Work as detailed in this RFP for the bidder created or managed by the members of the project identified in the governance structure of the project.

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5. Detailed change control procedure is given in **Appendix-A.3.**of this document.

The bidder shall assist the Purchaser with any other activity and adhere to any other guidelines provided by the Purchaser, as required for the successful execution of the Operations phase.

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## 5.3.8. Reporting documents

The documents listed in the table below are required to be submitted by the bidder as deliverables in the Operations phase:

*Table 8: Reporting / reconciliation documents - Operations Phase*

| S. No. | Output | Description | Timelines (T+n [*]/ frequency) |
|---|---|---|---|
| 1. | Delivery Invoice / Bill of Supply | Invoices of successful delivery | Real-time |
| 2. | Damaged goods report | a. Details of goods damaged from the bidder | Real-time |
| 3. | Order return/Reverse logistics data | Details of refund request placed | Real-time |
| 4. | MIS Reports | a. Volume of transactions<br>b. Value of transactions<br>c. Group-Wise Inventory levels (current levels and supplies ordered)<br>d. Delivery Timelines<br>e. Products damaged (in warehouse and delivery)<br>f. Service Requests Status<br>g. Customer feedbacks<br>h. Any other e-commerce data required by the purchaser | Real-time |
| 5. | Monthly Progress/Performance Report | The report to cover:<br>a. Performance against set SLAs<br>b. Risks and Outstanding issues<br>c. Dependencies and Support required from CSD HO<br>d. Any other e-commerce data required by the purchaser | Monthly |

Submission frequency of document listed above may be mutually decided between the bidder and the Purchaser during the operations phase.

# 5.4. Transition and Exit Management Phase

In this phase, the bidder shall be required to initiate the Transition and Exit management plan. The bidder shall be required to ensure a successful transition meeting the parameters defined in the Transition and Exit Management plan.

Purchaser may extend the transition period by another 6 months at the existing terms and conditions of the contract, if required.

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[*] T+n, where T = Start of Operations Phase, n = month

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The bidder shall be required to carry out, but not limited to, the following activities as part of this phase:

## 5.4.1. Transition and exit management plan

1.  The bidder should get approval from the Purchaser on the most recent Transition and Exit Management plan before starting exit activities. Any changes, if required, to the most recent Transition and Exit Management plan, shall be in consultation with the Purchaser and shall require approval from the Purchaser before starting exit activities.

## 5.4.2. Transition and exit management activities

1.  The bidder shall conduct knowledge transfer activities covering:

    a.  Training of the new aggregator

    b.  Transfer of operational SOPs (Logistics & Supply Chain Management) and other guidelines

    c.  Handholding to the new aggregator for portal customization and integration of portal with systems of Purchaser

    d.  Share previous performance review documents (such as SLA review reports)

2.  The bidder shall settle the payment dues with the Purchaser

3.  The bidder shall start transferring the existing inventory to the new aggregator's warehouse/fulfilment centre.

4.  If CSD wishes to keep the infrastructure in the transit facility, CSD and the selected bidder can finalise the modalities of the same.

5.  The bidder shall support in migration, if required, of the beneficiary database and IT modules/logics from their portal to new aggregator's portal.

6.  As required, the bidder shall delete all the data from eCommerce platform and database and ensure that the data cannot be forensically recovered.

7.  The bidder and the bidder's PBG shall be released from the project only when the successful transition is done meeting the parameters defined in the transition and exit management plan developed during operations set-up phase.

The bidder shall assist the Purchaser with any other activity and adhere to any other guidelines provided by the Purchaser, as required for the successful execution of the Transition and Exit Management phase.

## 5.4.3. Reporting documents

The documents listed in the table below are required to be submitted by the bidder as deliverables in the Transition and Exit management phase:

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*Table 9: Reporting / reconciliation documents - Transition and Exit Management Phase*

| S. No. | Output | Description | Timelines (T+n[*] / frequency) |
|---|---|---|---|
| 1. | Final Transition and Exit Management Plan | Plan covering activities to be undertaken in transition and exit phase | T+1 |
| 2. | Monthly Status/ progress report | Report covering status of exit/transition activities undertaken and support required from the Purchaser | Monthly |

Submission frequency of document listed above may be mutually decided between the bidder and the Purchaser during the Transition and Exit Management phase.

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[*] T+n, where T = Start of Transition and Exit Management Phase, n = month

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# Appendices

# Appendix A. - Appendices

## A.1. eCommerce Portal Operation and Functional Requirements Specifications

### A.1.1. Beneficiary Authentication, registration and log-in

*Table 10: User authentication, registration and log-in FRS*

| S. No. | Functional Requirements | Compliance (Y/N) | Remarks |
|---|---|---|---|
| 1. | The bidder shall obtain the required information (Whitelisted data) from the SSO portal:<br>1) Beneficiary phone number<br>2) User ID<br>3) User password<br>4) Grocery card number<br>5) Beneficiary entitlement limits (Financial limit & quantity limit)<br>6) Any other data from SSO portal | | |
| 2. | First time authentication of a user (or authentication each year) shall happen through SSO portal of purchaser. The bidder is required to integrate the e-Commerce portal with the SSO portal of the Purchaser to facilitate the registration and single sign on of the beneficiary | | |
| 3. | The bidder shall allow the beneficiary to login to the e-commerce portal using the credentials from SSO portal | | |
| 4. | The bidder shall do OTP verification of the phone number during the first-time login of beneficiary in the e-commerce portal. This verification has to take care in a regular interval mentioned by the purchaser | | |
| 5. | The bidder is required to restrict concurrent logins for a single User ID. | | |
| 6. | It is required that the bidder eCommerce portal website automatically log-outs of the beneficiary account, if the beneficiary is inactive for 15 minutes on the bidder eCommerce portal | | |

### A.1.2. Beneficiary profile

*Table 11: Beneficiary profile FRS*

| S. No. | Functional Requirements | Compliance (Y/N) | Remarks |
|---|---|---|---|
| 1. | The bidder eCommerce portal shall allow the beneficiary to view their user profile once the beneficiary has logged in to the bidder eCommerce portal. The beneficiary should be able to see the data from the SSO portal on their e-commerce profile: | | |

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| | | | |
|---|---|---|---|
| | a. User ID (Authorised from the SSO portal)<br>b. Entitlement limit for the month<br>c. Entitlement balance for the month<br>d. List of current orders<br>e. Mobile number (as received from the SSO portal)<br>f. Grocery id (with masking)<br>g. Delivery address<br>h. Any other data from SSO portal | | |
| 2. | The bidder must integrate the e-commerce portal with SSO portal to enable the updation of the beneficiary's monthly limit. | | |
| 3. | Bidder shall allow the beneficiary to purchase the items based on the monthly spending limit updated in SSO portal | | |
| 4. | The effective date of the limit change shall be communicated to the beneficiary and will be applicable from the following month. | | |

## A.1.3. Supplier & Product Management

*Table 12: Supplier & Product Management*

| S. No. | Functional Requirements | Compliance (Y/N) | Remarks |
|---|---|---|---|
| 1. | The bidder is required to integrate the new product introduced by the purchaser into e-commerce product catalogue at specified frequencies | | |

## A.1.4. Product catalogue and ordering

*Table 13: Product catalogue and ordering FRS*

| S. No. | Functional Requirements | Compliance (Y/N) | Remarks |
|---|---|---|---|
| 1. | The bidder to create a product catalogue dividing the products into relevant categories/groups for user convenience | | |
| 2. | The bidder eCommerce portal should have a search box on the top of each page to allow the beneficiary to search for products on the bidder eCommerce portal. | | |
| 3. | The bidder eCommerce portal should allow the beneficiary to search by:<br>a. Product name<br>b. Product category<br>c. Product index number<br>d. Product specification<br>e. Brand<br>f. Product Reviews | | |
| 4. | The search on the bidder eCommerce portal should be able to suggest near matches. The search on the bidder portal should be able to search even if there are spelling errors in the details typed by the beneficiary in the search box | | |
| 5. | The product eCommerce portal should allow the beneficiary to select product and add/remove product to/from the Cart. | | |
| 6. | The search result on the bidder eCommerce portal should be laid out in grid format of product summary tiles. The summary tiles should contain product name, product index number, CSD Price and Maximum Retail Price of the products. The tiles should be linked | | |

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| S. No. | Functional Requirements | Compliance (Y/N) | Remarks |
|---|---|---|---|
| | through to the product details page. Multiple templates should be available to vary the layout of this page when required. | | |
| 7. | The search result on the bidder eCommerce portal should display a maximum of 60 products per page. There should be multiple pages if the search result is to display greater than 60 products. | | |
| 8. | The header of the result page on the bidder eCommerce portal should show total number of products in results, and page X of Y. | | |
| 9. | The bidder eCommerce portal should allow the beneficiary to choose any page number from all the pages in the search result. | | |
| 10. | The search on the bidder eCommerce portal is required to provide the beneficiary the functionality to refine search by brand, product category, deals, availability, price and product specifications. | | |
| 11. | The bidder is required to display product picture (to be procured from purchaser) on the product details page of the bidder eCommerce portal. | | |

## A.1.5. Ordering & Checkout

*Table 14: Ordering & Checkout*

| S. No. | Functional Requirements | Compliance (Y/N) | Remarks |
|---|---|---|---|
| 1. | The bidder's portal should allow the beneficiaries to browse/search and add/ remove product(s) to/from cart and finalize order from the cart. | | |
| 2. | The bidder eCommerce portal is required to notify the beneficiary with an onscreen pop-up message if maximum product quantity allowed is surpassed | | |
| 3. | The bidder shall allow the beneficiaries to add product to the Wishlist and select/view them at a later point of time | | |
| 4. | The bidder is required to provide the beneficiary the ability to place a request for notification through SMS, (from the product description page on the eCommerce portal) when a product is back in stock. | | |
| 5. | The bidder is required to ask the beneficiary shipping and billing address for the respective orders | | |
| 6. | The bidder is required to provide estimated date and time of delivery. Bidder can provide delivery options (For e.g. One Day Delivery) and shall charge extra charges, subject to the approval of modalities by the purchaser | | |
| 7. | The bidder is required to provide an order summary and take confirmation from the beneficiary for following information before redirecting to the payment gateway:<br>a. Recipient Name<br>b. Recipient Contact Number<br>c. List of Products<br>d. Product(s) price & taxes<br>e. Shipping Address<br>f. Billing Address<br>g. Estimated date & time of delivery<br>h. Delivery charges, if applicable | | |

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## A.1.6. Payment

*Table 15: Payment FRS*

| S. No. | Functional Requirements | Compliance (Y/N) | Remarks |
|---|---|---|---|
| 1. | The bidder should provide the payment gateway. The bidder is required to integrate, through API, the payment gateway to the bidder eCommerce portal. The bidder should also include an option for the beneficiary to pay via the Government/PSU payment gateway. | | |
| 2. | The payment amount of the items needs to be redirected to purchaser Depot account and the delivery charge should be sent to the bidder's account directly. | | |
| 3. | Bidder shall build safeguard against the payment disputes for online payments raised by the beneficiary by implementing a suitable mechanism to submit necessary documents to prove the legitimacy of the transaction | | |
| 4. | The bidder is required to send the following information/ notification regarding transaction progress to the beneficiaries:<br>　　a. Transaction successful/unsuccessful<br>　　b. Order receipt/ Invoice (Only on email and a copy on eCommerce portal) | | |
| 5. | Once the order is placed successfully, the bidder will provide the order summary covering:<br>　　a. Recipient Name<br>　　b. Recipient Contact Number<br>　　a. List of Products<br>　　b. Shipping Address<br>　　c. Billing Address<br>　　d. Estimated date & time of delivery<br>　　e. Product(s) price breakup<br>　　f. Payment Status<br>　　g. Delivery charge, if any | | |

## A.1.7. Invoicing

*Table 16: Invoicing*

| S. No. | Functional Requirements | Compliance (Y/N) | Remarks |
|---|---|---|---|
| 1. | On successful transaction, the bidder is required to share the following details in the Order Receipt/ Invoice shared with the beneficiary:<br>　　a. User ID<br>　　b. Invoice Number<br>　　c. Product Index number and quantity<br>　　d. Delivery date and time<br>　　e. Delivery& Billing address<br>　　f. Date of transaction<br>　　g. Product(s) price & taxes<br>　　h. Payment Details | | |
| 2. | The bidder eCommerce portal is required to generate invoice on behalf of CSD depot as per the format given by the purchaser. Separate invoices to be made for the purchased item and for the delivery charge (GST bill), if any | | |

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| S. No. | Functional Requirements | Compliance (Y/N) | Remarks |
|---|---|---|---|
| 3. | The bidder will be required to share the consolidated order details for a day with CSD depot so that the depot can prepare the inventory for the pick up by the bidder | | |

## A.1.8. Order Tracking / Lifecycle

*Table 17: Tracking FRS*

| S. No. | Functional Requirements | Compliance (Y/N) | Remarks |
|---|---|---|---|
| 1. | The bidder eCommerce portal is required to display and update the delivery status of the order placed by the beneficiaries on the bidder eCommerce portal. The tracking facility by the bidder should provide updates to the beneficiary about order location and the estimated time to delivery. | | |
| 2. | The bidder should send notifications to the beneficiary for the following order statuses:<br>a. Order Confirmation – The bidder is required to notify the beneficiary once the order is confirmed. This notification should include User ID and total transaction amount.<br>b. Order Collection from Depot Warehouse - The bidder is required to send a notification on the collection of order from CSD Depot Warehouse.<br>c. Order Shipped – The bidder is required to send a notification on shipping. This notification should contain tracking number and expected date of delivery.<br>d. Out for delivery status – This notification should be sent by the bidder to the beneficiary on the day of delivery.<br>e. Delivery attempt – In case no one is available at the delivery address, a notification with the next available date and time of delivery should be sent by the bidder to the beneficiary. The beneficiary to choose among the date and time options presented. The bidder is required to make 3 delivery attempts.<br>f. Delay in delivery - In case there is a delay in delivery of order, a notification with the next expected date and time of delivery should be sent by the bidder to the beneficiary.<br>g. Successful delivery - The bidder is required to send a notification on successful delivery with the date of delivery, time of delivery and User ID of the beneficiary who ordered the products. Bidder has to send the order invoice to the beneficiary via mail upon the successful delivery of item | | |
| 3. | The bidder's delivery agent will be required to take order acknowledgement from beneficiary in the form of OTP | | |
| 4. | The bidder should send notifications to the beneficiary for the following order statuses, in case of returned product(s):<br>a. Delivery attempt – If it is the third unsuccessful delivery attempt, the bidder is required to send a notification regarding unsuccessful delivery and notify the beneficiary that the product(s) can be collected from the Depot.<br>b. Return request – If the beneficiary chooses to return to the product(s) due to damage, the bidder is required to send a confirmation regarding return request and the expected date and time of pick-up. | | |

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| S. No. | Functional Requirements | Compliance (Y/N) | Remarks |
|---|---|---|---|
| | c. Return in process– The bidder is required to send a notification of return in process and the expected date of refund<br>d. Refund completed – The bidder is required to send a notification of the completion of refund | | |

## A.1.9. Reverse Logistics

*Table 18: Reverse Logistics*

| S. No. | Functional Requirements | Compliance (Y/N) | Remarks |
|---|---|---|---|
| 1. | The bidder eCommerce portal is required to provide the functionality to the beneficiary to raise a request for return of product(s) ordered in case of the receipt of a damaged/defective product. The beneficiary must have the options to choose the reason for return. | | |
| 2. | The bidder is required to pick up the item from the beneficiary doorstep and issue refund if the product is damaged | | |
| 3. | The bidder shall facilitate the beneficiary to register a complaint to CSD depot in case the product is functionally defective.<br>Bidder is also required to facilitate the beneficiary regarding the registration of complaint in OEM website | | |

## A.1.10. Customer Service

*Table 19: Customer Service*

| S. No. | Functional Requirements | Compliance (Y/N) | Remarks |
|---|---|---|---|
| 1. | The bidder is required to gather beneficiary feedback on ordering, delivery, and product quality | | |
| 2. | The bidder is required to perform Level 1 grievance redressal | | |
| 3. | The bidder is required to transfer the customer complaints to CSD, if it escalates beyond Level 1 | | |
| 4. | The bidder shall provide required information and interface to the purchaser for addressing escalated requests | | |

## A.1.11. Notification

*Table 20: Notification*

| S. No. | Functional Requirements | Compliance (Y/N) | Remarks |
|---|---|---|---|
| 1. | The bidder is required to send regular Email & SMS alerts to the beneficiary about portal and orders using bidder's Email & SMS gateway | | |

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## A.1.12. Site Admin

*Table 21: Site Admin*

| S. No. | Functional Requirements | Compliance (Y/N) | Remarks |
|---|---|---|---|
| 1. | The bidder is required to provide Master Access to the purchaser of the Ecommerce portal | | |

## A.1.13. Reports

*Table 22: Reports*

| S. No. | Functional Requirements | Compliance (Y/N) | Remarks |
|---|---|---|---|
| 1. | The bidder is required to share, but not limited to, the following MIS reports with CSD in real-time basis:<br>a. Volume of transactions<br>b. Value of transactions<br>c. Bills of supplies<br>d. Delivery Timelines<br>e. Refund requests<br>f. Products damaged<br>g. Service Requests Status<br>h. Customer feedbacks<br>i. Any other e-commerce information required by the purchaser | | |

## A.1.14. Other

*Table 23: Other requirements FRS*

| S. No. | Functional Requirements | Compliance (Y/N) | Remarks |
|---|---|---|---|
| 1. | The bidder is required to inform the Purchaser at least 72H prior to any planned maintenance downtime. Bidder need to take prior approval from the purchaser for planning any maintenance | | |
| 2. | The bidder is required to send notifications through SMS/ email to the beneficiary at least 48H prior to any planned/ unplanned maintenance downtime. | | |
| 3. | The bidder eCommerce portal is required to display a pop-up message to the beneficiary, every time a known error occurs. | | |

# A.2. Data Regime

The bidder has to adopt, but not limited to, the following safeguards mentioned below while handling data on the eCommerce portal:

| S. No. | Focus Area | Safeguard(s) |
|---|---|---|
| | **Beneficiary Data** | |
| 1. | User ID | • Beneficiary will use user id created from SSO portal for e-commerce portal login<br>• Single Sign-on and periodic re-verification will be required |
| 2. | Beneficiary name | • Purge out data after order delivery + window to raise ticket for damaged items (7 days) |

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| 3. | Contact Number | • Mandate not to share/sell Beneficiary mobile number with other parties<br>• Purge out data after order delivery + window to raise ticket for damaged items (7 days) |
|---|---|---|
| 4. | Contact email | • Mandate not to share/sell Beneficiary mobile number with other parties<br>• Purge out data after order delivery + window to raise ticket for damaged items (7 days) |
| 5. | Entitlement Limit | • Purge out limit used data once the beneficiary limit is refreshed |
| **Beneficiary device permissions** | | |
| 6. | Device Location | • Not allowed to save GPS coordinates and IP address |
| 7. | Browser Cookies | • Restrict accessing and storing of cookies |
| **Orders** | | |
| 8. | Order Details | • Purge out data after order delivery + window to raise ticket for damaged items (7 days)<br>• Bidder is required to send the order details to the beneficiary via email |
| 9. | Shipping and Billing Address | • Purge out data after order delivery + window to raise ticket for damaged items (7 days) |
| **Supplier & Product Management** | | |
| 10. | Supplier and Product Information | • Information shall be updated on real-time basis |
| **Reporting** | | |
| 11. | MIS Reports (mentioned in section 5.3.8) | • MIS report can be kept for future analysis of e-commerce sales and operations |

# A.3. Change Control Procedure

## A.3.1. Change Request

1. This document describes the procedure to be followed in the event of any proposed major change to the Scope of Work and SLAs. Such change shall, inter alia, include:

    a. Requests for requirements changes (additions, deletions, modifications, deferrals) in Scope of Work (including software)

    b. Requests for resolving the problems in current IT systems

    c. Requests for enhancements in current IT systems

    d. Requests for new development projects

2. The Change Control procedure applies to the activities mentioned in the Scope of Work section managed by the bidder.

3. Bidder shall be required to carry out the activities mentioned in **Section 5.3.2 E-commerce Portal Operation and Maintenance** without the initiation of Change Control Procedure

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## A.3.2. Purpose and Objective

1. The purpose of the Change Request procedure is to control changes to the project environment.

2. The Change request procedure has the following objectives:

    a. To protect the project environment from uncontrolled changes.

    b. To minimize the occurrence of unintended affects during the implementation of necessary changes.

    c. To avoid implementation of any changes which is not reviewed, approved or analysed.

    d. To control the impact of changes and minimize the effect on effective as well as efficient service delivery.

## A.3.3. Institutional Framework for Change Requests

Given below is the overall Institutional Framework required to be setup for the project:

*Table 24: Institutional Framework for change requests*

| Role | Description |
|---|---|
| **Change Advisory Board (CAB) Chairperson** | • Chairperson of the change advisory board;<br>• CSD employee or CSD nominated individual<br>• Final decision-making authority if CAB does not reach an agreement;<br>  • Deputes a member from the Board to be the evaluator for each change request<br>  • Deputes additional member (part of the bidder's team) to be the modifier for each approved change request |
| **Change Advisory Board** | • Members of Change Advisory Board (CAB):<br>  ○ CSD<br>  ○ The Bidder<br>  ○ Any agency nominated/engaged by CSD<br>• CAB decides whether to approve or reject proposed changes for a specific project<br>• Authorized to review, approve and schedule all changes to the computing environment including software<br>• Decision of CAB shall be final and binding on all parties involved |
| **Evaluator** | The person whom CSD asks to analyze the impact of a proposed change |
| **Modifier** | The person who is assigned responsibility for making changes in a work product in response to an approved change request; updates the status of the request over time |
| **Originator** | The person who submits a new change request |
| **Verifier** | The person who determines whether a change was made correctly |

## A.3.4. Process, Timelines and Responsibility Centre

The entire change request process shall be implemented as mentioned below. The proposed timelines for each steps/activity and the corresponding responsibility center is also shown in the table below:

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*Table 25: Timeline for Change request process*

| S. No. | Process | Timelines (Weeks) (Development phase/O&M phase) | Responsibility Center |
|---|---|---|---|
| 1. | Authorized official from the CAB requesting a change shall initiate a request. | Immediate | CAB |
| 2. | Change request is submitted to: <br> a) CAB members <br> b) The bidder's Program Manager | Immediate | System |
| 3. | CSD shall evaluate the change request report for risks, process of evaluating & implementing change, time required for completing the change(s) and any other additional requirement/information needed to clarify the Change requested; and shall provide the recommendations. | 1 day/1 week | CSD |
| 4. | The bidder shall be required to study the Change requested and record their queries/suggestions on the requested change. | | Bidder |
| 5. | CAB shall discuss and provide adequate responses to the queries/suggestions from the bidder on the requested change. CAB shall further decide on the responses to the queries/suggestions. | 1 day/1 week | CAB |
| 6. | Based on the responses provided by CAB, the bidder shall prepare and submit a techno-commercial proposal to CSD designated official along with a copy to all the CAB members. | 1 day/3 week | Bidder |
| 7. | a) CSD shall evaluate the techno-commercial proposal submitted by the bidder and provide the recommendations to CAB. <br> b) CAB shall review the evaluation and decide on the final status. | 2 days/2 weeks | CAB/CSD |
| 8. | a) If CAB does not approve the proposal in its entirety, then CAB shall initiate negotiation with the bidder based on any of the aspects like cost, time, resources, impact on systems and/or operations and additional parameters, whichever applicable. <br> b) Based on the negotiation, bidder shall submit the final | | CAB/ CSD |

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| S. No. | Process | Timelines (Weeks) (Development phase/O&M phase) | Responsibility Center |
|---|---|---|---|
| | recommendation to CAB. c) If CAB approves the proposal in its entirety the Change request sign-off between CAB and the bidder shall be initiated. | | |
| 9. | During sign-off, the authorized signatory from CAB as well as the bidder shall sign the Change Request Evaluation and Finalization form (at first place) and accordingly a formal go-ahead shall be provided by CAB. | Immediate | CAB/Bidder |
| 10. | The bidder shall then initiate the change following a standard predefined procedure along with proper documentation at each stage. | As required/agreed | Bidder |
| 11. | Once the Change is completed as per agreed timelines and specifications, CAB representatives and/or Purchaser shall do the User Acceptance Testing (UAT) and Auditing respectively to provide comments/recommendations to the committee members. | 2 days/1 week | CAB/ CSD |
| 12. | If any further activities need to be carried out as per the recommendations during UAT and Audit, it shall be done by the bidder. After that an Acceptance Certificate shall be issued to the bidder by CAB and instructions for deployment/implementation, again as per standard deployment plan. This shall follow a second sign-off on the 'Change Request Evaluation & Finalization' form. | 2 days/1 week (as required) | CAB/Bidder |
| 13. | The Bidder shall deploy the changed solution and notify CAB. | 1 day/1 week | Bidder |
| 14. | CSD shall finally review and confirm the deployed solution as per agreed standard, specifications and requirements, and provide status to CAB. | | CSD |
| 15. | A final sign-off shall be done on the 'Change Request Evaluation & Finalization' form and Completion Certificate shall be issued to the bidder by CAB. A copy of this Completion Certificate shall have to be submitted to CAB along with the | Immediate | CAB |

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| S. No. | Process | Timelines (Weeks) (Development phase/O&M phase) | Responsibility Center |
|---|---|---|---|
| | invoices for this change implementation. | | |

**Note:** The timelines mentioned in the table above are indicative and would be dependent on the phase of the project. Bidder and Purchaser can discuss the timelines to be followed during the operations set-up phase.

## A.3.5. Change Control Procedure Guidelines

1. Change requests in respect of the Agreement, the Project Implementation, or the SLA shall emanate from the Parties' respective authorized officials, who shall be responsible for obtaining approval for the change and shall initiate the Change Request.

2. Parties, while evaluating and finalizing the Change Request, shall consider the change in the context of the following parameter, namely whether the change is beyond the Scope of Services including ancillary and concomitant services required and as detailed in the sign-off version of all required documents.

3. Change requests shall be reported monthly to CSD who shall prioritize and review progress. The bidder shall be required to implement any proposed changes once approved with effect from the date agreed for implementation.

4. On evaluation of the financial impact, the charges for such a change shall be decided between CAB and the bidder and shall be a part of the Change Control Notice (Evaluation and Finalization). The payment for such changes shall be as per the Terms of Payment to be decided by CSD.

5. On receiving any Change Request from CAB, the bidder must submit its proposal with all the required information in the prescribed format for CAB's perusal within defined number of working days.

6. The bidder may also submit any queries/clarifications that it may have with respect to implementation of Change requested. If the bidder fails to submit any proposal within the prescribed time duration, appropriate SLA and penalties shall be levied on the bidder. The bidder must not deny the implementation of any Change requested by CAB under any circumstances, unless technical feasibility is in question. In all such matters, CSD's decision shall be final and binding on all parties.

7. The Change Request should be categorized as simple, medium and complex change. The bidder must provide the list of deliverables within timelines.

8. The acceptance criteria for any such Change shall remain the same as described in the RFP with respect to the performance and quality parameters.

9. The bidder must take all necessary steps to implement the Change as per the project plan submitted without compromising on quality and performance standards. If the bidder fails to comply with the acceptable standards & requirements of implementing of the Change requested, or denies implementation of the Change requested at any stage during the contract period, CAB shall have complete authority to get the Change implemented from any of the third party/nominated government agency independently. In all such cases the entire cost of Change implementation shall be recovered completely from the bidder, along with applicable interest. Also, CAB reserves the right to impose any other financial or legal penalties depending upon the gravity of impact on the Service Delivery due to non-implementation of the Change requested. In all such matters the decision of CAB shall be final and binding on all parties.

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10. If CAB gives any new requirement or change request, the bidder should follow the Change Management Procedure to implement the Change on additional payment basis. The requirements for required infrastructure to implement the change should be specified by the bidder so that CAB can make necessary provisions. The Change Request Procedure would be considered complete only when the training is imparted to the target users for whom the change is being done and the feedback is evaluated by CAB.

11. It is proposed that the prevailing rates for all kinds of change, as and when initiated by CAB shall be taken into consideration and the proposals accordingly evaluated. In all such matters the decision of the CAB shall be final and binding on all parties.

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# A.4. Delivery charge matrix*

*Table 26: Delivery charge matrix*

| Weight ＼ Distance | 0 – 10 Kms | 10-25 Kms | 25-50 Kms | 50-100 Kms | 100 – 150 Kms | 150 – 200 Kms | 200 – 250 Kms |
|---|---|---|---|---|---|---|---|
| 0 to 0.5 kg | FREE for order value >INR 300 Upto INR 30 for order value <INR 300 | FREE for order value >INR 500 Upto INR 50 for order value <INR 500 | FREE for order value >INR 1000 Upto INR 80 for order value <INR 1000 | FREE for order value >INR 1300 Upto INR 100 for order value <INR 1300 | FREE for order value >INR 1500 Upto INR 150 for order value <INR 1500 | FREE for order value >INR 1700 Upto INR 200 for order value <INR 1700 | FREE for order value >INR 1900 Upto INR 250 for order value <INR 1900 |
| 0.5 kg to 1 kg | FREE for order value >INR 350 Upto INR 40 for order value <INR 350 | FREE for order value >INR 550 Upto INR 60 for order value <INR 550 | FREE for order value >INR 1050 Upto INR 80 for order value <INR 1050 | FREE for order value >INR 1350 Upto INR 110 for order value <INR 1350 | FREE for order value >INR 1550 Upto INR 160 for order value <INR 1550 | FREE for order value >INR 1750 Upto INR 210 for order value <INR 1750 | FREE for order value >INR 1950 Upto INR 260 for order value <INR 1950 |
| 1 Kg to 2 kg | FREE for order value >INR 400 Upto INR 50 for order value <INR 400 | FREE for order value >INR 600 Upto INR 70 for order value <INR 600 | FREE for order value >INR 1100 Upto INR 90 for order value <INR 1100 | FREE for order value >INR 1400 Upto INR 120 for order value <INR 1400 | FREE for order value >INR 1600 Upto INR 170 for order value <INR 1600 | FREE for order value >INR 1800 Upto INR 220 for order value <INR 1800 | FREE for order value >INR 2000 Upto INR 270 for order value <INR 2000 |
| 2 kg to 5 kg | FREE for order value >INR 450 Upto INR 60 for order value <INR 450 | FREE for order value >INR 650 Upto INR 80 for order value <INR 650 | FREE for order value >INR 1200 Upto INR 100 for order value <INR 1200 | FREE for order value >INR 1450 Upto INR 130 for order value <INR 1450 | FREE for order value >INR 1650 Upto INR 180 for order value <INR 1650 | FREE for order value >INR 1850 Upto INR 230 for order value <INR 1850 | FREE for order value >INR 2050 Upto INR 280 for order value <INR 2050 |
| >5 kg | FREE for order value >INR 500 Upto INR 70 for order value <INR 500 | FREE for order value >INR 700 Upto INR 90 for order value <INR 700 | FREE for order value >INR 1250 Upto INR 110 for order value <INR 1250 | FREE for order value >INR 1500 Upto INR 140 for order value <INR 1500 | FREE for order value >INR 1700 Upto INR 190 for order value <INR 1700 | FREE for order value >INR 1900 Upto INR 240 for order value <INR 1900 | FREE for order value >INR 2100 Upto INR 290 for order value <INR 2100 |

*Note: This represents the maximum permissible amount that can be charged to the beneficiaries, inclusive of GST. A maximum of 5% increment on the delivery charge is allowed each year.

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## A.5. Year-wise wise implementation plan

*Table 27: Year wise implementation plan*

| | Year 1 | Year 2 | Year 3 |
|---|---|---|---|
| Number of Depots covered | 7 | 7+ (expansion subjected to mutual agreement) | 7+ (expansion subjected to mutual agreement) |
| Name of the Depots covered | Narangi (Guwahati), Lucknow, Ambala, Delhi, Pathankot, Khadki (Pune) & Chennai | Narangi (Guwahati), Lucknow, Ambala, Delhi, Pathankot, Khadki (Pune) & Chennai + TBD (if any) | Narangi (Guwahati), Lucknow, Ambala, Delhi, Pathankot, Khadki (Pune) & Chennai + TBD (if any) |
| Delivery radius | 7 depots - 150 kms | Depots added in year 1 (7) - 250 kms<br>Depots added in year 2 – 150 kms | Depots added in year 1 (7) - 250 kms<br>Depots added in year 2 – 250 kms<br>Depots added in year 3 – 150 kms |

*Note: Names of the depots to be expanded in year 2 and year 3 may be decided later based on mutual agreement.

The initial contract will be placed for 3 years (6 months for setup phase and 2.5 years for operations running and expansion phase). Purchaser at their discretion, may extend the contract for a period of 2 years twice on the re-negotiated terms and condition for further expansion of e-commerce operations to more depots and wider beneficiary coverage. Further extensions beyond 3 + 2 years (extension) will be granted on mutual consent of the Purchaser and the Bidder on revised terms and conditions.

Depots may be added during operations phase on mutual consent of the Bidder and Purchaser.

## A.6. Available warehousing space at depots selected for year 1

*Table 28 Available Warehouse space at Year 1 Depots*

| Depot | Available Space ( in sq.ft. ) | Open /Covered |
|---|---|---|
| Delhi | 5000 | Covered |
| Ambala | 5000 | Open |
| Pathankot | 5000 | Open |
| Lucknow | 5000 | Open |
| Khadki | 5000 | Covered |
| Chennai | 5000 | Covered |
| Narangi | 5000 | Open |

## A.7. Human resource support by the bidder for e-commerce cell

The bidder is mandated to provide the necessary human resource support to facilitate the operations of the e-commerce cell at CSD HO, Depot and CS Directorate. Additional human resource as required by the bidder to fulfill the scope of the work has to be deployed separately by the bidder. The e-commerce cell members shall

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report to respective CSD authorities at the Depot and HO. Providing required work equipment/devices for their resources will be the responsibility of the bidder.

Purchaser proposes deployment of following domain experts at the above location by the aggregator in order to facilitate smooth interactions between both the parties:

*Table  HR support by the Bidder for e-commerce cell*

| CSD HO | CSD Dte | Depots |
|---|---|---|
| <ul><li>Project Management</li><li>IT/Software</li><li>Finance</li><li>Customer Service</li></ul> | <ul><li>IT Integration</li></ul> | <ul><li>Project management</li><li>Supply chain/Logistics</li><li>Finance</li><li>IT/Software</li></ul> |

*Note: Team deployed at CS Directorate will be responsible for the facilitation of registration and authentication of beneficiary, and the coordination with AFD portal, CIMS and e-commerce portal.

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