Request for Quotation

For Selection of Technology Partner for
Design, Development, Deployment, Hosting, Operation and Maintenance of
A Multi-Vendor E-Commerce Marketplace for Artisans
(**“Kalaanubhav.com”**)

Issued by:

PU-IIT Ropar Regional Accelerator for Holistic Innovation Foundation (PI-RAHI)
Northern Region S&T Cluster | Established by O/o PSA, Government of India
Technology Block, Panjab University, Sector-25, Chandigarh – 160014

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1. Invitation for Request for Proposal

PI-RAHI, Northern Region S&T Cluster, invites quotations from eligible technology companies, software development firms, startups, system integrators, digital commerce solution providers, and consortiums for the end-to-end conceptualization, design, development, deployment, hosting, operation, maintenance, and future enhancement of marketplace-commerce marketplace for artisans and traditional craft ecosystems of Northern India.

2. About PI-RAHI

The PU-IIT Ropar Regional Accelerator for Holistic Innovations Foundation (PI-RAHI) is the Northern Region Science & Technology Cluster, established under the aegis of the Office of the Principal Scientific Adviser (PSA) to the Government of India. PI-RAHI is a collaborative initiative of Panjab University, Chandigarh, and the Indian Institute of Technology (IIT) Ropar, created to strengthen the Science, Technology and Innovation (STI) ecosystem across Northern India.

PI-RAHI is the first regional S&T Cluster in India, operating across the States of Punjab, Haryana, Himachal Pradesh, and the Union Territories of Jammu & Kashmir and Chandigarh. The Cluster brings together academia, industry, startups, innovators, government agencies, investors, and civil society organizations to address regional challenges through innovation, technology development, entrepreneurship, and collaborative research.

The Cluster operates through a consortium-based model that promotes innovation-led growth, technology deployment, startup acceleration, and commercialization of research outcomes, facilitating partnerships among universities, research institutions, industries, startups, MSMEs, and grassroots innovators.

3. Background of Kalaanubhav

Kalaanubhav is envisioned as a flagship digital marketplace to support artisans, craftsmen, self-help groups, women entrepreneurs, handloom producers, handicraft makers, and cultural enterprises from the Northern Region. It will serve as a unified, technology-powered platform to preserve rich cultural heritage while creating sustainable livelihood opportunities through digitally-enabled market access.

4. Objectives

- Create a unified, trusted marketplace for artisans.
- Facilitate direct-to-customer sales, eliminating intermediary dependency.
- Promote regional handicrafts, GI-tagged products, and traditional goods to wider markets.
- Enhance artisan visibility, digital literacy, and financial inclusion.
- Support seamless online payments and last-mile logistics.
- Enable data-driven ecosystem development and policy insights.
- Facilitate access to national and international markets.

5. Technical Requirements and Expectations

PI-RAHI seeks a robust, scalable, secure, and future-ready digital marketplace solution. The following sub-sections outline the detailed technical expectations.

5.1 Platform Architecture

The proposed solution should:

- Operate as a single, unified multi-vendor marketplace platform — not a network of separate per-vendor or per-region websites — enabling multiple artisan storefronts within one installation.
- Be cloud-native and horizontally scalable to handle demand surges.
- Support API-driven integrations for third-party services and government systems.
- Enable modular expansion and future feature enhancements without full redevelopment.
- Ensure high availability (99.9%+ uptime SLA) and fault tolerance.
- Follow a first design approach, given that the majority of end-users — customers and artisans alike — are expected to access the platform via mobile devices.

Required Technology Stack:

The solution shall be built as a fully custom-developed application — a modular Node.js/NestJS backend API paired with a React/Next.js frontend — rather than a CMS-plus-plugins assembly. Bidders must propose their technical approach against the required stack below.`

Layer	Required Technologies
Backend / API	Node.js + NestJS, no ORM — parameterized SQL directly against PostgreSQL
Frontend (Web)	React + Next.js (SSR/ISR, mobile-first)
Multi-Vendor / Marketplace Logic	Custom-built multi-vendor logic, with vendor-level data isolation enforced via PostgreSQL Row-Level Security
Database	PostgreSQL, self-managed with audit logging (pgAudit) and Row-Level Security
Mobile	React Native + TypeScript, consuming the same versioned API built for the web platform.
Caching / Background Jobs	Redis, self-managed, with a background job queue for asynchronous processing
Hosting / Infrastructure	AWS (India region), Dockerized application containers, with object storage and CDN for static/media assets

Bidders must describe their proposed architecture against the required stack above (see Section 8.B), covering multi-vendor capability, extensibility, total cost of ownership, security track record, and availability of skilled resources/support in India.

5.2 Web Portal Requirements

The web platform should provide the following functional modules:

Customer Module:

- User registration, login, and profile management
- Product search, filtering, and discovery with advanced categorization
- Wishlist, shopping cart, and seamless checkout
- Real-time order tracking and notifications
- Ratings, reviews, and Q&A for artisan products

Artisan / Seller Module:

- Streamlined artisan onboarding and digital KYC
- Product catalogue and inventory management
- Order processing, fulfillment, and returns management
- Sales analytics and performance dashboards

Administrative Module:

- User and vendor management with role-based access
- Product approval and quality assurance workflows
- Comprehensive dashboard and reporting
- Content management system (CMS) for banners, pages, and promotions

5.3 Mobile Application Requirements

The mobile application shall be developed as a cross-platform application using React Native with TypeScript as the programming language, targeting both Android and iOS platforms. The mobile app shall consume the same versioned API built for the web platform (Section 5.1), ensuring consistency of business logic and data across web and mobile.

Required mobile stack:

Layer	Required Technologies
Framework	React Native
Programming Language	TypeScript
Platforms	Android & iOS
API Integration	Versioned REST API (same as web platform)
State Management	Redux Toolkit or equivalent
Push Notifications	Firebase Cloud Messaging (FCM)
Authentication	JWT-based, with biometric support

5.4 Marketplace Features

- Multi-vendor management with independent storefront controls
- Product catalogue management with bulk upload capability
- Inventory tracking and low-stock alerts
- Promotions, discount codes, and flash sale management
- Order management with workflow automation
- Returns, refunds, and dispute resolution workflows
- Customer engagement tools: loyalty programs, wishlists, and re-engagement campaigns

5.5 Payment Gateway Integration

- UPI (Unified Payments Interface)
- Debit and Credit Cards (Visa, Mastercard, RuPay)
- Net Banking
- Digital Wallets

5.6 Logistics Integration

The platform should support integration with leading logistics providers, including but not limited to India Post, Delhivery, Blue Dart, DTDC, Ecom Express. Required capabilities:

- Automated shipment creation and label generation
- Real-time tracking and delivery status updates
- Reverse logistics for returns and exchanges
- Serviceable pin-code validation

5.7 Security Requirements

Security Controls:

- SSL/TLS encryption for all data in transit
- Multi-factor authentication (MFA) for artisans and administrators

- Role-based access control (RBAC) across all modules
- Comprehensive audit logs and intrusion detection
- Encryption of sensitive data at rest
- Regular automated backups with tested recovery procedures

Compliance Requirements:

- OWASP Top 10 vulnerability mitigation
- CERT-In Guidelines for Cybersecurity
- Digital Personal Data Protection (DPDP) Act, 2023

5.8 Scalability Requirements

The platform shall be designed to support the above minimum target scale and accommodate future growth through a scalable architecture.

Parameter	Minimum Target Scale
Registered Users	**50,000+**
Artisans / Vendors	**500+**
Product Listings	**1,000+**

5.9 Analytics and Reporting

- Real-time sales and revenue analytics
- Product performance and category-level insights
- Customer behavior and retention analytics
- Geographic and regional performance heatmaps
- Artisan performance scorecards
- Customizable dashboard-based reporting for administrators

5.10 Multilingual Support

Mandatory languages at launch: English, Hindi, Punjabi. Provision for future language multilingual support.

5.11 Hosting and Infrastructure

The bidder should detail their proposed approach for:

- Cloud deployment strategy (preferred: AWS, Azure, or GCP with Indian data centres)
- Infrastructure sizing and auto-scaling configuration
- Data backup frequency and retention policy
- Disaster recovery (DR) plan and RTO/RPO targets
- Monitoring, alerting, and incident response mechanisms

Preference will be given to solutions hosted entirely within India.

5.12 Future Readiness

- AI-powered personalized product recommendations
- Support for AI agent integration via Model Context Protocol (MCP) or equivalent standards, enabling third-party AI assistants and tools to securely query catalogue, order, and artisan data
- Agentic AI capabilities in future phases for automated customer support, artisan onboarding assistance, and conversational shopping journeys
- Export marketplace functionality for international buyers
- B2B commerce module for bulk and institutional buyers
- Social commerce integrations (Instagram, WhatsApp, Facebook)
- Integration with government marketplace portals (GeM, ONDC)
- Digital storytelling and artisan heritage content modules

5.13 Marketplace Operations Management Support

Beyond building and maintaining the platform, PI-RAHI may separately require day-to-day operational support for running the marketplace. All bidders choosing to offer it must price it as a distinct, separately itemised line, independent of the core platform development and maintenance costs, so that offers can be compared on a like-for-like basis.

Indicative scope of operations support:

- Artisan onboarding assistance
- Catalogue and inventory update support
- Order and shipment coordination
- Customer and seller support coordination
- Quality and compliance monitoring

Bidders proposing operations support must specify staffing levels, roles, scalability (ability to scale team size up or down with workload), and reporting mechanisms to PI-RAHI. PI-RAHI reserves the right to award the platform development and maintenance contract independently of any operations support proposal, and to source operations support separately if preferred.

6. Broad Scope of Work

- Requirement gathering, stakeholder consultations, and user research
- UI/UX design with a focus on accessibility and regional user personas
- Full-stack website and web portal development
- Android and iOS mobile application development
- API development and third-party service integration
- Payment gateway and logistics provider integration
- Comprehensive testing (functional, performance, security, and UAT)
- Third-party security audit and penetration testing
- Cloud deployment and go-live support
- Staff training and onboarding documentation
- Ongoing support, maintenance, and SLA-backed operations post-launch

6.1 Delivery Milestones — Phase 1 (Beta) and Phase 2 (Full Go-Live)

Bidders must be able to deliver a working beta version of the platform covering the core customer and artisan journeys on web within 15 days of issuance of Work Order. This is a firm expectation for this engagement and must be reflected in the bidder's proposed project plan and team allocation in the Technical Bid.

Beta acceptance criteria:

- End-to-end customer journey: registration, browse/search, cart, checkout (at least one payment mode) and order confirmation
- End-to-end artisan journey: onboarding, product listing and order visibility
- Admin visibility into users, vendors and orders placed during the beta window
- Beta deployed on a dedicated, accessible URL and/or installable mobile build

Milestone	Deadline	Expected Outcome
Kickoff	Day 1 (Work Order Issuance)	Requirement walkthrough, finalised sprint plan and points of contact
Progress Check-in	Day 7	Interim demo of customer registration, catalogue and artisan onboarding modules
Phase 1 – Beta Version	Day 15	Functional beta of the web portal covering core customer and artisan journeys, deployed on a dedicated URL for review
Phase 1A – Mobile App Beta Version Delivery (Android & iOS)	Within 10 days after Web Beta Delivery	Functional beta of the mobile app portal

Phase 2 – Full Go-Live	Post 20 days within Beta Acceptance	Complete integrations, security audit, UAT and production deployment as per the bidder's detailed plan

7. Eligibility Criteria

Applicants must meet all of the following criteria to be considered:

- Registered as a legal entity in India (Company, LLP, Partnership, or Proprietorship).
- Minimum 3 (three) years of operational experience in software/technology services.
- Possess valid GST registration and PAN.
- Demonstrate relevant expertise in scalable e-commerce and marketplace platforms.

Consortiums are eligible to apply, provided a lead entity is clearly identified and assumes full accountability.

7.1 Quality & Information Security Certifications

Bidders must hold the following certifications, current and valid at the time of bid submission:

- ISO 27001:2022 – Information Security Management System (ISMS)
- CMMI Maturity Level 3 or above
- ISO 9001:2015 – Quality Management System
- ISO/IEC 20000:2018 – IT Service Management System

7.2 Financial Strength

- Annual Turnover: ₹25 Crore+ (average of the last 3 financial years, or since incorporation if shorter)
- Positive Net Worth, as of the most recent audited financial year

7.3 Organizational Strength

- 100+ On-roll Technical Professionals

7.4 Individual and Sole-Proprietor Bidders

Individuals and freelance practitioners may respond to this RFQ only if they hold, or commit in their Technical Bid to obtaining before contract signature, registration as a legal entity (at minimum a Proprietorship firm) with a valid GST registration in that entity's name. A Technical Bid from an unregistered individual will be evaluated on technical merit but cannot be recommended for award, and cannot proceed to Financial Bid opening, until this registration is evidenced. This clause exists so that strong individual practitioners are not excluded outright, while ensuring PI-RAHI can contract and account for the engagement through a proper invoicing entity.

7.5 Mandatory Gating Documents

The following documents are mandatory for a Technical Bid to be accepted for evaluation. Bids missing any of these will not be scored:

- Certificate of Incorporation / Registration (or, for 7.4 cases, a signed undertaking to register before contract signature).
- Valid GST registration certificate and PAN.
- Contact details for at least 2 (two) verifiable client references.
- Proof of payment of the Tender/Application Fee and EMD (Section 11).
- Copies of valid ISO 27001:2022, CMMI (Level 3 or above), ISO 9001:2015, and ISO/IEC 20000:2018 certificates (Section 7.1).
- Audited financial statements evidencing the turnover and net worth thresholds in Section 7.2.
- Documentary evidence of on-roll technical staff strength (Section 7.3), such as the latest PF/ESI filing or a signed HR declaration.

For each such project, bidders shall provide the client/department name, portal/project name, scope of work, bidder's role, contract/project duration, and supporting work order, agreement, completion/performance certificate, or verifiable client reference.

Relevant experience may include large-scale, public-facing or multi-stakeholder digital platforms involving user registration, institutional/vendor onboarding, dashboards, workflow management, online transactions or bookings, payment integration, API integrations, data management, service delivery, marketplace/e-commerce functionality, or similar services.

7.6 Government / Public-Sector Digital Platform Experience

Bidders with relevant Government / Public-Sector digital platform experience should highlight this distinctly in their Technical Bid, as it is separately scored under the Evaluation Methodology (Section 9). The relevance, scale, complexity, and documented role of the bidder in such projects will determine the marks awarded — see Section 9 for the detailed marking scheme.

8. Information to be Submitted

Interested organizations shall submit the following documents and information:

A. Company Information:

- Company profile and organizational overview
- Certificate of Incorporation / Registration
- PAN and GST registration certificates
- Copies of valid Quality & Information Security certifications — ISO 27001:2022, CMMI Level 3 or above, ISO 9001:2015, and ISO/IEC 20000:2018 (Section 7.1)
- Evidence of on-roll technical staff strength of 100+ (Section 7.3)

B. Technical Capability:

- Proposed technology stack and architecture approach, aligned with the required stack in Section 5.1
- Team structure: key personnel, roles, and relevant experience
- Development methodology and quality assurance practices
- Named, week-by-week delivery plan against the 15-day beta milestone (Section 6.1)

C. Relevant Experience:

- Portfolio of similar completed projects with project briefs
- Client references (minimum 2) with contact details
- Completion or performance certificates from clients
- Where applicable, details of experience with national or state-level, public-facing or multi-stakeholder digital platforms/portals, with evidence of the bidder's actual scope and role.
- Government / Public-Sector Project Experience (where applicable): Details of relevant projects executed for Central/State Government departments, PSUs, autonomous/statutory bodies, government-funded institutions, or government-supported programmes, including client name, portal/project name, scope, bidder's role, project duration, and documentary evidence such as work order, agreement, completion/performance certificate, or verifiable client reference.

D. Proposed Solution:

- Concept note outlining the proposed approach for Kalaanubhav
- High-level platform architecture and technology overview
- Proposed innovation features and differentiators
- Scalability and future-readiness approach
- Operations management proposal, per Section 5.13, including staffing plan and roles

E. Financial Information:

- Audited financial statements for the last 3 financial years. Bidders unable to furnish 3 years of audited statements (e.g. newer firms, individual practitioners registering under 7.4) may instead submit GST returns or bank statements for the same period as a proxy
- Annual turnover details for the last 3 years, or since incorporation if shorter, evidencing the threshold in Section 7.2
- Evidence of positive net worth as of the most recent audited financial year (Section 7.2)

F. Tender Fee , EMD & Performance Bank Guarantee:

- Proof of payment of the Tender/Application Fee of ₹5,000 (non-refundable)
- Proof of payment of the Earnest Money Deposit (EMD) of ₹50,000, as detailed in Section 11
- An undertaking confirming that the selected bidder shall furnish a Performance Bank Guarantee (PBG) equivalent to 10% of the total contract value within 15 days of Work Order issuance, from a scheduled commercial bank, valid for the duration of the contract period plus 60 days. The PBG shall be forfeited in the event of non-performance, abandonment, or breach of contract terms by the selected bidder.

9. Evaluation Methodology

Submissions will be evaluated on the following criteria. The evaluation committee may consider the scale, complexity, relevance, bidder's actual role, and documentary evidence while awarding marks.

Evaluation Criteria	Max Marks	Remarks
Relevant Experience in Technology Projects	15	
E-Commerce & Marketplace Platform Experience	20	
Technical Capability & Architecture Approach	20	Includes alignment with the required technology stack (5.1), 15-day beta plan credibility (6.1), and mobile-first design / mobile delivery timeline credibility (5.3)
Team Strength & Key Personnel	15	
Innovation, Scalability & Future Readiness	10	
Government / Public-Sector Digital Platform Experience	10	Experience with Central/State Government, UT, PSU, autonomous/statutory body, government-funded institution, or government-supported/public-sector digital platforms. Higher consideration may be given to national/state-level, public-facing or multi-stakeholder platforms with comparable workflows, integrations, transactions, dashboards or service-delivery functions. Documentary evidence required.
Presentation / Solution Demo	10	Conducted if required, during the Technical Evaluation stage (Section 10)
TOTAL	100	

9.1 Relevant Experience in Technology Projects (Max 15 Marks)

1.5 mark per qualifying project, maximum 15 marks.
A qualifying project shall mean a completed technology/software/digital platform project involving at least **three or more** of the following:

- Multi-role user management
- Vendor/institution onboarding
- API-driven architecture
- Workflow management
- Online transactions
- Payment integration
- Logistics integration
- Dashboards and analytics
- Mobile application
- Data management
- Public-facing service delivery

9.2 E-Commerce & Marketplace Platform Experience (Max 20 Marks)

No. of Live E-Commerce / Marketplace Platforms	Base Marks	Bonus	Total
0	0	0	0
1	4	+4	**8**
2	8	+4	**12**
3	12	+4	**16**
4 or more	16	+4	**20**

Bonus of 4 marks shall be awarded where at least one qualifying platform has:

- **10+ active vendors**, **OR**
- **1,000+ live product listings**.

The bonus shall be awarded only where the stated scale is supported by verifiable evidence.

For each platform, the bidder shall provide:

- Platform/client name;
- Live URL;
- Number of active vendors;
- Number of live listings;
- Relevant transaction/user scale, where permissible;
- Scope of bidder's role;
- Deployment date/duration;
- Key integrations; and
- Supporting documentary evidence/client reference.

9.3 Technical Capability & Architecture Approach (Max 20 Marks)

The bidder's proposed technical solution shall be assessed against the requirements specified in **Section 5.1**

9.4 Team Strength & Key Personnel (Max 15 Marks)

1 mark per dedicated named team member with relevant stack experience, capped at 10 marks — plus 5 bonus marks if a named Technical/Project Lead with 8+ years' experience is proposed.

A qualifying team member must be:

- Specifically named;
- Dedicated/proposed for the project;
- Assigned a defined role; and
- Demonstrate relevant experience with the proposed technology stack and/or comparable marketplace/digital platform projects.

The bidder should provide:

- Name;
- Designation/role;
- Years of experience;
- Relevant technology expertise;
- Relevant project experience; and
- Proposed responsibility for Kalaanubhav.

9.5 Innovation, Scalability & Future Readiness (Max 10 Marks) — 2 marks per Future Readiness item from Section 5.12, with a stated implementation approach, up to a maximum of 10 marks.

9.6 Government / Public-Sector Digital Platform Experience (Max 10 Marks)

2 marks per qualifying project, maximum 6 marks, plus up to 4 additional marks for demonstrated experience with projects of significant public-sector scale or complexity.
A qualifying project shall mean a completed technology/software/digital platform project commissioned by or implemented for a Central/State Government Department, Government Agency, PSU, statutory body, public institution, or government-supported programme, involving direct delivery by the bidder.

9.7 Presentation / Solution Demo (Max 10 Marks)

Where a presentation/solution demonstration is required, shortlisted bidders shall demonstrate their proposed solution and respond to technical and implementation questions.

Band	Descriptor	Marks
8–10	Live functional prototype demonstrating relevant core marketplace journeys, with credible and technically sound responses to questions	**8–10**
5–7	Partial functional demonstration or slides supported by a strong technical walkthrough	**5–7**
2–4	Slides/conceptual demonstration with limited technical depth or functionality	**2–4**
0–1	No meaningful demonstration	**0–1**

10. Selection Process

PI-RAHI will adopt a Two-Bid System for the selection of the Technology Partner. Submissions shall be made in two separate sealed envelopes — a Technical Bid and a Financial Bid — as described below:

Bid 1 – Technical Bid

The Technical Bid shall contain all non-financial information and will be evaluated first. The Financial Bid of only those applicants who qualify the technical evaluation shall be opened. The Technical Bid must include:

- Company profile, registration certificates, PAN, and GST documents (mandatory gating documents per Section 7.5)
- Proof of payment of the Tender Fee and EMD (Section 11)
- Proposed technology stack, architecture overview, and development methodology, aligned with the required stack in Section 5.1
- Named delivery plan against the 15-day beta milestone (Section 6.1)
- Portfolio of similar completed projects, client references, and completion certificates
- Team structure, key personnel CVs, and relevant experience
- Concept note, innovation features, and scalability approach for Kalaanubhav

Vendor Presentation / Solution Demo (If Required)

Technically qualifying bidders may, if required, be invited to a scheduled presentation/solution-demo session during the Technical Evaluation stage , scored out of the 10 marks allocated in Section 9. PI-RAHI will notify shortlisted bidders of the session schedule at the time technical evaluation results are communicated, where such a presentation is required.

Bid 2 – Financial Bid

The Financial Bid shall be kept in a separate sealed envelope and will be opened only for technically qualified applicants, after the presentation/solution-demo stage (if held). The Financial Bid must include:

- Itemized cost breakdown for design, development, deployment, and mobile applications
- Annual Maintenance Contract (AMC) charges — covering hosting, maintenance, and support (Year 1 onwards)
- Marketplace operations management support costs (if proposed under Section 5.13), itemised separately from platform development and maintenance costs
- Payment gateway and logistics integration charges (if applicable)
- Total project cost (exclusive of applicable taxes)
- Proposed billing schedule aligned to the phase-linked Payment Schedule (Section 11.4)

Note: Both bids must be submitted simultaneously in two separate sealed envelopes, clearly superscribed "Technical Bid – PI-RAHI.kalaanubhav RFQ" and "Financial Bid – PI-RAHI.kalaanubhav RFQ" respectively, and enclosed together in an outer envelope, along with proof of payment of the Tender Fee and EMD. The Financial Bid envelope will remain sealed until technical evaluation and the presentation/demo stage (if held) are complete.

All bids shall be submitted in sealed envelopes at: PU-IIT Ropar Regional Accelerator for Holistic Innovation Foundation (PI-RAHI), Technology Block, Panjab University, Sector-25, Chandigarh – 160014, superscribed as specified above, on or before the Bid Submission Deadline (Section 13).

11. Tender Fee & Earnest Money Deposit (EMD)

11.1 Tender / Application Fee

Interested bidders shall pay a non-refundable Tender/Application Fee of ₹5,000 (Rupees Five Thousand only) at the time of bid submission. Bids submitted without proof of payment of the Tender Fee shall not be accepted for evaluation.

11.2 Earnest Money Deposit (EMD)

Bidders shall submit an Earnest Money Deposit (EMD) of ₹50,000 (Rupees Fifty Thousand only) along with the Technical Bid.

- The EMD shall be refundable to unsuccessful bidders following completion of the evaluation process and award of contract to the selected bidder.
- The EMD of the selected bidder may be retained and adjusted against the contract/performance security, as applicable, or refunded upon submission of an acceptable Performance Bank Guarantee, at PI-RAHI's discretion.
- The EMD shall be forfeited in the event a bidder withdraws its bid after submission, or the selected bidder fails to accept/sign the work order within the stipulated time.

11.3 Mode of Payment

Payments shall be made via Demand Draft, Online Bank Transfer, or RTGS/NEFT, to the following account:

Beneficiary Name: PU-IIT Ropar Accelerator for Holistic Innovation
Bank & Branch: State Bank of India (SBI)
Account Number: 42920710604
IFSC Code: SBIN0017022
Account Type: Current

Demand Draft: Bidders paying via Demand Draft shall submit two separate DDs — one for the Tender/Application Fee and one for the EMD — drawn in favour of **"PU-IIT Ropar Accelerator for Holistic Innovation Foundation"**, payable at Chandigarh. Each DD shall be enclosed in the outer envelope along with the Technical Bid, and clearly labelled on the reverse with the bidder's company name and the purpose — Tender Fee or EMD as applicable.

Online Transfer / RTGS / NEFT: Bidders remitting payment via online transfer must quote the following in the payment narration/remarks to enable PI-RAHI to distinguish and reconcile the two payments: **"[Company Name] – Kalaanubhav Tender Fee"** for the Application Fee, and **"[Company Name] – Kalaanubhav EMD"** for the EMD. Proof of transfer (UTR confirmation / bank receipt) must be enclosed in the outer envelope along with the Technical Bid.

Bids not accompanied by the requisite Tender Fee and EMD shall be summarily rejected.

11.4 Payment Schedule (Phase-Linked)

Payments against the development cost quoted in the Financial Bid shall be linked to successful completion and acceptance of the following phases:

Milestone	% of Development Cost Payable
Phase 1 – Beta Acceptance (Section 6.1)	50%
Phase 2 – Full Go-Live Acceptance (Section 6.1)	40%
Post Go-Live Sign-off (documentation, training, and handover)	10%

Annual Maintenance Contract (AMC) charges (Section 10, Bid 2) are billed separately from the development cost above, and shall be invoiced annually in advance commencing from Phase 2 – Full Go-Live, or as otherwise specified in the contract.

12. Intellectual Property Rights

- All intellectual property rights in and to the platform, including but not limited to the source code, database schemas, UI/UX designs, documentation, APIs, configurations, and any custom-developed modules or features created under this engagement, shall vest exclusively with PI-RAHI upon full payment of the applicable milestone as per Section 11.4.
- The selected Technology Partner shall assign and transfer all such intellectual property rights to PI-RAHI upon completion of each milestone. The Partner shall execute such assignments, deeds, or instruments as PI-RAHI may reasonably require to give effect to this clause.
- The Technology Partner shall not retain, reuse, repurpose, sublicense, or commercialise any component of the platform — including code, design, data structures, or proprietary logic — developed specifically for Kalaanubhav, without the prior written consent of PI-RAHI.
- Any pre-existing intellectual property, open-source components, or third-party libraries incorporated into the platform shall be clearly disclosed in the Technical Bid. The Technology Partner warrants that the use of such pre-existing or third-party components does not infringe any third-party rights and is compliant with applicable open-source licence terms.
- PI-RAHI shall have the right to modify, enhance, transfer, sublicense, or commercialise the platform and all associated intellectual property without any obligation to the Technology Partner beyond payments due under the contract.

13. Important Dates

Activity	**Date**
Release of RFQ	11th September 2026
Pre-bid Meeting	12th September 2026
Last Date for Queries / Clarifications	15th September 2026
Bid Submission Deadline	18th September 2026
Technical Bid Opening & Evaluation	19-20th September 2026
Vendor Presentation / Solution Demo (if required)	During Technical Evaluation stage
Announcement of Technically Qualified Bidders	21st September,2026
Financial (Price) Bid Opening	22st September,2026
Work Order Issuance	24th September 2026
Phase 1 – Web Beta Version Delivery	Within 15 days of Work Order — on or before 9th October 2026
Phase 1A – Mobile App Beta Version Delivery (Android & iOS)	Within 10 days after Web Beta Delivery — on or before 20th October 2026
Phase 2 – Full Go-Live	Within 20 days of Beta Acceptance — on or before 9th November 2026

"The Phase 2 Go-Live date is subject to satisfactory acceptance of Phase 1 Beta. PI-RAHI reserves the right to extend the Go-Live timeline by up to 7 days in the event of material deficiencies identified during Phase 1 acceptance testing."
PI-RAHI reserves the right to revise these dates. Any change will be communicated to all bidders who attend the pre-bid meeting or submit queries by the stipulated date.

14. Disclaimer

PI-RAHI reserves the right to accept or reject any or all RFQs, in whole or in part, without assigning any reason. The issuance of this RFQ and the submission of a response does not obligate PI-RAHI to enter into any agreement, and does not guarantee the selection, award, or execution of any contract with the responding organization.

PI-RAHI reserves the right to modify the scope, timelines, evaluation criteria, fees, or EMD amount at any stage. All information provided in this RFQ is non-binding and subject to change. Applicants are advised to seek independent legal and financial advice before responding.

For Any Enquiry : director@pi-rahi.com | Contact no: 8219496182
Address: Technology Block, Panjab University, Sector-25, Chandigarh – 160014