



Warehousing Development & Regulatory Authority

Expression of Interest (Eoi)

For

**Design, Development, Testing, Implementation, Warranty Support
and Handover of an Integrated Mobile Application for WDRA Ver
2.0 web portal**

Issued by:-

Warehousing Development and Regulatory Authority (WDRA)
4th Floor, NCUI Building,
3, Siri Institutional Area
August Kranti Marg, Hauz Khas
New Delhi-110016

REQUEST FOR EXPRESSION OF INTEREST

WDRA hereby invites Expression of Interest (EoI) from eligible vendors who have the necessary expertise and experience in working on digital transformation through Mobile Application design, development, implementation, and operations & maintenance with Central Government/State Government/PSU in India.

This EoI document provides detailed information about the scope of work, eligibility criteria, criteria, method of evaluation, selection process, submission guidelines, etc. This EoI can be downloaded from the website www.wdra.gov.in or www.website.wdra.gov.in

1. BACKGROUND AND CONTEXT

1.1 About WDRA

The Warehousing Development and Regulatory Authority (WDRA), constituted under the Warehousing (Development and Regulation) Act, 2007 vide Government of India Gazette Notification dated 26th October 2010, is a Statutory Authority under the Department of Food & Public Distribution (DFPD), Government of India. The Act provides for the establishment of the WDRA to exercise the powers conferred on it and to perform the functions assigned to it under the Act, Rules and Regulations for the development and regulation of warehouses, negotiability of warehouse receipts and promote orderly growth of the warehousing business in the country.

WDRA has its Headquarters in New Delhi. The authority stands as a pivotal institution in the domain of warehousing and storage facilities within the Indian subcontinent and is entrusted with the task of regulating and promoting the warehousing sector, ensuring its seamless integration with the broader logistics ecosystem. Over the years, WDRA has been instrumental in fostering transparency, efficiency, and innovation within the warehousing industry, thereby catalyzing economic growth and agricultural development. With a comprehensive mandate to set standards, facilitate licensing, and monitor compliance, WDRA plays a crucial role in bolstering the nation's supply chain infrastructure.

1.2 Current Digital Infrastructure:

WDRA has successfully implemented a comprehensive WDRA 2.0 Web Portal, which is a fully digitized version of the workflows for its entire operation, covering the following functions:

1. Warehouse functions:

- (i) **User Registration:** User registration, authentication, PAN verification and deduplication.
- (ii) **WHM/Warehouse Registration:** Submission of new warehouseman and warehouse registration applications including document upload, fee payment, and status tracking
- (iii) **Warehouse Renew/Modify:** Renew/Modify warehouse registration.
- (iv) **Warehouse Surrender:** Surrender warehouse registration.

- (v) **Add Commodity in Registered Warehouse:** Add new commodities permitted for storage in an already registered warehouse.
- (vi) **Net Worth Update:** Upload and submission of financial documents requesting net-worth updates by WHM.
- (vii) **Compliance Submission:** Submission of periodic compliance reports.
- (ix) **Change AR Request:** Submission for updating or replacing the Authorized Representative
- (x) **Add/Link AAR (Associate Authorized Representative):** Addition and linking of AAR to specific warehouses.

2. Inspection:

- (a) **Physical Inspection:** Inspection-related data input, fill the inspection report and upload document/ photograph.
- (b) **Stock Inspection:** Inspection-related data input, fill the inspection report and upload document/ photograph.

3. Security Deposit & Insurance:

- (a) **Security Deposit (SD) Submission and Return:** Online submission of SD and initiation of return request.
- (b) **Insurance Submission:** Upload and renewal insurance details.

4. Other Modules:

- (a) **Grievance Registration and Status Tracking:** Registration of grievances, attachment of supporting documents, and status tracking.
- (b) **Training and Awareness Module:** TPI onboarding, allocation of training, filling training details and submitting survey report.
- (c) **Integrations:**
 - Payment Gateway for online fee submission.
 - Helpdesk System for raising and tracking support tickets.
- (d) **Alerts and Notifications:** Notification for reminders, alerts, and updates.

1.3. Project Objective & Scope

As part of its digital transformation journey, WDRA is looking for an experienced and qualified Agency/System Integrators for the Design, Development, Testing, Implementation, Go-Live and 12-month Warranty Support of an Integrated WDRA Mobile Application (covering both Android and iOS platforms). The selected System Integrator will play a pivotal role in bringing WDRA services to the fingertips of millions of users across the country, thereby enhancing ease of doing business, transparency and efficiency in the warehousing ecosystem.

The envisaged Integrated WDRA Mobile Application shall focus on the following key objectives:

1. Citizen-centric and intuitive mobile-first design with seamless user experience.
2. Real-time access to warehouse registration status, e-NWR details, grievance status, inspection reports etc.
3. Geo-tagging and photo upload features for field inspections and verifications

4. Secure digital signing and biometric/Aadhaar-based authentication
5. Bi-lingual support (English + Hindi) as baseline requirement
6. Feasibility study and proposal for adopting Multi-lingual app development using Government-approved platforms such as Bhashini or equivalent solutions as per Government norms. Based on the bidder's response, WDRA may consider amendment from Bi-lingual to Multi-lingual implementation during the contracting stage.
7. Offline functionality for key features in low-connectivity areas
8. Push notifications and SMS/email alerts for important updates
9. Any requirements related to API Integration with the existing WDRA web Portal, Payment Gateway, SMS Gateway, Aadhaar, and other government systems shall be made available to the bidder.
10. Role-based dashboards for citizens, warehouses, banks, inspection agencies and WDRA officials
11. Comprehensive grievance redressal module with tracking and escalation
12. Knowledge repository, FAQ, tutorials and help-desk support

The Integrated Mobile Application for WDRA shall extend the functionality of the existing WDRA 2.0 Web Portal, thereby enabling real-time, mobile-enabled workflow, and transparent regulatory oversight of warehouse and other functions across the nation. At the same time, it also minimizes the dependency on desktop access that sometimes may create operational delays, data entry redundancies, and limits real-time monitoring capabilities

The application must have a visually appealing and intuitive UI/UX design that is easy to use and navigate, enabling the users to easily locate the information they need. The application must be built to work on both Android and iOS devices.

The key components of the project include:

- (a) Requirement study for different modules such as Registration, Inspection, Insurance, Security Deposits Management, Training & Awareness etc. Training & Awareness, Security Deposit Management, Monitoring & Surveillance
- (b) UI/UX design, prototyping and approval from WDRA
- (c) Design, development, testing (unit, integration, performance, security, UAT) and deployment of native/hybrid mobile applications for Android and iOS
- (d) The entire backend services of the Mobile App shall be hosted on WDRA-provided cloud infrastructure
- (e) Bi-lingual implementation (English + Hindi)
- (f) Comprehensive user and admin training & handholding
- (g) Go-Live on Google Play Store and Apple App Store
- (h) 12-month warranty support & defect liability period from the date of Go-Live (including bug fixing, minor enhancements and app store compliance updates)
- (i) Submission of complete source code, documentation, design artifacts and knowledge transfer to WDRA
- (j) Compliance with MeitY/GIGW guidelines, STQC certification (if required) and OWASP mobile security standards
- (k) The entire solution shall be cloud-native and deployed on cloud infrastructure provided by WDRA. The bidder shall provide detailed sizing and cloud infrastructure requirement with proper justification/calculation.

- (l) The project is envisaged to be executed by a competent bidder, with responsibility for all the aspects of the project listed in this EoI.

The project shall be completed within a maximum period of 9 (nine) months from the date of contract award, including development, testing, UAT, and Go-Live, followed by 12 (twelve) months of warranty support from the date of Go-Live.

2. SCOPE OF WORK (SoW) – MOBILE APPLICATION DEVELOPMENT

2.1 Design & Development

The bidder shall design, develop, test, and deploy a secure mobile application for WDRA portal.

- (a) The App shall be developed for Android platform and iOS Platform
- (b) The App shall follow Government UI/UX standards suitable for field usage
- (c) The App shall support large inspection reports (150–200 fields) with pagination and draft functionality

2.2 Functional Implementation

The bidder shall implement all Requirements as defined in **Section 5** of this document. The bidder shall ensure all workflows are implemented using secure APIs. The bidder shall conduct a feasibility study on implementing multi-lingual support using Bhashini or similar Government-approved platforms, and submit detailed recommendations including technical approach, implementation timeline, and cost implications as part of their technical proposal.

2.3 UI/UX Implementation

The bidder shall design an intuitive, user-friendly UI suitable for mobile devices and field users.

The App shall support:

- Multi-page forms
- Save-as-draft and resume functionality
- Clear navigation and validation messages

The bidder shall ensure usability of App under low-bandwidth and intermittent connectivity conditions.

2.4 Backend Integration & API Development

- (a) The bidder shall integrate the App with the WDRA backend/server through secure APIs over HTTPS/TLS.
- (b) The bidder shall develop, configure, and test required APIs for data exchange, document upload/download, and authentication and authorization
- (c) No direct database access from the App shall be permitted

2.5 Security & Compliance

- (a) The bidder shall implement role-based access control (RBAC)
- (b) The bidder shall ensure encryption of data in transit and at rest

- (c) The bidder shall implement auto-expiring password mechanism with proactive user notification for password renewal, similar to banking applications, including:
 - i. Password expiry notifications 7 days before expiration
 - ii. Forced password change after extended inactivity period (60-90 days)
 - iii. Password complexity requirements as per Government IT security guidelines
 - iv. Password history maintenance to prevent reuse
- (d) The bidder shall comply with Government of India IT, MeitY, NIC, and CERT-In guidelines
- (e) The bidder shall implement audit logging for all critical activities

2.6 Offline Capability

- (a) The bidder shall provide offline data capture functionality
- (b) The App shall automatically synchronize data once network connectivity is restored
- (c) The bidder shall ensure no data loss during offline usage

2.7 Testing & Quality Assurance

The bidder shall perform:

- Unit Testing
- Integration Testing
- System Testing
- Security Testing

The bidder shall support User Acceptance Testing (UAT) and address observations.

2.8 Deployment & Rollout

- (a) The bidder shall assist in deployment of the App on official app distribution channels or internal distribution mechanisms as specified by WDRA
- (b) The bidder shall provide installation, configuration, and rollout support

2.9 Documentation & Training

The bidder shall provide:

- Technical documentation
- User manuals
- API documentation alongwith the entire source codes

The bidder shall conduct training sessions for WDRA officials and associated agencies, if required.

2.10 Maintenance & Support

- (a) The bidder shall provide post-deployment support and maintenance for 12 months post Go-live
- (b) The bidder shall handle bug fixes, security updates, and minor enhancements
- (c) The bidder shall adhere to agreed terms and support timelines

3. ELIGIBILITY CRITERIA FOR SELECTION OF BIDDER

3.1 Financial Capability

The Bidder shall have an average annual revenue/sales turnover of INR 40 Crore from IT/Software development services during the last three financial years. The Bidder shall submit audited financial statements or a Chartered Accountant's certificate as proof of turnover.

3.2 Technical Experience

Requirements:

- i. The Bidder shall be in existence for a minimum period of three (3) years in field of Mobile App development as on the date of bid submission
- ii. The Bidder shall have experience in design, development, and deployment of mobile applications for Government/PSU/Large Enterprise clients
- iii. The Bidder shall have successfully completed at least Two (2) mobile application projects of similar nature with project values not less than INR 1 Crore each in the last three years involving form-based workflows, APIs, and document management.

The Bidder shall submit work completion certificates or client references in support of the experience.

3.3 Technical Competence

Requirements:

The Bidder shall have minimum 5 (five) key in-house technical personnel with expertise in:

- Mobile application development
- Backend/API development
- UI/UX design
- Security implementation

The Bidder shall demonstrate capability to implement secure API-based integration (HTTPS/TLS) and role-based access control.

3.4 Security & Compliance

Requirements:

- i. The Bidder shall comply with Government of India IT policies, MeitY guidelines, and CERT-In advisories
- ii. The Bidder shall not have been blacklisted or debarred by any Central/State Government Department, PSU, or Autonomous Body as on the date of bid submission

The Bidder shall submit a self-declaration to this effect.

3.5 Quality & Process Standards

The Bidder should have quality certifications such as ISO 9001, ISO 27001, or equivalent (if available).

3.6 Support & Maintenance Capability

Requirements:

- i. The Bidder shall have the capability to provide post-implementation support and maintenance during the contract period
- ii. The Bidder shall agree to comply with support timelines, and penalty clauses defined in the EoI

4. EVALUATION CRITERIA AND METHOD OF EVALUATION

4.1 Evaluation Process

Screening of EoIs shall be carried out as per qualification conditions mentioned in this document and based on verification of testimonials submitted, past-experience, strength of manpower and financial strength of the bidder.

4.2 Evaluation Parameters

S. No.	Evaluation Parameter	Criteria / Description	Marks	Maximum Marks
1	Technical Experience & Track Record	Minimum 3 years of experience in Mobile Application/Software Development	20	40
		Additional 10 marks for proven experience in Government/PSU/Statutory Authority IT projects	10	
		Additional 10 marks if the bidder has developed mobile applications involving secure APIs, role-based access, workflow management, or document upload	10	
2	Key Technical Personnel Strength	Shall have minimum 5 key technical personnel (Project Manager/Solution Architect/Lead Developer/UI-UX Designer/Security Professional), each having Graduate degree in Engineering/Computer Science/IT with minimum 5 years' relevant experience.	20	40
		Additional 10 marks if each of the above personnel has more than 8 years experience in mobile app development	10	
		Additional 10 marks if the bidder has BOTH a certified UI/UX designer (with relevant professional certification) AND a certified Information Security professional (CISSP/CEH/equivalent), each with minimum 5 years' experience	10	

3	Presence/Support Capability	Availability of dedicated support/helpdesk team for post-deployment support in Delhi & NCR region.	10	10
4	Financial Stability & Soundness	Minimum average annual revenue/sales turnover of INR 40 Crore from IT/Software services during the last three financial years	5	10
		Additional 5 marks if average annual turnover exceeds INR 40 Crore for the last three financial years	5	
	Total Marks			100

5. OVERVIEW OF THE REQUIREMENT (Functional & Non-functional)

WDRA currently operates web platforms for warehouse and repository management. However, most services are web-based and require desktop access. To improve accessibility, transparency, compliance and operational efficiency, a mobile application is proposed. This Mobile Application is aimed to enhance operational efficiency for all stakeholders by enabling key WDRA processes through a mobile interface allowing all the activities to be performed through mobile devices by different stakeholders.

Feature	Description/Requirement
Mobile UI Design	The system shall provide a responsive mobile-friendly UI layout compatible with Android enabling accessibility on smartphones and tablets.
Login / OTP / Forgot Password/Get User ID	The system shall provide secure login authentication with username/password and OTP validation. The system shall support forgot password/Get User ID through registered email/mobile verification. System shall support MPIN and fingerprint-based account access.
Password Management & Security	i. The system shall implement auto-expiring password functionality similar to banking applications. ii. The system shall notify users when their password is approaching expiration (e.g., 7 days before expiry) with message: "Your current password is expiring soon. Please change your password for security purposes." iii. The system shall enforce password change if user attempts login after extended period of inactivity (e.g., 60-90 days). iv. The system shall enforce password complexity requirements as per Government IT security guidelines. v. The system shall maintain password history to prevent reuse of recent passwords (minimum last 5 passwords). vi. The system shall provide password strength indicator during password creation/change.
Dashboard	The system shall provide role-based dashboard views with status and alerts.
Registered WH Data	The system shall allow to display filterable list of registered warehouses with status

Application / Request Status	The system shall allow user to view the list of all submitted applications and requests & Check status.
Profile Management	The system shall allow users to manage their email/phone update with verification and password change.
In App/Push Notification	The system shall send In App/ push notifications and alert.
User Registration as WHM/AR	1. System shall allow users to register using mobile number and email ID. 2. System shall enable OTP-based authentication for account creation. 3. System shall perform PAN validation through USTISIL API. 4. System shall perform deduplication to prevent multiple accounts for same individual/entity. 5. System shall capture user profile details Approx. No of input fields: 10 to 12
Add Warehouse Geotagged Photograph	1. The System shall allow WHM/AR to upload Photograph with geo tag
Add Commodity request in Registered Warehouse	1. System shall allow WHM/AR to submit a request to add commodities. 2. System shall validate commodity eligibility based on warehouse type and storage norms. Input fields depend on the number of commodities intended to be added.
Change AR Request	1. System shall allow WHM to input details a new AR. 2. System shall validate PAN of proposed AR. 3. System shall perform email and mobile deduplication. 4. System shall disable access for previous AR after approval.
Compliance Submission	The system shall enable periodic submission of compliance documents, documents, and declarations as required by WDRA. Approx. No of input fields: 5-6 ; Approx No. of Documents uploading: 1
SD Submission request by WHM/AR	The system shall allow the Warehouseman to submit Security Deposit details with supporting documents. Approx. No of input fields: 10-12 ; Approx No. of Documents uploading: 1
SD Approval Status	The system shall allow user to view the list of all submitted SD approval requests & Check status.
Insurance Upload by WHM/AR	The system shall allow the Warehouseman to upload insurance policies including policy number, insured amount, coverage period, agency details, and policy document. The system shall validate mandatory details and expiry dates. Approx. No of input fields: 7-8 ; Approx No. of Documents uploading: 1
Insurance Status	The system shall allow user to view the list of all submitted Insurance approval requests & Check status.
Submit Grievance	The system shall allow users (Citizen/ Depositor / WHM etc.) to submit grievances with category, description, supporting documents, and attachments. System shall generate unique grievance reference number.
View Grievance Status	The system shall allow users to track grievance status online with workflow history, timestamps, comments, respondent name, and pending level details.

Modify Effective Control request	The system shall allow the Warehouseman raise request to modify ownership or effective control details by submitting required document for approval. Approx. No of input fields: 10-12 ; Approx No. of Documents uploading: 1
Net Worth Update Request	The system shall allow the Warehouseman to submit updated net-worth with supporting financial statements for verification Approx. No of input fields: 5-6 ; Approx No. of Documents uploading: 1
Add Associate Authorized Representative (AAR)	The system shall allow the AR to input AAR details. The system shall allow the Warehouseman to link/Delink an existing AAR already approved within the system. Approx. No of input fields: 10-12 ; Approx No. of Documents uploading: 1
SD Return Request	The system shall allow WHM to raise return requests for Security Deposit. Approx. No of input fields: 10-12
SD Extension Request	The system shall allow WHM to extend validity or submit fresh SD details before expiry, with automated reminders and workflow approvals. Approx. No of input fields: 10-12 ; Approx No. of Documents uploading: 1
Add Inspection Agency Office	The system shall allow inspection agencies to add offices and Inspection Officers (IOs). Approx. No of input fields: 8-10
Add IO Request by IA	The system shall allow inspection agencies to input Inspection Officers (IOs) details through mobile app. Approx. No of input fields: 10-12 ; Approx No. of Documents uploading: 1
Link Insurance to WH	The system shall allow linking of uploaded insurance policies to one or more warehouses. System shall verify that insurance amount and coverage period are adequate as per WDRA guidelines and alert the user for renewal before expiry. Approx. No of input fields: 2-3
Link SD to WH	The system shall allow linking of a submitted Security Deposit to one or multiple warehouses based on WDRA rules. Approx. No of input fields: 3-4
DSD sufficiency Alert	The system shall notify the Warehouseman to submit additional DSD if the required amount exceeds the existing deposit.
DSD Submission by WHM	The system shall allow the Warehouseman to submit DSD details with supporting documents. Approx. No of input fields: 10-12 ; Approx No. of Documents uploading: 1
Add Inspection Geotagged Photograph	The System shall allow IOs to upload Photographs of warehouse with geo tag.
WHM/WH Registration	1. System shall allow the WHM/AR to submit a new WHM and warehouse (Agri/ Non Agri) registration application. 2. System shall collect warehouse details. 3. System shall capture geo-coordinates and images. 4. System shall allow payment of registration fees through integrated payment gateway. 5. System shall generate application number and acknowledgment. Approx. No of input fields: 100 to 250 No. of Documents uploads: 12 to 22

	Depends on WHM/WH type, no. of godown, equipment, commodity
Modification Warehouse Application	The system shall allow WHM/AR/AAR to raise request for changes in warehouse infrastructure, capacity, equipment, or warehouse name, with document submission.
Renewal Warehouse Application	The system shall allow WHM/AR/AAR to raise request the to submit a renewal application with updated input and documents.
Resubmission by WHM / AR	The system shall allow the Warehouseman or AAR to correct allowed input fields and resubmit application.
Rule Engine / Validation	The system shall automatically evaluate application using a rule-based validation engine as per WDRA regulatory norms.
Maker / Checker / Approver Workflow	The system shall support a complete Maker–Checker–Approver workflow across all application types, ensuring no action is finalized without appropriate authorization.
Workflow for New WHM / Warehouse Application	The system shall manage approval workflow for new Warehouseman and Warehouse registration applications with tracking and notifications.
Workflow for Surrender Application	The system shall support workflow processing for surrender requests raised by WHM with review and decision approvals.
Workflow for Renewal Application	The system shall provide an approval process for renewal applications including verification of updated documents and compliance.
Workflow for Modification Application	The system shall manage approval workflow for modifications made by WHM.
Workflow for SD Submission Request	Approval workflow for Security Deposit submissions.
Workflow for Insurance Request	Workflow for verifying insurance policy submission.
Workflow for Net Worth Update request	The system shall process approvals for Warehouseman net-worth updates based on uploaded financial documents.
Workflow for Add AAR & Change AR Request	Approval workflow for changing or linking AR/AAR with required verification.
Defect Management	System-managed workflow for defect resolution raised during inspection, verification, or approval processes.
Ask For Resubmission	The system shall allow WDRA official to ask applicant for resubmission as discrepancy observed during scrutiny or inspection.
Agency User Creation By WDRA	The system shall allow inspection agency users creation maker. Approx. No of input fields: 10-12 ; Approx No. of Documents uploading: 1
Physical Inspection Reports (by IO/IA)	The system shall support submission of physical inspection reports for different warehouse types (Conventional / Silos / Cold Storage / Non-Agri). Approx. No of input fields: 200-250 ; Approx No. of Documents uploading: 7-10
Stock Inspection Reports (by IO/IA)	The system shall support submission of Stock inspection reports for different warehouse types (Conventional / Silos / Cold Storage / Non-Agri). Approx. No of input fields: depends on number on eNWR/eNNWR

	No. of Documents: 7-10
Geo-Tagged photos by IO	The system shall allow inspecting officer to upload geo-tagged photos captured during inspection.
Grievance redressal or escalation	System shall allow users to review, redress or act on escalation
TPI Onboarding	The system shall allow onboarding of Training Partner Institutions (TPI) by Maker.
Training Allocation	The system shall allow Maker to allocate training (WTP, FTP, ATP) to TPI
Coordinator Assignment Scheduling and details filling	The system shall allow to TPI can assign coordinator, schedule training and fill training details
Survey Reporting	The system shall allow participants to submit training feedback surveys.
Helpdesk Integration	The system shall redirect to existing helpdesk support portal with mobile application
Payment Gateway Integration	The system shall integrate with secure digital payment services (e.g. Net banking / UPI / Credit-Debit card) to accept fees.

Non-Functional Requirements (NFRs)

Feature Category	Description
Security	Role-based access control, secure authentication, encrypted communication, and secure APIs
Usability	User-friendly interface with standardized forms, dropdowns, validations, and minimal manual data entry
Usability	The App shall be usable with minimal training
Usability	The App shall follow consistent UI design standards across all screens and modules
Usability	The App shall minimize manual data entry by using dropdowns, defaults, and validations wherever possible
Offline Support	Ability to capture data and documents in offline mode and automatically synchronize when connectivity is restored
Notifications	Push notifications for assignments, status updates, alerts, and reminders
Performance	Optimized response time with reliable performance under peak user load
Performance	The App shall load each page within an acceptable response time
Compliance	Compliance with Government of India IT policies, data security norms, and audit guidelines
Accessibility	The App shall use readable font sizes, contrast, and touch-friendly controls suitable for mobile devices
Responsiveness	The App UI shall be responsive across supported mobile screen sizes and resolutions
Reliability	The App shall prevent data loss during navigation, pagination, or temporary network interruptions

6. SUBMISSION GUIDELINES

6.1 Documents to be Submitted

Bidders must submit the following documents as part of their EoI:

[A] Company Profile including details of:

- i. Company registration and incorporation documents
- ii. Years of operation in mobile application development
- iii. Organizational structure and key personnel

[B] Financial Documents:

- i. Audited financial statements for the last three financial years, OR
- ii. Chartered Accountant's certificate certifying average annual turnover from IT/Software development services

[C] Technical Experience Documents:

- i. Details of at least two (2) completed mobile application projects of similar nature in the last three years
- ii. Work completion certificates or client references
- iii. Project descriptions including scope, technologies used, and outcomes

[D] Technical Competence Evidence:

- i. CVs/resumes of minimum 5 key technical personnel (Project Manager, Solution Architect, Lead Developer, UI/UX Designer, Security Professional), each with minimum 5 years' relevant experience
- ii. Details of in-house technical capabilities and organizational structure
- iii. Certificates/credentials for UI/UX designer and Information Security professional (if applicable)
- iv. Details of in-house technical capabilities

[E] Technical Architecture:

- i. Proposed technical architecture and technology stack
- ii. Cloud infrastructure sizing and requirement estimations
- iii. Scalability and performance projections

[F] Compliance Documents:

- i. Self-declaration stating the bidder has not been blacklisted or debarred by any Central/State Government Department, PSU, or Autonomous Body
- ii. Copies of quality certifications (ISO 9001, ISO 27001, or equivalent), if available

[G] Pan-India Presence:

- i. Documentary evidence of operational offices/development centers/support presence across India
- ii. Details of support and maintenance capabilities

[H] Presentation/Proposal:

- i. Understanding of the project scope and objectives
- ii. Proposed approach and methodology
- iii. Feasibility study and detailed recommendations for multi-lingual app development using Bhashini or equivalent Government-approved platforms, including technical approach, implementation strategy, timeline, and cost implications
- iv. Indicative timeline for project execution
- v. Any value additions or suggestions

6.2 Instructions to Bidders

1. All pages of the EoI response must be signed and stamped by an authorized signatory of the bidding organization
2. All documents submitted must be self-attested by the authorized signatory
3. Information provided must be accurate and verifiable. WDRA reserves the right to reject any application found containing false or misleading information
4. Incomplete applications or applications not meeting the eligibility criteria will be summarily rejected
5. WDRA reserves the right to seek clarifications from bidders during the evaluation process
6. WDRA reserves the right to accept or reject any or all applications without assigning any reason
7. No cost incurred by bidders in preparation and submission of the EoI will be reimbursed by WDRA
8. The decision of WDRA shall be final and binding

7. TERMS AND CONDITIONS

7.1 General Terms

1. This EoI does not constitute an offer or commitment by WDRA to enter into any contractual relationship with any bidder
2. WDRA reserves the right to modify, cancel, or reissue this EoI at any time without assigning any reason
3. Selected bidders may be invited to submit detailed technical and financial proposals in the next stage
4. All intellectual property rights related to the developed mobile application shall vest with WDRA
5. The selected vendor shall be required to sign a Non-Disclosure Agreement (NDA) and other necessary agreements with WDRA

7.2 Blacklisting and Debarment

Any bidder found to have submitted false information, engaged in corrupt practices, or violated terms of engagement may be blacklisted and debarred from future participation in WDRA procurements.

7.3 Governing Law and Jurisdiction

This EoI and any subsequent contractual arrangements shall be governed by the laws of India. Courts in New Delhi shall have exclusive jurisdiction over any disputes arising from this EoI or subsequent contracts.

8. TIMELINE

Activity	Timeline
Publication of EoI	23-12-2025
Last date for submission of queries	02-01-2026 (23:59 hrs)
Response to queries /Pre-bid Meeting (hybrid)	05-01-2026 Date, time, and venue (physical/online meeting link) will be communicated to prospective bidders through WDRA website and email
Last date for EoI submission	14-01-2026 (17:00 hrs)
Announcement of shortlisted bidders	Notified separately/ Published on website

Note:

- WDRA reserves the right to modify the timeline as deemed necessary.
- Queries received from the bidders within the scheduled time, regarding bidding conditions, bidding process, evaluation criteria etc., shall be addressed.
- The queries may be sent to WDRA through email (in an excel file) to dirit-wdra@gov.in having subject '**WDRA-EoI Query-MobileApp**'.
- Bidders having no queries but still intending to participate in the Pre-bid meeting must submit their interest/confirmation by the last date for submission of queries (i.e., 02-01-2026, 23:59 hrs) to the same email address with subject line '**WDRA-EoI-Pre-bid Meeting Participation**'.
- Only those queries which are received by 02 January 2026 (23:59 hrs), in the following prescribed format shall be entertained:

Company name	M/s.			
S. No.	Relevant Section Of EoI	EoI Page No.	Relevant Content from EoI	Bidder's Query/ Comment

- WDRA is not bound to clarify any query received after the day as described above. WDRA will review every query and on due consideration will issue clarification/ corrigendum (if required). However, WDRA does not undertake to answer each individual query(ies). Bidders shall not assume that their unanswered queries have been accepted by WDRA.
- Details of the Pre-bid meeting including date, time, venue, and online meeting link (if hybrid/virtual) will be published on WDRA website (www.wdra.gov.in) and communicated via email to all prospective bidders who have downloaded the EoI or submitted queries/meeting participation confirmation.

9. SUBMISSION DETAILS

Mode of Submission: Physical mode/By Speed Post/Courier

Submission Address:-

Director (Information Technology) | निदेशक (सूचना प्रौद्योगिकी),
Warehousing Development and Regulatory Authority (WDRA),
Department of Food and Public Distribution, Government of India,
4th Floor, NCUI Building, 3, Siri Institutional Area,
August Kranti Marg, Hauz Khas, New Delhi-110016

Last Date for Submission: 14-01-2026 (14th January 2026) Time: 17:00 hours

Any EoI received after the specified date shall be rejected.

Contact for Queries:

Director (Information Technology), WDRA
4th Floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg,
Hauz Khas, New Delhi – 110016

Telephone: 011-49536496 / 49092978 (Extn - 49, 56)

This Expression of Interest document has been issued by the Warehousing Development and Regulatory Authority (WDRA) for the purpose of inviting proposals from eligible vendors for the Design, Development and Deployment of an Integrated WDRA Mobile Application.