

**1. Introduction:**

Kerala Police's official website, active since 1999 at keralapolice.org / keralapolice.gov.in, was last upgraded in 2020 using PHP Laravel 6.2 to enhance security and ensure compliance with Government of India guidelines. To ensure the website's on-going functionality, security, and compliance with government guidelines, we are currently seeking a suitable start-up company that specializes in Laravel projects for the software version upgrade, patching of the Kerala Police website and perform a comprehensive security audit. The major features of the current website are as follows.

- a) Dynamic, bilingual, responsive and compatible with all major web browsers.
- b) Facility to create menus/submenus through the backend.
- c) User Management.
- d) Content Management with five templates.
- e) Content Search Facility and it should be modified.
- f) Facility to include a seasonal doodle (Like Google)
- g) Facility to include the last modified date in the footer of each page.
- h) Facility to include important links in top.
- i) Facility to include former chiefs in a chronological order.
- j) All office orders, notifications, tenders, quotations, and proclamations published from various offices of Kerala Police are integrated through an API and automatically managed for the public and officials.
- k) Facility to edit and manage the above at the admin level.
- l) Facility for multiple theme management in special occasions.
- m) Services to the public: E-services section includes more than 10 services and will be expanded.
- n) Graphical representation of crime statistics on the home page, with data fetched from the crime statistics page and it should be modified.
- o) Facility to include multiple messages from Chiefs and it should be modified.
- p) Facility to hide/disable a section as needed.
- q) Visitor Count Facility and it should be modified.



- r) Separate section is maintaining to include initiatives of Kerala Police.
- s) Maintains separate section for public and officials.
- t) Maintains a separate section to facilitate the latest updates.
- u) Maintains a separate section to facilitate the News/Events.
- v) Maintains a separate section to facilitate the Photo gallery/Video gallery.
- w) Maintains a separate section to integrate with Social Media.
- x) In the footer, there is a facility to add hyperlinks through the backend.
- y) A feedback section is included to receive valuable suggestions and information from the public and it should be modified.
- z) Approximately 400 pages are being maintained.
- aa) Login Facility for Officials has been included (Single user concept adopted like Google with integrating the website with iAPS via. API)
- bb) Integrated with other departmental applications (iAPS and CCTNS)
- cc) Hosted in SDC VM
- dd) The user has the option to resize the font.
- ee) Manageable Admin panel with 3 types of users.

## **2. Scope of Work:**

The selected start-up firm shall undertake the following tasks:

- a) Upgrade the website to the latest stable version of Laravel without compromising existing functionality and features, including all libraries, supporting software and the database.
- b) The present theme of home page/inner page of the existing state website should be modified with the current technology.
- c) The font (Malayalam/English) should be consolidated in to Unicode font.
- d) Website loading time should be reduced and to be within 2 seconds
- e) The existing Multiple Theme Management should be automated.
- f) Ensure that CSS validation and media queries are optimized or updated.



- g) Fine-tune the database to enhance the website's performance.
- h) Integrate Search Engine Optimization and align it with global standards.
- i) Documentation of all relevant matters, including coding, is mandatory and should be provided to us in both digital and hardcopy formats upon project completion.
- j) The data from the current website must be migrated after the completion of the software upgrade.
- k) Perform a thorough security audit of the upgraded website to identify and address any vulnerabilities, bugs, and server configuration issues.
- l) Fix all issues reported by the security audit firm to ensure the highest level of security.
- m) Ensure compliance with all guidelines set by the Government of India for website development.
- n) Let's examine and modify the current content search facility (English/Malayalam) on the website to improve user experience and information accessibility.
- o) Implement robust security measures to safeguard against hacking, SQL injection, and other potential threats.
- p) The selected firm should be open to making minor modifications and accommodating specific requirements from the Kerala Police.
- q) The selected firm should provide robust support free of charge for a minimum of one year from the completion of the project. They should remain vigilant against security threats to ensure the on-going security of the application, and regularly update Laravel and its dependencies to address potential security vulnerabilities. Additionally, consideration should be given to on-going maintenance, encompassing software updates and security patches, with a focus on maintaining proper version control and adhering to essential maintenance procedures.



- r) Consider implementing a provision for automating the collection of existing crime statistics by integrating with the department's application through API connectivity. This will streamline data gathering and enhance efficiency in crime data management.
- s) The selected firm should also explore the possibility of implementing dynamic reporting capabilities that can generate reports based on various fields and tables within the database. This feature would enhance data analysis and reporting flexibility.
- t) Consider implementing a provision for the analysis of error logs and access logs to detect signs of threats or attacks. Swiftly addressing any identified issues and applying patches as necessary will enhance our website's security.
- u) Consider implementing website modifications to align with the "Web Content Accessibility Guidelines" (WCAG), ensuring that websites content are accessible to all individuals, including those with disabilities.
- v) Consider identifying and resolving minor existing bugs and functional irregularities to enhance the overall website performance and user experience.
- w) Consider potential modifications in this area: The website efficiently manages dynamic content using a robust CMS and structured data management.
- x) Address database load issues caused by frequent queries and updates. Optimize with query enhancements, indexing, and connection pooling for effective management.
- y) Consider implementing a dynamic report feature for the existing Feedback Mechanism and modifying the contact information, including phone numbers and email addresses, to facilitate user communication with various officials and units.



- z) Consider implementing a visually appealing design with a consistent colour scheme to achieve a professional and attractive appearance, ensuring a positive user experience for visitors.

### **3. Proposal Submission:**

Interested start-ups are requested to submit their proposals no later than 18/09/2023 through Kerala start-up mission. The proposal should include the following:

- a) Company profile, including relevant experience in website development and security.
- b) Details of past projects related to Laravel and website security.
- c) Technical approach and methodology for the software up gradation and security audit.
- d) Proposed timeline and milestones for the project.
- e) Cost estimate, including a breakdown of expenses (Separate is required).
- f) Team composition and qualifications of key team members with years of experience in this area.
- g) Certifications from past clients for the last five completed projects with dates.
- h) Any additional relevant information.

### **4. Evaluation Criteria:**

Proposals will be evaluated based on the criteria established by Start-up Mission and the following:

- a) Experience and expertise in Laravel development and website security.
- b) Technical approach and methodology.
- c) Cost-effectiveness.
- d) Compliance with government guidelines.
- e) Timeliness and project management capabilities.
- f) Additional services recommended by the firm to enhance the functionality and security of the website.



**5. Timeline:**

- a) RFP Issuance Date: 12/09/2023
- b) Proposal Submission Deadline: 18/09/2023
- c) Evaluation and Selection: 18/09/2023 to 22/09/2023
- d) Project Commencement: 25/09/2023

**6. Contact Information:**

For any inquiries or clarifications regarding this RFP, please contact to Mr. Abdul Rassi .A (9895258496 or 9497936102) or Email: "webadminsrb.pol@kerala.gov.in".

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