

**Request for Proposal (RFP) for District Website Revamping**

**Introduction:**

Kerala Police invites proposals from qualified and experienced web development companies to revamp our existing website, which is currently built on Laravel 6.2. We intend to upgrade it to the latest stable version of Laravel. Our existing website is a multi-domain platform representing 20 police districts, with each district having its dedicated domain and database access based on the URL. We are seeking a competent and innovative web development partner to modernize and enhance our website's functionality and user experience. 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 100 pages are being maintained for each website.
- 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.

### **Scope of Work:**

The proposed project involves a comprehensive upgrade of district Police websites, focusing on Laravel version updates, font optimization, and faster loading times. We aim to automate theme management, conduct security audits, and enhance SEO compliance. The proposed work includes improving content search, dynamic reporting for crime statistics, and ensuring web accessibility. The selected firm will contribute to a visually appealing design, efficient data management, and on-going support for a secure and advanced web presence. The detailed scope of work is prescribed below.

- 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 district website should be modified with the current technology.
- c) The font (Malayalam/English) should be consolidated in to Unicode

- 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. Data import/export features for Crime Statistics Section. The site needs a provision to add missing /wanted persons.

- 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. Create individualized admin interfaces for each of the 20 district websites, allowing for efficient management. Implement robust reporting features to track and analyse feedback data. Ensure that admins can generate comprehensive reports for performance evaluation.
- 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.

### **Submission Requirements:**

Interested web development start-ups are requested to submit the following:

#### **1. Company Profile:**

- o Overview of your company's experience and expertise in web development.

#### **2. Portfolio:**

- o Examples of similar web development projects you have completed.

**3. Technical Proposal:**

- o Detailed technical approach for upgrading the website.

**4. Timeline:**

- o Project timeline with milestones and deadlines.

**5. References:**

- o Contact information for at least three client references for whom you have completed similar projects.

**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.

**1. Timeline:**

- a) RFP Issuance Date: 20/11/2023
- b) Proposal Submission Deadline: 04/12/2023
- c) Evaluation and Selection: 04/12/2023 to 07/12/2023
- d) Project Commencement: 15/12/2023

**2. 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".

Kerala Police looks forward to partnering with an experienced and innovative web development company to enhance our online presence and provide an improved user experience for our visitors across 20 police districts. We appreciate your interest and efforts in responding to this RFP.

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### 3. Technical Proposal

Provide technical proposal for upgrading the website

### 4. Timeline

Project timeline with milestones and deliverables

### 5. Budget

Estimated budget for the project including resources for

when you have completed similar projects

### Evaluation Criteria

Proposals will be evaluated based on the criteria mentioned in

the RFP document in the following

1. Technical expertise and experience in project development and website

development

2. Technical expertise and methodology

3. Cost-effectiveness

4. Compliance with government guidelines

5. Business and project management capabilities

6. Additional criteria recommended by the user organization

Proposals to be submitted in the website

### 1. Timeline

1. RFP Issuance Date: 01/11/2023

2. Proposal Submission Date: 04/15/2023

3. Evaluation and Selection: 07/15/2023 to 07/30/2023

4. Project Commencement: 08/15/2023

### 2. Contact Information

For any queries or clarifications regarding the RFP, please contact

the user organization at 02025251234 or email

website@user.gov.in

Website link is as provided in the RFP document and

all other details are provided in the RFP document and

provide as per the RFP document for all other details. For

queries, we request you to contact the user organization at

02025251234