

Terms of Reference (ToR)

Upgradation and Integration of NISH Digital Platforms

1. Background

The **National Institute of Speech & Hearing (NISH)**, under the Social Justice Department, Government of Kerala, maintains multiple digital platforms that provide institutional information, admission facilities, project portals, and disability-related resources. These include:

- Main Website: <https://nish.ac.in>
- Malayalam Website: <https://ml.nish.ac.in>
- Admissions Portal: <http://admissions.nish.ac.in>
- Project Portal (NIDAS): <https://nidas.nish.ac.in>
- AccessHub: <https://accesshub.org> (currently non-functional)

There is a pressing need to **upgrade, modernize, and integrate** these platforms to improve accessibility, usability, and compliance with national standards.

2. Objectives

- Redesign NISH's digital platforms with a **modern, user-friendly, mobile-first design**.
- Ensure **WCAG 2.1 accessibility compliance** and alignment with **GIGW (Government of India Guidelines for Websites)**.
- Provide **multilingual support** (English and Malayalam).
- Strengthen **security, performance, and content management**.
- Revive **AccessHub** as a **national disability knowledge hub** with advanced accessibility-first features.

3. Scope of Work

A. Common to All Platforms

- Responsive design (desktop, tablet, mobile)
- Accessibility features (screen readers, contrast toggle, font resizing, ISL support)
- Centralized CMS with role-based access control
- SEO optimization and analytics integration
- Strong security measures (SSL/TLS, firewall, backup, intrusion detection)

B. Platform-Specific Features

1. Main Website (nish.ac.in)

- Programs, departments, research, events, media gallery, integration of online payments.
- Announcements, news updates, social media integration
- Easy admin panel for content editors

2. Malayalam Website (ml.nish.ac.in)

- Regional language mirror of the main website
- Integrated **language toggle** for English/Malayalam

3. Admissions Portal (admissions.nish.ac.in)

- Candidate registration and online application submission with online payment integration
- Administrator / Staff / Candidate login/dashboard
- Notifications, admit card download, application status tracking
- Integration with academic systems (future-ready)

4. Project Portal (nidas.nish.ac.in)

- Project-specific showcase with reports, resources, tools
- Resource repository
- News, updates, publications etc

5. AccessHub (accesshub.org)

- State-wise disability service provider directory
- National policy information repository
- Discussion forums for stakeholders
- Auto-updated disability-related news (via search engine feeds)
- Live Twitter feeds & social media integration
- Service provider rating & sorting
- Blog publishing and community features
- Accessibility-first design for low-vision/blind users

4. Deliverables

1. **Upgraded and deployed websites/portals** with all required features.
2. **Seamless migration** of existing content.
3. **Documentation** (technical + user manuals).
4. **Training sessions** for NISH IT staff/content editors.
5. **Post-deployment AMC support** for a minimum of 12 months.

5. Compliance

- Must follow **WCAG 2.1** for accessibility.
- Must adhere to **GIGW 3.0** guidelines.
- Ensure compliance with **Government of India IT security policies**.
- Data privacy and protection in line with Indian standards.

6. Evaluation Criteria

Vendors will be evaluated on:

- Relevant experience in developing institutional/government websites.
- Proven expertise in **accessible design and WCAG compliance**.
- Technical proposal quality (architecture, CMS choice, scalability).
- Cost-effectiveness and sustainability.
- Post-deployment support capability.

7. Proposal Submission

Interested vendors are requested to submit:

- Company profile and relevant project portfolio.
- Technical approach and methodology.
- Proposed architecture and technology stack.
- Implementation timeline with milestones.
- Financial proposal with breakup.
- AMC/support model.

8. Expected Timeline

- **Project Initiation:** Within 2 weeks of award.
- **Design & Development:** 10–12 weeks.
- **Testing & Migration:** 3 weeks.
- **Training & Go-Live:** 2 weeks.
- **Total Duration:** ~16–18 weeks (4 months).

9. Contact Point

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