Date: 30.03.2023

REQUEST FOR PROPOSAL FOR REVAMPING THE ONLINE VISITOR MANAGEMENT SYSTEM OF TECHNOPARK

TECHNOPARK invites Request for proposal for revamping the online Visitor Management System of TECHNOPARK.

TECHNOPARK - Overview

Technopark was established in 1990 as the first Electronics Technology Park in the Country and has become a model for other Technology Parks established in various parts of India. Technopark's vision is to provide a holistic enabling environment to make the knowledge industry intrinsically competitive and world-class. Technopark is an autonomous institution under the IT Department of Govt. of Kerala. Technopark Provides world-class, robust and failsafe physical, power and datacom infrastructure, offering a compromise yet low-cost enabling environment for the IT industry that is leveraged by its occupant companies for a competitive advantage. At Present Technopark has over 470 companies operating from the campus, employing around 70,000 professionals.

Requirement:

TECHNOPARK is planning to revamp the existing online Visitor Management System Application (Web and Mobile Applications) of Technopark. Hence, the work involves the Development of a Web application, a mobile application for IoS and Android, Hosting Support, and maintenance service for 3 years.

Scope of Work

The scope of the work is listed below.

1. Revamp the existing Visitor Management System Application (Web and Mobile Applications) of Technopark
   URL: https://vms.technopark.org
   Mobile App: Technopark Visitor (Android and IoS)
2. Security Auditing of the Web and Mobile Applications (Through a CERT-IN empanelled Agency).
3. Annual Maintenance Contract for a period of 3 years.

Existing Online Visitor Management System

About online Visitor Management System:

An online portal and a mobile application are made available for Visitor Management at Technopark Campuses. Through the system, companies can manage their visitors directly by issuing online passes. Visitors can directly request an entry pass to companies through the mobile App/ Web portal. After receiving the visitor's request, the company can approve the request online, post which an URL will be sent to the visitor's mobile number/ e-mail id for generating their entry pass. Visitors have to generate their pass from the URL and show the softcopy at the entrance gate.

Portable RF-ID scanners are also made available at the entrance gates of Technopark. Hence, security guards positioned at the Entrance Gates can validate the softcopies of entry passes that are available in the gadgets of visitors.

The following details are available in the Visitor Pass:

Visitor Pass number, Technopark's Logo, Name of the Visitor, Address of the Visitor, Mobile No. of the Visitor, Photo of the Visitor, Visitor's ID card type and Number, Date of Visit, IN time, Vehicle No., Name of Company to visit, Name of the IT Building where the company is located. Name of the person to visit, Purpose of Visit.

Walk-in interview entry pass:

Walk-in interview entry pass is also issued through the Visitor Management System. Once, the walk-In interview advertisements are published on the website of Technopark by the Companies, the details will be communicated to the Visitor Management System via an API. Accordingly, these details will be available in the mobile app of the Visitors Management System. Further, visitors have an option to instantly request a Walk-In interview pass for each interview. Once the pass request is initiated, immediately an URL will be sent to the visitor's mobile number/ e-mail id for generating their Walk-IN entry pass. Visitors can generate their entry pass for the Walk-IN interview on the date of the interview.

VIP entry pass:

The VIP entry process is also being issued through the online Visitor Management System. For issuing a VIP entry pass to the VIP guests, companies need to send an email to the id vippass@technopark.org with

the details such as the Guest's Name, email id or contact number, Name and Designation of the Person to meet, and date of visit. Once the request is received, an online VIP pass will be issued from Park Centre through the Visitor Management System. Intimation of the VIP visit will also be sent to the Chief Security Officer of Technopark, Assignment Inspectors, Entrance Gates, etc. for the smooth entry of the VIP to the campus.

Instant pass (e-Pass and printed Pass)

An instant entry pass (e-Pass and printed Pass) for the Laborers, vendors, Material collection, Service Support, Workers, Interview candidates, etc are issued from the Reception Building located at the Main Gate of the Phase-I Campus. Details such as Name, Photo, Purpose, Company Name, Building Name, Date, Time IN, Validity (in hours), etc are collected and made available in the pass. E-passes are being issued to the mobile number of the visitors and they can use their smartphones to show their entry pass at the Gates/ IT Buildings. Also, printed passes can be used by workers who do not have access to a smartphone.

Link to the Visitor Management System web portal and mobile apps are made available on the home page of Technopark's website for easy access. Detailed user manuals for Companies and Visitors are also available on the website.

The system has the option to search records and generate various types of reports.

Hosting: The application is being hosted from the State Data Centre located at Thejaswini Building, Technopark Campus, Trivandrum.

The Mobile Apps are hosted from the App store and Play Store.

Modules/ Logins

Back Office Administrative Portal: This Module is available to the Park Centre office to manage the Company Logins, Visitors, Report Generation, etc.

Member Company Administrative Portal: This Module is used by the companies to Manage their Logins, Approve Visitor Pass, New Visitor Pass Creation, Reports Generation, etc.

Public Access Portal: This is a web module being used by visitors to apply for a visitor pass, Walk-IN Entry Pass, Modify Pass, etc.

Mobile Applications (Android and IoS): Mobile Apps are being used by visitors to apply for a visitor pass, Walk-IN Entry Pass, Modify Passes, etc.

API- Company Listing: APIs are made available to synchronize the Company details from the Technopark's Website (A-Z company listing)

API- Walk-IN Entry: APIs are made available to synchronize the Walk-IN Jib advertisements from Technopark's Website job portal.

Reports: The visitor management system shall have the option to provide various types of reports such as the Total No. of visitors for a day, week, month, year, etc., Visitors' details to a company, Walk-In Interview attendee's details for a day, week, month, etc.

Search: Search option shall be available with Name, Mobile No., Mail id, Vehicle No. etc.

Technologies used: Php, MySQL, HTML, javascript, extjs, flutter.

Security Auditing: Security auditing and penetration testing shall be conducted through a CERT-IN empanelled Agency, and a "Safe to host" certificate shall be obtained for these associated modules. This activity is under the scope of the Vendor, and the cost of doing so must also be considered while quoting.

Samples of the Pass generated from the system are given below for reference.

<u>Visitor Pass</u>

<u>VIP Pass Sample</u>

THIRUVANANTHAPURAM
TECHNOPARK®
HARMONY@WORK

VISITOR PASS

VIP

TRENSER Technology Solutions

Mathew Thomas

Permitted to visit

Gayathri

TECHNOPARK PHASE I

To Meet: Mahesh U, Delivery Head

Validity : 23 Nov 2022

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Conditions

1. The Web and Mobile Applications shall be developed with the latest web development technology and tools, including the latest open-source technologies.
2. Applications shall be developed as per the requirements of Technopark.
3. All the above information/ features provided on the existing application must be incorporated into the new application.
4. The application shall be universally accessible to all, irrespective of technology, platforms, or device of any kind & able to cater to the increased web traffic.
5. The web application shall be responsive for smooth navigation and compatible with all types of devices i.e., PC/ Laptop/ Tablet/ Smart Phone, etc.
6. Applications shall be compatible with all operating systems (Windows/ Mac/ Linux/ Android/ iOS etc. and all types of web browsers (Chrome/ Mozilla/ Safari/ Edge/ IE etc.)
7. The application shall have an inbuilt functionality for search, print, etc.,
8. The application shall have all the latest/ standard Information security measures to prevent typical cyber-attacks.
9. The application shall be scalable and able to accommodate future requirements.
10. The work of Migration of old data (user account details) from the existing application to the new application shall be carried out by the Agency.

11. A regular backup and recovery services schedule must be followed and verified by the Agency.
12. Security Auditing: Security auditing and penetration testing shall be conducted through a CERT-IN empanelled Agency, and a "Safe to host" certificate shall be obtained for the web and mobile applications. This activity is under the scope of the Vendor, and the cost of doing so must also be considered while quoting.
13. Installation of the SSL Certificate is under the scope of the Vendor. SSL Certificates will be purchased and provided by Technopark.
14. The agency needs to check all the existing features and integrations currently available on the application. All these features are required and are to be incorporated into the revamped applications.
15. The web application is planned to be hosted from the State Data Centre. The agency shall coordinate with State Data Centre for all hosting-related requirements. Also, necessary support shall be provided as and when required.
16. Hosting of the mobile applications shall be from Technopark's existing App Store/ Play Store accounts. All technical support related to hosting shall be within the scope of the Agency.
17. Updated source code of the application & database along with credentials (ID & passwords) shall be provided to Technopark after the development's completion and also on the contract's expiry.
18. Necessary technical support shall be provided as and when required.