

Request for Proposal (RFP)

Project Title: Upgrade of Police Station Website to Latest Stable Version with Enhanced Security

Introduction:

We are inviting start-up proposals for the upgrade of the Police Station website (<https://ps.keralapolice.gov.in/>) to the latest stable version with a focus on enhanced security measures. The project aims to align with the guidelines issued by government websites in India to ensure compliance with cyber security standards.

1. Existing Features of the Police Station Website

The current Police Station website boasts a robust set of features and functionalities that contribute to its dynamic and user-friendly nature. The existing features include:

- 1. On-Demand Website Creation:** The portal has the capability to create new websites promptly as soon as newly established police stations become operational. This feature ensures the rapid deployment of websites to meet operational needs.
- 2. Multi-Tiered Administrative Structure:** The website incorporates a multi-tiered administrative structure, encompassing state-level, district-level, and police station-level administration. This hierarchical structure facilitates effective management and administration at various levels.
- 3. Multilingual Support:** To cater to a diverse audience, the portal supports content in multiple languages, including Malayalam and English. This feature enhances accessibility and inclusivity for users from different linguistic backgrounds.
- 4. Information Showcase:** The website serves as a comprehensive information hub, showcasing the good works and achievements of the police stations. It provides detailed information on notifications, jurisdiction maps, and the details of Station House Officers (SHOs).
- 5. Crime Statistics:** Users have access to up-to-date crime statistics, allowing them to stay informed about the security situation in different areas. This feature contributes to transparency and community awareness.
- 6. Contact Details:** The portal provides essential contact details, ensuring that users can easily reach out to relevant authorities for inquiries, assistance, or reporting incidents. This enhances communication between law enforcement and the community.

7. Rating System: A built-in rating system enables users to express their opinions and experiences regarding police stations. This feature encourages community engagement and feedback, fostering a collaborative relationship between law enforcement and the public.

8. User-Friendly Interface: The website is designed with a user-friendly interface, making it easy for visitors to navigate and find the information they need. The intuitive design contributes to a positive user experience.

9. Community Engagement: In line with the project's objectives, the portal actively engages with the community in a meaningful way. Through features such as notifications and the rating system, it encourages community participation and collaboration.

2. Project Scope:

The proposed project involves a comprehensive upgrade of Police Station Websites (565), focusing on CodeIgniter/Similar Frame work, 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 project involves upgrading the Police Station website to the latest stable version of CodeIgniter/Similar Frame work with the following features:

- a) Capability to create new websites for newly established police stations.
- b) Multi-tiered administrative structure (state-level, district-level, and police station-level).
- c) Support for content in multiple languages (Malayalam and English).
- d) Information about police station achievements, notifications, jurisdiction maps, Station House Officers details, crime statistics, and contact information.
- e) Rating system for police stations.
- 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 the framework 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 Police Station 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.

3. Overview of the existing System Details: The Police Station web portal adheres to the following system details:

3.1 Web Server:

- Apache 2

3.2 PHP and Extensions:

- PHP 7

3.3 Database:

- MySQL 5.6.

3.4 Operating System:

- Ubuntu 16.04.

3.5 Server Requirements:

- Application server: 8 Core, 32 GB RAM, 300 GB storage.
- Database server: 8 Core, 32 GB RAM, 100 GB storage.

3.6 Web Browser:

- Compatible with popular browsers.

4. Monitoring and Maintenance: The start-up will be responsible for on-going monitoring and maintenance, ensuring adherence to government guidelines.

5. Known Issues and Solutions: A comprehensive security audit will be conducted to identify and address any potential vulnerability. The start-up will be responsible for to fix the vulnerability identified.

6. Submission Requirements:

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

1. Company Profile:

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

2. Portfolio:

- Examples of similar web development projects you have completed.

3. Technical Proposal:

- Detailed technical approach for upgrading the website.

4. Timeline:

- Project timeline with milestones and deadlines.

5. References:

- 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 similar 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: 30/12/2023
- b) Proposal Submission Deadline: 10/01/2024
- c) Evaluation and Selection: 10/01/2024 to 15/01/2024
- d) Project Commencement: 20/01/2024

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 565 police stations. We appreciate your interest and efforts in responding to this RFP.
