

For the Redesign and Development of the Official Department Website

The Department of Backward Classes Development (BCDD), Government of Kerala, intends to redesign and redevelop its official website www.bcdd.kerala.gov.in. At present, the department implements a total of 23 schemes. Even though the Department has just 34 incumbents overall in the state, with the help of modern technology and the operation of other Departments, the Department productively implements its schemes within the time frame.

Objective

The objective is to develop a new, robust, user-friendly, and secure website that ensures long-term stability, ease of content management, accessibility, and an improved user experience. The redesigned portal should serve as a digital interface for the public to access departmental schemes, services, and updates effectively.

Scope of Work

- Complete redesign and development of the departmental website.
- Migration of recoverable data and incorporation of updated content.
- Implementation of a reliable and secure Content Management System (CMS).
- Integration of accessibility features and mobile responsiveness.
- Hosting support, basic SEO configuration, and admin/user training.
- Ongoing technical support post-deployment for a defined period.

ADDITIONAL WEBSITE REQUIREMENTS TO ENHANCE USER-FRIENDLINESS AND ACCESSIBILITY

1. SEARCH BAR

The website should feature an AI-powered search box that allows users to enter keyword-based or preferred language queries. The AI must have complete access to and understanding of all internal website content — including pages, documents, multimedia, and both structured and unstructured data — to deliver highly accurate, contextually relevant answers. This ensures that users receive reliable responses that fully reflect the website's available information.

Moreover, it is advisable to integrate a voice response feature. The AI should be capable of replying with spoken responses in both Malayalam and English, depending on the user's preferred language. This voice interaction will enhance accessibility, improve user experience, and support a more natural and inclusive mode of communication.

2. TICKET SYSTEM

The website should include a ticketing system designed to streamline the process of submitting complaints or service requests. This system must feature a user-friendly form with dropdown menus that present predefined categories for common issues or queries. Additionally, an "Others" option should be available to allow users to describe issues that do not fall under the listed categories, ensuring flexibility and completeness.

The ticketing system should be seamlessly integrated with the organization's email system. Once a user submits a complaint or ticket, all relevant details — including the user's contact information, selected category, and description of the issue — must be automatically delivered to the designated email address of the support or administrative team.

Furthermore, when a reply or resolution is sent from the support team via email, the system should notify the user promptly. This can be done through email notifications or on-site alerts, ensuring that the user is made aware of the response in a timely manner. This end-to-end communication loop will enhance transparency, user satisfaction, and the overall efficiency of the support process.

The EOI process

Kerala Startup Mission is approached by various Government Departments for the development of mobile and web applications. These requests are met through a facilitation devised by KSUM. Kerala Startup Mission facilitates the entire process by helping departments to finalise technical specifications, circulating the same among startups, initial technical assessment and short listing for the committee to take final decision.

Following are the steps involved:

1. Call for Expression of Interest among startups incubated/registered with KSUM
2. Submission of EOI (in the link provided by KSUM).
3. KSUM to organize interaction with the Department for clarifying doubts and queries of interested startups.
4. Technical Proposals are then obtained from startups who have submitted the interest.
5. Technical proposals are then evaluated.
6. Startups who qualify the technical evaluation are then asked to submit the financial proposal.
7. L1 among the startups is identified by the method of Quality and Cost Based Selection (QCBS) wherein 70% marks for the technical proposal and 30% for the financial proposal.
8. The L1 startup is then recommended to the Department.
9. KSUM ensures that the startup delivers the product to the Department and the Department is satisfied with the work.
10. The payment is made directly by the department to the startup after signing an Agreement.

11. The Department is also expected to do the Security auditing of the application developed by the startup through CERT-K and also to host the application in the State Data Center

Eligibility for Startup to participate in the EOI

The startup has to be registered with Kerala Startup Mission and Startup India.