

Design, Development & Maintenance of Official Website for the State Water Transport Department (SWTD), Government of Kerala

1. BACKGROUND

The State Water Transport Department (SWTD), Government of Kerala, has expressed its requirement for the redesign, development, and maintenance of its official website with the objective of providing a modern, responsive, accessible, secure, and user-friendly digital platform for citizens and other stakeholders. The proposed website is expected to incorporate contemporary web technologies and suitable Artificial Intelligence (AI)-based features, wherever applicable, to enhance user experience, information discovery, accessibility, and engagement.

2. SCOPE OF WORK

The broad scope of the assignment includes, but is not limited to, the following:

- Design and development of a modern, responsive, and user-friendly official website for SWTD, incorporating AI-based features (e.g., chatbot/virtual assistant, intelligent search, or other AI-driven enhancements) at reasonable/minimal cost.
- Content organization of web pages in English and Malayalam (bilingual website).
- Suitable website architecture, UI/UX design, and navigation structure.
- Compatibility across desktop, tablet, and mobile devices.
- Implementation of a Content Management System (CMS) enabling the department to independently update and manage content, photos, news, and announcements.
- Search Engine Optimization (SEO) for improved visibility on major search engines.
- Screen reader / accessibility facility for users with visual impairments.
- Cross-browser compatibility (Chrome, Firefox, Edge, and other major browsers).
- Login facility with role-based access (e.g., Super Administrator and Manager-level credentials).
- Integration of photo and video gallery modules.
- Description of the organisation, Right to Information (RTI) section, Tenders, Feedback form, Contact Us, and Map View.
- Web hosting service and domain registration/renewal support.
- Security testing and compliance with Government of Kerala and GIGW web guidelines; support in obtaining a website quality/security certificate as applicable.
- Training to department officials/master trainers on website administration and content updation.

- Post-implementation support, warranty, and Annual Maintenance Contract (AMC) terms.
- Disaster management/backup provisions for the website.