

Kerala Real Estate Regulatory Authority



**Call for Expression of Interest for
Enhancement and Development of
Official Website Of K-RERA**

Introduction

Kerala Real Estate Regulatory Authority was constituted by the Government of Kerala under the aegis of the Real Estate (Regulation and Development) Act 2016 to usher in greater accountability and deliver value through regulatory compliance, furthering a sense of conduct and public confidence in the real estate sector while also fostering a healthy and competitive sector.

Real Estate (Regulation and Development) Act 2016 is a landmark legislation designed to regulate and promote the real estate sector. Backed by the overarching mandate, K-RERA aims to be an influential advocate of the real estate segment, ensuring accountability, citizen-centric measures, and enhanced financial discipline, safeguarding the interests of the consumer.

The Authority shall strive to facilitate the growth and promotion of a healthy, transparent, efficient, and competitive real estate sector while protecting the interests of allottees, promoters, and real estate agents. The authority also has an adjudicating mechanism for speedy dispute redressal regarding registered real estate projects and an Appellate Tribunal to hear appeals from the decisions, directions, or orders of the Real Estate Regulatory Authority.

Purpose

The purpose of this Expression of Interest (EOI) is to identify a start-up to enhance, modify, and functionalize the existing K-RERA website and associated modules, with a focus on improving transparency, reporting, grievance redressal, and public information dissemination through the Kerala Real Estate Information System.

Overall description

The proposed engagement shall include:

- Enhancement and upgradation of the existing K-RERA website (www.rera.kerala.gov.in)
- Improvement of the User Interface (UI) and User Experience (UX) of identified modules and pages
- Complaint module updates
- Enhancement of statistics and analytics pages for better data visualization and reporting
- QPR (Quarterly Progress Report)-related changes, including automated data aggregation and presentation
- Display of defaulters' details on the public website in compliance with applicable rules and approvals
- Project completion-related updates, including status tracking and public disclosures
- Inclusion and publication of judgments/orders
- Tribunal-related updates, if required
- Security audit of enhanced modules through CERT-IN empanelled agencies

Website Enhancement Requirement

- **Complaint Management Module Enhancements** - Upgradation of the existing complaint management module for improved functionality and user experience
- **Statistics and Analytics Page Enhancements** -Redesign and enhancement of the statistics page for improved data visualization. Display of real-time and historical data through charts, graphs, and summary tables. Customizable filters (time period, category, status, etc.). Export and reporting capabilities for authorized users.
- **QPR-Related Enhancements** - System enhancements to support the generation, management, and publication of QPRs, Automated data aggregation from relevant modules, improved formatting and presentation of QPR data.
- **Project Completion - Related Updates** - Enhancements to capture, update, and display project completion status, Linking of completion data with relevant modules, reports, and public disclosures
- **Inclusion of Judgments and Related Modifications** - Creation or enhancement of a module for publishing judgments/orders. Categorization, tagging, and search functionality for easy retrieval
- **Tribunal-Related Updates (If Required)** - Design and development of tribunal-related features/modules. Support for case listing, orders, and status updates, and integration with existing complaint, judgment, or reporting modules.

General Requirements

- The enhancements must be compatible with the existing website architecture and technology stack: the front-end is developed using React.js & back-end is using PHP(Laravel).
- The proposed enhancements shall be compatible with and built upon the existing technology stack, without disruption to current services and data.
- Compliance with applicable security standards, data protection norms, and accessibility guidelines
- Adequate documentation, testing, deployment, and post-implementation support

The proposed website enhancement should have the following features:

- Follow <https://guidelines.india.gov.in/> guidelines
- Content will be presented in an easily perceivable manner, supporting SEO
- Page contents should be in bilingual (Both English and Malayalam)
- Better User Interface and User experience
- Give the option to increase font size to improve readability.
- Simple headings and spacing should be used
- Option to import/export data from/to Excel sheets

The EOI process

Various Government Departments approach Kerala Start-up Mission for the development of mobile and web applications. These requests are met through a facilitation devised by KSUM. Kerala Start-up Mission facilitates the entire process by helping departments to finalize technical specifications, circulating the same among start-ups, conducting an initial technical assessment, and shortlisting for the committee to take the final decision.

The following are the steps involved:

- Call for Expression of Interest among start-ups incubated/registered with

KSUM

- Submission of EOI (in the link provided by KSUM).
- KSUM to organize an interaction with the Department to clarify doubts and queries of interested start-ups.
- Technical Proposals are then obtained from start-ups that have submitted their interest.
- Technical proposals are then evaluated.
- Start-ups that qualify the technical evaluation are then asked to submit the financial proposal.
- L1 among the start-ups is identified by the method of Quality and Cost Based Selection (QCBS), wherein 70% marks are given for the technical proposal and 30% for the financial proposal.
- The L1 start-up is then recommended to the Department.
- KSUM ensures that the start-up delivers the product to the Department and that the Department is satisfied with the work.
- The payment is made directly by the department to the start-up after signing an Agreement.
- The Department is also expected to do the Security auditing of the application developed by the start-up through CERT-K

Eligibility for Start-up to participate in the EOI

The start-up has to be registered with Kerala Start-up Mission and Start-up India, and have preferable experience with the Real Estate Vertical