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## **DEVELOPMENT AND MAINTENANCE OF WEBPORTAL FOR AFFILIATE PROGRAM OF GOVERNMENT IT PARKS**

### **Overview**

Affiliation is the process by which an IT company in Kerala can associate with government IT parks such as Technopark Thiruvananthapuram, Infopark Kochi, and Cyberpark Kozhikode to avail themselves of a set of benefits offered by the IT parks and excel in their growth along with Kerala IT. The Government of Kerala included the "Affiliate Program" in their 100-day program announced in July 2024.

### **Requirement:**

As part of the "Affiliate Program" project, an online portal needs to be developed to streamline the enrollment for companies and manage the affiliation process by the IT parks.

### **Scope of Work**

The scope of the work is listed below.

1. Design and Development of a web portal for the "Affiliate Program"
2. Creation of APIs to sync company data with the web portal of the 'Affiliate Program' including the A-Z listing of the respective websites of IT Parks (Technopark, Infopark, Cyberpark).
3. Maintenance and upkeep of the online portal of "Affiliate Program" for a period of 3 years.
4. Coordination with the hosting provider for all hosting-related activities of the web portal of the "Affiliate Program".
5. 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 portal.
6. Proper Data Backup (including DB) and security.
7. Portal modification from time to time as per the requirement.
8. Incorporation of design/ layout change, if any.

9. SEO support, if any.
10. 24/7 Monitoring of portal (URL) and Production Server (Health status: CPU Load / Disk usage /Memory Usage / Uptime/ port status, etc.).
11. Periodical malware scans.
12. Fixing of issues reported.
13. Providing technical support to the Security auditing and penetration testing agency for the smooth conduct of the activity during the AMC period.

## **Functionality requirements**

This work aims to develop a web portal with a unique front-end look and feel, better User Experience, and integrated user-friendly backend administration facilities. This portal shall be a visually impacting, database-driven modular application and responsive as per the latest trends in web design.

- I. Company Registration with the following details.

Account creation for company registration.

- a. Name of the Company
- b. Address of the company:
- c. District: (Dropdown list for selection) – Based on the district selected, the application shall be mapped to Technopark/ Infopark/ Cyberpark login.

District details are as follows.

Technopark: Thiruvananthapuram, Kollam, Pathanamthitta, and Kottayam

Infopark: Ernakulam, Alappuzha, Trissure, Idukki, Palakkad

Cyberpark: Kozhikode, Malappuram, Wayanad, Kannur, Kasarkode

- d. Brief description about the company.
- e. Contact Email address:
- f. Contact Number:
- g. Upload Logo.
- h. Type: One Person Company, Pvt. Ltd.(Private Limited), LLP (Limited Liability Partnership).
- i. Name of the CEO/ Director
- j. Upload Company Profile
- k. Type of Service provided: IT services/ IT product services.
- l. Domain expertise details.
- m. Number of employees:

- n. Upload Document: A minimum of 1 year of financial audited statements and client billing details.
- o. Does the company have a registered office in Kerala? Yes/No  
If Yes: Upload the Address Proof Document  
If No: at least 50% of the core development workforce should be in Kerala (Upload Document for proof)
- p. Does the company have own website (Yes/ No)  
If Yes: Provide website address  
(Company should have own website)
- q. Does the company have own email domain (Yes/ No).  
If Yes: Provide domain name
- r. Number of employees in the company:
- s. Document Uploads (multiple- as per the requirement):
- t. Registration Fee payment

This account shall be used to access the dashboard, upload company profile, online payments, data entry, upload documents, etc.

Application No. and Email notification: Once the company is registered, an application ID shall be created and sent to the company's email address as well as to the email ID provided by the respective IT park.

## II. Login Accounts

- A super Admin Login is required for creating accounts and manage other information.
- Admin Login: An Admin Login is required for central management of the applications and for ongoing review and management.
- An option to create separate logins for Technopark, Infopark, and Cyberpark is required. These logins should have access only to their respective park's company data, with various permissions such as view, edit, and manage.
- Option to create multiple login accounts is required for each park.

## III. Scrutinizing the information submitted based on the criteria set.

An option needs to be provided to scrutinize the application.

- a. Status: Pending – Review – Accepted/ Rejected - Processing – Approved/Deactivated/Removed.**

Once the application is Reviewed (Presentation and discussion), the status shall be updated to Accepted/ Rejected' and an option for online payment (first quarterly payment) shall be made available to the Accepted applications.

Once the payment is made then the status shall be changed to "Processing".

**b.** An email notification shall be sent to the company with the status and further action.

**c. Graduating stages:** An option to provide graduating stages, such as Blue, Gold, and Platinum, should be included. By default, all the approved companies shall be under Blue category.

**d. Domain Name:**  
affiliate.keralait.org

#### IV. A-Z listing

Company A-Z listing option shall be available in the portal for all the approved companies with the details (Company Name, Address, Email, Website, Affiliated under Technopark/Infopark/Cyberpark, etc.).

#### V. Online Payment

Option for online payment is required for the following

1. Registration fee.
2. Quarterly Fee – Every quarter, an option to pay the fee shall be available. An automated email notification shall be sent for this. If the company fails to make a payment after 3 email notifications, the company's status shall be changed to 'Deactivated.' An email notification regarding the status change shall be sent to both the company and the IT Park's email ID.
3. Receipt- A receipt shall be generated for the fee paid and made available in the company account for download at any time.

4. Bank Account: A separate bank account will be opened for the affiliate program.

VI. Affiliate ID: A unique ID shall be generated to identify the company in the Affiliate program.

#### VII. API

Once the company is in 'Approved' status, the following company details shall be available in the API created for the respective IT park websites:

- Company Name
- Address
- Details of the contact person (such as name and designation)
- Company contact email
- Contact number
- Expertise (Domain)
- Logo
- Category: Blue/ Gold/ Platinum
- Affiliate ID
- IT Park

(If the company status is 'Deactivated/ Removed', then the company details shall be removed from the API.)

The web portal development agency shall coordinate with the website development and maintenance teams of the respective IT Parks to create the API according to their requirements.

#### VIII. Periodic Document Upload.

An option shall be made available to provide the following details in quarterly basis.

Number of employees:

Software revenue (Domestic):

Software revenue (Export):

Company's overall global standing in its market:

An option needs to be made available to upload documents on a quarterly basis, and the same shall be accessible to IT Parks for verification. Since quarterly document uploads are mandatory for

affiliated companies, an email notification shall be sent to them. Additionally, if the documents are not uploaded, a pop-up indicating this shall appear on the company login. A notification shall also be sent to the IT Parks once the document uploads are completed by the companies each quarter. (If the documents are not uploaded for a certain period then the company status shall be changed to deactivated.)

"For deactivated or removed companies, the login provision shall be disabled. If companies in 'Deactivated' status require login access, they can send an email request to the IT Parks to reactivate their access.

#### IX. Download.

An option should be available to document the application received and all the documents uploaded. (pdf files in various heads)

#### X. Report

An option to generate various types of reports, such as by application received/Review/Accepted/Processing/Approved/Rejected/Removed, date wise filter, Number of employees, IT Park wise Software revenue (Domestic), IT Park wise Software revenue (Export), Company's overall global standing in its market, etc.

#### XI. Internal Notings

An option to add internal notes shall be available for IT Parks for each company during status changes and for periodic remarks.

### **Conditions**

1. The portal shall be a fully-fledged CMS developed with the latest web development technology and tools, including the latest open-source technologies.
2. The web portal shall be universally accessible to all, irrespective of technology, platforms, or device of any kind & able to cater to the increased web traffic.
3. The web portal shall be responsive for smooth navigation and compatible with all types of devices i.e., PC/ Laptop/ Tablet/ Smart Phone etc. The web portal 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.)

4. The web portal shall have search and advance search options with all dynamic pages.
5. A content Management CMS page shall be available for content updates.
6. The website shall have an inbuilt functionality for search, print etc., including an option for contents, including archived contents.
7. The website shall have all the latest/ standard Information security measures to prevent typical cyber-attacks.
8. The website shall be scalable and able to accommodate future requirements.
9. The website shall have the provision for including PDF, DOC, TXT, JPEG, JPG, PPT, and various video formats like AVI, FLV, WMV, MOV, MP4 etc.
10. A regular backup and recovery services schedule must be followed and verified by the Agency.
11. 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 website. This activity is under the scope of the Vendor, and the cost of doing so must also be considered while quoting.
12. Installation of the SSL Certificate is under the scope of the Vendor.
13. The agency shall design & develop the user interfaces per IT parks requirements.
14. The website is planned to be hosted from State Data Centre. Agency shall coordinate with State Data Centre for all hosting-related requirements. Also, necessary support shall be provided as and when required.
15. 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.

### **Maintenance of WebPortal.**

The Agency shall provide an Annual Maintenance service for the website for 2 years. During the maintenance period, the following are the activities of the contractor.

1. Day to day Monitoring and Maintenance and upkeep of website and CMS.
2. Coordination with the hosting provider for all hosting-related activities.
3. Provide hosting-related technical support for the website and CMS.
4. Proper Data Backup (including DB) and security of the website. A data backup schedule shall be prepared and followed.
5. Content modification/ New content addition .
6. Addition of new features, if any.
7. Incorporate design/ layout changes.
8. To fix vulnerabilities during security audit or noticed by Technopark or informed by CERT or testing and certification organization.

9. Patching up all vulnerabilities during the security audit of the website.
10. To protect the website from hacking, malware & viruses. In case of a virus attack or hacking, the service provider shall have to resolve the issue and live/ restore the website with all functionalities and contents within 24 hours.
11. To keep backup in a suitable storage media containing the website CMS/content/source code/ database and provide Technopark after completion of each quarter and any stage updating of the website.
12. The service provider should address website performance issues like no response, slow response, downtime, crashing, etc.
13. To install software updates/ patches on the cloud as per advisory by SDC/ CERT/ Hosting provider, and directions of Technopark/ Infopark/ Cyberpark.
14. SEO support, if any.
15. 24/7 Monitoring of website (URL) and Production Server (Health status: CPU Load / Disk usage /Memory Usage / Uptime/port status, etc.).
16. Periodical malware scans.
17. Fixing of issues reported.
18. Providing technical support to the Security auditing and penetration testing agency for the smooth conduct of the activity.
19. The Agency shall follow the instructions of Technopark.

## **WARRANTY**

The bidder should provide free maintenance support for the website for three months from the date of Go-Live. The maintenance contract shall start from the fourth month for the website.

## **Payment Terms:**

The Technopark shall pay the Vendor from time to time in installments. The payable schedule is as tabulated below,

### Website Development

- 25% of the website development cost will be paid upfront (after the acceptance of the design).
- 50% of the website development cost will be paid when the system is live from the production server after Security Auditing.
- 25% of the website development cost will be paid after the warranty period of three months.

### Annual Maintenance Contract

- Payment towards the AMC will be quarterly after completing the service.