Based on the detailed requirements provided for the AAI Website 2.0 and mobile apps project, here are the key features, requirements, and maintenance needs summarized:

Key Features & Requirements

1. Website and Mobile App Development:

Architecture: -Utilize microservices and serverless architecture.

Technologies: - Implement the latest ICT, CRM, hosting, development, deployment, location, UI/UX technologies.

Responsiveness: -Ensure both the website and mobile apps are responsive and perform efficiently across all devices and platforms.

Platform Support: - Mobile apps should be platform-independent, working on iOS, Android, and other platforms.

Multilingual Support: - Bilingual in Hindi and English, with potential for additional regional languages.

Accessibility: - Ensure compliance with accessibility standards to accommodate users with disabilities.

Integration: -Integrate with AAI’s SAP and other internal systems, and support GPS mapping, geotagging, and timestamping.

2.Content Management and User Interaction:

Content Types: -Support dynamic content, OCR for searchable content, voice recognition, and an AI-based chatbot.

Search Capabilities: - Implement enterprise-level search with automatic indexing, hashing, and tagging.

Dashboard: - Develop comprehensive dashboards for departments, regions, and airports with analytics and reporting features.

User Feedback: -Include features for users to provide feedback, report bugs, and suggest improvements.

3.Security and Compliance:

Security Audits: - Compliance with GIGW and security audits from CERT-IN/CERT-IN empanelled vendors.

Data Security: - Ensure encryption for data traffic, secure backups, and disaster recovery plans.

Compliance: -Adhere to GIGW guidelines and other relevant security standards.

4.Maintenance and Support:

Ongoing Maintenance: Continuous updates, bug fixes, performance improvements, and security patches.

Monitoring: -24x7 monitoring of website and apps with alerts for downtime and issues.

Backup: - Daily backups with verification and confirmation.

5. Performance and Scalability:

Load Testing: - Ensure performance under varying loads with scalability for high traffic.

Optimizations: -Regular performance enhancements to maintain speed and efficiency.

User Experience: Ensure a seamless user experience with minimal lag or downtime.

6.Deployment and Training:

Training: Provide comprehensive training for AAI staff, including core and advanced training.

Deployment: Deploy apps on relevant marketplaces (e.g., Google Play Store, Apple App Store) and ensure they are up to date.

7.Additional Functionalities:

Survey and Analytics: Include survey functionalities and GIS-based engines for location tracking.

Archival and Data Management: - Implement auto-archival systems for document management and maintain a history/audit trail.

Maintenance Requirements

1.AMC for Existing and New Systems:

Existing Website (AAI Website 1.0): Maintain till the go-live of AAI Website 2.0, including updates, security, and bug fixes.

New Website (AAI Website 2.0) and Mobile Apps: One-year warranty and three years of AMC support post-go-live.

2.Routine Checks:

Daily Monitoring: Regular health checks, performance monitoring, and issue resolution.

Security Updates: Regular updates and patches for security vulnerabilities.

3.Technical Support:

On-Site Team: Deploy a dedicated team including project managers, developers, and support staff.

Support Hours: Ensure 24x7x365 support and maintenance.

4.Documentation:

Manuals and SOPs: Develop and provide standard operating procedures, manuals, and training materials.

5. Disaster Recovery:

Plan Implementation: Develop and test disaster recovery plans to ensure data integrity and rapid recovery.

By adhering to these requirements, the AAI website and mobile apps will be robust, user-friendly, and capable of meeting the needs of all stakeholders effectively.