

Technical Clarifications Corrigendum

1. The Application should be able to integrate to existing e-governance applications using API, File Sharing, DB Integration and other methods detailed in the tender document. Existing e-governance application in the state may be linked to the backend platform using any the methods outlined above/tender document. Other departments may require help in developing those API's or linking to the backend platform and in that case the selected bidder shall work in close collaboration with the other end to link the service to the m-governance backend platform.
2. The System envisaged not only to incorporate existing web based e-governance services but also to roll out new services which are mobile based
3. The Backend Platform is preferable to be an Enterprise Mobility Framework so that changes can be with minimal code changes
4. The Backend Platform must be communicate with authentication mechanism for user authentication including Aadhar, Ration Card, Election ID (EPIC) , SSLC , Motor Vehicles etc which are already notified by the Apex Committee for E-governance as databases which are to be shared for e-governance applications. Biometric authentication is not considered in Phase 1
5. The Informational Service additions/deletions and modifications must be easily configurable by adding Menus and Submenus, Contents including pictures and short compressed video streams, youtube players like how it is done in Wordpress, Joomla etc.
6. There should not be any limit of adding menus, submenus and related contents
7. The registration module should have the facility of document management and should be able to link to Digital Locker for fetching and pushing documents
8. Users must be able to take photographs and convert it to pdf for uploading the documents required for various services. The facility should include capture of multi-page document capture with facilities like auto-cropping, noise removal, auto-orientation and should be able to set camera resolution and image type/pdf.
9. The documents and images must be stored in separate file servers and a document management system may be proposed for the same if required in the solution proposed
10. Approximate internal users including backend CMS users is less than 500 in the Phase -1
11. The backend system shall be web based and need not be mobile based
12. The transaction management is the core of the backend platform and the other modules are attached to it to facilitate easy and secure transactions.
13. The Backend platform must be able to share the API's to other e-governance applications – web based or mobile based
14. Any encryption services needed for the application including SSL has to be included in the offer
15. The transactions from the mobile application can utilize the SMS, IVR, USSD and Missed Call API's which will be made available and provision of API's are not in the scope of this tender.
16. Any compliance requirement including PCI compliance has to be taken care by the selected bidder
17. The size of 15 MB as mentioned in the tender document is exclusive of the data.
18. The hardware infrastructure will be provided by KSITM. However the bidder must propose the minimum server specifications and OS required for active-active configuration.
19. The Subscription module should have an option for both free and fee based subscriptions

20. The Solution proposal must detail all the technological aspects and must be comprehensive to include each and every details. Bids without detailed solution proposal will be rejected.
21. The UI should be designed in such a way that services are categorized.
22. API's will be provided for E-Taal integration
23. Management of Data Center Infrastructure is not in scope
24. The Security Audit of the application and backend will be done by CERT-K or an empanelled agency. The selected bidder must ensure that the applications is free from vulnerabilities and comply with all audit requirements.
25. The tentative list of services are as below to start with (subject to modification). The services are ever growing and the solution must be capable to integrate any existing service or deploy a new service as and when required.

SI No	Service Name	No of Services
1	E-District Services	25
2	Utility Bills-KSEB, KWA	2
3	Motor Vehicled Dept	4
4	Kerala Police	3
5	Etender	2
6	Local Self Government	5
7	JobSearch	2
8	Lotteries Dept	1
9	Transport Booking- KSRTC, She taxi	2
10	File Tracking	1
11	Labour Dept	1
12	Sabarimala	2
13	Government Orders	1
14	Commodity Prices	2
15	KSFDC Cinema	1
16	KTDC	2
17	Labour Dept	1
18	Public grievance	1
	Total	58

The below general services are also required apart from above.

1	GeoNames -Places of Interest in Kerala	1
2	Bank IFSC Code	1
3	India Post Tracking	1
4	Gold Price	1
5	Online Mobile Recharge	1
6	IRCTC-train status, timing etc	3

26. The Informational Services are based on CMS and is not elaborated here.

27. Government Calendar and Government Diary are a part of this application.