



STATE FOREST DEVELOPMENT AGENCY, KERALA

EXPRESSION OF INTEREST

FOR DEVELOPING AND DESIGNING A WEBSITE AND MOBILE APPLICATION FOR THE STATE FOREST DEVELOPMENT AGENCY TO MANAGE THE ECOTOURISM CENTERS IN KERALA

The **State Forest Development Agency, Kerala** invites 'Expression of Interest' for developing a digital platform comprising of website and a mobile application for managing ecotourism centres in Kerala to help tourists visiting these centers to avail various ecotourism packages offered in Kerala and make payment online.

Key Requirements:

- The website and mobile application shall provide details of all the ecotourism centers operated through different Forest Development Agencies with photos, videos and highlights of the center for which site inspection is required.
- The website and mobile application shall be user friendly.
- The website and mobile application shall be integrated with a comprehensive all-inclusive (end-to-end) online ticket booking solution to manage the ecotourism centers in Kerala.
- Development of ticketing software and hand over the source code and database to the SFDA.
- Secure payment gateway shall be put in place for financial transactions by integrating accounts. An API shall be created to integrate the payment to the bank and split payment between two accounts.
- Real time information shall be made available about the visitors entering ecotourism centers.
- The mobile application shall be made available on android and IOS platform.
- The websites shall have provisions for receiving suggestions and complaints from public.
- The website and mobile application shall be bilingual (English and Malayalam).
- The customer support shall be provided to the public on behalf of SFDA.
- Host the web portal in a government approved server and ensure data security.
- Generate monthly reports for submission to SFDA.

A prebid meeting shall be held on 21/10/2024 at 11 AM in the office of the Addl. PCCF (ETW), Forest Headquarters to provide the required clarifications to prospective entities interested to submit their EOI. The SFDA shall not bear the travel cost for attending the prebid meeting.

Interested firms having experience for at least three years in developing and designing websites and mobile applications for at least five reputed entities and having the required technical and financial resources are invited to submit their Expression of Interest to manage the official website and mobile application of the State Forest Development Agency on or before 26/10/2024 (5 PM).

The Expression of Interest shall be submitted in two separate sealed covers.

(a) The technical proposal of the entity should include the profile of the organization, organizational structure, the details of ongoing and completed projects, experience certificates, type of firm (partnership firm, registered company etc), date of incorporation, human resources employed by the entity, annual turnover of the entity etc, which shall be placed as a technical bid document and sealed in separate cover


(b) The financial quote of the entity for developing and managing the official website of the State Forest Development Agency (including the GST charges) shall be placed as a financial bid and sealed in a separate cover. The financial quote should clearly mention (i) the cost towards designing the website and mobile application, (ii) annual cost towards maintaining the website and mobile application including all associated expenses like call centers (iii) applicable GST.

The technical bids will be opened in the presence of the representatives of the applicants on 28/10/2024 at 10 AM. The decision of the SFDA in the selection process shall be final.

The technical bid and financial bid shall be placed in **another cover** superscribed "**SFDA – Online Booking Portal for Kerala's Ecotourism Destinations**", sealed and submitted by SPEED POST to The Additional Principal Chief Conservator of Forests (Eco Development and Tribal Welfare) & Member Secretary, State Forest Development Agency, Fourth Floor, Forest Headquarters, Vazhuthacaud, Trivandrum – 695014 on or before 26th October 2024(5 PM).

Dated: 01/10/2024




Deputy Conservator of Forests (E&TW)
State Forest Development Agency, Kerala