

Expression of interest (EOI)

For

Up gradation and Incorporation of Bihar State Disaster Resource Network (BSDRN) Mobile Application with Bihar State Disaster Resource Network (BSDRN) mobile app.

Issued by:

Bihar State Disaster Management Authority (BSDMA) Patna Bihar

1. **Background**

Bihar State Disaster Management Authority (BSDMA), Government of Bihar, has developed the Bihar State Disaster Resource Network (BSDRN) an online and mobile-based platform designed to maintain an updated inventory of critical resources available across the state for use during disaster preparedness, response, and recovery operations.

To enhance functionality, ensure data accuracy, and integrate the BSDRN portal and mobile application on a unified technological framework, BSDMA invites Expression of Interest (EOI) from reputed IT firms/agencies having proven expertise in developing and managing dynamic, GIS-enabled, data-intensive online systems and mobile applications.

2. **Objective**

The primary objective of this assignment is to upgrade the existing BSDRN portal and mobile application for improved performance, functionality, accuracy, and user experience through the integration of advanced technologies. The selected agency will ensure seamless synchronization between the BSDRN website and mobile app while improving system speed, search ability, and usability.

3. **Scope of Work**

The selected agency will be responsible for undertaking the following

- 3.1 **Performance Enhancement:** Optimize website architecture and database to improve overall site speed and performance.
- 3.2 **Bulk Uploading Functionality:** Design and implement modules for bulk uploading of data and resources, ensuring ease of use and efficiency.
- 3.3 **Profile Creation and Geo-Tagging:** Enable on-entry profile creation with geo-tagging functionality for each resource or entity added to the database.
- 3.4 **Data Accuracy and Verification:** Ensure real-time validation and verification of data displayed on the portal to maintain high accuracy and reliability.
- 3.5 **Technology Upgrade:** Migrate the portal to the latest, robust, and scalable technologies for both front-end and back-end systems.
- 3.6 **Integration with Existing Mobile App:** Ensure full compatibility and data synchronization between the BSDRN portal and mobile application.
- 3.7 **Enhanced Data Import/Export Capabilities:** Enable one-click export and import of data in multiple formats (PDF, Excel, etc.) with improved accuracy.
- 3.8 **Advanced Search Functionality:** Incorporate a Global Search feature allowing efficient retrieval of information across various parameters.
- 3.9 **'Nearby' Feature Integration:** "Nearby" functionality of the mobile app with the portal for location-based searches and mapping.

- 3.10 **GIS and Geo-Tagging Implementation:** Integrate GIS-based mapping and location tagging to visualize resource distribution and accessibility in the portal.
- 3.11 **Security and Scalability:** Strengthen the security architecture of the platform and ensure scalability to accommodate future data expansion
- 3.12 **Backend & Server Maintenance:** Maintenance of APIs, backend logic, and database schema. Monitoring server load, storage, CPU/RAM usage. Log management and issue diagnosis. Backup and restore support.
- 3.13 **Deployment and Release Management:** Deployment of app updates to Google Play Store and Apple App Store., Management of certificates, keys, provisioning profiles, and store listing. Version management and release notes preparation.
- 3.14 **Uptime Requirement: 99% application uptime** excluding planned maintenance.
- 3.15 **Performance:** API response time < **3 seconds** for normal load. App should load within **5 seconds**.

4. **Roles and Responsibilities**

a) **Responsibilities of the Selected Agency**

- i. Provide qualified Software Developers (Android/iOS), UI/UX experts, backend developers, and QA testers.
- ii. Maintain 24×7 support for critical issues (as applicable).
- iii. Ensure confidentiality and data privacy (as per IT Act and Government policies).
- iv. Maintain version control and CI/CD pipelines.

b) **Responsibilities of the Department / Client**

- i. Provide access to servers, databases, and code repositories.
- ii. Approve changes, enhancements, and releases.
- iii. Provide necessary API credentials and third-party integration details.
- iv. Submit reports and updates as required.

5. **Duration**

The maintenance and up-gradation contract will be valid for **1 years** (as per RFP), extendable based on performance and departmental requirement.

6. **Payment Terms**

- i. Fixed yearly payment for maintenance services.
- ii. Separate cost for new module development (if applicable).
- iii. Payments based on deliverables and SLA compliance.
- iv. No maintenance cost first one year.

7. **Confidentiality & Data Security**

- 4. The agency must comply with Government of India cyber security policies, data privacy guidelines, and any specific departmental instructions. All source code, documentation, and data remain the property of the Department.

8. **Intellectual Property Rights (IPR)**

- i. All source code, app stores, backend systems, database schemas, and documentation will be the exclusive property of the Department.
- ii. The agency cannot reuse or sell the code to any third party.

Expected Deliverables.

- Upgraded and fully functional BSDRN portal and mobile app integrated with common data architecture.
- Improved site performance and loading speed.
- Bulk data uploading and editing capabilities.
- Geo-tagged database with advanced search and "Nearby" feature.
- Enhanced data export/import functionality.
- Updated portal with latest front-end and back-end technologies.
- Complete documentation, source code, and training for BSDMA staff.
- Global search mechanism.
- Mobile Application will open in minimum possible time and having features of minimum installation crashing.
- How many times Mobile Application downloaded will be shown on home page.
- **Development of Reporting and Update Mechanism:**

A robust and user-friendly reporting mechanism shall be developed and integrated within both the BSDRN portal and mobile application to enable district authorities to regularly update data at defined intervals (preferably every three months). The system will allow authorized district-level users to upload, modify, and validate resource data directly through the portal or mobile app in a seamless manner. It will also feature inter-district visibility, enabling users to view updates and entries made by other districts, thereby promoting transparency, coordination, and resource optimization. This inbuilt functionality will ensure that the BSDRN platform remains dynamic, current, and effectively utilized for disaster preparedness and response across the state.

10. **Eligibility criteria :**

Interested firms /agencies must meet the following minimum requirements:

- Proven experience in website/portal and mobile app development using latest technologies.
- Demonstrated work in GIS integration, data-driven platforms, or resource management systems.
- Experience in working with government organizations or public sector projects.
- Adequate technical manpower and infrastructure to complete the project within stipulated timelines.
- Registration under relevant statutory authorities and valid PAN/GST numbers.

11. **Submission Requirements**

Interested firms are requested to submit the following:

- A cover letter expressing interest in undertaking the assignment.
- A technical proposal outlining understanding of the assignment, methodology, and proposed technology stack.

- Company profile highlighting relevant experience and past similar projects.
- Financial proposal (indicative, to be finalized during RFP stage).
- Team composition and CVs of key technical personnel.
- Copies of relevant registrations, certifications, and tax documents.

12. **Evaluation Process**

EOI will be evaluated based on technical competence, relevant experience, proposed approach, and team capacity.

Shortlisted agencies may be invited for a detailed presentation and subsequently requested to submit a detailed Request for Proposal (RFP).

13. **Submission Details**

EOI must be submitted in a sealed envelope super-scribed

"Expression of Interest for Up gradation and Incorporation of BSDRN Mobil App with BSDRN portal "to the address given below:

Secretary,

Management Authority (BSDMA),

Bihar State Disaster Management Authority (BDMA), **5th Floor, Sardar Patel Bhawan, Patna – 800023**

14. **Contact Information**

For further details or clarifications, please contact:9155078903

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