

DEPARTMENT OF INDUSTRIAL TRAINING,  
(Kerala State)

12/9957/2014

Directorate of Training  
KSHB, 4<sup>th</sup> Floor  
Thiruvananthapuram-01  
Dated 29/10/2014

**NOTICE INVITING EXPRESSION OF INTEREST**

**TITLE:** ANNUAL MAINTENANCE CONTRACT (AMC) FOR  
THE SOFTWARE SOLUTION OF 76 WEBSITES

**DATE OF ISSUE:** - 29/10/14.

**LAST DATE FOR RECEIPT OF EOI:** - 02/12/2014.

**ADDRESS:** - THE DIRECTOR OF TRAINING,  
DIRECTORATE OF TRAINING, KSHB, 4<sup>TH</sup> FLOOR,  
THIRUVANANTHAPURAM - 695 001.

**E-MAIL:-** [itdplanning@gmail.com](mailto:itdplanning@gmail.com)

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Expression of interest is invited from reputed consultants /agencies, Govt/Private IT Companies for maintenance and management of a custom developed Content Management Solution and 76 Websites of ITI under department of Industrial Training. 76 different websites are managed using same CMS solution, 76 separate administrators assigned to each ITI for the content management. Those having experience in developing and managing similar projects may apply with credentials and experience of projects handled. The department expects 24X7 support for all ITI website and CMS.

**Duties and Responsibilities**

- Trouble shooting, bug fixing and maintenance of the CMS solution deployed on the State Data Centre server.
- Website maintenance, trouble shooting and bug fixing of 76 ITI websites
- Support and resolve ongoing support requests raised by individual ITI Web administrators and department users.

- Ensure browser compatibility, address web security concerns and prevent from any application intrusions, malicious activities etc.
- Dedicated contact person for attending the requests and to co-ordinates its resolution.
- Co-ordinate with State Data Centre authorities to maintain the websites and redeployment of updates or fixes done.
- Single source responsibility for the technical management of all 76 websites, and unified CMS solution.
- Learn and master the features and functionalities, structure of the websites which is as per the norms stipulated by the DGE&T for ITI websites.

### **Qualification and Eligibility Criteria**

- Experience in managing more than 25 sites using a Unified CMS solution, submit necessary documentary evidence.
- Experience in developing and managing CMS solution for reputed organisations with at least 3 Government organisations in past 3 years.
- Experience in server management and website maintenance projects in government sector, submit documents to prove the experience.
- Experience in handling complex and custom developed CMS solutions, understanding of design, HTML, server management, application security.

### **Documents to be submitted**

- Technical write up about the management of CMS and websites as understood.
- Technical plan of maintenance management for one year.
- Service level assurances plan and escalation matrix for the maintenance management.
- Proof as requested in eligibility criteria.
- Details of similar projects done in Govt sector.

Interested parties may send the E O I to the **Director of Training, Directorate of Training, Kerala State Housing Board Building, 4<sup>th</sup> Floor, Lower Zone, Thiruvananthapuram -01** on or before 4 P.M on 02/12/2014 or may be e-mailed to itdplanning@gmail.com. Late submissions or submissions that do not conform to the requirements will not be considered

Format for submitting the E O I

1. Name and full address of the organisation
2. Management structure/Type
3. Contact person with designation
4. Contact telephone numbers and fax number
5. E-mail address & website.
6. Date of establishment
7. Details of expertise available
8. Current/on-going projects, if any, in brief.
9. Details of completed projects if any, with credentials.
10. Any other credentials in the subject area.
11. Acceptance of terms and conditions.

I /we hereby certify that the information provided above is true to the best of my/our knowledge, and I/we shall be held responsible for any discrepancy / anomaly in the same. I/we understand that Department reserves the right to shortlist organizations as per their requirements and that no correspondence in this regard will be entertained by it and also that submission of EoI does not bind the department to further negotiations or contact.

(Authorized Signatory)

Name (in full):

Designation:

(Signature of Organization Head)

Name (in full):

Designation: