Expression of Interest (EOI)

NDMA invites Expressions of Interest (EOI) from eligible IT firms to revamp the Aapda Mitra Web Portal and Aapda Mitra MIS Portal in accordance with the Guidelines for Indian Government Websites (GIGW). The scope includes:

- Revamping of both portals with a **three-year warranty**, funded by the IT agency.

- **Annual Maintenance Contract (AMC) for seven years** post-warranty (total engagement of 10 years).

Background

The National Disaster Management Authority (NDMA) is actively implementing the 'Up-Scaling of Aapda Mitra Scheme' to train 100,000 volunteers across 350 disaster-prone districts by March 2025. Under this initiative, volunteers receive an Emergency Responder Kit (ERK), and districts are provided with an Emergency Essential Resource Reserve (EERR). Additionally, NDMA has launched the 'Yuva Aapda Mitra Scheme' in 2024 to train 237,326 volunteers from NCC, NSS, BS&G, and NYKS in 315 districts across 28 states. This scheme also includes training 1,300 Master Trainers by 2025-26.

To facilitate the monitoring and administration of these schemes, NDMA developed a dedicated Aapda Mitra Web Portal and Management Information System (MIS). These systems provide general public information, manage volunteer databases, monitor training, track procurement, and ensure real-time progress tracking with geo-tagging capabilities.

Objective & Indicative Scope of the work

Aapda Mitra Web Portal

The portal will serve as an information hub for both schemes and general disaster management awareness. It will be bilingual (English and Hindi) and include standard features for accessibility, responsiveness, and security.

Aapda Mitra MIS

The MIS will among other things include the following functionalities:
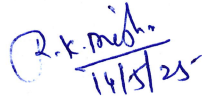
1. **Database Migration:** Seamless transfer of existing data to the new portals.

2. **Volunteer & Trainer Management:** Mapping personal, demographic, skills, training, and experience data.

3. **Live Tracking:** Real-time location tracking of volunteers.

4. **Training Management:** Handling data related to training institutes, schedules, trainers, and sessions.

5. **Progress Monitoring:** Generation of physical and financial progress reports to aid decision-making.

6. **Resource Inventory Management:** Tracking procurement, distribution, and location of ERKs and EERRs.

7. **Automated Certification:** Generation of e-Certificates and e-ID cards for volunteers.

8. **Feedback Mechanism:** Continuous improvement through structured feedback, enhancing accountability and quality assurance.

9. **Data Handling:** Classification, sorting, filtering, and exporting refined data in Excel, PDF, etc.

10. **Personalized Dashboards:** Graphical representation and real-time analytics for performance tracking.

11. **Communication System:** Built-in bulk messaging and email features for seamless stakeholder communication.

12. **Responsive Design:** Fully functional on different screen sizes and devices.

13. **Milestone Tracking:** Display and management of key progress indicators.

14. **Seamless Integration:** Synchronization between the Aapda Mitra Web Portal and Aapda Mitra MIS for public access to relevant data and also with mobile application to be developed in the future.

15. **Role-Based Access Control:** Hierarchical access levels for national, state, district, and training institute stakeholders.

16. **Security & Compliance:**

    o Secure login with multi-factor authentication and strong password policies.

    o Data encryption for protecting sensitive information.

    o Regular backups of system data and configurations.

    o Auto log-out for inactivity to prevent unauthorized access.

    o Timely software and plugin updates.

    o Periodic third-party security audits.

IT Agency Eligibility Criteria

1. **Project Experience** – Minimum six applications for five government clients with five years of experience.

2. **CMMi Certification** – Valid CMMi Level 5 or higher certification, verifiable online.

3. **STQC Certification** – Experience in STQC certification with at least three relevant certificates.

Note: EOI may be submitted directly in a sealed envelope to US (CBT), NDMA Bhawan, A-1 Safdarjung Enclave, New Delhi 110029, within 15 days from the date of publication on Central Public Procurement Portal and NDMA Website. The envelope must be labelled **"EOI for Revamping of Aapda Mitra Web Portal and MIS Portal."**

R.K.Mish
14/5/25

रमेश कुमार मिश्रा / Ramesh Kumar Mishra
अवर सचिव / Under Secretary
राष्ट्रीय आपदा प्रबंधन प्राधिकरण
National Disaster Management Authority
गृह मंत्रालय / Ministry of Home Affairs
भारत सरकार / Government of India
नई दिल्ली / New Delhi