



OFFICE OF THE REGISTRAR :: DIBRUGARH UNIVERSITY :: DIBRUGARH

No: DU/RG/62.01.01/19/3084

Date: 22.01.2019

NOTICE INVITING QUOTATIONS

Sealed quotations are invited from software firms/companies having good experience in providing software solutions to Higher Educational Institutes/Universities for development and implementation of a "Student Feedback Portal" for Internal Quality Assurance Cell(IQAC), Dibrugarh University. The specification of the proposed system is given in Annexure-I.

Last date of submission of bid	01/02/2019 upto 1.00 p.m.
Date and Time of opening of Technical Bid	01/02/2019 at 2.30 p.m.
Date and Time of presentation of the demo by the bidders	01/02/2019 3.00 p.m. onwards
Place of opening of bid	Office of the Registrar, DU

The bid should be submitted in two separate envelopes. One envelop superscribed as TECHNICAL BID should contain the technical specification of the proposed system along with other documents as mentioned in Terms and Conditions. The other envelop superscribed as FINANCIAL BID should contain the total price of the software (including installation charge) and rate of AMC, if any. The Technical Bids shall be opened on the above mentioned date and time in presence of the representatives of the bidders. **The representatives of the bidders must also come prepared with a demo of the proposed system which is to be presented before a duly constituted technical committee for evaluation.** The Financial Bid of only those bidders who qualify in the technical evaluation shall be opened on the same that or at a later date which shall be intimated to the bidders qualifying the technical evaluation.

Terms and conditions

1. The bidder must have its office in Assam.
2. Copy of PAN card, GST registration, Income Tax Return, any other relevant certificates must be submitted along with the quotation.
3. The bidder must have at least two years of experience in developing and implementing online software/systems for reputed organizations, particularly Universities. Order copy or other appropriate certificates in this regard must be produced.
4. The bidder will be required to install the software and compatible OS(preferably Linux) in a campus server provided by the University and offer free maintenance and support at least for one year from the date of installation.
5. The bidder will have to provide onsite and telephonic support to the concerned staff as and when required.
6. The bidder will be required to depute a technical person at IQAC, DU during the feedback collection process for a period of one week and two times a year.
7. The quotation should be addressed to the "Registrar, Dibrugarh University, Dibrugarh – 786004" super scribing the Quotation Notice Number on the envelope.
8. No separate quotation paper will be issued from the office. Quotation should be submitted in the Bidder's Letter Pad.
9. The University reserves the right to accept or reject any or all the quotations without assigning any reason.

H. Ananta Kumar
22.01.19
Registrar

Dibrugarh University

Copy To:

1. The Director, IQAC, DU for information
2. The Assistant Registrar (F&A), D.U. for information.
3. Programmer, DU for information and necessary action
4. Dibrugarh University Website
5. Office File

H. Ananta Kumar
22.01.19
Registrar

Dibrugarh University



Annexure I

Student Feedback Portal for IQAC, Dibrugarh University

The Proposed System

The proposed system for student feedback will be based on client-server model. It will be an online system which shall be installed on a Central server accessible only from the University Campus network.

The proposed System will have the following functionalities:

1. Feedback Collection
2. Feedback Analysis
3. Report Generation

Requirement Specification

A. Role-wise functional requirements

The system will have the following user access roles

- 1.Admin
2. Department_Admin
3. Teacher
4. Student

Admin

This will be a central and single administrative user who will be able to perform the following tasks.

- Login to the Admin panel
- Change password(of Self, department_admin and teacher)



Annexure I

- View the list of Departments/Centres along with the teachers for each semester/year.
- Generate tokens semester-wise for each programme of a department/centre for a particular feedback session.
- Download the list of tokens in pdf file in a given format suitable for printing.
- For each programme, the Admin will be able to start/stop or schedule a feedback session as and when required.
- View all the reports of current feedback as well as previous feedbacks.
- Generate composite report based on filtered criteria (such as Average rating, comparison with Previous Year's rating etc.) at the click of a mouse.
- Send composite feedback report through system email to the selected teachers or all the teachers at the click of a mouse.
- Enable/disable teacher accounts for viewing individual feedback details.
- Send user id and password to the selected teachers or all the teachers through automatic mail at the click of a mouse.

Department_Admin

Each department will have a user account(Department_Admin) to be operated by HOD/Chairperson or a person authorized by HOD/Chairperson. The Department_Admin will be able to perform the following tasks.

- Login to the Department_Admin Panel
- Change own password
- Create/Edit/Delete/View Programmes, Papers, Subjects
- Create/Edit/Delete/View Teacher information Programme and Semester-wise.
- Download Tokens for each semester of a programme, if already generated by Admin.



Annexure I

Teacher

The teacher will have only viewing rights in all the allowed aspects except password change. He will be able to

- Login to the Teacher Panel, if enabled by Admin
- View his profile
- View his/her detailed feedback reports of current year as well as previous years
- Change own password

Student

Students won't have any login facility in the system. They will provide feedback on the basis of a token generated by Admin. One student will be able to participate only one feedback session of his/her department.

B. Specific Requirements

1. The User interface of the system should be responsive across different devices.
2. Nobody including the Admin will have the right to edit/delete the feedbacks submitted by the student.
3. The department_admin will not be able to view the feedbacks.
4. The Teacher, if allowed by Admin, can view only his/her own feedback report in a format as decided by Admin.
5. Tokens will be unique across the system and be a combination of letters (case sensitive) and numbers. The length of the token will be of at least 15 characters out of which a few characters will identify the Programme and Semester and rest of the characters will be purely random, unique, difficult to memorize and not easily guessable.



Annexure I

6. Once a student successfully submits the feedback using an arbitrary token provided to him during the session, the token will become invalid. The system should not generate the same token in future for at least four years.
7. Tokens will not be related to individual feedback. Nobody including Admin or any other party shall be able to relate a feedback to a token or vice versa.
8. No information of the student which may reveal his/her identity (such as name, email id, IP address etc) shall be captured in the system in any way.
9. The communication between client and server should be protected by SSL while implementing the system in the server.
10. The passwords and feedbacks should be kept encrypted by applying suitable encryption algorithms.
11. The system must be free from known web security vulnerabilities and programming/logical error.
12. There will be a provision for enabling two-step authentication (using email) for all the users (including Admin) by the Admin.
13. The Admin activities should be properly logged in the system. The Admin can view his “last 30 days activity” in the “Activity Log” for security purpose. The IP address of the Admin client must also be saved in the activity log.

The Process Flow

- At the beginning of Feedback session or when notified by the IQAC, the department_admin will add/update the teacher details in the system for each participating semesters. The teacher details will include Name, Designation, Email address, Phone no., Papers and Subjects taught. The department_admin will also put the total number of participating students in each semester.
- Before activating the feedback system for a programme, the Admin will generate tokens for each of the participating semesters of a programme of the department. The number of tokens generated will be equal to the number of total students as already filled up by the department_admin.



Annexure I

However, the Admin may generate extra tokens, if needed at any stage, by specifying the number of tokens.

- The Admin may download the generated tokens in a file and send them to the concerned department. The department_admin may also be able to download the tokens for his/her department.
- The department_admin will distribute the tokens amongst the students in no particular order and ask the students to provide the feedback when it is activated by the Admin.
- Once a student enters the token in the feedback portal, a feedback form will appear. The student will fill up the form/ give rating against each teacher teaching in the particular semester and submit the form. Before submitting the form, the student will have the option to preview it and modify the ratings, if required; however once submitted he/she will not be able to modify/view the form.
- After closing a feedback session for a programme, the Admin can view the feedbacks against each teacher, generate reports and download/send to individual teachers through system mail.
- The Admin may also enable a teacher to view the teacher's detailed feedback report in the teacher's login account, if required.
