

NOTICE**Quotation No:D3/1790/18/RIT**

Sealed quotations (extended) are invited for the supply of the materials specified in the schedule attached below/overleaf. The rates quoted should be for delivery of the articles at the place mentioned below the schedule. The necessary superscription, due date for the receipt of quotations, the date up to which the rates will have to remain firm for acceptance and the name and address of officer to whom the quotation is to be sent are noted below. Any quotation received after the time fixed on the due date is liable to be rejected. The maximum period required for delivery of the articles should also be mentioned. Quotations not stipulating period of firmness and with price variation clause and/or 'subject to prior sale' condition are liable to be rejected.

The prices quoted should be inclusive of all taxes, duties, cess etc. which are or may become payable by the contractor under existing or future law or rules of the country of origin/supply or delivery during the course of execution of the contract.

Special conditions, if any, printed on the quotation sheets of the tenders or attached with the tender will not be applicable to the contract unless they are expressly accepted in writing by the purchaser.

Superscription	: D3/1790/18/RIT, Purchase of a software to establish a mechanism for online registration and disposal of grievances of students/faculty/stakeholders
Quotation No	: D3/1790/18/RIT
Due date and time for receipt of quotations	: 25/07/2018. 01. PM
Date and Time for opening Quotation	: 25/07/2018. 02. PM
Date up to which the rates are to remain firm for acceptance	: 31/03/2019
Designation and address of Officer whom the quotation is to be addressed	: Principal Rajiv Gandhi Institute of Technology, Kottayam

Place:Kottayam

Date:28.06.2018

Details of items**Quantity**

 1. List attached

Place:Kottayam

Date:28.06.2018

Rajiv Gandhi Institute of Technology, Kottayam

List of items required

Sl.No	Item with specification	Quantity
1	Portal on Cloud server and licensed software with updates and on site support for one year and 100MB Server space	1
2	Unique domain name (Eg:- www.ritgrc.com)	1
3	Set up and one time training fee (on-site)	1

Features required

- ◆ Post complaints by students, teachers, parents and other staff
- ◆ Own account for complainants, admin and grievance cell members to edit and reset their profile
 - ◆ Complainants view status, notifications and reply for the complainants posted
- ◆ Provision to give detailed account of the complaint in not less than 4000 words
- ◆ Attach supporting files in favour of the complaint/grievance Admin can add grievance cell members, head of institution and management representative in the portal
- ◆ Option to verify and approve registered users checking their authenticity
- ◆ Admin can view complaints and check its authenticity
- ◆ Assign complaints to grievance cell members based on the complaint nature/type
- ◆ Grievance cell members can view complaints and send reply for the same along with attachments, if any
- ◆ Re-open complaints and give satisfactory solution, if the complainant is not satisfied
- ◆ Admin and Grievance Cell members can generate report on monthly /quarterly/annual basis
 - ◆ Reports in three categories such as total grievances received, pending grievances, and closed grievances
 - ◆ Report should include complaint category, subject line, complaint type, date of posting, complaint status, name of complaint, actions taken etc.
 - ◆ Reports can be viewed/downloaded in word, pdf and excel format
- ◆ Portal should be available for 24 x 7 hours
- ◆ Data security and confidentiality should be secured