

Explanation to Points raised in Pre bid meeting on 14th Feb 2019

1. Ensure easy two-way communication process for all consultation

This point refers to the linking of the app & CMS so that the different stakeholders, namely students, faculty, administration in CSVTU and more are able to have a organised communication. This communication does not mean a chat within members but rather, a hub & spoke model with CSVTU administration being the hub and all others users acting as spoke to ensure information exchange with the same.

2. Registration & Validation of users

The application will be a closed application where pre-authorization of mobile numbers is mandatory. Hence, the database of all members shall be uploaded by the institutions or authenticated by the institutions on the admin panel with their profiles. All users where the mobile number has changed shall send to institutions a request to grant access with their details, which on approval shall be informed to the user by the institutions.

3. Training & Execution

The project primarily involves 2 components; the application for users including faculty, students and the dashboard for administration in CSVTU. Hence, the training of the Dashboard has to be given in person to the offices of CSVTU, for which we shall arrange a common time & venue. For the students & faculty for

other colleges, we can call a team of student & faculty representatives from the colleges together to CSVTU where the training can be delivered live. Apart from this, training documents, videos, manuals are to be provided by the vendor. We shall also have discussions on including one person from the Vendor to be present in CSVTU for a specific duration when the initial on-boarding & training is going on.

4. Mobile Application Type

Both Android & IOS should be Native Mobile Applications

5. 'Surveys' stated in objectives

Survey is deleted from the panel.

6. Elements of Dashboard -

Dashboard shall be a web-based portal, which is the admin panel or the Content Management System to control the application, its users, its content. The dashboard shall have modules present as stated to engage with the application users. It shall also contain elements like controlling basic modules of the application like Name, Colour, Logo etc. All the users, who will have access to the admin panel shall have their respective logins with limited functionality and they should be able to perform various functionalities. Dashboard will also highlight the engagement & activity numbers on a summary level, including highlights like total number of users added, total number of users who have accessed the application, total admin members, total notifications sent, total reports received etc.

7. API based integration

API integration is an umbrella term. Each third party API has their own procedure of integrating and have their infrastructure configurations. Hence, the bidder should develop the project in a manner where further discussions on API integration to enhance functionalities remain open. This can then be picked up as further project enhancements steps with defined scope

8. ‘Notifications in Application’

This refers to in-app notifications to the application users by the admin people. The dashboard should have this functionality of sending in-app notifications to app users, with multiple options like one-to-one functionality, category based notifications, sending to all app users etc.

9. Offline 1st functionality in Forms

This refers to a functionality where the forms can receive data without any internet and save it on their phone’s local memory. Once the smartphone is connected to internet, the data can get synced back with the servers. This is to ensure that data collection is smooth, even in cases of low internet.

10. Geo-tagging functionality on forms

This refers to the feature in forms where one’s location can be recorded using his/her mobile phone’s GPS. In cases of live reporting & inspection, this shall be useful.

11. Infrastructure help by University

Since this project is being run for the first time, there is no provision of providing any infrastructure like Servers, registration cost etc. by CSVTU. Its recommended to host all data on secure servers, and the costing of it shall be included in the bid

12. Why is ERP not included

This is one of the first digital initiatives by a State university to connect all its members using a mobile application. There are multiple aspects which are crucial to make the project successful. Also, there will be multiple challenges/ feedback/ concerns during its implementation. Hence, the point to include comprehensive ERP can be included in future phases but not in the current phase

13. Fee Structure Clarity

This was an additional point mentioned that the application shall be able to take payments. These payments are not the regular fees but some transactional payments, for eg. registration amount for some particular event etc. Although, there are certain provisions which need to be clarified to take payments. Hence, the functionality of collecting any sort of payments has been removed from the requirements.

14. Server & Data Security

Vendor is expected to maintain highest level of service reliability and availability. All connections should be HTTPS/SSL for encrypted data exchange between server, web and mobile clients.

Passwords and other sensitive keys should not be stored in plain string. The client is expected to follow the latest security guidelines in industry and should keep its system up to date (Eg: Use of TLS v1.2 or higher). Access control to systems should be highly regulated.

It should be vendor responsibility to manage the servers and maintain security patches from Operating System level to application code. Any third party software or library used should respect their respective license requirements.

Data should be frequently backed up and have the ability of restoration in case of some failure. Any form of data stored cannot be sold to anyone. If there is any kind of breach, it should be reported within 72 hours.