Minutes of the Pre-bid Meeting held on 02.06.2020 in the office of the TNPSC in connection with the tender relating to the GRC software module – Tender No. 568 / 2020 and **Corrigendum**

Present:

1. Thiru. K. Nanthakumar IAS, Secretary
2. Thiru. R. Sudhan IAS, Controller of Examinations
3. Tmt. K Uma Mageswari, Joint Secretary
4. Tmt. Mariyapuvi, Deputy Secretary
5. Thiru. R. Balaji, Deputy Secretary
6. Thiru. S.Ramamoorthy, Under Secretary
7. Thiru. S. Damodharan Under Secretaty
8. Thiru. Syed Irfan Ahmed, Under Secretary
9. Tmt. Mangalam, Accounts Officer
10. Representatives of Star Systems India
11. Representative of Klabs technologies

The queries raised in the Pre-bid meeting by the company representatives and the clarifications issued are as follows:-

Sl.No	Queries	Clarifications
1.	Contract Period to be revised	Contract Period shall be 6 month. Further Service will be covered under AMC. (Corrigendum)
2.	whose scope of supply of desktop machines, headsets, CAT 6 structure cabling, LAN ethernet switches, Racks, UPS to Agents and supervisors and AC facility for servers	All Hardware and Software required for this project including.
3.	Air Conditioner will be arranged by TNPSC?	YES
4.	As discussed in the meeting, Helpdesk manpower will be TNPSC scope	YES; Help Desk Assistants shall be the staff of TNPSC
5.	How many Help Desk to be setup?	Initially 5
6.	Whether Desktop or Laptop to be arranged for help desk assistant?	Desktop. (HP / Dell Laptops with minimum of i5 processor, 4 GB RAM, 1 TB HDD, and 22" Monitor)

7.	Supervisor is required for the help Desk?	Yes; Supervisor shall be the staff of the Commission.
8.	Chatbot is required?	Yes;
9.	We recommend TNPSC to consider ISDN PRI lines (10 channels) instead of analog PSTN line for better voice clarity and get a CLI function	TNPSC has more than 100 PRI lines. Initially 5 lines can be used for help desk
10.	Archival period of call recordings in the system	Voice recording shall be maintained for a period of 3 months. The database created with the details of the candidate and query shall be permanent.
11.	HAA (High Availability Architecture) is required for the call center systems to ensure 99.99% uptime	Yes. With redundancy
12.	We need more clarity on AWS Cloud subscription and access to provision the server for Stage and Production for the portal deployment.	Bidder has to purchase the cloud (Server with Space) in the name of TNPSC for the first year; Further renewal will be done by TNPSC.
13.	Once we completed the development, TNPSC will do the UAT and approve it for live release.	Yes; Once the software is successfully deployed and staff are trained TNPSC will approve it (User Acceptance Testing)
14.	Can we have consortium with expertise companies?	Yes; But the single contact point shall be bidder.
15.	The Telephone line, Email, and SMS gateway will be on the TNPSC scope.	Telephone lines and email IDs will be provided by TNPSC; SMS Gateway has to be purchased and setup by the bidder. Cost towards the SMS credits will be paid by TNPSC.
16.	The existing user registration application developed in which technology (frontend/Backend/DB) Who owned the IP and source code access? Based on that we will plan for email and chatbot integration.	Third party API integration can be done;
17.	We need more details on the HR mobile application. The mobile app developed in native Android/iOS or Hybrid cross-platform?	Android and iOS (Hybrid)

18.	We can push the notifications and alerts if TNPSC has source code access / API access.	API will be shared; Source code cannot be shared.
19.	Do we need a separate domain name and DNS entry for the portal?	Existing domain name can be used.
20.	Scanning the letter, Scanner hardware will be TNPSC scope?	All the hardware and software are the scope of the bidder.
21.	The normal payment terms: 30% on Milestone completion, 30% on Deployment 40% on handover (end of Training)	Yes Agreed; After purchase of required hardware and software 30% After development and testing of software 30% After successful completion of project 40%
22.	Need more information on Portal security, server monitoring, load balancer, Auto-scale up/down, Data backup/restore, Backup retention policy?	Usual protocol shall be followed; Backup retention policy may be decided later.
23.	UTIITSL requests you to kindly consider the internal projects as well for similar work experience	If UTITSL is otherwise qualified and companies with the prescribed experience is not available, the internal project will be taken into consideration.
24.	please provide what facilities will be provided by the department to development staff in terms of office infrastructure etc.E13	Space and telephone lines alone will be provided by TNPSC
25.	UTIITSL request you to please provide the ideal development team size (number of resources) (if any)	It is to be decided by the bidder. But the work should be completed within the time frame.
26.	Please elaborate and confirm if a separate office space for setting call centre is also to be provided by the bidder. If Yes, is there any specific size and sitting arrangement to be considered.	Development activities and setting up of infrastructure shall be within the office of TNPSC. Bidder need not to arrange any space / office for this project.
27.	Please clarify the team size to whom training is to be provided.	15 to 20 help desk assistants and two supervisors.
28.	Please define and clarify the term "similar" projects.	The projects similar to the activities mentioned in the tender documents.

29.	We have empanelled manpower agencies to provide manpower. Please clarify if the supply of third party manpower is allowed.	Manpower for help desk and supervisory work shall be the staff of TNPSC.
30.	Call Center Specification is required.	Given below under "**Technical compliance**"
31.	Whether the last date will be extended	Yes; Last date extended to 06.07.2020

Revised Timeline:

Sl.No	Activities	Date
1.	Last date for submission of tenders	06.07.2020 at 03.00 PM
2.	Date of opening of Technical	06.07.2020 at 05.00 PM
3.	Technical presentation	07.07.2020 at 11.00 AM
4.	Date of opening of commercial bid of the qualified bidders	08.07.2020
5.	Declaration of successful bidder.	08.07.2020

Technical Compliance

- Brief BOQ- Call server with HA (hot standby) with 5 help desk agents and 1 supervisor (soft phone) and PRI gateway with 10 channels to handle inbound and outbound calls and voice blaster, system should integrate with CRM (CTI popup) , Email ,SMS gateway, chatbot integration
- Proposed solution should have pure IP Platform.
- The system should have IP architecture and provide support for integrated telephony solution for IP Phones, Video Phones, SIP Client, all 3rd party Mobile SIP Client, E1 / PRI, SIP and all 3rd party SIP gateways.
- To generate Provides reports for calls based on records, calls on a user basis, calls through gateways etc.
- Alternate Automatic Routing, Auto route selection and Least Cost Routing should be available.
- The application should have inbuilt SIP / VOIP trunk facility without any additional module.

- The system should support minimum of 10 registered SIP trunk for calling purpose currentlyt and should have a provision of adding 100 more SIP /PRI lines as and when required

Protocol

- Widely used SIP protocol to be supported
- Coder-decoder (codec) support for automated bandwidth selection: G.711 mu-law, a-law,G.729.
- Should support appropriate Video Codec H.264 and H.263
- General specs for IPPBX
- Call processing and call-control.
- Support for configuration database (contains system and device configuration information, including dial plan)
- Digit manipulation and call treatment (digit string insertion, deletion, stripping, dial access codes, digit string translation) Call Transfer
- Centralized call processing
- Active - Passive disaster recovery mode. Solution should support working with automatic fail over mechanism (FAILOVER SERVER)
- The solution should support routing of incoming calls based upon caller input to menus, real-time queue statistics, time of day, etc.
- The solution should support active and standby server mode. In case of Main server in the Data centre fail the standby server should take over seamlessly. The solution should support placing of Main and Stand by server in both sites respectively.

General specs for Call Centre

- System should support skill based routing.
- The solution should support ACD based on longest available agent, Circular agent selection algorithms, Random selection and Most Idle Agent. (AUTOMATIC CALL DISTRIBUTION)
- The solution should support the playing of customizable queuing announcements based upon the skill group that the call is being queued to, including announcements related to position in queue and expected delay.
- The solution should support multiple list upload functionality for a single campaign
- Disposition status of calls should be customizable as per the business needs.
- Supervisor should be able to see the real-time status of agents, Live Calls, Calls in queue and the supervisors should be able to logout the agent from the supervisor desktop
- Supervisors should be able to barge in a agents call and also if required take a call from an agent and attend it.

- Supervisors should be able to monitor the agents call and also if required whisper to the agents when in need.
- Supervisor should be able to download all reports in PDF, CSV and Excel format.
- Agent Performance and activity report should be available in Graphical format for ease of access.
- The solution should support Web based administration for addition new agents, assigning skills etc.
- IVR should Play welcome messages to callers Prompting to press and collect DTMF digits.
- Multi level IVR Tree should be possible with Multi language support
- Agents should be able to log the converstaion by means of fields on his screen. This data should be saved and popped up if the call is recevied again.
- Outbound Calling should support Preview, Predictive and Progressive type of calling mechanism

Administrative Features for IPPBX and Call Centre

- Should have "web based administration UI with capability to delegate administrative specific task to power users"
- Call detail records (Systemwide, extension wise)
- CDR should be downloadable in various formats like PDF, CSV, Excel
- Configuration of all Class 5 features via Web based GUI
- Dialled number identification service
- Recording File should be played on the GUI and should be downloadable by the administrator
- Administrator should have access to Live Dashboard to see the details of Agent and Live call status.

User Features: IPPBX

- Abbreviated Dial
- Answer and answer release
- Call back busy, no reply to station
- Call forward—all (off net and on net)
- Call forward—busy
- Call forward—no answer
- Call hold and retrieve
- Call status per line (state, duration, number)
- Calling Line Identification
- Calling Line Identification Restriction call by call
- Calling party name identification

- 25 Party Meet me conference bridge (Multiple Room)
- Automatic Scheduled conference with moderator control Panel
- Call Paging : Manual and IVR Driven
- Direct inward dial (DID)
- Distinctive rings and Caller Tune
- Extension mobility support
- Hands-free, speakerphone
- Immediate Divert to voicemail for all extensions
- 100% Voicemail to Email for all extensions without any additional hardware
- 100% Fax to Email
- Automatic Call back
- Inbuilt 100% Call Recording for all extensions without any additional hardware
- Call Monitoring
- Call Barge in
- Call Whispering
- Multi Level IVRS platform
- System should support Chat facility (IM)
- Inbuilt Rating and Charging for extension wise call control
- Inbuilt SIP trunk ready platform
- Provided platform should support FTP to archive historical CDR and Recording files
- Interactive Voiceblaster

User Features: Call Centre

- Inbound, Outbound and Blended Voice Process
- Automated and Interactive Voice Blaster
- Outbound Pacing Modes:- Predictive, Preview and Progressive
- Do Not Call List Management
- Unified Customer Contact History
- Enterprise Class Relational Database
- Passive and On-Demand Call Recording
- Call Detail Screen Pop-Ups
- Queue Position/Queue Wait
- Customizable Customer Lead Management
- Campaign and List Management
- CRM and Business Application Integration
- Advanced Desktop Scripting with Screen Pop-Ups for Call Guides
- DNIS Routing
- Call Conferencing from Agent screen
- Call Transfer from Agent screen
- Alternate number dialing
- Callback configuration

- Time Zone Administration
- Logical Partitioning
- SMS Integration
- Email Integration
- Multi Digit IVR support
- Call Parking

Date: 20.06.2020   Secretary