

## Additional queries received after hosting the minutes of the Prebid meeting and corrigendum in the tender websites

Sl.No	Queries	Clarification
1.	TNPSC has to provide access to their hosted applications (two sites) to implement the chatbot client. We will install the chatbot client on the homepage alone.	As a one-time measure, permission shall be given to install the chatbot client on the homepage alone after following the proper testing protocol.
2.	In the development phase (first 6 months) Bidder will set up a server in the cloud for developers to commit code, QA Testing, and Demo. Once UAT has done, The stage and production setup will be deployed on the TNPSC AWS subscription. TNPSC will pay the consumption chargers from the 7th month onwards	It has clearly been mentioned in the minutes of the meeting that the bidder has to purchase the cloud server and cloud space initially for the period of one year. From second year onwards, the renewal charges will be paid by TNPSC.
3.	If we can access the existing user registration data through API, where will we store the new user registration data handled by the call center team? The data will store in CRM or existing DB?	Read only Permission will be given to access the existing database through API integration. But the call history update shall be done in CRM.
4.	do we need to supply 8 ports fast ethernet switch ( 10/100) or Gigabyte switch (10/100/1000) , we prefer Gigabyte switch as most of the desktop comes with 1G NIC cards	It is always expected that the hardware and software shall be the latest and ultimate one so that it can be compatible one with all software and hardware.
5.	do we need to supply online UPS or offline UPS , also lets know the back up minutes in case of power outage	YES; Online UPS with 2 KVA
6.	we prefer to supply Binaural headsets with Noise cancellation for better results , we request you to incorporate it	It is always expected that the hardware and software shall be the latest one so that it can be compatible one with all software and hardware.
7.	we believe TNPSC wants the call servers (HA) and Voice gateway at TNPSC HQ Chennai , cloud based options are not allowed	Call servers and voice gateway should be in the office of Tamil Nadu Public Service Commission.
8.	General clarification	The Technical evaluation shall be based on the better solution suggested by the bidder and quality of hardware and software. Hence, specifications with brand name shall be shared in the technical bid.

Dated: 25.06.2020

Secretary