



DEPARTMENT OF ENERGY
(Kagawaran ng Enerhiya)
Energy Center, Rizal Drive Bonifacio
Global City, Taguig City, Philippines 1632

Solicitation No.	RFQ-02-0101-2022-01-0010-0304-0018
Purchase Request No.:	02-0101-2022-01-0010

REQUEST FOR QUOTATION

Title of Procurement/End-user	: Subscription, Maintenance and Enhancement of the Help-desk Info Center Automation Chatbot
Mode of Procurement	: Small Value Procurement
Bidding Terms	: 1 Lot
Delivery Terms/Schedule	:60 days upon receipt of PO
Delivery Location	: Department of Energy Main Office, BGC Taguig City
Payment Terms	: Payment shall be processed within thirty (30) days upon completion of delivery of all items or services , submission of all required documents and issuance of end-user’s certificate acceptance.

Please quote your lowest price on the items/s listed below, subject to the compliance with the Terms of Reference and Specifications. Submit the quotation following the format of the Quotation Submission Form (Annex A) in a sealed envelope duly signed by your representative at the Procurement Management Division Office, 3rd Floor DOE Main Building, Department of Energy Rizal Drive, Energy Center-Bonifacio Global City, Taguig City or through email at the following address: bacsecretariat@doe.gov.ph not later than **10 March 2022, Thursday at 5:00PM**. LATE SUBMISSION WILL NOT BE ACCEPTED.

Terms of Reference/Specifications				
Item No.	Description/ Specification:	Quantity	Unit Price	Total ABC
1.		1	Lot	640,000.00
2.	CHALLENGES AND OPPORTUNITIES Chatbot automation features and benefits, there are still challenges that needs further improvements, as follows: 1. There is a need for enhancements on the filtering of the database to reflect the number of queries per office/bureau/service and to further identify the most relevant concerns of clients and stakeholders using artificial intelligence (AI). 2. To include updated and current energy data and information related to the captured concerns of stakeholders.			
3.	DELIVERABLES Subscription, maintenance and enhancement of Chatbot application shall include the following scope of work: 1. Chatbot License Subscription (cloud-based) for one year. 2. The Service Provider (SP) shall facilitate the conduct of one day inception meeting for the implementation plan, one week after the approval of the contract. 3. The SP shall provide one day training for the DOE units on the enhancement of conversational features of Chatbot to improve accuracy of its responses, one month after the contract approval. 4. The application must have broadcast messaging and must be able to send messages to target users depending on the Chatbot flows selected by the user. Chatbot user experience and responses must be upgraded with analytics (i.e., error messages and places where the bot (or user) repeats itself multiple times) and must also build empathy to responses with sentiments analysis			

	<p>and must feature a Search Engine Optimizer (SEO) keyword suggestion.</p> <p>5. The application must generate automated reports (i.e., message category: list of user free text inputs, detect keyword, keyword category: list of keyword categories and count) for purposes of enhancing the application and to be able to have more accurate and efficient delivery of responses.</p> <p>6. The SP shall provide technical and functional support and monitoring of the Chatbot on the cloud, promptly diagnose and fix issues reported, conduct bug fixing and perform troubleshooting, as may be necessary.</p> <p>7. The application must have the capability to store historical exchanges for a minimum period of 60 days. All data stored beyond 60 days must be archived for retrieval, when necessary.</p> <p>8. The application must be secured, and the SP must ensure the security of all data collected and processed.</p>			
4.	<p>PAYMENT TERMS AND CONDITIONS</p> <p>1. Price quoted should be firm and irrevocable and not subject to any change whatsoever, even due to increase in cost of components and fluctuations in foreign exchange rates and excise duties.</p> <p>2. SP must include in its submission information as to its capability including track record, experience and/or company profile showing the same, which is relevant to the bid.</p> <p>3. Bid Price must be in Philippine currency and must include all costs linked to the maintenance of the subscription.</p> <p>4. This will be a one-time payment with (5) five percent retention payment on the total amount of bid and shall be redeemed upon the completion of the subscription and all deliverables are fulfilled and the submission of the "Completion of the Subscription and User Acceptance."</p> <p>5. SP must include in its offer any items not specified in bid documents but necessary to provide the required software license maintenance for the specified period agreed upon by the end-user.</p> <p>6. Bids shall be inclusive of all taxes and duties. Bids must be in Philippine Peso.</p>			
<p>General Conditions:</p> <p>1. Quotation shall be valid for sixty (60) days from submission</p> <p>2. Sample/brochure of the item complying with the Specifications shall be submitted together with the quotation/proposal. Non-submission of actual sample/brochures in the proposal is a ground for disqualification. (If applicable)</p> <p>3. The following documents shall be attached/included in the submission of proposal/quotation:</p> <p>a) Mayor's / Business Permit</p> <p>b) PhilGEPS Registration Number/Certificate</p> <p>c) Income /Business Tax Return</p> <p>d) Omnibus sworn Statement (Annex C)</p> <p>4. Payment is through LDDAP through a Government Servicing Bank (GSB) and will be processed upon final acceptance of the end users and submission of complete documents. If not a GSB should shoulder all associated Bank Transaction Fee.</p> <p>5. The Supplier shall clearly state the company name and account name for payment.</p> <p>6. The price quoted is inclusive of all taxes and other charges.</p> <p>7. The Supplier shall receive the Notice of Award and Purchase Order/Notice to Proceed within the required time under RA 9184 otherwise the Supplier may be sanctioned under the provision of RA 9184 and its IRR.</p>				