

QTY	ARTICLE	APPROVED BUDGET FOR CONTRACT	BID PRICE
1 Lot	Subscription, Maintenance and Enhancements of the Help Desk-Info Center Automation (Chatbot)	Php 640,000.00	

I. BACKGROUND

The Information and Data Management Division (IDMD), manages the receiving, processing, dispatching, routing and answering of inquiries and feedbacks from the DOE clients and stakeholders. This has been mostly manual, with sources either from emails and/or telephone calls. Last year, IDMD engaged a service provider to develop the Chatbot application in a cloud-based platform that will automate the handling of clients and stakeholders' inquiries and requests for information and Frequently Ask Questions (FAQs) related to energy. The application platform requires yearly subscription for the continuity of its content and automation services to lessen the workload of personnel assigned on inquiries and feedback monitoring.

Last December, the Chatbot went live through the official messenger application of the DOE website. We can now manage the incoming inquiries and feedback from emails and the website using a centralized platform that perform automated routing to the concerned individual units. More so, using historical information and based on the context of the query or feedback received, the platform enabled an automated or canned answers, minimizing the turnaround time dramatically. The old manual handling of the Infocenter email queries of clients are already automated and the FAQs content relative to energy was uploaded for easy access of our clients and stakeholders when they use the chatbot application.

Currently, there is an established database of query/inquiry captured by the system and reporting arrangement using its internal dashboard for the monitoring of the queries and number of chat conversation.

II. CHALLENGES AND OPPORTUNITIES

Given the above-described chatbot automation and its benefits, there are still challenges that needs further improvements.

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.

III. DELIVERABLES

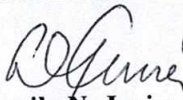
One (1) year cloud subscription to include maintenance of Chatbot application and enhancements which include the following scope of work:

1. The Service Provider (SP) must provide resources for continuous improvement and enhancement of the application.
2. The application must have the operational tools/capability to define and create conversations/interactions with stakeholders, ascertain failure points, optimize contents, eliminate redundancies and add new features as well as necessary insights and recommendations.
3. The SP shall perform operations and maintenance, carry out regular bug fixing and other related works and provide technical assistance as may be necessary.
4. Provide continuous training of the conversational chatbot to improve accuracy of responses.
5. 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.
6. The application must generate automated reports (i.e., analytics reporting/dashboard on detailed overview with different matrices on active users, initiated discussions on a daily basis, user's feedback, ratings, average daily number of chats and report on error or failure of the application) for purposes of enhancing the application and more accurate and efficient delivery of responses.
7. The SP must conduct troubleshooting and promptly diagnose and fix issues reported.
8. The application must be secured and the SP must ensure the security of all data collected and processed.


IV. PAYMENT SCHEDULE AND DEPLOYMENT

Item No.	Description	Quantity	Percent of the Total Cost	Delivery
1	Delivery and Sign-off of the maintenance and support program of the Chatbot	1 Lot	15 %	Within 30 calendar days after issuance of Notice to Proceed
2.	One (1) year cloud subscription for the Chatbot	1 lot	50%	Activation of the Subscription for One (1) year
2	Delivery and User Acceptance Sign-off of the DOE Help Desk Automation Enhancements	1 Lot	15%	Within the contract period
3	Delivery and User Acceptance Sign-off on the enhancement made to the automated reports and dashboards of Chatbot	1 Lot	10%	Within the contract period
4	Certificate of Final Acceptance from the end-user	1 Lot	10%	Within 7 days after turnover of the system to the customer
	TOTAL		100%	

Recommended by:


Danilo N. Javier
 Chief, IDMD

Approved by:


Herminio A. Ariola, CESO IV
 Director, ITMS

Omnibus Sworn Statement (Revised)
[shall be submitted with the Bid]

REPUBLIC OF THE PHILIPPINES)
CITY/MUNICIPALITY OF _____) S.S.

AFFIDAVIT

I, [Name of Affiant], of legal age, [Civil Status], [Nationality], and residing at [Address of Affiant], after having been duly sworn in accordance with law, do hereby depose and state that:

1. *[Select one, delete the other:]*

[If a sole proprietorship:] I am the sole proprietor or authorized representative of [Name of Bidder] with office address at [address of Bidder];

[If a partnership, corporation, cooperative, or joint venture:] I am the duly authorized and designated representative of [Name of Bidder] with office address at [address of Bidder];

2. *[Select one, delete the other:]*

[If a sole proprietorship:] As the owner and sole proprietor, or authorized representative of [Name of Bidder], I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached duly notarized Special Power of Attorney;

[If a partnership, corporation, cooperative, or joint venture:] I am granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached [state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable)];

3. [Name of Bidder] is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board, by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting;

4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;

5. [Name of Bidder] is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted;

6. *[Select one, delete the rest:]*

[If a sole proprietorship:] The owner or sole proprietor is not related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical

Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a partnership or cooperative:] None of the officers and members of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a corporation or joint venture:] None of the officers, directors, and controlling stockholders of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. *[Name of Bidder]* complies with existing labor laws and standards; and
8. *[Name of Bidder]* is aware of and has undertaken the responsibilities as a Bidder in compliance with the Philippine Bidding Documents, which includes:
 - a. Carefully examining all of the Bidding Documents;
 - b. Acknowledging all conditions, local or otherwise, affecting the implementation of the Contract;
 - c. Making an estimate of the facilities available and needed for the contract to be bid, if any; and
 - d. Inquiring or securing Supplemental/Bid Bulletin(s) issued for the *[Name of the Project]*.
9. *[Name of Bidder]* did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.
10. **In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for Swindling (Estafa) or the commission of fraud with unfaithfulness or abuse of confidence through misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code.**

IN WITNESS WHEREOF, I have hereunto set my hand this ____ day of ____, 20__ at _____, Philippines.

[Insert NAME OF BIDDER OR ITS AUTHORIZED REPRESENTATIVE]

[Insert signatory's legal capacity]

Affiant

[Jurat]

[Format shall be based on the latest Rules on Notarial Practice]