



Bids and Awards Committee

REQUEST FOR QUOTATION (RFQ) No. 2020-SVP-59

The Securities and Exchange Commission (SEC), through its Bids and Awards Committee (BAC), will undertake an **Alternative Method of Procurement through Negotiated Procurement** for the item stated below, in accordance with **Section 53.9 Small Value Procurement** of the Revised Implementing Rules and Regulations of Republic Act. No. 9184.

The SEC hereinafter referred to as "the Purchaser", now requests submission of a price quotation for the subject below:

2020 S-APP 05	PR No.	Qty.	Description	Approved Budget for the Contract (ABC) inclusive of VAT
Item no. I.E.44	202010161	1 Lot	Social Media Chat Bot (i-message) <i>Refer to Attachment 2 for Terms of Reference</i>	Php1,000,000.00

Interested suppliers are required to submit the following documents:

1. Mayor's/Business Permit
2. PhilGEPS Registration Number
3. Latest Income/Business Tax Return
4. Omnibus Sworn Statement, with duly notarized Secretary's Certificate for Corporation (Attachment 3)

SEC Condition of Sales:

1. Delivery Schedule: Ten (10) Calendar days from receipt of approved NTP
2. Validity: Sixty (60) calendar days from submission of bid
3. Delivery Site: OCS, 3/F Secretariat Building, PICC Complex, Pasay City


Award of contract shall be made to the bidder with the lowest quotation for the subject goods which complies with the minimum technical specifications and other terms and conditions stated herein.

Any alterations, erasures, or overwriting shall be valid only if they are signed or initialed by the bidder or his/her duly authorized representative.

Submission of duly signed Price Quotation Form (Attachment 1) and eligibility documents is not later than **10:00 A.M. of October 9, 2020** at the Procurement Division, 3rd Floor, Secretariat Building, PICC Complex, Pasay City. Open submission may be done manually or through Facsimile No. 8818-5330 or via email at fpbaluyot@sec.gov.ph

The penalty for late deliveries is one tenth (1/10) of one (1) percent of the cost of the unperformed portion for every day of delay. The maximum deduction shall be ten percent (10%) of the contract price. Once the cumulative amount of liquidated damage reaches ten percent (10%) of the contract price, the procuring entity shall rescind the contract without prejudice to other courses of action and remedies open to it.

The SEC reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract in accordance with Section 41 of RA 9184 and its IRR, without thereby incurring any liability to the affected bidder or bidders.


EMMANUEL Y. ARTIZA
Chairman, BAC



Bids and Awards Committee

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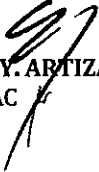
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EMMANUEL Y. ARTIZA
Chairman, BAC

PRICE QUOTATION FORM

Date: _____

The Bids and Awards Committee
 c/o Procurement Division
 3rd Floor, Secretariat Building,
 PICC Complex, Pasay City

Sir/Madam:

After having carefully read and accepted the terms and conditions in the Request for Quotation, hereunder is our price proposal for the items identified below:

Item No.	Article and Descriptions	Qty.	Unit price (Php)	Total Price, VAT Inclusive (Php)
1	Social Media Chat Bot (i-message) <i>Refer to Attachment 2 for Terms of Reference</i>	1 Lot	Php _____	Php _____

AMOUNT IN WORDS: _____ (VAT inclusive)

The above-quoted price is inclusive of all costs and applicable taxes

AUTHORIZED REPRESENTATIVE:

Signature : _____
 Printed Name : _____
 Date : _____
 Company Name : _____
 Contact no. : _____



TERMS OF REFERENCE

CHATBOT SERVICE FOR SECURITIES AND EXCHANGE COMMISSION

I. BACKGROUND

The SEC i-Message Mo is a web-based online application for logging of requests, queries, complaints, issues, concerns, suggestions/opinions, tips, and etc.

This facility is an alternative venue where the investors, complainants, requestors, and others are able to follow-up their queries, complaints, issues, concerns, suggestions/ opinions, tips and etc. as well as track the status of redresses/comments from anywhere.

The presence of i-Message Mo feature in the SEC site shall encourage users to send in their feedback, comments and suggestions regarding SEC and SEC-related concerns. It shall be a good way of soliciting user views on information and service needs.

However, due to the rising numbers of clients, the SEC has encountered difficulties addressing all inquiries on time. To address the said issue, the Commission plans to subscribe to a new technology to provide engaging and up-to-date information to the stakeholders. This project will also organize and manage the comments and messages of SEC Facebook followers.

The new technology is known as Chatbot—an artificial intelligence (AI) software that can simulate a conversation (or a chat) with a user in natural language through messaging applications, websites, mobile apps or through the telephone.

This can be integrated with the SEC website and/or through the SEC Facebook account. Users may interact with the program to get answers on Frequently Asked Questions (FAQs). There will also be a ticketing system which will track the status of requests, complaints, and inquiries. As for the more complex queries, there will be assigned customer service representatives for each SEC Department/Offices to provide in-depth answers.



II. OBJECTIVES

The procurement of Chatbot Service for SEC aims:

1. To create a system similar to SEC I-message which will address requests, queries, complaints, issues, concerns, suggestions/opinions, tips, and etc.
2. To develop a ticketing system for the monitoring of requests, queries, complaints, issues, concerns, suggestions/opinions, tips, and etc.
3. To aid in the dissemination of SEC- related information to the stakeholders;
4. To develop an "always available" customer channel that provides quick access to SEC service information;
5. To automate responding to repetitive information requests or frequently asked questions (FAQ);
6. To enhance customer experience by eliminating waiting times and delivering instant available information, 24/7; and

III. TECHNICAL SPECIFICATIONS/REQUIREMENTS

The Chatbot Service Provider should at least provide the following:

Chatbot Features

- Can process English or Filipino chats
- Hosted in Cloud
- Instantly replies to FAQ.
- Users can subscribe to SEC announcements and notices.
- Chatbot should be able to receive comments made by users and forward them to concerned SEC department/office
- Facility for information sharing. Should allow for sharing of documents, images and videos.
- Feedback mechanism for assessing customer satisfaction through the use of an in-box survey.
- Users can request downloadable forms.
- Capable to develop an API. In case SEC require the development of an API to support a bot feature (e.g. pulling private member data from SEC)
- Delivery of information to users should not only be through menus and button options. Chatbot should be able to provide a ready answer when they type a question.
- Chatbot should be able to process questions typed by users and provide a ready answer. The use of suggestive typing is recommended, if possible
- Chatbot should be able to provide auto-responses for non-service related messages.

Provide Dashboard and Live Agent platform for chatbot application.

- Development



- Web app will be optimized for high resolution and will be mobile responsive to be viewed using smart phones and tablets (OS and Android).
- Web App can be operated in Linux-based, Windows PC, Mac, and other operating systems.
- The system will allow system administrators to use a user-friendly interface for adding information such as text, graphs, tables and images.
- With user account management facility
- Ability to process system integration that can access, read and manipulate existing database from other existing application.
- The application software will be scalable and can accommodate upgrades and enhancements as required without affecting over-all system performance.
- Allows web-to-database connectivity
- Compliant with the government's (DICT) cloud first policy to reduce cost, increase productivity and develop citizen services.
- Virtual Server Hosting that runs the application through web service interface to configure the application
- Supports serverless and cloud storage of data files.

Chatbot Management

- Natural Language training – Training of chatbot to understand new questions asked by clients.
- Content Management – Insert/modifying of content in the conversation flow. SEC can request the addition of conversation flows to support user needs.
- Application Management – Ensures that the chatbot application is running efficiently; configured and reconfigured to platform updates; and kept secure.
- Analytics and Reporting – Provide chatbot user insights. A weekly realtime graphical report of questions asked by clients with the corresponding chatbot responses to enable SEC to evaluate the accuracy of bot responses and recommend improvements.

IV. SCOPE OF WORK

The service provider should at least offer the following services:

- A. Development, configuration and setup of chatbot platform via Facebook messenger and official website.
- B. Provide quick and easy integration of the chatbot software with SEC website and/or other applications and social media sites.
- C. Content Management System (CMS) for dynamic contents management
- D. Back-end development structure
- E. Web/Restful Application Programming Interface
- F. Database Management System
- G. Provide cloud service for the chatbot application hosted within South East Asia.
- H. Handle incidents and requests of SEC with regards to Chatbot service.
- I. Provide dashboard for comprehensive real-time reports to SEC.
- J. Ticketing system for submitted requests from suppliers/government agencies.



L. One (1) Year Maintenance and Operational Support of the deployed Chatbot software. Accommodate phone, chat, remote, email and SMS support. With different levels of support.

M. Basic Training

N. Provide complete knowledge transfer to allow SEC to maintain and operate the system after the contract.

V. SERVICE LEVEL AGREEMENT

- 99.99% annual monthly uptime percentage
- Provision of a dedicated account manager
- Availability of tech support between 8am-6pm
- Resolution time for fixing issues/addressing concerns within 24 hours

VI. APPROVED BUDGET FOR THE CONTRACT

The allocated budget for the Chatbot service is One Million Pesos (P1,000,000.00) inclusive of all applicable taxes, commissions, bank charges, and other fees as may be incurred in the process.

VII. PROJECT DURATION

The duration of the Chatbot service for SEC is twelve (12) months subject to validity extension.

VIII. PAYMENT SCHEDULE

Payment for operation and support will be on a monthly basis

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

[urat]