



BIDS AND AWARDS COMMITTEE

REQUEST FOR QUOTATION

(RFQ) No. 2022-SVP-62

The Securities and Exchange Commission (SEC), through its Bids and Awards Committee (BAC), will undertake a **Negotiated Procurement – Small Value Procurement** for the lot below in accordance with Section 53.9 of the revised Implementing Rules and Regulations (IRR) of Republic Act No. 9184 (RA 9184).

Lot	Description	Delivery Schedule	Approved Budget for the Contract inclusive of VAT
1	Artificial Intelligence (AI) Complaint Solution System and Contact Center Automation <i>See Annex 1 for Technical Specifications</i>	Within sixty (60) calendar days upon receipt of approved NTP.	Php 1,000,000.00

Delivery Place: The SEC Headquarters, 7907 Makati Ave., Salcedo Village, Brgy., Bel-Air, Makati City.

Interested suppliers are required to submit **Price Quotation (use Attachment 1)** on or before the deadline.

Only the awardee shall be required as condition for the issuance of Notice of Award the submission of the following, unless the requirements were already submitted as part of the quotation or were previously submitted as part of another bid:

1. Valid Mayor's/Business Permit;
2. PhilGEPS Registration Number;
3. Omnibus Sworn Statement with attached duly Notarized Secretary's Certificate/Special Power of Attorney (see Attachment 3) *[for projects with ABC above Php 50,000.00]*; and
4. Latest Income Tax Return *[for projects with ABC above Php 500,000.00]*.

Note: Certificate of Platinum Membership may be submitted in lieu of the document numbers 1 and 2.

Other terms and conditions are stated under Attachment 3 which forms part of this RFQ.

Submission of duly signed Price Quotation Form and other documents shall not later than 5:00 P.M of August 23, 2022 (Tuesday) at the Procurement Division, 7F, SEC Headquarter, Makati Avenue, Makati City. Submission may be done electronically or via email (bacsecretariat@sec.gov.ph).

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.


ARMANDO A. PAN, JR.
Chairman

PRICE QUOTATION FORM
RFQ No. 2022-SVP-62

Date: _____

THE BIDS AND AWARDS COMMITTEE
c/o PROCUREMENT DIVISION
7th Floor, SEC Headquarters, Makati Avenue
Makati 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 lot identified below:

Lot No.	QTY	Technical Specifications/ Terms of Reference / Description	Unit Price	Total Price (VAT inclusive)
1	1	Artificial Intelligence (AI) Complaint Solution System and Contact Center Automation <i>See Annex A for Technical Specifications, which forms part of the quotation.</i>	P _____	P _____
TOTAL				P _____

AMOUNT IN WORDS:

_____ (VAT inclusive)

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

Very truly yours,

AUTHORIZED REPRESENTATIVE:

Signature: _____

Printed Name: _____

Company Name: _____

Contact Number: _____

Omnibus Sworn Statement

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.

Bidder's Representative/Authorized Signatory

SUBSCRIBED AND SWORN to before me this __ day of [month] [year] at [place of execution], Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her [insert type of government identification card used], with his/her photograph and signature appearing thereon, with no. _____ and his/her Community Tax Certificate No. _____ issued on _____ at _____.

Witness my hand and seal this __ day of [month] [year].

NAME OF NOTARY PUBLIC
Serial No. of Commission _____
Notary Public for _____ until _____
Roll of Attorneys No. _____
PTR No. _____ [date issued], [place issued]
IBP No. _____ [date issued], [place issued]

Doc. No.
Page No.
Book No. _____
Series of _____

AUTHORITY OF SIGNATORY (For Corporation)

I, (Name of Corporate Secretary), of legal age, Filipino, with business address at _____, after being duly sworn to in accordance with law do hereby depose and state:

That I am the duly elected Corporate Secretary of (Name of Corporation), a corporation duly organized and existing under and by virtue of applicable Philippine laws:

That at the special meeting of the Board of Directors of the said corporation, duly called and held at the principal office on (Date of Meeting) at which a quorum was presented and voting throughout the following resolution was unanimously approved to wit:

“RESOLVED, any of the following whose specimen signature/initials and copy of acceptable government issued identification cards with signatures as attachment, is/are authorized to sign on behalf of the Corporation, to submit documents and represent solely for the purpose of complying with the (Name of Project).

NAME	ID WITH SIGNATURE PRESENTED	SPECIMEN SIGNATURE	SPECIMEN INITIALS

IN WITNESS WHEREOF, I have hereunto affix my signature this ___ day of _____ at _____.

PRINTED NAME/SIGNATURE
CORPORATE SECRETARY

SUBSCRIBED AND SWORN TO before me in the City of _____ this ___ day of _____ by (Name of Corporate Secretary) who has satisfactorily proven to me his/her identity through his/her (Identification Card presented), that he/she is the same person who personally signed before me the foregoing Affiant and acknowledged that he/she executed the same.

NOTARY PUBLIC

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Series of_.

AUTHORITY OF SIGNATORY
(For Sole Proprietor/Partnership)

I, (Name Owner/Managing Partner), of legal age, [civil status], Filipino, and residing at [address of affiant], after having been duly sworn in accordance with law do hereby depose and state that:

1. I am the Sole Proprietor/Managing Partner of [Name of Bidder], with office address at [Address of Bidder];
2. As the Sole Proprietor/Managing Partner of [Name of Bidder], I have full power and authority to do, execute and perform any and all acts necessary to represent it in the bidding for [Name of the Project] of the [Name of the Procuring Entity];
3. As the Sole Proprietor/Managing Partner of [Name of Bidder], I authorized [Name of Representative] whose specimen signature/initials and copy of acceptable government issued identification cards with signatures as clearly shown attachment, is authorized to sign in behalf of the [Name of Bidder], to submit documents and represent solely for the purpose of complying with the bidding of [Name of Project].

NAME	ID WITH SIGNATURE PRESENTED	SPECIMEN SIGNATURE	SPECIMEN INITIALS

IN WITNESS WHEREOF, I have hereunto affix my signature this ___ day of _____ at _____.

PRINTED NAME/SIGNATURE

SUBSCRIBED AND SWORN TO before me in the City of _____ this ___ day of _____ by (Name of Corporate Secretary) who has satisfactorily proven to me his/her identity through his/her (Identification Card presented), that he/she is the same person who personally signed before me the foregoing Affiant and acknowledged that he/she executed the same.

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TERMS AND CONDITIONS:

1. Bidders shall provide correct and accurate information required in this form.
2. Price quotation/s must be valid for a period of thirty (30) calendar days from the date of submission.
3. Price quotation/s which shall be in Philippine peso shall include all taxes, duties and/ or levies payable.
4. Quotation/s exceeding the Approved Budget for the Contract shall be rejected.
5. Award of contract shall be made to the Single/Lowest Calculated and Responsive Quotation (for goods and infrastructure) or, the Highest Rated Quotation (for consulting services).
6. Any interlineations, erasures or overwriting shall be valid only if they are signed or initialed by you or any of your duly authorized representative/s.
7. The item/s shall be delivered according to the accepted technical proposal and specified in the Notice of Award.
8. Brand of the offer, if required, should be indicated as part of the bid. Non-indication of the brand may be considered as ground for disqualification. Sample, if required, shall also be submitted as part of the quotation. Non-submission of sample may be considered as ground for disqualification.
9. The SEC shall have the right to inspect and/or to test the goods to confirm their conformity to the technical specifications.
10. In case two or more bidders are determined to have submitted the Lowest Calculated and Responsive Quotation, the rules on Tie-Breaking as provided under the existing rules shall be observed to arrive at the LCRQ.
- 11. Payment shall be processed after delivery and upon the submission of the required supporting documents, in accordance with the existing accounting rules and regulations. Please note that the corresponding bank transfer fee, if any, shall be to the contractor's account.**
12. Liquidated damages equivalent to one tenth of one percent (0.1%) of the value of the goods not delivered within the prescribed delivery period shall be imposed for a day of delay. The SEC shall rescind the contract once the commutative amount of liquidated damages reaches ten percent (10%) of the amount of the contract, without prejudice to other courses of action and remedies open to it.

ARTIFICIAL INTELLIGENCE (AI) COMPLAINT SOLUTION SYSTEM AND CONTACT CENTER AUTOMATION

Background

The SEC chat feature in the SEC website is an alternative venue where investors, complainants, requesters, and the general public are able to follow-up their queries, complaints, issues, concerns, suggestions, recommendations, opinions, tips, and others, as well as track the status of redresses/comments from anywhere.

This feature encourages users to send in their feedback, comments and suggestions regarding SEC and SEC-related concerns. It is a good way of soliciting user views on information and service needs.

However, due to the functional limitations of the current chat feature in the SEC website, the Commission plans to subscribe to a new technology to provide more engaging and up-to-date information to its stakeholders. The SEC requires a new web-based online application for lodging of requests, queries, complaints, suggestions, recommendations, opinions, tips, etc.

This new technology will also organize and manage the comments and messages of social media websites, messaging apps, and super apps.

The SEC requires an artificial intelligence (AI) software that can simulate a conversation (or a chat) with a user in natural language (mixed, local or regional) through messaging application websites, mobile apps, or through the telephone.

The software will be integrated with the SEC website or through the SEC social media accounts. 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. For more complex queries, a customer service representative from each SEC department/office will be assigned to provide in-depth answers.

Objectives

The hiring of the service is essential to achieving the following objectives:

- Use a natural language processing engine that can handle mixed and local languages including English, Tagalog, Taglish, and Cebuano with high accuracy.
- Create a system to handle requests, inquiries, complaints, issues, concerns, ideas, opinions, and suggestions, among other things.
- Create a ticketing system to track requests, inquiries, complaints, issues, concerns, suggestions, views, and other information.
- Assist stakeholders in receiving SEC-related information.
- Develop a customer channel that is constantly available and enables quick access to SEC service information.
- Respond to recurring information requests or frequently requested inquiries in an automated manner.

- Improve customer experience by providing real-time response 24/7.

Scope of Work

The scope of the engagement of the Service Provider shall be:

- One (1) year cloud-based AI-compliant solution system and contact center automation using a natural language processing engine that can handle mixed and local languages including, but not limited to English, Tagalog, Tag-lish, and Cebuano, with high accuracy. Additional local languages like Ilocano, Kapampangan, and others may be included in the implementation, as needed.
- Development, configuration, testing and commissioning of the system for SEC Official Website and/or other social media sites.
- Full project management implementation
- Integrate the system with SEC Official Website, other internal SEC applications, and social media sites.
- Develop an intuitive Content Management module for the SEC administrator
- Provision, installation and configuration of cloud infrastructure for the system hosted within South East Asia.
- Provide Ticketing System
- Incidents and Requests Handling
- Reports and Analytics System including Dashboard
- Support omni channel, including messaging apps, super apps, and websites
 - Webchat
 - Salesforce
 - Whatsapp
 - Microsoft Teams
 - Zalo
 - SMS
 - Facebook Messenger
 - Line
- Conduct training to SEC administrators and end-users, which includes, but is not limited to, development of additional multipurpose chatbots.

Technical Specifications

The Service Provider should at least provide the following requirements:

- Facility for the SEC to deploy humanized dialogue with advance logic and language switch: NLP engine can follow the conversation
- Direct dialogue down unlimited conversation paths, in order to match human-like logic.
- Connect Chabot to external databases via JSON APIs controlled inside the dialogue tree.
- Facility for SEC to create additional multipurpose chatbots with or without the assistance of the service provider

- Escalate the concern/s to SEC agents only when the automation (chatbot) is unable to deflect complex customer queries.
- Should have “Human-in-the-Loop” functionality.
- Pass chatbot conversations to human agents with seamless handover and full context.
- Assign chats to agents automatically, with filtering for language, country and more.
- Allow the SEC to automatically create, categorize and manage case tickets without repetitive manual steps.
- Label customer cases automatically with multilingual data extracted from chatbot conversations.
- Forward customer cases automatically to relevant respondents, including internal teams and external institutions.
- Annotate chatbot and conversational history with a no-coding process for retaining natural language processing models.
- Review and accept dialogue fixes for true-negative, false-positive, and false-negative intent classifications.
- Allow the SEC to collect and manage customer profiles.
- Link authentication methods and known entities to customers.
- Capture all end-user IDs without authentication, and link channel profiles to customers later.
- Allow the SEC to compare and review chatbot and agent performance.
- Create and download custom reports for contact center automation.
- Snapshot to quickly visualize automation performance.
- System Analytics which include, but is not limited to:
 - Bot response time
 - Agent Response time
 - Bot abandon rate
 - Number of web chat visitors
 - Number of overdue cases
- Facility to download reports which includes, but is not limited to:
 - Chat history
 - Chat transcript
 - Chat analytics

Minimum Consultant’s Qualification

- Must be a direct supplier/provider of the solution being proposed, backed-up by certifications and relevant documentation
- Must have the capability to manage end-to-end solution of the requirement
- Must have at least three (3) year experience in the implementation of AI-compliant conversational chatbot solution
- Must have at least two (2) Natural Language Process Engineers or professionals certified by the manufacturer of the system being produced
- Must have implemented a similar solution in at least two (2) institutions in the Finance, Banking, Financial Services, or Insurance sector.

- Must have global experience in implementing similar solution

Service Level Agreement

- 99.99% monthly uptime.
- Resolution time of 24 hours for issues, concerns, system bugs.
- Provision of a dedicated operations manager/account manager.
- 24/7 technical support.

Approved Budget for the Contract

The Approved Budget for the Contract (ABC) for this engagement is One Million Pesos (P 1,000,000.00) inclusive of all applicable taxes, commissions, back charges, and other fees that may be incurred in the process.

Project Implementation and Payment Schedule

The project is expected to be implemented within sixty (60) calendar days upon notification.

Deliverable	Estimated Delivery	Percentage of Payment
Project Plan	Within 30 days upon acceptance	5%
Data gathering and analysis Automation testing	Within 30 days upon acceptance	10%
Multilingual setup Integration setup Customization setup	Within 60 days upon acceptance	10%
Product training, Testing, and Quality Assurance	Within 60 days upon acceptance	10%
Deployment (Go-Live)	Within 60 days upon acceptance	5%
Monthly Implementation:	(to commence after deployment)	

· Month 1		5%
· Month 2		5%
· Month 3		5%
· Month 4		5%
· Month 5		5%
· Month 6		5%
· Month 7		5%
· Month 8		5%
· Month 9		5%
· Month 10		5%
· Month 11		5%
· Month 12		5%
TOTAL		100%

The project engagement may be extended upon approval of both parties, subject to applicable government rules and regulations.