



Republic of the Philippines
DEPARTMENT OF FINANCE
Roxas Blvd. corner P. Ocampo St., 1004 Manila



REQUEST FOR QUOTATION

RFQ No.: **2025-04-0049**

Date : April 29, 2025

Gentlemen :

Please quote your lowest price on the item listed below, subject to the General Conditions at the back hereof and submit your quotation duly signed by your representative in sealed envelope direct to the Bids and Awards Committee (BAC) Chairperson or through the authorized canvasser of this Department not later than _____ the time and date of the opening of the sealed quotation.


ALVIN P. DIAZ
Director IV
Central Administration Office

QUANTITY	UNIT	ARTICLE / MERCHANDISE / SPECIFICATION	UNIT PRICE	TOTAL
1	lot	AI-ASSISTED CHATBOT SUBSCRIPTION (see attached terms of reference)	₱950,000.00	₱950,000.00
		NOTE: Please include the following required documents upon submission of your proposal for evaluation purposes: 1. Mayor's/Business Permit 2. PhilGEPS Registration Number <i>**For the bidder/s with Platinum Membership who opt to submit PhilGEPS Certificate, the validity of the Class "A" eligibility documents specified in Section 8.5.2 of the Revised IRR of RA9184 shall remain current and updated.</i> 3. Latest Income/Business Tax Return Additional required document to be submitted by the winning bidder upon issuance of the Purchase Order: 4. Duly notarized Omnibus Sworn Statement		
TOTAL AMOUNT				₱950,000.00

After having carefully read and accepted the general conditions, I/we quote you on the item at prices noted above and bind ourselves to deliver the above articles/merchandise within 30 calendar days from receipt of your valid Purchase Order (PO). The quotation are good only up to 60 calendar days.

Canvassed by:

Supplier :

By :

Tel. No.:

TIN :



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GENERAL CONDITIONS

1. The bidders are required to submit brochures, literatures, pictures and technical data pertaining to the brand and model of the equipment being offered.
2. The quotation will not be considered unless it is properly signed by the bidder's authorized representative.
3. All prizes quoted herein are valid and binding for a period of sixty (60) days.
4. Bidder shall be responsible for the source of his equipment.
5. Subject to the provisions of the preceeding paragraph, where awardee has accepted a Purchase Order (PO) but fails to deliver the required products within the time called for in the same order, he must return the order accompanied by written explanations within the period of delivery of the merchandise. Thereafter, if the awardee has not completed delivery within the period, the subject PO shall be cancelled and the award shall be withdrawn from that supplier. The DOF shall then purchase the required item from such other sources as it may determine, with the price difference to be charged against the defaulting awardee.
6. The DOF reserves the right to reject any or all quotations, to waive any formality therein or to accept such quotations as may be considered most advantageous to the government.

TERMS OF REFERENCE

PROCUREMENT OF AI-ASSISTED CHATBOT SUBSCRIPTION

RFQ No. 2025-04-0049 dated April 29, 2025

I. PROJECT SCOPE

The winning bidder must supply and deliver:

Item	Description	Unit Cost (VAT Inc.)	Total Cost (VAT Inc.)
1	ChatSight Conversational AI Provision of a managed chatbot service	Php350,000.00	Php350,000.00
2	ChatSight Subscription Monthly ChatSight platform subscription for Smart FAQ and Smart Q&A for Eight (8) Mos.	Php 75,000.00	Php600,000.00
Total Amount - One (1) Lot			Php 950,000.00

A. Scope of Work

1. Chatbot Development and Deployment:

- ☐ Custom AI-powered chatbot with natural language processing (NLP), hosted on AWS infrastructure.
- ☐ Integration with the organization's website and mobile applications.
- ☐ 24/7 automated response capability.
- ☐ Periodic updates and curation of AI models to improve accuracy and relevancy.

2. Customization and Integration:

- ☐ Chatbot must be able to integrate AWS cloud subscription.
- ☐ Support for multilingual conversations (including local dialect).
- ☐ Ability to escalate to human agents when necessary.
- ☐ A user-friendly interface for DOF administrators to review, edit, and approve chatbot responses and knowledge updates.

3. Security and Compliance:

- ☐ Data encryption and secure authentication protocols.
- ☐ Compliance with local and international data protection regulations.

4. Training and Knowledge Transfer:

- Training sessions for staff on chatbot management and updates.
- Documentation for troubleshooting and maintenance.

B. Detailed Minimum Specifications of the Item to be procured

- ☐ Two (2) months implementation of use cases: Smart FAQ and Smart Q&A
- ☐ Configuration and setup of the ChatSight platform, deployable either on cloud (AWS) or on-premises
- ☐ Uploading and ingestion of 5,000 documents/pages into the chatbot knowledge base
- ☐ Testing and model grounding iterations to ensure response accuracy and relevance
- ☐ Model response curation and execution of User Acceptance Testing (UAT)

- ☐ Production Go-Live to deploy the chatbot in a live environment
- ☐ AI-powered chatbot with advanced Machine Learning (ML) capabilities
- ☐ Hosted on AWS cloud infrastructure for scalability, reliability, and high availability
- ☐ API-based integration using AWS Bedrock for seamless communication with existing systems
- ☐ Dashboard for chatbot analytics and user behavior insights
- ☐ Scalable architecture to efficiently handle increasing user queries

C. Service Level Agreement (SLA)

The vendor shall ensure the following minimum service levels:

- o **System Uptime:** 99.5% uptime guarantee per month.
- o **Response Time:**
 - i. Chatbot responses within 15 seconds for standard queries.
- o **Issue Resolution:**
 - i. Critical issues: Resolved within 4 hours.
 - ii. High-priority issues: Resolved within 12 hours.
 - iii. Medium-priority issues: Resolved within 24 hours.
 - iv. Low-priority issues: Resolved within 3 business days.
- o **Maintenance and Updates:**
 - i. Regular software updates and security patches every quarter.
 - ii. Performance reviews and system tuning every 6 months.
- o **Support Availability:**
 - i. 24/7 email-based support
 - ii. Phone support during DOF business hours.

D. Support and Warranties

The service provider shall adhere to the agreed SLAs to ensure reliable performance, prompt issue resolution, and continuous support throughout the contract period.

II. SCHEDULE OF REQUIREMENTS

Milestone No.	Description	Delivery
1	Delivery of the solution.	Within 30 CD from the effectivity date indicated in the PO
2	Requirements gathering and initial chatbot prototype. <ul style="list-style-type: none"> o Conduct requirements gathering to identify the chatbot's specifications and functionalities. o Develop, present an initial chatbot prototype and release a version 1. 	Week 1-4
3	Full development and integration with IT systems. <ul style="list-style-type: none"> o Carry out full chatbot development with advanced features. o Integrate the chatbot with relevant IT systems. 	Week 5-12

Milestone No.	Description	Delivery
4	Testing and debugging. <ul style="list-style-type: none"> o Perform comprehensive testing and debugging of the chatbot. o Identify and resolve issues to ensure functionality and efficiency. 	Week 13-16
5	Deployment and user training. <ul style="list-style-type: none"> o Deploy the finalized chatbot for public and internal use. o Conduct user training sessions for DOF personnel to ensure proper utilization. 	Week 17-20
6	Maintenance and enhancements. <ul style="list-style-type: none"> o Provide ongoing re-calibration and adjustments based on system performance and user feedback. 	Until December 31, 2025

III. PAYMENT TERMS

The DOF shall pay the service provider on a one-time basis upon completion of Milestone 5 (Deployment and user training).

IV. CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT

Shall follow the DOF Confidentiality and Non-Disclosure Agreement

I hereby certify to comply and deliver all the above requirements.

Signature over Printed Name of the Representative

Company Name : _____

Date Signed : _____

Email/Phone No.: _____

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