REQUEST FOR PROPOSAL

Proto Research Inc.
100-151 Charles Street
Kitchener, Ontario
Canada N2G 1H6

The Securities and Exchange Commission(SEC), through its Bids and Awards Committee(BAC), requests the submission of quotation for the requirement below in accordance with the revised Implementing Rules and Regulations (IRR) of Republic Act No. 9184 (RA 9184).

Lot	Description	Approved Budget for the Contract, inclusive of taxes
1	Artificial Intelligence Complaint Solution System *See Annex B for Technical Specifications*	Php 2,359,000.00

Mode of Procurement	Alternative Mode of Procurement – Direct Contracting (Section 50 of the Implementing Rules and Regulations of Republic Act No. 9184)
Reference Number	AMP No. 2024-044
Procurement Schedules	Deadline to Submit Quotation : 23 April 2024 5:00 P.M.
Submission of Quotation	Manual : Procurement Unit, 7th Flr., SEC Headquarters, 7907 Makati Avenue, Salcedo Village, Brgy. Bel-Air, Makati City Quotation (one copy only) shall be placed in an envelope with markings containing the following information: Name of the Bidder: Address of the Bidder: Contact Information: The Project (See Description above) and the Reference Number : Deadline to Submit Quotation: Electronic : Electronic submission shall be made through email at *mvabuyog@sec.gov.ph*

Subscription Period	One (1) Year
Delivery Schedule	Within sixty (60) calendar days upon issuance of the Notice to Proceed

You are required to submit the following documents on or before the deadline:

1. **Price Quotation** (use Annex A),

In the event that the national or local government declares suspension of work by reason of a fortuitous event or an event beyond the control of the SEC, the deadline to submit proposal is automatically moved to the next working day, same time, and place of submission.

The awardee shall be required as a condition for the issuance of a 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 or its equivalent document;
2. PhilGEPS Registration Number; and
3. Latest Income Tax Return/Business Tax Return or its equivalent document.

Notes:
a. Certificate of Platinum Membership may be submitted in lieu of document numbers 1 and 2.
b. Editablefilecopies oftheOmnibusSwornStatementand theSecretary'sCertificate/Special Power of Attorney may be downloaded from the link:
https://www.sec.gov.ph/procurement/prescribed-templates/.

The following are the terms and conditions of this RFP:

1. Sub-contracting is not allowed.
2. Bidders who have been determined to have unsatisfactory performance in any government contract may be disqualified from the award.
3. Prices proposed shall be valid for a period of thirty (30) calendar days from the date of the opening of bids.
4. Price proposals shall be in Philippine peso and shall include all applicable taxes and/or levies.
5. 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.
6. The goods or services item/s shall be delivered according to the accepted technical proposal specified in the Notice of Award.
7. Brand of the offer, if required, should be indicated as part of the bid. Non-indication of the brand may be considered as grounds for disqualification. Sample, if required, shall also be submitted as part of the quotation. Non-submission of the sample may be considered as grounds for disqualification.
8. SEC shall have the right to inspect and/or to test the goods to confirm their conformity to the technical specifications.
9. 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.
10. 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.

11. The SEC reserves the right to reject any and all quotations, declare a failure of bidding, or not award the contract without thereby incurring any liability to the affected bidder or bidders.

ARMANDO A. PAN, JR.
Chairman
/mva

PRICE QUOTATION FORM
Reference No. AMP No. 2024-044

Date: _____

The Chairman
BIDS AND AWARDS COMMITTEE
Procurement Unit, 7th Floor
The SEC Headquarters, 7907 Makati Ave.,
Salcedo Village, Brgy., Bel-Air, 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:

QTY	Technical Specifications/ Terms of Reference / Description	Unit Price	Total Price (inclusive of all taxes)
1 Lot	Artificial Intelligence Complaint Solution System See Annex B for Technical Specifications, which forms part of the quotation.	Php _____	Php_____
	TOTAL		Php_____

AMOUNT IN WORDS:

_____

_____

The above-quoted price is inclusive of all costs and applicable taxes. **In case of discrepancy between the amount in figures and the amount in words, the latter shall prevail.**

Very truly yours,

Authorized Representative

Signature   :   _____

Printed Name   :   _____

Company Name   :   _____

Contact Number and e-Mail Address   :   _____

TECHNICAL SPECIFICATIONS

**ARTIFICIAL INTELLIGENCE COMPLAINT SOLUTION SYSTEM
POWERED UNIFIED CITIZEN ENGAGEMENT AND PROTECTION PLATFORM**

Background

CAROL or CARe On Line, the current chatbot feature in the SEC website running on the Proto AI-powered unified citizen engagement and protection platform, is a web-based online application for lodging of requests, queries, complaints, suggestions, recommendations, opinions, tips, etc. It is an alternative venue where the general public, investors (existing and prospective), and investor's representatives can look for answers to simple queries able to follow-up their queries, complaints, issues, concerns, suggestions, recommendations, opinions, tips, and other, as well as track the status of redresses/comments from anywhere.

This feature encourages users to look for answers to their queries about SEC and its operational procedures through a list of available information, each one related to an information presented sequentially before it, ,as well as 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.

This new technology also organized and managed the comments and messages of social media websites, messaging apps, and super apps.

The Proto AI-powered unified citizen engagement and protection platform is 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 platform is integrated with the SEC website and thru the SEC social media accounts. Users may interact with the platform via the SEC website and thru the SEC's Meta (FB) Messenger to get answers on Frequently Asked Questions (FAQs). There is also a ticketing system which tracks the status of requests, complaints, inquiries. For more complex queries, a customer service representative from each SEC department/ office will be assigned to provide in-depth answers.

SEC's CARe OnLine (CAROL) chatbot platform is designed to improve efficiency, enhance customer satisfaction, and enable SEC to deliver a consistent and personalized experience across all touchpoints.

Objectives

The engagement 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.
- Assists stakeholders in receiving SEC-related information.

- Develop 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 work required in this engagement shall be:

- Provision of one (1) year cloud-based AI-powered unified citizen engagement and protection platform using a proprietary Natural Language Processing (NLP) technology that can handle mixed and local languages including, but not limited to English, Tagalog, Taglish, and Cebuano, with high accuracy. Additional languages like Ilocano, Kapampangan, and others may be included in the implementation, as needed

- Provide the SEC with the required chatbot platform immediately after the terms of engagement of the previous service ends, making sure that there is no discontinuation of the chatbot service in the SEC website and/or in other social media sites

- Development, configuration, testing and commissioning of the system for SEC Official Website and/or

  other social media sites
- Full project management implementation

- Integrate the platform with the SEC Official Website, other internal SEC applications, and social media

  websites
- 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 a Ticketing System for all issues/concerns sent to the SEC via the platform

- Provide an Incidents and Requests Handling Facility via the platform

- Provide a Reports and Analytics System, including Dashboard, that an Administrator can easily access via the internet

- Support omni channel, including messaging apps, super apps, and websites.
    - Webchat
    - Salesforce
    - WhatsApp
    - Microsoft Teams
    - Zalo
    - SMS
    - Meta (Facebook) Messenger
    - Line

- Conduct training to SEC Administrators and End-Users, which includes, but is not limited to,

development of additional multipurpose chatbots

TECHNICAL SPECIFICATION OF THE PLATFORM (CHATBOT)

The AI-powered unified citizen engagement and protection platform must, among others, satisfy the following:

BASIC REQUIREMENT

- Be a unified configuration encompassing chatbot functionality, ticket management, customer interaction, live chat support, analytics, and data management.

- Employ a proprietary Natural Language Processing (NLP) technology, ensuring tailored and efficient handling of textual data for local languages in the Philippines across all integrated functionalities.

- Allow the business to centralize customer data, streamline communication processes, and gain insights into customer behavior and preferences through analytics

- Have a company assistant chatbot that can help company users with any questions about the design of the platform, and follow commands like adding new company users, extract metrics and customer information among others

- Maintain brand consistency by allowing custom domain emails configured for sending and receiving tickets and emails

- Be able to push and pull information from an existing platform/database seamlessly via API

- Allow on-premise hosting for complete control over data storage and processing within the company's infrastructure, but also should allow hosting on-cloud, if needed

- Be able to be deployed in different channels without utilizing the services of another 3rd party service provider

- Match the style and branding of the website upon deployment without changing the source code of the website

- Connect Chatbot to external databases via JSON APIs controlled inside the dialogue tree

- Provide the 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

- Have "Human-in-the-Loop" functionality

- Pass chatbot conversations to human agents with seamless handover and full context

- Label customer cases automatically to relevant respondents, including internal teams and external institutions

- 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

- Link authentication methods and known entities to customers

- Capture all end-user IDs without authentication, and link channel profiles to customer later

- Allow the SEC to compare and review chatbot and agent performance

AI VIRTUAL ASSISTANT

- Allow customers to send voice messages

- Be able provide dynamic and accessible communications by converting text messages to voice

- Be able to transcribe multilingual audio messages into text

- Be able to fine-tune language models with specific datasets as a way to enhance accuracy for unique use cases and dialects

- Be able to converse in and/or mixed languages like English, Tagalog, Taglish, Cebuano, Ilokano, Kapampangan and other dialects in the Philippines

- Tailor interactions to align with the company's brand voice and customer service guidelines

- Be able to be trained instantly with new information from URLs or documents to ensure responses are up-to-date and relevant

- Leverage advanced GPT models for natural, engaging conversations across different Philippine languages and dialects

- Be able to transfer conversations from the chatbot to a live agent seamlessly to maintain context for a cohesive customer experience

- Be able to accurately understand and respond to customer inquiries with AI-driven intent classification to improve resolution rates

Live Agent Interfaces

- Have the capability to assist live agents in changing message tone, customizing interactions to suit customer sentiment

- Be able to provide agents with chat summary(ies) and provide quick context for ongoing interactions

- Be able to assist agents in viewing customer sentiment by customer and conversation thus providing emotionally intelligent service to customers

- Provide real-time and cross-language translations

- Be able to assist in improving efficiency by providing agents with suggestions based on embedded information

- Be able to provide agents with multi-chat view so they can handle multiple conversations simultaneously within the same screen

- Be able to seamlessly convert live chats to tickets to continue support or issue resolution, maintaining continuity and linkages between interactions

- Be able to designate teams with an unlimited number of agents, set permissions and manage assignment logic.

Customer Relationship Management (CRM)

- Be able to securely capture and manage customer IDs and channel profiles
- Be able to streamline customer identification and engagement across various platforms without authentication hassles
- Be able to utilize custom tags to categorize and target customers based on interests, behavior or demographics for targeted support and marketing
- Be able to provide location-based insights including customer distribution with auto-captured IP-based location data to assist in region-specific strategies
- Be able to initiate conversations with customers directly from their profile to address issues or engage proactively
- Be able to efficiently locate customer profiles using comprehensive search criteria and filters
- Be able to provide access to review all past interactions and support history to better understand customer needs and preferences
- Have the capability to enhance sorting and segmentation with color-customizable tags and tag groups, streamlining the categorization process for customer queries

ANALYTICS AND REPORTING

- Allow SEC Administrators to create and download custom reports for contact center automation
- Have a facility to download reports which includes, but is not limited to:
  - Chat history
  - Chat transcript
  - Chat analytics
- Be able to analyze trends by identifying and understanding customer support trends over time to forecast needs and resource allocation
- Be able to provide real-time analytics by allowing access to live data visualizations to monitor customer support operations and make agile decisions
- Allow data export to other tools and integration with external datasets for enriched insights
- Be able to break down data by customer segments to tailor support strategies and improve service personalization
- Have a dynamic report generator to create bespoke analytics tailored to specific business KPIs
- Be able to quantify the ROI of customer support efforts by connecting customer interactions with conversion metrics
- Be able to track sentiments across interactions to gauge overall customer satisfaction and identify areas for improvement

- Be able to seamlessly embed Google Looker Studio for in-depth data visualization and business intelligence

- Be able to provide visually national/global customer activity and distribution with an interactive heatmap, as basis for market penetration and support strategies

- Provide snapshot to quickly visualize automation performance

- Provide 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

SECURITY

- Have an allow-list of valid IP addresses to secure account access

- Allow the company to configure data shared with the LLM platform to limit access to only non-private information thus enhancing privacy and data security

- Be able to establish custom rules for user banning, reasons, and length based on reoccurrences providing a mechanism to maintain the integrity of customer interactions

- Be able to allow the creation of customized user roles with granular permissions, enhancing security and operational efficiency

- Be able to provide access to oversee various sub-accounts created to streamline operations with compartmentalized settings

- Be able to organize staff into teams with distinct roles, and gain insights from performance metrics like chat handling and satisfaction rates

- Be able to allow the company to monitor platform user activity, manage roles, and enforce additional security with two-factor authentication (2FA)

MINIMUM QUALIFICATION (CONSULTANT/SERVICE PROVIDER)

- Must be the exclusive dealer/supplier of the solution being proposed, backed-up by certifications and relevant documentation

- Must have a capability to manage end-to-end solution of the requirement

- Must have at least three (3) year experience in the implementation of AI-powered conversational chatbot solution

- Must have at least (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) government 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 Php2,359,000.00 inclusive of all applicable taxes, commissions, back charges and other fees that may be incurred in the process.

PROJECT IMPLEMENTATION

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

Deliverable	Estimated Delivery
Project Plan	Within 20 days upon acceptance
Data gathering and analysis Automated testing	Within 20 days upon acceptance
Multilingual setup Integration setup Customization setup	Within 30 days upon acceptance
Product training, Testing, and Quality Assurance	Within 20 days upon acceptance
Deployment (Go-Live)	Within 20 days upon acceptance

PAYMENT SCHEDULE

The payment will be semi-annual. The first fifty percent 50% of the approved contract price will be paid during the sixth (6) month while the remaining fifty percent (50%) will be paid on the 12th month.

RENEWAL

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