



Bid Notice Abstract

Request for Quotation (RFQ)

Reference Number 7955027
Procuring Entity NATIONAL WAGES AND PRODUCTIVITY COMMISSION
Title Procurement of Chatbot and Live Chat Software
Area of Delivery Metro Manila

Solicitation Number:	SVP-2021-08-042	Status	Active
Trade Agreement:	Implementing Rules and Regulations	Associated Components	2
Procurement Mode:	Negotiated Procurement - Small Value Procurement (Sec. 53.9)	Bid Supplements	0
Classification:	Goods	Document Request List	0
Category:	Information Technology	Date Published	27/08/2021
Approved Budget for the Contract:	PHP 250,000.00	Last Updated / Time	27/08/2021 00:00 AM
Delivery Period:		Closing Date / Time	01/09/2021 12:00 PM
Client Agency:			
Contact Person:	Nelson Leros Chief - Administrative Division 2/F DY International Bldg., San Marcelino St. cor. Gen. Malvar Sts., Malate Manila Metro Manila Philippines 1004 63-2-85275171 63-2-5275522 bac@produktiboatsahod.onmicrosoft.com		

Description

Total Approved Budget: Php 250,000.00

One (1) 12 months subscription CHATBOT - Online Subscription (Php 215,000.00)
(One-time promotional discount)

- > Subscription Inclusions
 - Unlimited active chatbots
 - 25,000 valid chats/mo
 - Unlimited number of stories
 - Unlimited training history
 - All integrations
 - Advance reporting
 - Data security
 - Team collaboration
 - Button actions
 - Version history
 - Personal onboarding
 - Premium customer support
 - Integration to 3rd party apps and services
 - Advanced reporting
 - With smart actions

- > Description
 - Develop conversation flow and rules/processes for customer service, inquiries and client notifications;
 - English and Filipino (major dialects) conversation
 - Provide facility for live chat
 - Provide Chatbot Dashboard for ease on navigating/monitoring;
 - Analytics on Chatbot activities:
 - Activity logs: incoming, outgoing
 - Transactions: on-going, closed

- Users demographics

One (1) 10 months subscription LIVECHAT - widget to transfer chat to an agent (Php 3,500.00)

> Features

- with ticketing system, chat and monitoring, statistics and reports

Note: Livechat feature will be purchased after the initial launch as it is needed during the development phase of the Chatbot App which is approximately 1 1/2 to 2 months or by October 2021

NOTE: FULL PAYMENT SHALL BE THRU BANK TRANSACTION. PREFERABLY WITH LANDBANK ACCOUNT, OTHERWISE BANK CHARGE SHALL BE FOR THE ACCOUNT OF THE WINNING BIDDER

Created by Nelson Lerios

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