

## Section VII. Technical Specifications

Bidders must state “**Comply**” in the column “**Statement of Compliance**” against each of the individual parameters of each “Specifications.”

Artificial Intelligence (AI) chatbot integration on the Presidential Communications Office (PCO) website Project (Procurement/Contract No. 2024-10-235)			
Item	Description	Qty	Statement of Compliance
	<b>Technical Specifications:</b> <ul style="list-style-type: none"> <li>AI chatbot should provide 24/7 support, assist with common queries, and facilitate communication between the public and the PCO.</li> <li>The chatbot should use Natural Language Processing to understand and respond to user queries effectively in English and Filipino.</li> <li>The chatbot should improve over time using machine learning techniques, adapting to new queries and updating the database accordingly.</li> <li>End-to-end encryption should be implemented for all communications between the user and the chatbot to ensure privacy.</li> <li>Ensure user queries are processed without storing personally identifiable information (PII) unless consent is provided.</li> <li>Include an analytics dashboard to track user interactions, common queries, resolution times, and satisfaction rates.</li> <li>Capability to log and report errors or failed interactions for troubleshooting and improvements.</li> <li>The chatbot should deliver responses within 1-3 seconds of user input to ensure fast interaction.</li> <li>It must support high traffic volumes, especially during peak events or announcements.</li> </ul>	1 Lot	
	<b>Other requirements:</b> <b>Deployment Timeline</b> <ul style="list-style-type: none"> <li>Phase 1: Development of core features, AI enhancement, security, and FAQ integration (2 months).</li> <li>Phase 2: Testing, deployment, and live launch (Additional 1 month).</li> </ul> <b>Contract duration</b> <ul style="list-style-type: none"> <li>One (1) year contract</li> </ul> <b>Technical Support</b>		

	<ul style="list-style-type: none"> <li>• Must reply to the email or call from ICTD staff within 10 minutes of receiving the request for support.</li> <li>• Free training for ICTD staff to handle chatbot content updates, query management, and system monitoring.</li> </ul>		
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Conforme:

Full Name and Signature of  
Bidder/Authorized Rep

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Designation

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Name of Company

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