SUPPLEMENTAL BID BULLETIN NO. 1
02 December 2024

Artificial Intelligence (AI) chatbot integration on the Presidential Communications Office (PCO) website Project (Procurement/Contract No. 2024-10-235)

Anent to the scheduled Pre-Bid Conference to be held on **26 November 2024** for the above-cited procurement project by the Bids and Awards Committee, please be informed of the following clarifications made and the amendments on the Bidding Documents:

Amendments shall be highlighted in "red"

Clarification	Answer
Clarification to what is the primary data source for the knowledge base? Is it sourced from a website, internal documents, or another platform	PCO website
Clarification whether there is a ticketing system required for support	Not necessary, as long as the issues can be resolved immediately
Clarification whether only natural language processing is required or is there a requirement for a generative AI	Yes, generative AI is required to be used with the natural language processing – language shall be English and Tagalog
Clarification if there is a need for AI repository documents and in what format	The repository is the PCO website itself, the data will be the LLM training source.
Clarification on who will provide the development environment or the UAP for testing	Supplier
Clarification what is the primary source of the AI knowledge based/ repository. If for website, what is the timeline scope and section/content be incorporated as the knowledge base, and Would the supplier be granted access or would it be provided by PCO or the supplier to manually skimmed.	PCO Website The archive section of the PCO website. We can whitelist the supplier provided IP address to be used in scraping the website content
Request for information regarding the number of traffic / expected volume of the PCO website	7-10k user per day
Clarification to what specific topics or areas should the chatbot be trained to handle?	Anything in the PCO website, e.g. Press and Photo Releases, transcript of speeches, and press briefings.
Clarification whether PCO will provide the necessary data, or would it be source it from other locations	Source of data is the PCO website
Clarification whether there are predefined categories or types of questions 9 the chatbot should be able to answer (e.g., FAQs, customer service inquiries, technical support)	FAQ relevant to the PCO website only
Clarification to the frequency of the update and maintenance of the knowledge based, and who will be responsible for the updates?	The PCO website is constantly updated and the AI should be able to scrape the new content daily or in real time
Clarification to the expected number of chats per day? Per month?	At least 30-40 unique chats per day
Where will the chatbot be deployed? Website? Facebook Messenger?	Offsite, e.g script embedded in the main landing page header or footer section

Pursuant to Section 22.5 of the 2016 Revised Implementing Rules and Regulations of Republic Act

CERTIFIED
ISO 9001

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No. 9184, this Supplemental/Bid Bulletin is issued for the information and guidance of all prospective bidders and shall form an integral part of the Bidding Documents issued for said the project.

Should you have further concerns, you may contact the BAC Secretariat through the details below:

BIDS AND AWARDS COMMITTEE SECRETARIAT
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For information and guidance.

Original Signed
ASEC. JOSE MARIA M. VILLARAMA II
Chairperson
Bids and Awards Committee