Date: 07 July 2020

Clarification Note # 1

Request for Quotation (RFQ) No. PR 585352 - Development and maintenance of chat bot and its website for the Central Election Commission of Ukraine and provision of associated services on training, administration and support

In accordance with issued **RFQ No. PR 585352 - Development and maintenance of chat bot and its website for the Central Election Commission of Ukraine and provision of associated services on training, administration and support**, the OSCE would like to provide the following clarifications to the RFQ Documents.

Question 1:
Concerning the number of users and permissions:
- What is the forecasted number of chat bot users?
- Do you expect that only individuals involved in election process will use the chat bot or all citizens shall have access to it?
- If logon as CEC shall be protected by the password?

Answer 1:
It is expected that the chat bot may be used by any individual. Upon authorization, the person shall select the chat bot user category. It is anticipated, that it shall be three user categories: Voters (1), Election Commissioners (2), Candidates/political parties (3).
This segregation is relative. It is necessary to display the information related to the selected category. However, the chat bot features do not envisage special authorization for the category (2) Election Commissioners.
Experience of usage of information resources for election process previously developed by OSCE PCU has proven that the number of users may range from 50,000 to 100,000 by peek load the day before and on Voting Day. In case of significant increase of chat bot users, OSCE PCU may consider the question of additional upgrade of Contractor's server capacity.

Question 2:
Knowledge Database:
- For implementation of user's questions processing Google DialogFlow service shall be used?
- The list of questions and answers to be put into the database will be provided by the OSCE PCU?
- What is the potential volume of questions the chat bot has to recognize? Considering our experience in the development of chat bots we want to direct your attention to the fact that text input of questions is often not evident for the user. Therefore, we are offering to consider optimized display of knowledge database tree as push-button option.

Answer 2:
According to the Terms of Reference, to implement text input recognition the Contractor shall use Google DialogFlow. Whereby the optimized display in the form of push-button or knowledge database tree may be used as an option of chat bot structure. In such case, it is to consider that push-button option shall be different for each user category.

OSCE PCU will provide to the Contractor the list of questions and answers according to the timeframes stated in the Terms of Reference. It is considered that the source of questions and answers will be Knowledge Database, which is currently under development due to the process of renewal of Election legislation and creation of training materials for the members of election commissions. For instance, for such user category as Voters, potential volume of the information that shall be recognized, may be estimated by the content of State Voter Register's services (https://bit.ly/3iEDpq7). For the members of election commissions, training materials will be partially used from the respective section of "Vyborkom", which is also updated in the moment (https://bit.ly/2Z6dVdz).

Question 3:
On what FB page shall the chat bot be placed?

Answer 3:
The OSCE PCU expects that the Contractor will create FB-page based on the following chat-bot examples, as Opendatabot, "Civil Servant TARAS" and others.

Question 4:
Is it necessary that the user had the possibility to get from the chat bot to the live chat with the consultant, who will provide the answers to the questions in the real time?

Answer 4:
No, the ToR does not request from the Contractor to develop functionality for communication between the user and consultant in real time.

Question 5:
Website:
- Disclaimer and other documents which shall be placed on the website will be provided by OSCE PCU (except on guidance on chat bot usage)?
- Which is the maximum number of users the technical resource of the website shall count on?
- If a copy of the list of answers and questions from the chat bot Knowledge Database shall be placed on the website?

Answer 5
Disclaimer, templates' design in relevant format and texts for the website will be provided by the OSCE PCU during the execution of the assignment. Based on the previous practice of development and administration of election online resources, maximum loads on websites, as a rule, may happen a day before and during the voting day. Roughly, it may have from 20,000 to 50,000 unique simultaneous sessions.
"Knowledge database" may be deployed on the website, but it is not obligatory according to the ToR (see point 2 of the Section "Technical Specifications")

Sincerely,

Emina Sibic
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OSCE Project Coordinator in Ukraine