

# Request for Proposal (RFP)

Project Title: Development of AI-Powered Chatbot for Customer Support

RFP Number: RFP-2025-001

Issue Date: 22nd September 2025

Response Deadline: 10th October 2025

## 1. Introduction

[Company Name] is seeking proposals from qualified vendors to develop an AI-powered chatbot to enhance our customer support services. The solution should integrate seamlessly with our website and mobile application.

## 2. Project Objectives

- Improve response time to customer queries.
- Provide 24/7 support.
- Collect feedback and generate analytics for continuous improvement.

## 3. Scope of Work

- Design, develop, and deploy a chatbot system.
- Integrate with existing CRM and ticketing systems.
- Provide training and documentation for staff.
- Offer ongoing maintenance and support for 12 months.

## 4. Vendor Requirements

- Proven experience in AI and chatbot development.
- Demonstrated ability to integrate with third-party applications.
- Strong customer references.
- Compliance with data privacy standards.

## 5. Proposal Submission Requirements

- Executive summary
- Technical proposal detailing architecture and approach

- Project timeline with milestones
- Pricing breakdown
- Company profile and relevant experience

## 6. Evaluation Criteria

- Technical expertise - 40%
- Experience and references - 30%
- Cost - 20%
- Delivery timeline - 10%

## 7. Terms & Conditions

- All intellectual property created during the project will belong to [Company Name].
- Vendors must adhere to confidentiality agreements.
- Late submissions will not be considered.

## 8. Contact Information

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