**SC\_GLO\_AI Tribe RFP\_2025**

**1. Introduction**

Santander Consumer is seeking proposals from qualified vendors to provide up to **six (6) experienced development resources** to support the implementation of strategic **AI initiatives**. The selected vendor will contribute technical expertise in **Retrieval-Augmented Generation (RAG)**, **Agentic AI systems**, **custom model training**, and **AI guardrail development**. Vendors are also encouraged to include **proprietary accelerators, tools, or reusable components** that can enhance delivery speed, scalability, or reliability.

**2. Background**

We are investing in a multi-phase AI strategy to transform internal workflows, enrich enterprise data utilization, and deploy secure, intelligent autonomous agents. To augment internal teams and fast-track these capabilities, we are engaging vendors with demonstrated success in developing advanced generative AI systems in enterprise environments.

**3. Scope of Work**

The selected vendor will provide technical experts who will:

* Architect and implement **RAG pipelines**, integrating enterprise data with retrieval layers and language models.
* Build and scale **Agentic AI systems** capable of autonomous task planning, execution, and feedback loops.
* Fine-tune or train **language models** using enterprise datasets, optimizing for accuracy, efficiency, and business alignment.
* Design and implement **guardrails** for AI safety, including hallucination detection, prompt policy enforcement, and access controls.
* Collaborate cross-functionally using Agile workflows and contribute to rapid prototyping, iteration, and deployment.

**4. Resource Requirements**

Proposals may include **up to six (6) full-time development resources**. All proposed individuals must meet the following minimum qualifications:

**Required Expertise:**

* Production experience with **Retrieval-Augmented Generation (RAG)** frameworks (e.g., LangChain, LlamaIndex, or custom stacks)
* Proficiency with **Agentic AI** design patterns (e.g., task agents, memory/state management, planning-execution loops)
* Experience in **model fine-tuning**, embedding generation, evaluation, and feedback integration
* Knowledge of implementing **guardrails** (e.g., output filtering, moderation, prompt validation)

**Preferred:**

* Prior work on AI deployments in **regulated or enterprise-grade environments**
* Experience with cloud AI ecosystems: **Azure OpenAI, AWS Bedrock, Google Vertex AI**
* Familiarity with **prompt engineering**, **RLHF**, and **monitoring frameworks**

**5. Accelerators and Tools**

To promote efficiency and minimize development cycles, vendors should describe any **accelerators, reusable components, frameworks, or toolkits** they are prepared to provide as part of the engagement. These may include:

* Internal **frameworks for RAG or Agentic AI orchestration**
* **Evaluation or testing harnesses** for LLM outputs
* **Monitoring or observability dashboards** for model behavior
* Security and compliance modules tailored for enterprise environments

Vendors should explain how these assets will be leveraged, licensed (if applicable), and supported during the project term.

**6. Evaluation Criteria**

| **Criteria** | **Weight** |
| --- | --- |
| Relevance of proposed team experience | 30% |
| Technical depth in RAG, Agentic AI, and model training | 25% |
| Quality and applicability of accelerators/tools | 20% |
| References and successful past projects | 15% |
| Cost competitiveness and delivery flexibility | 10% |

**7. Proposal Requirements**

Please include:

* Company profile and summary of relevant AI capabilities
* Professional bios or resumes for each proposed resource
* Summary of recent RAG, Agentic AI, and model training engagements
* Description and sample usage of any accelerators, frameworks, or tools
* Pricing model (hourly or monthly rate per resource)
* Staffing ramp-up availability and timeline

**Project Duration:**

* **Estimated start date:** July 7, 2025
* **End date:** December 31, 2025

**Proposal deadline:** Tuesday, June 24, 2025, 11:59pm EST.

