**Request for Quotation (RFQ) for AI Chatbot Solution and Training**

**Date:** September 2, 2025 **RFQ Number:** [Insert RFQ Number] **Project Title:** Development of an AI Chatbot Solution and User Training

**1. Introduction and Project Overview**

[Your Company Name] is seeking qualified vendors to provide a comprehensive **AI Chatbot solution**. The primary goal of this project is to automate and enhance our [customer service, internal support, sales, etc.] operations by deploying a chatbot capable of intelligent, conversational interaction. The project includes the development, deployment, and comprehensive training for both end-users and administrators.

The project is expected to be a **three-month engagement** and will require a dedicated team of at least two (2) AI developers.

**2. Scope of Work (SOW)**

The selected vendor will be responsible for the following key areas:

* **AI Chatbot Development:**
  + Design and develop a custom AI chatbot tailored to our specific business needs.
  + Develop and implement core chatbot functionalities, including [list specific functions, e.g., answering FAQs, processing support requests, providing product information, etc.].
  + Integrate the chatbot with our existing systems, such as [list systems, e.g., CRM, knowledge base, website, etc.].
  + Implement Natural Language Processing (NLP) to ensure the chatbot can understand and respond to user queries accurately.
  + Design a user-friendly conversational flow.
  + Ensure the solution is scalable, secure, and mobile-responsive.
* **Deployment and Testing:**
  + Deploy the chatbot solution to our specified platform(s) [e.g., website, internal portal, etc.].
  + Conduct thorough testing, including functionality, usability, and performance testing, to ensure accuracy and a smooth user experience.
* **Training and Knowledge Transfer:**
  + Provide comprehensive training sessions for a total of **12 people**.
  + Training should be divided into two groups:
    - **End-Users:** 10 persons (e.g., customer service agents, support staff). Training should cover how to interact with and utilize the chatbot for their daily tasks.
    - **Administrators:** 2 persons (e.g., IT staff, project managers). Training should cover chatbot administration, content management, performance monitoring, and basic troubleshooting.
  + Provide all necessary training materials, including user manuals, administrator guides, and technical documentation.
* **Post-Implementation Support:**
  + Provide a plan for post-deployment support and maintenance for the first **three months** after launch. This should include bug fixes, performance monitoring, and minor updates.

**3. Vendor Qualifications and Requirements**

To be considered for this project, vendors must meet the following requirements:

* Demonstrated experience in developing and deploying custom AI chatbot solutions.
* A proven track record of successful projects of similar scope and complexity.
* Ability to dedicate at least **two (2) experienced AI developers** to this project for a period of three months.
* Provide a detailed project timeline, including key milestones and deliverables.
* Provide a professional services quote that itemizes all costs, including development, training, and support.

**4. RFQ Submission Guidelines and Timeline**

* **Submission Deadline:** [Insert Date] at [Insert Time]
* **Submission Format:** Quotations must be submitted electronically to [Insert Email Address] in PDF format.
* **Required Documents:**
  + Company Profile and relevant experience with similar projects.
  + Detailed proposal outlining the proposed solution, methodology, and project timeline.
  + A breakdown of the project team, including résumés of the two proposed AI developers.
  + A comprehensive financial proposal with a clear breakdown of costs for development, training, and support.

**5. Evaluation Criteria**

Proposals will be evaluated based on the following criteria:

* **Technical Expertise (40%):** The vendor's experience, proposed methodology, and the qualifications of the assigned AI developers.
* **Proposed Solution (30%):** The quality, feasibility, and innovativeness of the proposed chatbot solution.
* **Price (20%):** The overall cost-effectiveness and transparency of the financial proposal.
* **Timeline and Support (10%):** The realism of the project timeline and the quality of the proposed support plan.