

Request for Proposal (RFP)

Project Title: Web-Based Customer Support System

Issued By: XYZ Corporation

Date of Issue: February 5, 2025

Proposal Due Date: February 20, 2025

1. Introduction

XYZ Corporation is seeking proposals from qualified vendors to develop a web-based customer support system.

The system should enhance customer interaction, provide ticketing solutions, and integrate with existing CRM.

2. Project Scope

- Develop a web-based platform for customer support.
- Implement a ticketing system for issue tracking.
- Integrate with third-party CRM solutions (e.g., Salesforce, HubSpot).
- Provide analytics and reporting features.
- Ensure security compliance with industry standards.

3. Requirements

- The system should be scalable and responsive.
- Must support multi-language functionality.
- Should provide an admin panel for managing customer queries.
- Ensure seamless API integration with existing tools.

4. Proposal Submission Guidelines

Interested vendors should submit their proposals by February 20, 2025, including:

- Company background and relevant experience.
- Detailed project timeline and deliverables.
- Cost estimation and payment terms.
- Support and maintenance plans.

5. Evaluation Criteria

Proposals will be evaluated based on:

- Technical capabilities and experience.
- Cost-effectiveness.
- Project timeline and feasibility.
- Client references and past projects.

6. Contact Information

For further inquiries, please contact:

XYZ Corporation

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Phone: +1 (123) 456-7890

End of RFP