

REQUEST FOR PROPOSAL (RFP)

By [ABC Technologies Pvt. Ltd.]

1. Description of the Company

ABC Technologies Pvt. Ltd. is a digital engineering and AI solutions provider focused on helping organizations modernize customer experience and operational processes. We specialize in conversational AI, automation, and enterprise integrations.

2. Project Requirements — AI Chatbot for Customer Support

We require an **AI-powered Customer Support Chatbot** capable of answering user queries, accessing knowledge bases, generating responses, and reducing human dependency in handling repetitive support requests.

Business Goal

To automate first-level customer interactions using AI, reduce support load by 40–60%, and provide faster, consistent responses to users.

Problem We Want to Solve

Current customer support team struggles with:

- High volume of repeated queries
- Delayed responses
- No unified knowledge base
- Manual triaging process

Current System & Challenges

- Email and call-based support
- No automation or helpdesk integration
- Lack of self-service support
- Knowledge scattered across documents

Technology Stack (Preferred)

- Azure OpenAI (GPT-4o / GPT-4o mini)
- Azure Search (optional)
- Azure Bot Service / Web Chat
- Integration with CRM / ticketing systems
- Azure SQL / Cosmos DB

Expected Deliverables

- Conversational chatbot interface (web/mobile)
- FAQ and document-based question answering
- Intent classification and query routing
- Multi-language support
- Supervisor dashboard
- Analytics and fallback mechanism
- Deployment in Azure

Project Management Requirements

- Agile methodology
- Weekly reviews
- Complete documentation
- Source code in Git

Team Requirements

- Conversational AI Engineer
- Backend Developer
- Cloud Engineer
- QA Engineer
- UX Designer

Vendor Responsibilities

- Understanding business workflows

- Model fine-tuning or prompt engineering
- API creation
- Deployment
- Testing & optimization

NDA Requirement

NDA signing required before sharing customer support logs or knowledge base data.

3. Project Budget & Timeline

Estimated project duration: **6–10 weeks**

Budget to be proposed by vendor.

4. Proposal Requirements

Each proposal must include:

- Technical design
- Bot capabilities
- Training strategy
- Deployment plan
- Integrations required
- Cost breakdown
- Support & warranty details

Deadline: **7 business days** from the release of this RFP.

5. Points of Contact

Email: rfp@abctech.com

Phone: +91-XXXXXXXXXX