

Automated, Artificial Intelligence-Enabled Help Desk  
(AI Help Desk) Assessment Event White Paper Submission

**THIS IS THE TITLE PAGE AND DOES NOT COUNT TOWARDS PAGE TOTAL**

Provide Company Name, Title, Date, Point of Contact, Email Address/Phone/Address

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Interested companies are requested to submit a proposal through Vulcan that includes the following information:

- Detailed description of the proposed AI/ML-Enabled Help Desk Capability, as related to the vision and requirements in the RFS
- A description of the AI algorithms, techniques and technologies used in the platform
- A plan for integrating the proposed solution into the PCTE operational environment
- A proposed timeline for development and deployment
- A cost estimate
- Company qualifications and experience

In addition:

- Unnecessarily elaborate brochures or proposals are not desired.
- Use of a diagram(s) or figure(s) to depict the architecture and essence of the proposed solution is strongly encouraged.
- The period of performance for any solution submitted under this RFS should generally be no greater than 24-months.
- Technical data with military application may require appropriate approval, authorization or license for lawful exportation.
- All submissions shall be unclassified. Any materials containing data that is not to be disclosed to the public for any purpose or used by the Government/Stakeholder except for evaluation purposes shall include the following sentences on the cover page. **As an exception, the paragraph below will be accepted on the cover page in Times New Roman, 9pt font size. All other information should be in Times New Roman, 12pt font size to qualify for consideration.**

*"This [insert type of document] includes data that shall not be disclosed outside the Government / Stakeholder, except to non-Government personnel for evaluation purposes, and shall not be duplicated, used, or disclosed -- in whole or in part -- for any purpose other than to evaluate this submission. If, however, an agreement is awarded to this Company as a result of -- or in connection with -- the submission of this data, the Government / Stakeholder shall have the right to duplicate, use, or disclose the data to the extent agreed upon by both parties in the resulting agreement. This restriction does not limit the Government / Stakeholder's right to use the information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets [insert numbers or other identification of sheets]"*

- Foreign-Owned businesses may independently submit a solution or do so as part of a teaming arrangement with one or more United States-Owned businesses. However, the ability to obtain an agreement based upon a submission may depend upon the ability of the Foreign-Owned business to obtain necessary clearances and approvals to obtain proscribed information.

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- Submissions must be submitted electronically via Vulcan. Submitting through Vulcan requires the creation of a Vulcan account. For more information on how to sign up – visit . Submissions sent through other channels or after the white paper submission period has ended will not be reviewed nor evaluated.

### **Whitepaper Preparation Costs**

The cost of preparing and submitting a response is not considered an allowable direct charge to any Government / Stakeholder contract or agreement. Non-compliance with the submission instructions provided herein may preclude the company from being considered for award.

### **Classification of Solution**

The PCTE platform currently operates at Unclassified, Secret, and Top Secret/Sensitive Compartmented Information (TS/SCI) levels. CIC#5 will require prospective companies to submit responses at the Unclassified level but future implementation into PCTE will require operation up to and including TS/SCI.

### **Content Overview**

Vendors are not restricted to a specific outline nor must the submission be exactly eight (8) pages in length, but companies are strongly encouraged to present a response in a manner that enables the reviewers to easily identify the solution to each requirement and criterion in this RFS. In addition, any submitted materials should:

- Be valid for at least 180 days from submittal;
- Submitted in an executable (not scanned) Adobe PDF format or a Word document format

**\*SUBMISSION MAY NOT EXCEED EIGHT (8) PAGES, TIMES NEW ROMAN**

**12-POINT FONT, NOT INCLUDING THE TITLE PAGE AND ANY NOTED**

**EXCEPTIONS HIGHLIGHTED ABOVE\***