Request for Proposal (RFP)

PROPOSAL SUBMISSIONS MUST BE RECEIVED BY

5 PM EST on July 21st, 2023, via email to Procurement@WEConnectInternational.org

Expected materials submitted in response to this RFP:

➢ Proposal – include a description of approach, methodologies, team behind, previous experience and timeline.
➢ A draft budget of all costs associated with producing the expected outputs.

Background

Objectives

WEConnect International, Inc is seeking proposals from qualified vendors for the implementation of an AI-powered live chat software solution which should serve as the Tier 1 and Tier 2 for Live Phone Support. WEConnect International is a global network that connects women-owned businesses to qualified buyers around the world, and we aim to enhance our customer service capabilities by integrating an advanced chat system with artificial intelligence capabilities while also providing top-tier live phone support.

• Improve customer experience: Enhance the quality and responsiveness of our live chat interactions and phone support with customers.
• Increase efficiency: Automate repetitive tasks and provide quick and accurate responses to common customer queries through AI-powered chat, while also offering personalized and high-quality assistance via live phone support.
• Boost customer engagement: Offer proactive assistance, personalized recommendations, and contextual information during chat and phone interactions.

Topics may include:
The scope of work should include, but not be limited to, the following:

• Implementation of an AI-powered live chat software solution compatible with our existing website, internal Database (which is powered by SAP Ariba) and customer support systems.
• The AI-powered live chat tool should be industry standard and avoid as much customization as possible.
• The chat should be on the organization’s website.
• Customization of the chat interface to align with our brand identity and website design.
• Live chat tool should function well on both desktop and mobile devices.
• Training and support for our customer service team on how to effectively utilize and manage the AI-powered live chat system.
• Provision of Tier 2 - Live Phone Support, staffed by skilled agents capable of providing advanced technical assistance and problem-solving.
• Tier 2 support should include Spanish, Chinese mandarin, English, Portuguese, and French.
• Ongoing maintenance, updates, and technical support for both the chat software and phone support infrastructure.
• The Tier 2 support should be accessible by over 130 countries and be 24/7.
• The number of Tier 2 calls are expected to average 30 to 50 per week and the contractor is expected to conduct an initial review to determine this.

**Key Features and Requirements**

The proposed AI-powered live chat software with Tier 2 - Live Phone Support should possess the following features:

• The proposed AI-powered live chat software should possess the following features:
• Natural language processing capabilities for accurate understanding and interpretation of customer inquiries.
• Intelligent chat routing and queuing mechanisms to ensure customers are connected with the most suitable agents or automated bots.
• Advanced analytics and reporting functionalities to measure chat and phone performance, customer satisfaction, and agent productivity.
• Integration with popular messaging platforms, such as WhatsApp or Facebook Messenger, to provide a multi-channel support experience.
• Seamless handover between AI-driven chatbots, and Tier 2 agents, and Tier 2 - Live Phone Support for complex or escalated inquiries.
• Customizable chatbot workflows and knowledge base management for easy configuration and maintenance.
• Robust phone support infrastructure, including call routing, IVR (Interactive Voice Response), call recording, and monitoring capabilities.
• The contractor is required to conduct an initial design phase to determine accurate requirements.
• Services should work on all devices, including mobile and desktop devices.

**Expected Outputs**

• 24/7 providing AI-powered live chat software solutions with Tier 2 - Live Phone Support.

**Bidder Qualifications**

All bidding vendors must:

• Reference and outline relevant work experience in the “Key Requirements” section above.
• Provide a list of all personnel who will be working on the project.
• Provide one project manager as a primary point of contact. This point of contact must participate in regular (weekly and ad hoc) meetings and onboarding and provide regular status updates.
• Include clear pricing and budget information.
• Have adequate staffing capacity to support the project.

Proposal guidelines

To be considered for this RFP, all bidding vendors must:

• Include a clear price proposal for the work.
• Submit the application no later than 5 PM EST on July 21st, 2023, via email at Procurement@WEConnectInternational.org.
• Provide the requirements outlined in the “Objectives, Key Requirements, and Bidder Qualifications” section above.
• Be able to launch the project by December 31st, 2023.

Project timelines

The project will commence on/around August 1st, 2023.

Request for proposal timeline

Proposals in response to this RFP are due by 5 PM EST on July 21st, 2023, and submitted via email to Procurement@WEConnectInternational.org. Intention to submit should be indicated via email to Procurement@WEConnectInternational.org by July 7th, 2023. Questions may be submitted via email to Procurement@WEConnectInternational.org until July 7th, 2023.

Evaluation of proposals will be conducted from July 21st, 2023, until July 28th, 2023. Bidders will be notified via email during this time if any information or discussions are needed.

The winning proposal will be chosen no later than July 31st, 2023.

Costs

Respondent will propose her/his fees in USD and provide cost breakdown structure based on outputs. All taxes should be included as per government policy and paid in full by the Contractor directly. WEConnect International is a 501(c)3 Tax-Exempt Organization and is not responsible for collecting or paying national or local taxes.