



REQUEST FOR PROPOSAL (RFP)



Pakistan Horticulture Development & Export Company (PHDEC), incorporated under Section 42 of the Companies Act, 2017, is a leading organization dedicated to the development and promotion of Pakistan's horticulture sector. To support our dynamic growth and ensure seamless operations, we are seeking sealed proposals from qualified vendors for the design, development, deployment, and maintenance of an AI-powered chatbot.

Scope of Services:

- Develop a multilingual (English, Urdu) AI chatbot with natural language processing (NLP) to handle queries on horticultural products, export procedures, and PHDEC initiatives.
- Integrate the chatbot with the PHDEC website, ensuring compatibility with its content management system (CMS).
- Provide features such as FAQ handling, navigation assistance, analytics dashboard, and compliance with data protection regulations.
- Conduct testing (alpha, beta, UAT) and provide training for PHDEC staff.
- Offer 12 months of post-launch maintenance, including updates and technical support.

Eligibility Criteria:

- Minimum 3–5 years of experience in developing AI-powered chatbots, with at least two successfully deployed projects in the public sector, agriculture, or export-focused organizations.
- Proven expertise in NLP, website integration, and data security (e.g., SSL/TLS encryption).
- Registered entity in Pakistan with valid NTN and compliance with PPRA rules.
- Portfolio demonstrating multilingual chatbots with analytics capabilities.
- Dedicated project team including AI developers, UI/UX designers, and quality assurance specialists.

Submission Requirements

Interested vendors must submit their proposals through E-PADS via eprocure.gov.pk

Terms of Appointment:

- Detailed ToRs can be downloaded from www.phdec.gov.pk or can be requested via email at Mohammad.khalid@phdec.gov.pk

Application Process:

Single stage 2-envelope (technical & financial) will be adopted through open competitive bidding.

Muhammad Khalid

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