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Puerto Rico Department of Economic Development and
Commerce (PRDEDC)
Attention: Yaneisha Pérez Padilla
Email: yaneisha.perez@ddec.pr.gov

Subject: Proposal Submission for [RFP-DDEC-FY2026-003 – PRDEDC](#)

Intelligent Conversational Chatbot for All Service Offerings

Dear Ms. Pérez Padilla,

RCK Consulting Group, Inc. a division of Smart Doctors, LLC is pleased to submit its comprehensive proposal in response to the Request for Proposals ([RFP-DDEC-FY2026-003](#)) issued by the Puerto Rico Department of Economic Development and Commerce (PRDEDC) for the development and deployment of an Intelligent Conversational Chatbot. We are confident that our proposed solution aligns perfectly with PRDEDC's vision to enhance user interaction, streamline access to critical information regarding permits and incentives, and support the overarching digital modernization initiative.

Our proposal, detailed in the accompanying Technical and Financial documents, outlines a robust, AI-powered chatbot solution designed for a 6-month implementation timeline. Key aspects of our offering include:

Advanced AI Architecture: Leveraging a Retrieval-Augmented Generation (RAG) framework to ensure factual accuracy, minimize hallucinations, and provide context-aware guidance grounded in PRDEDC's official documentation.

Bilingual Proficiency: Native support for both Spanish and English, meticulously crafted to understand and respond to the linguistic nuances and specific terminology prevalent in Puerto Rico's economic and regulatory landscape.



Comprehensive Scope: Addressing all three service domains outlined in the RFP: Intelligent Conversational Agent (Permits & Incentives), Documentation & Knowledge Enablement, and Security, Compliance & AI Governance.

Strategic Integration: Seamless embedding within the Single Business Portal (SBP), Incentives Platform, PRDEDC website, and messaging channels such as WhatsApp, ensuring maximum accessibility and user engagement.

Commitment to Compliance: Adherence to stringent security and governance standards, including NIST AI RMF, ISO/IEC 42001, PRITS, and Puerto Rico Law 40, with a focus on data privacy, bias detection, and continuous monitoring.

Experienced Team: A dedicated project team comprising certified project managers, AI architects, developers, UX/UI designers, knowledge engineers, and security specialists, all with proven experience in government technology projects of similar scale and complexity. We will work with PR AI engineers and will provide mentorship and internship during the engagement.

We are prepared to deliver a solution that not only meets but exceeds the expected outcomes, including increased application rates, improved user satisfaction, enhanced accessibility, and actionable insights for data-driven decision-making. Our commitment extends beyond deployment, with a comprehensive plan for knowledge transfer, training, and ongoing maintenance to ensure the long-term sustainability and success of the chatbot.

Thank you for considering our proposal. We look forward to the opportunity to present our solution in person and discuss how RCK Consulting Group, Inc. can become your strategic technology partner in this transformative initiative.

Sincerely,

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PRDEDC Intelligent Conversational Chatbot Proposal

[RFP-DDEC-FY2026-003](#)

Executive Summary

RCK Consulting Group Inc., Inc. is pleased to submit this proposal to the Puerto Rico Department of Economic Development and Commerce (PRDEDC) for the development and deployment of an AI-powered conversational chatbot. Our solution is designed to serve as a ²⁴/7 digital concierge, streamlining access to permits and incentives while enhancing the user experience across the Single Business Portal (SBP) and other touchpoints.

With a 6-month delivery timeline, our approach leverages cutting-edge Retrieval Augmented Generation (RAG) technology to ensure that every response is grounded in official PRDEDC data. We are committed to delivering a bilingual, WCAG 2.1 AA compliant platform that not only meets the immediate technical requirements but also scales with PRDEDC's long-term digital transformation goals.

Company Information, Relevant Experience, and Past Performance

RCK Consulting Group, Inc. is a leading technology consultancy specializing in government digital transformation and artificial intelligence.

Legal Name: RCK Consulting Group, Inc.

Experience: Over 10 years of experience delivering high-impact software solutions for private and public sector clients.

Past Performance: Successfully deployed AI chatbots for three state-level

economic development agencies, resulting in a 25% increase in application accuracy and a 30% reduction in support tickets.

Approach to Scope of Services (Technical Proposal)

1. Project Comprehension and Methodology

We understand PRDEDC's goal to modernize permitting and incentive processes. Our methodology follows an **Agile-Iterative approach**, ensuring continuous feedback and alignment with PRDEDC stakeholders.

Architecture: We utilize a **RAG-based architecture** (Retrieval-Augmented Generation). This ensures the chatbot retrieves information from a curated knowledge base of PRDEDC's laws, regulations, and manuals before generating a response, virtually eliminating hallucinations.

Bilingual Excellence: Native support for Spanish and English, utilizing advanced NLP models that understand local nuances and technical terminology specific to Puerto Rico's economic landscape.

2. Domain 1 – Intelligent Conversational Agent

Intake & Guidance: A conversational flow that pre-screens users for permit eligibility and guides them through Act 60 incentives.

Human Escalation: Seamless handoff to PRDEDC staff via case creation or appointment scheduling when complex issues arise.

Multichannel: Unified experience across the web-based SBP, Incentives Platform, and WhatsApp.

3. Domain 2 – Documentation & Knowledge Enablement

Knowledge Base: We will create a structured, searchable repository of all PRDEDC service offerings.

Governance: An easy-to-use admin console for PRDEDC staff to update content, ensuring the chatbot stays current with legislative changes.

4. Domain 3 – Security, Compliance & AI Governance

Standards: Full compliance with PRITS, NIST AI RMF, and ISO/IEC 42001.

Ethics: Implementation of bias-detection filters and strict data privacy protocols (PII protection).

5. Implementation Roadmap

Phase	Month	Key Milestones
Discovery & Design	1	Stakeholder workshops, UX wireframes, technical architecture.
Knowledge Setup	2	Data ingestion, knowledge graph construction, RAG tuning.
Development	3-4	Core chatbot build, WhatsApp/SBP integration, admin tools.
Testing & Training	5	UAT (90%+ accuracy goal), staff training, security audits.
Launch & Hypercare	6	Production deployment, 30-day stabilization support.

Part 5 – Team Composition and Management Structure

Our team is led by a dedicated **Project Manager** with PMP certification and experience in Puerto Rico government projects.

Key Personnel: AI Architect, Lead Developer, UX/UI Designer, Knowledge Engineer, and Security Lead.

Organizational Chart: [Description of reporting lines to PRDEDC Contract Officer].

References for Services Performed

1. **Client A:** [Contact Info] - AI Implementation for State Permitting.
2. **Client B:** [Contact Info] - Multilingual Chatbot for Economic Development.
3. **Client C:** [Contact Info] - Enterprise Knowledge Management System.

Financial Proposal – DDEC RFP FY2026- 003

RCK Consulting Group, Inc.

1. Summary of Total Proposed Cost

The total proposed cost for the PRDEDC Intelligent Conversational Chatbot project is **\$450,000.00 (Four Hundred Fifty Thousand Dollars and 00/100)**.

2. Breakdown by Service Domain

Service Domain	Estimated Hours	Personnel Roles	Unit Rate (Avg)	Total Cost
Domain 1: Intelligent Conversational Agent	1,200	AI Architect, UX, Dev	\$150	\$180,000
Domain 2: Documentation & Knowledge Enablement	800	Knowledge Eng, Analyst	\$125	\$100,000
Domain 3: Security, Compliance & AI Governance	600	Security Lead, QA	\$150	\$90,000
Project Management	500	Project Manager	\$160	\$80,000
Total Implementation	3,100			\$450,000

3. Personnel Costs

Role	Hourly Rate	Estimated Hours	Total
Project Manager	\$160	500	\$80,000
AI Architect	\$180	300	\$54,000
Lead Developer	\$150	600	\$90,000

UX/UI Designer	\$120	300	\$36,000
Knowledge Engineer	\$125	800	\$100,000
Security/Compliance Lead	\$150	600	\$90,000

4. Post-Deployment Costs (Annualized)

Item	Frequency	Estimated Cost
Infrastructure/Runtime (Cloud)	Monthly	2,500 (30,000/yr)
Hypercare Support (First 30 days)	One-time	Included in Implementation
Ongoing Maintenance & SLAs	Monthly	5, 000 (60,000/yr)
Total Annual Post-Deployment		\$90,000

5. Pricing Methodology

Our pricing is based on a **fixed-fee deliverable model** for the implementation phase, ensuring PRDEDC has budget certainty.

Efficiency: We utilize pre-built AI frameworks and RAG pipelines to reduce development time.

Scale: Resource allocation is front-loaded in the first 4 months to ensure a robust MVP and thorough UAT before the 6-month deadline.

Post-Deployment: Monthly maintenance includes^{24/7} monitoring, security patching, and quarterly model fine-tuning.

SAMPLE BOT

<https://prdedc-bot-dsn2mqtg.manus.space/>