

NOTICE INVITING SEALED BIDS

NOTICE IS HEREBY GIVEN that sealed bids are invited by the City of Stockton, California for specifications for **AI CHATBOT CUSTOMER SERVICE AND COMMUNITY ENGAGEMENT ENHANCEMENTS (PUR 22-006)** in strict accordance with the specifications.

The City of Stockton is seeking bids from AI (artificial intelligence) interactive web and text chatbot service vendors to leverage technology for the purposes of enhancing customer service, increasing community engagement, and improving response times for customer information and service requests, with multi-lingual translation of customer questions and city responses, that integrates with existing city systems.

The bid specifications and forms can be obtained from the City of Stockton's website at www.stocktonca.gov/adminbid and must be delivered to the Office of the City Clerk, City Hall, 425 North El Dorado Street, Stockton, California, up to but not later than **2:00 p.m., on Thursday, March 31, 2022.**

The City reserves the right to reject any and/or all bids received.

Information on Bid Process/Clarification/Technical Data

Matthew Gutierrez, Procurement Division
(209) 937-8358
e-mail: stocktonbids@stocktonca.gov

DISCLAIMER: The City does not assume any liability or responsibility for errors/omissions in any document transmitted electronically.

Dated: **March 10, 2022**

ELIZA GARZA, CMC
CITY CLERK OF THE CITY OF STOCKTON