



COLUMBUS
WATER & POWER

i3-Milestone CWP – MVP Agent Chat and FAQs Chatbot November 2025

Agent Chat MVP Scope

Scope

- To deploy a web-based chat widget on the City of Columbus Water and Power website that provides immediate customer support through FAQs and agent assistance, without requiring IVR system integration.

MVP Agent Chat and FAQs Chatbot Feature List

- **Chat Widget Placement:** Bottom-right corner. Integrate to be Persistent on CWP website & up to 6 Subpages
- **Chatbot Functionality (FAQs):** Instant responses up to 20 static FAQs
- **Agent Handoff Procedure :** Handoff to Live Agent based on Trigger Points after collecting basic customer information.
- **Additional Requirements :** 24/7 Chatbot, Adjustable Live Agent Timings and City of Columbus Standard Stylings
- **Reporting & Analytics :** Daily/weekly chat volume, Top FAQs used, Average response time and Escalation rates

Agent Chat MVP High Level Schedule

Major Activities	Infra Setup				Configure & Build				Test, UAT & Go Live				Support
Weeks	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13
AWS Infrastructure Setup													
Environment Connectivity													
Build Chatbot(FAQs) & Set up the Agent Desktop													
FAQs & Agent Chat Test													
Provide the Widget HTML code													
CWP to Apply on the CWP Website:													
Chat widget Integration Testing													
Train the trainer													
CWP QA/UAT													
Go Live													
Post Go Live Support													

Agent Chat MVP Assumption

- No SSO integration to Agent Desktop
- No quick response to Agents
- No Integration to the CIS system or any systems
- FAQs will be provided by CWP - All static
- CWP will provide the Lower environment for integrating the widget & Test

Agent Chat MVP Fees

Agent Chat MVP Pricing	
Agent Chat MVP Implementation Fees	\$175,670 (Fixed)
Agent Chat MVP SaaS Fees	\$9,515(Yearly)*
Total (First Year)	\$185,185.00
Contingency	\$12,815.00
Contract Total	\$198,000.00

**The annual SaaS fee for Agent Chat is \$22,837, due upon contract signature, with a yearly COLA applied for renewals. This proposal reflects a prorated amount for the 2025–26 contract period.*



Thank you.

.....