

Accelerating Proposal Responses with Secure Generative AI

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Customer:

A mid-sized Federal Government contractor delivering cloud, cybersecurity, and IT modernization services to Government agencies. The customer supports multiple Government verticals and frequently responds to Requests for Information (RFIs) and Requests for Quotes (RFQs), requiring technical and narrative inputs from Subject Matter Experts (SMEs).

Team:

Koniag Government Services (KGS) internal solutions development team

Customer Challenge:

The customer struggled with slow and labor-intensive proposal response processes. RFI and RFQ responses often took 4–6 staff members up to five weeks to draft, review, and finalize. SMEs spent significant time contributing content, often duplicating prior work. Because of internal resource constraints, scaling response capacity required either new hires or overtime, both of which strained budgets.

In addition, the customer needed to ensure that any generative AI solution protected sensitive corporate information and complied with strict security and data governance standards.

Solution:

The KGS team deployed a private instance of its secure generative AI platform within the customer's AWS environment. The solution, based on the DIFY platform, allows technical and non-technical users to create chatbots that generate accurate proposal responses using Retrieval-Augmented Generation (RAG) techniques and curated internal knowledge bases.

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Key AWS services included:

- **Amazon Bedrock** for foundation model orchestration
- **Amazon S3** for storing and retrieving proposal content
- **Amazon Aurora** for structured metadata and chatbot configuration
- **AWS CDK** for automating infrastructure provisioning and updates

The implementation included knowledge base creation using historical responses, technical documentation, and company boilerplate language. Role-based access controls and security isolation ensured that sensitive data was never exposed outside the customer's environment.

Outcomes, Results, and Benefits:

The new solution reduced response time from 3–5 weeks to less than 3 hours for initial drafts — a 95% time savings. Staff hours per proposal dropped by approximately 80%. The organization eliminated its reliance on overtime, improved the consistency and quality of responses, and scaled to handle multiple concurrent opportunities without increasing headcount.

The solution is now in production and has become a core enabler of the customer's proposal and business development strategy.

Learn More:

If you would like more information, please contact KGSinfo@koniag-gs.com. In your email, be sure to reference the title of the use case document and include any specific follow-up requests or details you'd like us to provide.