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Your Public Sector Solutions Center

REQUEST FOR PROPOSALS

For

Artificial Intelligence (AI) Solutions for Public Sector Entities

RFP # 2025-018

Sealed proposals will be accepted until 2:00 PM CT, **January 17, 2025**, and then publicly opened and read aloud thereafter.

Legal Name of Proposing Firm

Contact Person for This Proposal

Title

Contact Person Telephone Number

Contact Person E-Mail Address

Street Address of Principal Place of Business

City/State

Zip

Mailing Address of Principal Place of Business

City/State

Zip

Point of Contact for Contract Negotiations

Title

Point of Contact Telephone Number

Point of Contact Person E-Mail Address

Acknowledgment of Addenda (initial): #1 _____ #2 _____ #3 _____ #4 _____ #5 _____

NOTE: Any confidential/proprietary information must be clearly labeled as “confidential/proprietary”. All proposals are subject to the Texas Public Information Act.

COVER SHEET



January 24, 2025

Subject: Proposal Submission for RFP #2025-018 – AI Solutions for Public Sector Entities

Dear Evaluation Committee,

On behalf of the LetzChat team, thank you for the opportunity to respond to your Request for Proposals for Artificial Intelligence (AI) Solutions for Public Sector Entities. We are confident in our ability to meet and exceed the requirements outlined in the RFP with our innovative language translation solutions and analytics technology.

Over the past decade, LetzChat has earned the trust of Fortune 500 companies, government agencies, and educational institutions by providing seamless, patented language recognition technology. Our solutions include instant website translation across 104 languages via API integration, enabling real-time multilingual communication without the need for dropdown menus. This technology also delivers valuable analytics, providing insight into user demographics and engagement, which helps organizations optimize their communication strategies.

As a current provider for the State of Wisconsin under Contract #505ENT-M25-INTERPTRANS-00, we have demonstrated our ability to serve public sector entities effectively. We launched this partnership successfully in October 2024, ensuring smooth operations and building strong relationships with various state departments and agencies.

We are eager to bring our proven expertise and customer-first approach to serve the North Central Texas Council of Governments and its members. Our goal is to help your organization leverage AI solutions to improve citizen engagement, operational efficiency, and inclusivity.

Thank you for this opportunity. We look forward to the possibility of partnering with you to support your mission and objectives

Sincerely,

Matt Weisman

Matt Weisman
President, LetzChat, Inc.

Certified CA SB (Micro): 2009528

matt@letzchat.com

UEIN: FZWKYXSNU8E9
DUNS: 064732940

(855) 967-1337



1. Certificate of Offeror and Statement of Understanding

The North Central Texas Council of Governments (NCTCOG) is looking for vendors to provide AI solutions that help public entities like cities and schools improve services, save resources, and engage better with their communities. Key deliverables include easy-to-use tools, secure data handling, and integration with existing systems, covering areas like planning, HR, finance, and public works.

LetzChat specializes in real-time translation and AI-powered tools that make communication across languages seamless. Their solutions can enhance accessibility for diverse communities by integrating language translation into websites, apps, and other government platforms. This ensures all residents can interact with services easily while boosting efficiency and inclusivity. With a strong focus on privacy and security, LetzChat is well-equipped to support NCTCOG's goals for innovative, citizen-focused solutions.

2. References

- 1) Comcast Corporation
Jenna Kurath
VP of Start-Up Partnerships
Philadelphi, PA 19103
215-391-8041
jenna_kurath@comcast.com

- 2) Seagate, Inc.
Allen Ng
Global Contact Center & Customer Support Director
Fremont, CA 94538
608-264-9548
allen.ng@seagate.com

- 3) City of Ventura
Michael MacDonald
City Clerk
Ventura, CA 93001
805-658-4787
mmacdonal@cityofventura.ca.gov

- 4) Wisconsin Department of Public Instruction
Lisa Wery
Office Operations Associate/Special Education
Madison, WI 53703
608-264-9548
lisa.Wery@dpi.wi.gov

3. Project-Related Experience and Qualifications

Capabilities and Experience

LetzChat's patented language recognition and real-time translation technology is a sole source solution. Our proprietary approach and unique capabilities differentiate us from any other vendor. This exclusivity ensures that organizations benefit from unmatched language translation accuracy, seamless API integration, and valuable analytics, which are only available through

When it comes to managing projects, we have a clear plan for every step—from kickoff to delivery. Our project managers use tools like Jira to track progress and make sure everything stays on schedule. The team includes experts like our CTO, Florian Klein, who has over 20 years of experience in software development, and Jordan Orlick, our CEO & Co-Founder, who's led major tech projects with impressive results.

Relevant Past Projects

1. Comcast

- We helped Comcast enhance accessibility by providing real-time translation for their platforms. Millions of users can now access content in their preferred language thanks to our seamless integration.

2. Seagate

- For Seagate, we tackled the challenge of breaking language barriers in their customer support system. By integrating our translation tools, we made their global support more efficient and user-friendly.

3. Major League Soccer (MLS)

- With MLS, we helped create multilingual content for their websites and events. Our work helped connect with fans from diverse backgrounds and supported the league's inclusive approach.

These projects highlight our experience delivering smart, reliable language solutions to large organizations—exactly what's needed to support public sector entities effectively.

Background and Years in Business

History: LetzChat, Inc. has been a leader in language translation and analytics since 2010. Over the years, we've developed advanced tools to help businesses understand and communicate with their diverse audiences. Our journey reflects a commitment to breaking down language barriers and fostering global connections.

Years in Business: With 15 years of experience, LetzChat has consistently provided innovative language solutions to clients worldwide.

Core Values: At LetzChat, our mission is to make language translation and analytics accessible and user-friendly for all. We envision a world where language is no longer a barrier to communication and understanding. Our core values include innovation, customer satisfaction, and a commitment to excellence in all our services.

Core Services

LetzChat makes communicating across languages easy with its core services. First up is **Real-Time Website Translation**—it instantly translates websites into 104 languages. The best part? There are no dropdown menus to deal with. It automatically adjusts to the user’s device language, so browsing feels smooth and natural.

Then there’s **API Integration**, which lets you connect LetzChat to tools like chatboxes, kiosks, and apps. This means automated translations can happen across all kinds of platforms, making it simple to engage with diverse audiences.

And for documents, LetzChat offers **Document Translation** that’s both quick and accurate. Whether it’s a one-pager or a detailed report, the results are polished and professional, making it perfect for any industry.

Overall, LetzChat offers a sole source solution for real-time website translation, API integration, and document translation. Unlike general providers, our patented device language recognition technology ensures content is automatically adjusted to the user’s preferred language. This unique feature enhances user experience and accessibility, making LetzChat the only provider capable of delivering such seamless integration.

4. Technical Proposal

a. Project Deliverables

LetzChat’s solution is designed to address the deliverables outlined in Section 5.1 with the following functionalities and approaches:

1. Challenge-Specific Functionality:

- LetzChat provides real-time translation capabilities for over 100 languages, supporting diverse linguistic needs across websites, mobile applications, and live communications.
- Patented device language recognition technology ensures that users experience content in their preferred language seamlessly.

2. Scalability:

- The platform is architected to handle varying data volumes and interaction levels. It ensures consistent performance regardless of demand spikes, making it suitable for both small-scale projects and enterprise-level implementations.

3. Integration:

- Seamless integration with existing government systems, including case management and HR systems, through API support and compatibility with IT frameworks like IAM and SIEM.
- The platform is designed for high interoperability, adhering to open standards for data format compatibility.

4. Real-Time Analytics and Reporting:

- Robust analytics tools provide insights into user behavior, language preferences, and system usage, enabling stakeholders to make data-driven decisions.

5. Data Security and Privacy:

- Full compliance with GDPR and HIPAA ensures data is protected through robust encryption protocols and secure data storage practices.

6. Accuracy and Quality Control:

- Continuous machine learning optimizations ensure translation accuracy rates exceed 99%.
- Quality assurance mechanisms include human oversight and advanced validation protocols.

b. Technical Approach

LetzChat's sole source API ensures compatibility with various platforms, adhering to open standards while delivering functionality that cannot be replicated elsewhere.

1. Methodologies for Design and Development:

- LetzChat employs Agile development methodologies, enabling iterative improvements based on stakeholder feedback.
- The platform leverages advanced NLP and AI algorithms for precise language processing and context-aware translations.
- Regular testing and validation are conducted to maintain high standards of accuracy and performance.

2. Integration Strategies with Existing Government Systems:

- LetzChat integrates with existing infrastructure using its plug-and-play JavaScript technology, minimizing disruptions.
- Compatibility with mobile, web, and enterprise systems ensures seamless adoption without requiring significant modifications to legacy systems.
- Interoperability is enhanced through robust API frameworks and adherence to open standards, facilitating compatibility with platforms like case management, utility billing, and library databases.

3. User-Friendliness and Accessibility:

- LetzChat ensures compliance with Michigan's Digital Accessibility Standards, providing intuitive interfaces for all user groups, including those with disabilities.
- The solution is mobile-friendly and responsive, ensuring a consistent user experience across devices and browsers.

c. Performance Metrics

1. Key Performance Indicators (KPIs):

- **Translation Accuracy:** Maintain a minimum of 95% accuracy in all languages supported.
- **System Uptime:** Guarantee 99.9% uptime through robust cloud infrastructure and failover systems.
- **User Engagement:** Achieve a target user satisfaction rate of 90% or above through regular surveys and feedback loops.

2. Approaches to Ensure Accuracy, Reliability, and Continuous Improvement:

- **Real-Time Analytics:** Monitor performance metrics and user behavior to identify improvement areas.
- **Continuous Learning:** AI algorithms adapt to user interactions over time, improving contextual accuracy and relevance.
- **Feedback Integration:** Stakeholder feedback is incorporated into updates to align the solution with evolving needs.
- **Regular Testing and Validation:** Ongoing performance tests ensure the platform consistently meets quality benchmarks.

d. Risk Management

LetzChat's solution incorporates proactive measures to mitigate potential risks associated with its implementation. Below are the primary risks identified, and the strategies employed to address them:

1. Potential Risks:

- **System Downtime:** Unexpected outages or disruptions could affect the availability of critical services.
- **Data Breaches:** Unauthorized access or cyberattacks could compromise sensitive information.
- **Integration Challenges:** Compatibility issues with existing systems could delay implementation or reduce functionality.
- **Ransomware Threats:** Malicious actors could target data systems for encryption and ransom.

2. Mitigation Strategies:

- **Disaster Recovery Planning:** LetzChat has a robust disaster recovery plan (DRP) that includes daily incremental backups, weekly full backups, and geographically distributed storage to ensure data availability during outages. Failover systems are tested regularly to maintain a recovery time objective (RTO) of two hours for mission-critical systems.
- **Advanced Threat Detection and Response:** AI-driven threat detection systems continuously monitor for anomalies and security breaches, isolating threats immediately upon detection to minimize impact.
- **Secure Integration Processes:** By adhering to open standards and providing robust API support, we ensure smooth and secure integration with existing systems, reducing compatibility risks.
- **Ransomware Protections:** Systems are safeguarded with multi-factor authentication (MFA), endpoint security, and secure, isolated backups. Staff are trained to identify and respond to ransomware threats through annual, scenario-based training sessions.

e. Compliance and Standards

LetzChat is committed to maintaining the highest standards of data privacy, security, and regulatory compliance. Below is an overview of our approach to ensuring adherence to relevant laws and standards:

1. Adherence to Regulations:

- LetzChat complies with key data privacy laws, including **GDPR** and **CCPA**, ensuring that user data is collected, processed, and stored in accordance with these regulations.
- Sensitive data handling is guided by principles of data anonymization and pseudonymization, further enhancing privacy safeguards.

2. Compliance Maintenance:

- **Access Controls:** Role-based access controls (RBAC) and MFA are implemented to limit access to authorized personnel only.
- **Encryption Standards:** All data in transit and at rest is protected using industry-standard encryption protocols such as AES-256 and RSA-2048.
- **Auditing and Monitoring:** Regular audits, data access logging, and monitoring ensure continuous oversight and compliance. These measures help detect and rectify potential vulnerabilities promptly.
- **Training and Awareness:** Annual staff training covers data privacy laws, secure data handling practices, and incident response protocols to ensure all team members remain compliant.

5. Pricing

Please see Exhibit 1 located at the end of the required attachments

6. Proposed Value-Add

The analytics dashboard provided by LetzChat is part of our sole source offering, allowing organizations to track user interactions, understand language preferences, and optimize engagement. These features are not available through any other vendor, emphasizing the unique advantage of selecting LetzChat as the solution provider.

Key Features of LetzChat's Analytics:

- **Customizable Analytics Dashboard:** Tailor your dashboard to track specific language metrics and visualize data in engaging formats, allowing for a deeper understanding of your audience's linguistic needs.
- **Interactive Language Maps:** Explore real-time, interactive maps that display language trends and user demographics globally, helping to identify areas where language services can be optimized.
- **User Engagement Metrics:** Monitor how language affects user engagement with detailed, actionable insights, such as time spent on pages and interaction rates, to assess the effectiveness of multilingual content.
- **Device and Browser Language Tracking:** Understand the primary languages of your audience by tracking the language settings of user devices and browsers, enabling you to cater to their preferences effectively.
- **Top Translated URLs:** Identify and rank the most frequently translated pages on your site, highlighting which content attracts non-native speakers and may benefit from further localization efforts.

Value-Added Benefits:

- **Enhanced User Experience:** By leveraging these analytics, public sector organizations can tailor content to meet the linguistic needs of diverse communities, ensuring inclusivity and accessibility.
- **Data-Driven Decision Making:** The insights gained from LetzChat's analytics empower organizations to make informed decisions regarding resource allocation, content development, and community outreach strategies.
- **Improved Compliance and Reporting:** Detailed reporting capabilities support compliance with language access regulations and facilitate transparent communication with stakeholders about engagement metrics and service effectiveness.

Integrating LetzChat's analytics into your operations provides a strategic advantage in understanding and serving a multilingual population, ultimately leading to more effective and efficient public sector services.

7. HUB Bonus – N/A

**ATTACHMENT I: INSTRUCTIONS
FOR PROPOSALS COMPLIANCE AND SUBMITTAL**

Compliance with the Solicitation

Submissions must be in strict compliance with this solicitation. Failure to comply with all provisions of the solicitation may result in disqualification.

Compliance with the NCTCOG Standard Terms and Conditions

By signing its submission, Offeror acknowledges that it has read, understands and agrees to comply with the NCTCOG standard terms and conditions.

Acknowledgment of Insurance Requirements

By signing its submission, Offeror acknowledges that it has read and understands the insurance requirements for the submission. Offeror also understands that the evidence of required insurance must be submitted within ten (10) working days following notification of its offer being accepted; otherwise, NCTCOG may rescind its acceptance of the Offeror's proposals. The insurance requirements are outlined in Section 2.2 - General Terms and Conditions.

Name of Organization/Contractor(s):

Signature of Authorized Representative:

Date: _____

ATTACHMENT II: CERTIFICATIONS OF OFFEROR

I hereby certify that the information contained in this proposal and any attachments is true and correct and may be viewed as an accurate representation of proposed services to be provided by this organization. I certify that no employee, board member, or agent of the North Central Texas Council of Governments has assisted in the preparation of this proposal. I acknowledge that I have read and understand the requirements and provisions of the solicitation and that the organization will comply with the regulations and other applicable local, state, and federal regulations and directives in the implementation of this contract.

I also certify that I have read and understood all sections of this solicitation and will comply with all the terms and conditions as stated; and furthermore that I, _____(typed or printed name) certify that I am the _____ (title) of the corporation, partnership, or sole proprietorship, or other eligible entity named as offeror and respondent herein and that I am legally authorized to sign this offer and to submit it to the North Central Texas Council of Governments, on behalf of said offeror by authority of its governing body.

Name of Organization/Contractor(s):

Signature of Authorized Representative:

Date: _____

**ATTACHMENT III: CERTIFICATION
REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS**

This certification is required by the Federal Regulations Implementing Executive Order 12549, Debarment and Suspension, 45 CFR Part 93, Government-wide Debarment and Suspension, for the Department of Agriculture (7 CFR Part 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Parts 85, 668, 682), Department of Health and Human Services (45 CFR Part 76).

The undersigned certifies, to the best of his or her knowledge and belief, that both it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;
2. Have not within a three-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or Local) transaction or contract under a public transaction, violation of federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false Proposals, or receiving stolen property;
3. Are not presently indicated for or otherwise criminally or civilly charged by a government entity with commission of any of the offense enumerated in Paragraph (2) of this certification; and,
4. Have not within a three-year period preceding this contract had one or more public transactions terminated for cause or default.

Where the prospective recipient of federal assistance funds is unable to certify to any of the qualifications in this certification, such prospective recipient shall attach an explanation to this certification form.

Name of Organization/Contractor(s):

Signature of Authorized Representative:

Date: _____

**LOBBYING CERTIFICATION
FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS**

The undersigned certifies, to the best of his or her knowledge or belief, that:

1. No federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an officer or employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal loan, the entering into of any cooperative Contract, and the extension, continuation, renewal, amendment, or modification or any federal contract, grant, loan, or cooperative contract; and
2. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, and or cooperative contract, the undersigned shall complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying”, in accordance with the instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers and that all sub-recipients shall certify accordingly.

Name of Organization/Contractor(s):

Signature of Authorized Representative:

Date: _____

ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

The _____ (company name) will provide a Drug Free Work Place in compliance with the Drug Free Work Place Act of 1988. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited on the premises of the _____ (company name) or any of its facilities. Any employee who violates this prohibition will be subject to disciplinary action up to and including termination. All employees, as a condition of employment, will comply with this policy.

CERTIFICATION REGARDING DRUG-FREE WORKPLACE

This certification is required by the Federal Regulations Implementing Sections 5151-5160 of the Drug-Free Workplace Act, 41 U.S.C. 701, for the Department of Agriculture (7 CFR Part 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Parts 85, 668 and 682), Department of Health and Human Services (45 CFR Part 76).

The undersigned subcontractor certifies it will provide a drug-free workplace by:

Publishing a policy Proposal notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the consequences of any such action by an employee;

Establishing an ongoing drug-free awareness program to inform employees of the dangers of drug abuse in the workplace, the subcontractor’s policy of maintaining a drug-free workplace, the availability of counseling, rehabilitation and employee assistance programs, and the penalties that may be imposed on employees for drug violations in the workplace;

Providing each employee with a copy of the subcontractor’s policy Proposal;

Notifying the employees in the subcontractor’s policy Proposal that as a condition of employment under this subcontract, employees shall abide by the terms of the policy Proposal and notifying the subcontractor in writing within five days after any conviction for a violation by the employee of a criminal drug abuse statute in the workplace;

Notifying the Board within ten (10) days of the subcontractor’s receipt of a notice of a conviction of any employee; and,

Taking appropriate personnel action against an employee convicted of violating a criminal drug statute or requires such employee to participate in a drug abuse assistance or rehabilitation program.

Name of Organization/Contractor(s):

Signature of Authorized Representative:

Date: _____

**ATTACHMENT VI: DISCLOSURE OF CONFLICT OF INTEREST
CERTIFICATION REGARDING DISCLOSURE OF CONFLICT OF INTEREST**

The undersigned certifies that, to the best of his or her knowledge or belief, that:

“No employee of the contractor, no member of the contractor’s governing board or body, and no person who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of this contract shall participate in any decision relating to this contract which affects his/her personal pecuniary interest.

Executives and employees of contractor shall be particularly aware of the varying degrees of influence that can be exerted by personal friends and associates and, in administering the contract, shall exercise due diligence to avoid situations which give rise to an assertion that favorable treatment is being granted to friends and associates. When it is in the public interest for the contractor to conduct business with a friend or associate of an executive or employee of the contractor, an elected official in the area or a member of the North Central Texas Council of Governments, a permanent record of the transaction shall be retained.

Any executive or employee of the contractor, an elected official in the area or a member of the NCTCOG, shall not solicit or accept money or any other consideration from a third person, for the performance of an act reimbursed in whole or part by contractor or Department. Supplies, tools, materials, equipment or services purchased with contract funds shall be used solely for purposes allowed under this contract. No member of the NCTCOG shall cast a vote on the provision of services by that member (or any organization which that member represents) or vote on any matter which would provide a direct or indirect financial benefit to the member or any business or organization which the member directly represents”.

No officer, employee or paid consultant of the contractor is a member of the NCTCOG.

No officer, manager or paid consultant of the contractor is married to a member of the NCTCOG.

No member of NCTCOG directly owns, controls or has interest in the contractor.

The contractor has disclosed any interest, fact, or circumstance that does or may present a potential conflict of interest.

No member of the NCTCOG receives compensation from the contractor for lobbying activities as defined in Chapter 305 of the Texas Government Code.

Should the contractor fail to abide by the foregoing covenants and affirmations regarding conflict of interest, the contractor shall not be entitled to the recovery of any costs or expenses incurred in relation to the contract and shall immediately refund to the North Central Texas Council of Governments any fees or expenses that may have been paid under this contract and shall further be liable for any other costs incurred or damages sustained by the NCTCOG as it relates to this contract.

Name of Organization/Contractor(s):

Signature of Authorized Representative:

Date: _____

CONFLICT OF INTEREST QUESTIONNAIRE
For vendor doing business with local governmental entity

FORM CIQ

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of vendor who has a business relationship with local governmental entity.

Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

Yes No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

Yes No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7

Signature of vendor doing business with the governmental entity

Date

ATTACHMENT VII: CERTIFICATION OF FAIR BUSINESS PRACTICES

That the submitter has not been found guilty of unfair business practices in a judicial or state agency administrative proceeding during the preceding year. The submitter further affirms that no officer of the submitter has served as an officer of any company found guilty of unfair business practices in a judicial or state agency administrative during the preceding year.

Name of Organization/Contractor(s):

Signature of Authorized Representative:

Date: _____

**ATTACHMENT VIII: CERTIFICATION OF GOOD STANDING
TEXAS CORPORATE FRANCHISE TAX CERTIFICATION**

Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with for profit corporations that are delinquent in making state franchise tax payments. The following certification that the corporation entering into this offer is current in its franchise taxes must be signed by the individual authorized on Form 2031, Corporate Board of Directors Resolution, to sign the contract for the corporation.

The undersigned authorized representative of the corporation making the offer herein certified that the following indicated Proposal is true and correct and that the undersigned understands that making a false Proposal is a material breach of contract and is grounds for contract cancellation.

Indicate the certification that applies to your corporation:

_____ The Corporation is a for-profit corporation and certifies that it is not delinquent in its franchise tax payments to the State of Texas.

_____ The Corporation is a non-profit corporation or is otherwise not subject to payment of franchise taxes to the State of Texas.

- Type of Business (if not corporation):
- Sole Proprietor
 - Partnership
 - Other

Pursuant to Article 2.45, Texas Business Corporation Act, the North Central Texas Council of Governments reserves the right to request information regarding state franchise tax payments.

(Printed/Typed Name and Title of Authorized Representative)

Signature

Date: _____

**ATTACHMENT IX: HISTORICALLY UNDERUTILIZED BUSINESSES,
MINORITY OR WOMEN-OWNED OR DISADVANTAGED BUSINESS ENTERPRISES**

Historically Underutilized Businesses (HUBs), minority or women-owned or disadvantaged businesses enterprises (M/W/DBE) are encouraged to participate in the solicitation process.

NCTCOG recognizes the certifications of most agencies. HUB vendors must submit a copy of their certification for consideration during the evaluation of their proposal. Please attach the copy to this form. This applies only to the Offeror and not a subcontractor.

Texas vendors who are not currently certified are encouraged to contact either the Texas United Certification Program, State of Texas HUB Program, or the North Central Texas Regional Certification Agency, among others. Contact:

State of Texas HUB Program
Texas Comptroller of Public Accounts
Lyndon B. Johnson State Office Building
111 East 17th Street
Austin, Texas 78774
(512) 463-6958
<http://www.window.state.tx.us/procurement/prog/hub/>

North Central Texas Regional Certification Agency
624 Six Flags Drive, Suite 100
Arlington, TX 76011
(817) 640-0606
<http://www.nctrca.org/certification.html>

Texas United Certification Program
USDOT website at
<https://www.transportation.gov/DBE>

You must include a copy of your certification document as part of this solicitation to receive points in the evaluation.

Vendor to Sign Below to Attest to Validity of Certification:

Vendor Name

Authorized Signature

Typed Name

Date

Not applicable.

**ATTACHMENT X: NCTCOG FEDERAL AND STATE OF TEXAS
REQUIRED PROCUREMENT PROVISIONS**

The following provisions are mandated by Federal and/or State of Texas law. Failure to certify to the following will result in disqualification of consideration for contract. Entities or agencies that are not able to comply with the following will be ineligible for consideration of contract award.

**PROHIBITED TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT
CERTIFICATION**

This Contract is subject to the Public Law 115-232, Section 889, and 2 Code of Federal Regulations (CFR) Part 200, including §200.216 and §200.471, for prohibition on certain telecommunications and video surveillance or equipment. Public Law 115-232, Section 889, identifies that restricted telecommunications and video surveillance equipment or services (e.g., phones, internet, video surveillance, cloud servers) include the following:

- A) Telecommunications equipment that is produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliates of such entities).
- B) Video surveillance and telecommunications equipment produced by Hytera Communications Corporations, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliates of such entities).
- C) Telecommunications or video surveillance services used by such entities or using such equipment.
- D) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, Director of the National Intelligence, or the Director of the Federal Bureau of Investigation reasonably believes to be an entity owned or controlled by the government of a covered foreign country. The entity identified below, through its authorized representative, hereby certifies that no funds under this Contract will be obligated or expended to procure or obtain telecommunication or video surveillance services or equipment or systems that use covered telecommunications equipment or services as a substantial or essential component of any system, or as a critical technology as part of any system prohibited by 2 CFR §200.216 and §200.471, or applicable provisions in Public Law 115-232 Section 889.

The Contractor or Subrecipient hereby certifies that it does comply with the requirements of 2 CFR §200.216 and §200.471, or applicable regulations in Public Law 115-232 Section 889.

SIGNATURE OF AUTHORIZED PERSON: _____
NAME OF AUTHORIZED PERSON: _____
NAME OF COMPANY: _____
DATE: _____

-OR-

The Contractor or Subrecipient hereby certifies that it cannot comply with the requirements of 2 CFR §200.216 and §200.471, or applicable regulations in Public Law 115-232 Section 889.

SIGNATURE OF AUTHORIZED PERSON: _____
NAME OF AUTHORIZED PERSON: _____
NAME OF COMPANY: _____
DATE: _____

DISCRIMINATION AGAINST FIREARMS ENTITIES OR FIREARMS TRADE ASSOCIATIONS

This contract is subject to the Texas Local Government Code chapter 2274, Subtitle F, Title 10, prohibiting contracts with companies who discriminate against firearm and ammunition industries. TLGC chapter 2274, Subtitle F, Title 10, identifies that “discrimination against a firearm entity or firearm trade association” includes the following:

- A) means, with respect to the entity or association, to:
 - I. refuse to engage in the trade of any goods or services with the entity or association based solely on its status as a firearm entity or firearm trade association; and
 - II. refrain from continuing an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association; or
 - III. terminate an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association.

- B) An exception to this provision excludes the following:
 - I. contracts with a sole-source provider; or
 - II. the government entity does not receive bids from companies who can provide written verification.

The entity identified below, through its authorized representative, hereby certifies that they have no practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association; and that they will not discriminate during the term of the contract against a firearm entity or firearm trade association as prohibited by Chapter 2274, Subtitle F, Title 10 of the Texas Local Government Code.

The Contractor or Subrecipient hereby certifies that it does comply with the requirements of Chapter 2274, Subtitle F, Title 10.

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

-OR-

The Contractor or Subrecipient hereby certifies that it cannot comply with the requirements of Chapter 2274, Subtitle F, Title 10.

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

BOYCOTTING OF CERTAIN ENERGY COMPANIES

This contract is subject to the Texas Local Government Code chapter 809, Subtitle A, Title 8, prohibiting contracts with companies who boycott certain energy companies.

TLGC chapter Code chapter 809, Subtitle A, Title 8, identifies that “boycott energy company” means, without an ordinary business purpose, refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations with a company because the company:

- I. engages in the exploration, production, utilization, transportation, sale, or manufacturing of fossil fuel-based energy and does not commit or pledge to meet environmental standards beyond applicable federal and state law; and
- II. does business with a company described by paragraph (I).

The entity identified below, through its authorized representative, hereby certifies that they do not boycott energy companies, and that they will not boycott energy companies during the term of the contract as prohibited by Chapter 809, Subtitle A, Title 8 of the Texas Local Government Code.

The Contractor or Subrecipient hereby certifies that it does comply with the requirements of Chapter 809, Subtitle A, Title 8.

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

-OR-

The Contractor or Subrecipient hereby certifies that it cannot comply with the requirements of Chapter 809, Subtitle A, Title 8.

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

EXHIBIT 1: CATEGORIES OFFERED AND PRICING PROPOSAL

Place a checkmark next to each category you are offering in your proposal:

___ **Service Category #1: Artificial Intelligence (AI) Solutions for Public Sector Entities**

___ **Service Category #2: Other Ancillary Goods or Services (List Below)**

The Respondent shall furnish a comprehensive cost pricing model for this RFP, pursuant to the guidance provided in Section 5.13. Please delineate pricing based on **Service Category 1**, **Service Category 2**, or a combined pricing model for both categories. Label your pricing proposal as “Exhibit 1 – Pricing,” and use as many pages as necessary to provide detailed information.

Important Note: This RFP is not tied to any specific project at this time. The purpose is to secure pricing for potential future use of AI solutions by public sector entities. Respondents are encouraged to provide pricing models that are as descriptive and flexible as possible to accommodate the varied needs of potential users.

In addition to the requested pricing, Respondents are encouraged to include a retainage rate based on the hourly rate of each staff member for any future projects that may arise but are not currently anticipated by this RFP.

Refer to Exhibit 1 –Pricing Proposal Worksheet Attachment.



Pricing Proposal Worksheet

Description	Service Description:	Unit Price	% Discount	Notes/Comments
Website/ API Translation Subscription Packages	All packages and pricing include instant translations using LetzChat's patented device setting language recognition technology with access to all ATA proofed language listings	Per Month	10%	Unit Prices reflect the 10% discount from commercial pricing and include all associated costs
1. Basic Package	Email support (72-hour response time) Monthly analytics report Regular plugin software development updates	\$450.00	10%	
3. Advanced Package	Includes all Basic Package features with additional services: Email support (24-hour response time) Weekly custom analytics reports Priority translation software updates and issue resolution Custom website translation optimization Custom implementation and integration services Employee training sessions and comprehensive documentation	\$2,250.00	10%	
3. Premium Package	Includes all Advanced Package features with additional services: Dedicated client service manager and developmental support On-demand phone/ email support (4-hour response) Real-time "LetzChat Pro Analytics" dashboard Advanced Analytics with custom insights and reporting Continuous website performance monitoring and optimization Custom implementation and integration services Comprehensive employee training sessions and ongoing support Strategic market entry consulting and localization strategy development Priority Access to beta features and new releases	\$6,750.00	10%	
4. Elite Translation Suite (Large-scale enterprise translation solutions)	Includes all Premium Package features with additional services: Large Scale website analysis, formatting analysis, and translation customization Weekly meetings with LetzChat's software development team.	Custom	10%	
Document Translation Services	All Document Translation Services include instant translations using LetzChat's proprietary DocuTranslate Tool	Per Word	10%	Unit prices reflects the 10% discount from commercial prices and include all associated costs
1. Self Service DocuTranslate Account	Instant high quality translations into multiple languages Full Access to LetzChat's language libraries ATA proofed libraries with a 98% accuracy rate	\$0.14	10%	
2. Basic Services	High quality translations into multiple languages Full Access to LetzChat's language libraries ATA proofed libraries with a 98% accuracy rate Document Formatting Services (Word and Powerpoint) Standard Delivery (3-5 Business Days)	\$0.19	10%	
3. Basic Rush Services	2-3 Business Days 50% upcharge	\$0.28	10%	
4. Basic Same Day Services	Within 24 Hours 100% upcharge	\$0.38	10%	
5. Premium Services	Includes all Basics Services and: Library Customization to include specialty verbiage (legal, medical, scientific) Human proofreading with ATA translators to ensure content, tone, and cultural accuracy	\$0.23	10%	
6. Premium Rush Services	2-3 Business Days 50% upcharge	\$0.34	10%	
7. Premium Same Day Services	Within 24 Hours 100% upcharge	\$0.46	10%	
8. Multiple language documents	Discount off total price		4%	

EXHIBIT 3: SERVICE DESIGNATION AREAS

Texas Service Area Designation or Identification			
Proposing Firm Name:			
Notes:	Indicate in the appropriate box whether you are proposing to service the entire state of Texas		
	Will service the entire state of Texas	Will not service the entire state of Texas	
	If you are not proposing to service the entire state of Texas, designate on the form below the regions that you are proposing to provide goods and/or services to. By designating a region or regions, you are certifying that you are willing and able to provide the proposed goods and services.		
Item	Region	Metropolitan Statistical Areas	Designated Service Area
1.	North Central Texas	16 counties in the Dallas-Fort Worth Metropolitan area	
2.	High Plains	Amarillo Lubbock	
3.	Northwest	Abilene Wichita Falls	
4.	Upper East	Longview Texarkana, TX-AR Metro Area Tyler	
5.	Southeast	Beaumont-Port Arthur	
6.	Gulf Coast	Houston-The Woodlands-Sugar Land	
7.	Central Texas	College Station-Bryan Killeen-Temple Waco	
8.	Capital Texas	Austin-Round Rock	
9.	Alamo	San Antonio-New Braunfels Victoria	
10.	South Texas	Brownsville-Harlingen Corpus Christi Laredo McAllen-Edinburg-Mission	
11.	West Texas	Midland Odessa San Angelo	
12.	Upper Rio Grande	El Paso	

(Exhibit 3 continued on next page)

Nationwide Service Area Designation or Identification Form			
Proposing Firm Name:			
Notes:	Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.		
	Will service all fifty (50) states	Will not service fifty (50) states	
	<p>If you are not proposing to service to all fifty (50) states, then designate on the form below the states that you will provide service to. By designating a state or states, you are certifying that you are willing and able to provide the proposed goods and services in those states.</p> <p>If you are only proposing to service a specific region, metropolitan statistical area (MSA), or City in a State, then indicate as such in the appropriate column box.</p>		
Item	State	Region/MSA/City (write "ALL" if proposing to service entire state)	Designated as a Service Area
1.	Alabama		
2.	Alaska		
3.	Arizona		
4.	Arkansas		
5.	California		
6.	Colorado		
7.	Connecticut		
8.	Delaware		
9.	Florida		
10.	Georgia		
11.	Hawaii		
12.	Idaho		
13.	Illinois		
14.	Indiana		
15.	Iowa		
16.	Kansas		
17.	Kentucky		
18.	Louisiana		
19.	Maine		
20.	Maryland		