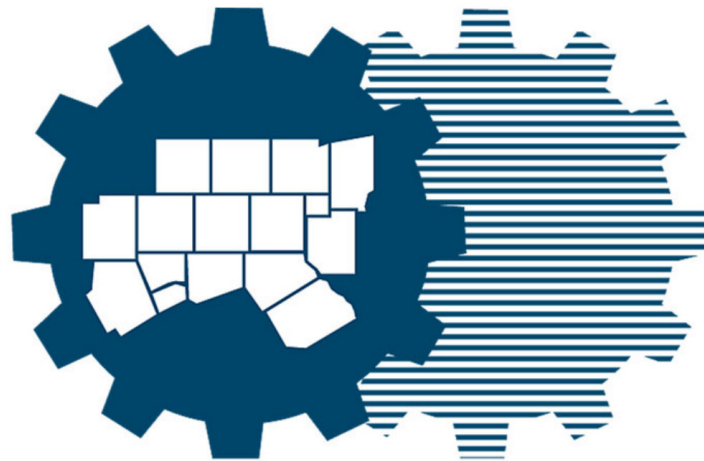


RFP #2025-018

# Response to RFP for Artificial Intelligence (AI) Solutions for Public Sector Entities

for the North Central Texas Council of Governments



**North Central Texas  
Council of Governments**

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# Certificate of Offeror & Statement of Understanding

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## 01

## Section 2

# References



**Anand Selvaraj, CTO**

*Commonwealth of Massachusetts Executive Office of Health & Human Services*

anand.selvaraj@mass.gov | (617) 348-5172



**Devyn Paros, CDO**

*Commonwealth of Massachusetts Executive Office of Technology Services & Security*

devyn.paros@mass.gov | (614) 202-0730



**Mimi Kantor, Project Manager**

*Commonwealth of Massachusetts Executive Office of Technology Services & Security*

mimi.kantor@mass.gov | (646) 554-9965



**Matthew Moran, Assistant Secretary**

*Commonwealth of Massachusetts Executive Office of Technology Services & Security*

matthew.e.moran@mass.gov | (617) 839-1419



**Nicholas Lombardi, ACIO**

*Commonwealth of Massachusetts Executive Office of Health & Human Services*

nicholas.lombardi@mass.gov | (857) 310-4730

## Section 3

# Project-Related Experience & Qualifications

## a. NeuroSoph's Capabilities & Experience

NeuroSoph has over 30 years of combined experience working with over 12 government agencies across the Commonwealth of Massachusetts. Our expertise and proficiency in AI in state and local governments (SLGs) are highlighted by our membership in both the Commonwealth of Massachusetts and Rhode Island AI Government Task Force Working Groups.

### Technical Expertise – AI Technologies

#### Specto AI Platform

NeuroSoph's Specto AI Platform offers customizable, secure, and transparent AI solutions tailored for government operations. It streamlines tasks to reduce complexity and boost productivity, while enhancing digital engagement and accessibility through multilingual support, speech-to-text capabilities, and WCAG compliance. The platform seamlessly integrates with existing IT infrastructures using open-source technologies for flexibility and scalability. Additionally, it provides robust analytics for data-driven decision-making and maintains the highest security measures and regulatory compliance to protect sensitive information.

Our suite of products includes the Specto AI Chatbot and Chatbot Studio, the Specto Intelligent Document Processing (IDP) solution, and the Specto Assisted Intake.

### AWS FTR-Certified & Award-Winning Specto AI Chatbot & Chatbot Studio

NeuroSoph's AWS FTR-certified and award-winning Specto AI Chatbot and Chatbot Studio offers seamless constituent engagement and optimized conversation management with a user-friendly no-code application.

### Specto AI Chatbot & Chatbot Studio Key Features

- **Flexible technology:** We can build the Specto AI Chatbot featuring different technologies including traditional conversational AI, generative AI, retrieval-augmented generation (RAG), and the LLM response selector (hybrid).
- **Advanced Information Retrieval:** Efficiently search and retrieve relevant information from large knowledge bases to enhance response accuracy.

- **Accurate & Transparent Information:** We work with stakeholders to ensure validity of information by offering citations and sources.
- **Customizable Responses:** Our chatbots can respond in various formats and response types (videos, images, text, etc.).
- **Accessibility & User-Friendliness:** Our Specto AI Chatbot widget is intuitive and compliant with the latest WCAG 2.2 and ADA standards.
- **Adjustable Font Size:** To enhance accessibility and user experience, the Specto AI Chatbot includes an adjustable font size feature, allowing users to increase or decrease text size for easy readability.
- **Downloadable Conversation Transcript:** Users can download a transcript of their conversation with the chatbot, giving them a record of their interaction for future reference.
- **PII Scrubbing:** Automated PII (personal identifiable information) scrubbing, which detects and removes sensitive information in real-time to protect user privacy and ensure compliance with data protection regulations.
- **Speech-to-Text:** Enables users to effortlessly convert spoken words into written text in the chatbot widget.
- **Multi-device Support:** Allows access to the chatbot from different devices, such as desktops, laptops, and other mobile devices.
- **Multilingual Support:** Our chatbot supports over 20 languages including English, Spanish, Portuguese, Chinese, French, etc.
- **Live Chat Capabilities:** Ability to hand-off to human agents for comprehensive customer support and engagement.
- **Widget Customization:** We offer a fully configurable chatbot widget to match organizational branding and website design.
- **Seamless Back-End Integration:** We integrate with existing back-end infrastructure to ensure optimal performance and efficiency.
- **Content Optimization:** Specto AI Chatbot Studio provides conversation viewer to assist in providing insights for content optimization.
- **Chatbot Studio Content Management:** User friendly, no-code application to customize conversations and responses, and update the knowledge base.
- **Analytics:** Tracking KPIs (Key Performance Indicators), such as user engagement rates, response accuracy, feature usage, and conversations to optimize chatbot performance and user experience.
- **Data Security & Privacy:** Leading security protocols and encryption, we ensure no collection of PII, and alignment with the National Open Court Data Standards (NOCD).
- **Enterprise-Ready:** Easily scales for organizations and supports multiple use cases.
- **Open-Source Rasa Technologies:** We leverage Rasa's transparent, flexible, and cost-efficient technology to build tailored conversational AI solutions to meet any need. By harnessing the power of open-source innovation, we deliver scalable, secure, and highly customizable chatbots and virtual assistants that drive organizational success.

# Specto Intelligent Document Processing (IDP)

Our Specto Intelligent Document Processing (IDP) solution streamlines operations by utilizing advanced AI technologies, including optical character recognition (OCR), and advanced image processing, to automate the extraction, classification, and analysis of information from documents.

## Specto Intelligent Document Processing (IDP) Key Features

- **Optical Character Recognition (OCR):** Converts printed or handwritten text into machine-readable text format, enabling the extraction of text from scanned document and images.
- **Intelligent Character Recognition (ICR):** Enhances OCR by applying AI to better identify characters and textual elements that are difficult to read.
- **Image Enhancement:** Techniques such as binarization, noise reduction, de-skewing, and de-speckling to improve the image of the document images before processing by OCR and AI algorithms.
- **Deep Learning:** Utilizes neural networks to process image data efficiently, enhancing image recognition and extraction capabilities.
- **AI Algorithms:** Extract relevant data from classified documents, including text, numeric values, and images or signatures, using NLP, deep learning, and ML.
- **Natural Language Processing (NLP):** Enables machines to understand and interpret human language within documents.
- **Machine Learning (ML):** Analyze patterns within documents to enhance accuracy in data extraction, classification, and interpretation.
- **Accessibility & User-Friendliness:** Our IDP solution features intuitive designs and compliance with latest WCAG 2.2 and ADA standards.
- **Intelligent Document Classification:** Automatically identifies document types and content using NLP, OCR, and machine learning.
- **Quality Assurance:** Performs quality checks to ensure the integrity of scanned documents.
- **Manual Corrections:** Enhance extraction models by incorporating human feedback, ensuring continuous improvement and accuracy.
- **Intelligent Routing:** Automatically routes captured information to the appropriate workflow or database.
- **Scalability:** Easily adapts to new formats or types of documents without a proportional increase in costs or complexity.
- **Customizable Branding:** We offer a fully configurable application to match organizational branding and website design.
- **PII Scrubbing:** Automated PII (personal identifiable information) scrubbing, which detects and removes sensitive information in real-time to protect user privacy and ensure compliance with data protection regulations.
- **Advanced Data Analytics:** Gain deeper insights from documents using techniques like NLP, OCR, and ML.
- **Seamless Back-End Integration:** We integrate with existing back-end infrastructure to ensure optimal performance and efficiency.
- **Natural Language Generation (NLG):** Automatically generates summaries, reports, and insights from processed documents.

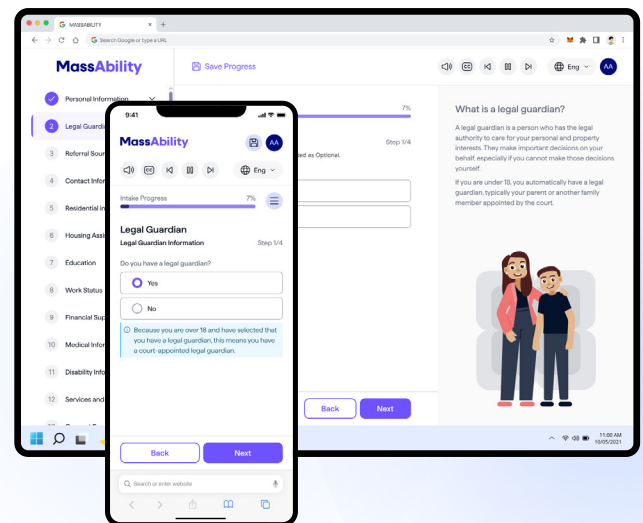


# Specto Assisted Intake

The Specto Assisted Intake blends AI into the application process to automate data collection, enhance user experience, and provide better self-service through interactive guided voiceovers, and speech-to-text capabilities to reduce errors and backlogs.

## Specto Assisted Intake Key Features

- **Secure Hosting Environment:** Hosted on secure server with regular updates and patches, and leading security protocols.
- **Accessibility & User-Friendliness:** Intuitive designs and compliant with latest WCAG and ADA standards.
- **Speech-to-Text:** Enables users to effortlessly convert spoken words into written text in the user interface.
- **Text-To-Speech:** Real-time, assisted voice-over guidance to enhance user accessibility and interactions.
- **Adjustable Font Size:** To enhance accessibility and experience, users can increase or decrease font size for easier readability.
- **Multi-Device Support:** Access Assisted Intake from any device including desktops, laptops, tablets, and mobile devices.
- **Multilingual Support:** Provides support in over 20 languages.
- **Seamless Back-End Integration:** We integrate with existing back-end infrastructure to ensure optimal performance and efficiency.
- **Customizable Branding:** We offer a fully configurable application to match organizational branding and website design.
- **Advanced Analytics:** Tracking KPIs (Key Performance Indicators) to gain insights about Assisted Intake.
- **Data Privacy:** Complies with data protection regulations and ensures users are informed about how their data will be collected and stored.
- **Secure Data Encryption:** Sensitive data is encrypted and stored in databases and servers to protect it from unauthorized access.



## Technical Expertise — Methodologies

NeuroSoph Inc. adheres to Agile development practices, employing frameworks like Scrum and Kanban to manage and complete complex projects iteratively. Our DevOps practices include Continuous Integration/Continuous Deployment (CI/CD) pipelines using AWS CodePipeline and AWS CodeBuild, ensuring rapid and reliable software delivery. Infrastructure as Code (IaC) is implemented using tools like AWS CloudFormation and Terraform, enabling automated and repeatable infrastructure provisioning.



Data science and machine learning methodologies such as CRISP-DM and Lean AI guide our project lifecycle, from business understanding and data preparation to modeling and deployment. To ensure optimal model performance, we engage in hyperparameter tuning using SageMaker's automated tuning, cross-validation, and A/B testing, continually refining our models for better accuracy and efficiency.

NeuroSoph's in-house design team excels in crafting exceptional user experiences through a comprehensive approach. We utilize mood boards, customer journey maps, wireframes, mock-ups, and interactive prototypes to bring your vision to life. Our proficiency in facilitating design sprints—a process encompassing ideation, sketching, prototyping, and user testing—enables us to rapidly solve complex problems and deliver innovative solutions. We transform your ideas into impactful, user-friendly digital experiences that exceed expectations.

## Project Management

We employ industry-leading methodologies (Agile, Scrum, etc.) to meticulously plan, execute, and monitor progress, ensuring that all milestones are met on time, within budget, and to the highest standards of quality, with rigorous quality assurance processes in place to guarantee exceptional results. We prioritize clear and consistent communication, providing regular updates and transparent reporting to keep stakeholders informed and engaged.

Our comprehensive project management approach encompasses three key phases: discovery and planning, execution, and quality assurance. This structured methodology ensures that we define project goals and align AI solutions with objectives, design and deploy effective AI models, and continuously refine and improve our solutions through regular testing, performance monitoring, and ethical considerations, ultimately delivering successful outcomes and meeting regulatory requirements.

The discovery and planning phase involves defining project goals and objectives, engaging with stakeholders, and ensuring alignment of our AI solution with goals and objectives. We work with stakeholders to assemble a skilled team and plan for necessary resources. Additionally, we provide detailed project timelines with key milestones

– identifying any potential risks and developing contingency plans.

During execution, we focus on designing and configuring AI solutions to meet specific needs, ensuring seamless integration with existing systems. We collect and prepare high-quality data for AI model training, ensuring accuracy, completeness, and relevance. We then develop and train AI models using tailored algorithms and techniques, thoroughly testing and evaluating performance using metrics such as accuracy, precision, and recall. Finally, we deploy and integrate the trained AI models into the existing system, ensuring smooth operation and minimal disruption to existing processes.

In the quality assurance phase, we ensure project objectives are satisfied, and ethical standards are upheld through continuous testing, performance monitoring, and feedback loops, with humans actively involved in the process to provide oversight and expertise. We prioritize fairness, transparency, and privacy, and regularly audit AI models to assess performance, identify bias, and make necessary adjustments. Detailed documentation and training are provided to team members and stakeholders, ensuring ongoing improvement, and adherence to regulatory requirements.

# Team Qualifications



## Tushar Banerji, Principal Account Manager

📞 (978) 500-1579    ✉️ [tushar@neurosoph.com](mailto:tushar@neurosoph.com)    [in Tushar Banerji](#)

Tushar, CEO of NeuroSoph Inc. for 6 years and with 14 years in the public sector, excels in managing high-performance teams and delivering exceptional results. He has led multi-disciplinary teams to provide strategic and technology solutions for EOHHS, EOPSS, and EOTSS.

### Professional Experience

#### Chief Executive Officer, NeuroSoph Inc.

North Andover, MA | 2018 – Present

- Co-founded NeuroSoph to focus on innovative artificial intelligence (AI) solutions in the government IT sector.
- Set and execute strategic vision for the company, help lead NeuroSoph into a premier AI solutions provider in the Commonwealth of Massachusetts.
- Direct the development and implementation of Specto AI Platform, enhancing government-resident interactions and operations with responsible AI.
- Ensured successful project delivery and stakeholder satisfaction for the AskMA chatbot implementation through effective communication and collaboration.
- Collaborated with the Massachusetts DPH to implement MyVaxRecords within a challenging 8-week timeline.

### Proven Experience

- Product and Project management
- Team Leadership
- Business Administration
- Business Strategy
- Business Development and Marketing
- Strategic Planning and Roadmaps
- Government Contract Management
- Artificial Intelligence and Implementation
- Stakeholder Management and partnerships



## Matthew J. Pallone, PhD, Chief Technology Officer

✉ [matt@neurosoph.com](mailto:matt@neurosoph.com)

in [Matthew Pallone](#)

Innovative engineer with 17 years in AI, image and language processing, biomedical engineering, and 10 years managing startups. Skilled in project management, design, and analysis, with a proven ability to quickly learn and solve problems.

### Professional Experience

#### Chief Technology Officer, NeuroSoph Inc.

North Andover, MA | 2018 – Present

- Co-founded the company to focus on innovative artificial intelligence (AI) solutions in the government IT sector.
- Built NeuroSoph into a leading AI solutions provider for the State of Massachusetts.
- Assemble and lead a team of qualified engineers in the development of NeuroSoph's Specto AI software suite.
- Develop a customizable digital assistant software platform for the creation of public sector chatbots, both internal and public facing.
- Create an intelligent document processing IDP software suite to streamline the intake and organization of scanned/faxed/mobile captured documents.

### Proven Experience

- Project Management
- Team Leadership
- Business Administration
- Independent Research
- Software Development
- Systems Design and Analysis
- Grant Writing
- Clinical Data Acquisition and Study Design
- Hardware Design and Fabrication



## Andrew Allan, Principal Product Manager

✉ [andrew@neurosoph.com](mailto:andrew@neurosoph.com)

in [Andrew Allan](#)

Andrew is an experienced Product Manager specializing in AI and chatbot development, currently serving as Principal Product Manager. He has successfully led the design and implementation of Rasa-powered chatbot solutions, enhancing user engagement while reducing costs. Previously, he managed a B2B industrial procurement platform that secured \$100M in annual commitments. With a bachelor's degree in business finance and certifications in AI product development and computer science, Andrew is proficient in various programming languages and project management tools.

### Professional Experience

#### Principal Product Manager, NeuroSoph Inc.

2023 – Present

- Managing product design and development of Rasa-powered NLP chatbot solutions. Manage implementation projects for over 10 state government organizations.
- Conceptualize and lead design of flexible and scalable generative AI and RAG chatbot platform that provides clients with increased engagement while reducing implementation and maintenance costs by up to 80%.
- Lead a team of data analysts to continually monitor incoming and outgoing chatbot content to capture new trends, identify new content areas and improve chatbot engagement.

### Proven Experience

- Project Management
- Team Leadership
- Business Administration
- Business Strategy
- Product Design and Development
- Strategic Planning and Roadmaps
- Business Strategy
- Software Development
- Programming Languages: JavaScript/TypeScript/Python/SQL/Git/HTML/CSS/SCSS



## Tyler Doblanko, Principal Software Engineer

✉ [tyler@neurosoph.com](mailto:tyler@neurosoph.com)   [in Tyler Doblanko](#)

Tyler is a Principal Software Engineer with extensive experience in developing AI chatbots, including the Specto AI Chatbot Widget and Chatbot Studio. He specializes in creating analytics suites, managing web analytics tools, and ensuring compliance with accessibility and security standards. Tyler holds a BSc in Mechanical Engineering from the University of Alberta, where he graduated with a perfect GPA. He also possesses AWS certifications as a Cloud Practitioner and Developer Associate.

### Professional Experience

#### Principal Software Engineer, NeuroSoph Inc.

2022 – Present

- Designing and developing the Specto AI Chatbot Widget, which has served millions of website visitors, enhancing user engagement and satisfaction.
- Creating the Specto AI Chatbot Studio, a client-centric web application built with React and TypeScript, providing an intuitive no-code interface for clients to configure their personalized Rasa conversational AI chatbots.
- Developing a comprehensive chatbot analytics suite that processes hundreds of millions of events, enabling key insights into chatbot performance using PostgreSQL, and custom Python scripts.
- Conducting accessibility reviews of web applications and addressed deficiencies to ensure compliance with the highest government standards.
- Performing security audits on cloud platforms supporting web applications and chatbot services, ensuring robust data protection measures.
- Leading agile practices, including sprint planning, daily standups, and code reviews, fostering a collaborative development environment.

### Proven Experience

- Project Management
- Team Leadership
- Software Development
- Systems Design and Analysis
- Full Stack Development
- Data Analytics and Insights
- Digital Accessibility Expertise
- Programming Languages: Python/Typescript/Javascript/SQL/HTML/CSS
- Frameworks/Topics: AWS/Docker/Django/Fast API/PostgreSQL/React/Express/Git/Test Driven Development/REST API



## Kevin Wang, PhD, Principal Data Scientist

✉ [kevin@neurosoph.com](mailto:kevin@neurosoph.com)    [in Kevin Wang](#)

Kevin is an experienced engineer with over 10 years of demonstrated expertise in computer vision, machine learning (ML), natural language processing (NLP), and cloud solutions. He is skilled in integrating complex data sets and developing predictive models. He has proven problem-solving and critical-thinking skills showcased through developing and maintaining real-world projects such as the Ask MA Chatbot and the Specto AI Intelligent Document Processing (IDP) solution. Kevin has strong research capabilities with multiple published papers.

### Professional Experience

#### Principal Data Scientist, NeuroSoph Inc.

2019 – Present

- Implementing natural language understanding - including featurization, intent classification, entity recognition, etc. – for the Specto AI Chatbot.
- Developing multi-model architecture for user intent classification.
- Conduct chatbot data analysis with visualization, clustering, and topic modeling.
- Developing speech-to-text, translation, and widget-analytics services for chatbot solutions.
- Conducting in-depth research and exploration of Embeddings, Large Language Models (LLMs), Prompt Engineering, and Agents.
- Integrating cutting-edge technologies such as OpenAI APIs, AWS Bedrock, LangChain, knowledge graphs, RAG, etc.
- Developing image processing algorithms and machine learning (ML) models for background removal, detection of extraneous marks, and identification of special form fields.
- Implementing cloud migration to utilize AWS Textract and serverless services, including Lambda, SQS, and SNS.

### Proven Experience

- AWS Cloud Architecture
- Research and Development
- Team Leadership
- Advanced Technical Expertise (Machine Learning, Natural Language Processing, Big Data, Deep Learning, Image Processing, Large Language Models)
- Software Engineering
- Data Analytics and Modeling
- Languages: Python/SQL/C/C++/JavaScript/HTML





## Dave Galgano, Customer Success Manager

✉ [dgalgano@neurosoph.com](mailto:dgalgano@neurosoph.com)

🌐 [Dave Galgano](#)

Dave brings over 10 years of customer service and sales experience, with a background in Marketing and Economics. He has skills in team management, user experience design, development oversight, and client relations, all with a goal of enhancing our customers' digital strategies.

### Professional Experience

#### Business Analyst, NeuroSoph Inc.

2024 – Present

- Establishing and nurturing strong relationships with key stakeholders.
- Developing and overseeing client relationships by delivering product demonstrations for sales, training, and functionality purposes.
- Collaborating with cross-functional teams to facilitate communication and ensure project alignment with business objectives.
- Managing stakeholder relationships, negotiating terms and ensuring project deliverables met expectations.
- Monitoring project progress and performance metrics, identifying bottlenecks and recommending solutions for improvement.
- Conducting requirements gathering and analysis to translate stakeholder needs into functional specifications.

### Proven Expertise

- Market Research
- Customer Relationship Management
- Business Analysis
- Business Process Improvement
- Business Development
- Stakeholder Management
- Account Management
- Brand and Product Positioning

## b. Relevant Past Projects



### Case Study: Award Winning Ask MA Chatbot for the Massachusetts Registry of Motor Vehicles

#### Project Overview

The Massachusetts Registry of Motor Vehicles (RMV) aimed to enhance customer convenience by promoting its online services, which included over 60 transactions, such as license renewals and vehicle registrations. The challenge was to raise awareness and encourage use of the RMV's Online Service Center, while helping customers navigate its extensive 400-page domain on Mass.gov for reliable RMV information.

Addressing these challenges involved creating user-friendly tools, accessible, and effective communication channels that provided accurate information and built trust in online resources. A successful solution reduced reliance on in-person visits and phone or email inquiries, thereby increasing operational efficiency and improving customer satisfaction.

#### Scope & Objectives

The Key objectives of the Ask MA Chatbot for the RMV included:

- Enhancing customer service by providing **clear instructions** and easily accessible resources.
- Establishing compliance with **WCAG 2.2 AA and ADA accessibility standards**, ensuring all individuals — regardless of their disabilities — can access the information effectively.
- Hosted in AWS and integrated with the [Mass.gov Drupal environment](#).
- Offering **faster navigation** and access to RMV-related inquiries.
- Promoting the RMV's online **self-service** which has over 60 transactions.
- Assisting in finding RMV-related information, thereby, **reducing in-person visits** to RMV locations and **decreasing the volume of calls and emails to contact centers**.

#### Outcomes & Success Metrics

The Ask MA Chatbot for the RMV quickly began to serve as an additional automated digital channel for visitors to Mass.gov, complementing traditional customer service options like phone and email and enhancing the overall user experience.

- **Reduced call volume & email volume:** An average decrease of 1,000 calls per day and 200 incoming emails per week.
- **Increased self-service:** Enabled customers to obtain information and complete simple transactions independently, in over 20 languages.
- **Improved Engagement:** The Ask MA Chatbot improved user engagement by providing readily available information, including step-by-step instructions on self-service transactions, as well as quick and convenient navigation between sites.
- **Mobile Responsiveness:** The Ask MA Chatbot is optimized for use on any device.
- **Accessibility:** NeuroSoph ensured the Ask MA Chatbot was compliant with WCAG 2.2 AA and ADA accessibility standards by incorporating features such as speech-to-text functionality and alternative text for images.
- **Scalability & Flexibility:** The phased rollout and expansion from 20 to over 75% of the RMV's 400-plus page website.
- **Integration with Existing Services:** The chatbot complements traditional customer service options, the RMV's Online Service Center, and can easily integrate with existing sites created by companies like Drupal.
- **Extensive Knowledge Base:** Integrated responses managed with the Specto Chatbot Studio covers various RMV- related topics, such as vehicle registration, driver's license, vehicle ownership transfer, and more.
- **Award Recognition:** Awarded the American Association of Motor Vehicle Administrators' (AAMVA) Customer Convenience Award in 2023.



## Successful Implentation: Specto AI Chatbot Studio—Efficient Conversation Management

### Project Overview

The Executive Office of Technology Services and Security's (EOTSS) mission is to deliver secure and high-quality digital information, services, and tools to constituents and service providers whenever and wherever they need them. Agency content editors wanted the ability to edit how the chatbot responds to user input on their respective pages and ensure the content provided is accurate, relevant, reliable and presented in a way that meets their communication goals. NeuroSoph developed the Specto Chatbot Studio, a no-code application that empowered EOTSS and agency content editors to easily expand the enterprise chatbot knowledge base and maintain accurate and relevant conversations.

## Scope & Objectives

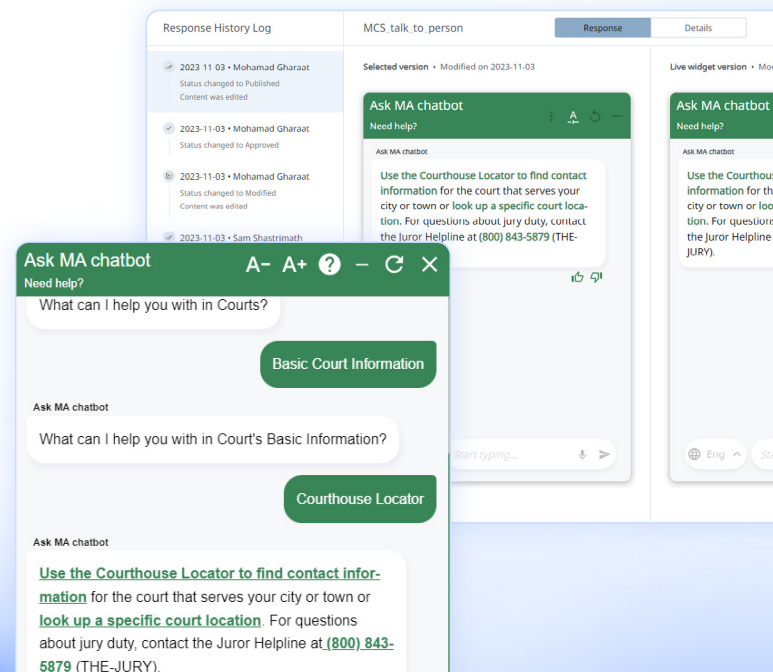
The key objectives of the Specto AI Chatbot Studio included:

- Creating a **no-code application** called the Specto Chatbot Studio designed for use by EOTSS and agency content editors.
- Ensuring Specto Chatbot Studio is **WCAG 2.2 AA and ADA compliant**, enabling any user - including those with disabilities - to manage content and conversations.
- **Improving the overall management of chatbot conversations** by efficiently enhancing the chatbot system to evolving user needs.
- Empowering non-technical users to manage chatbot content without coding skills, **reducing dependency on technical staff and enhancing agency scalability and flexibility**.
- Facilitating quick and efficient updates to maintain accurate and relevant information to **improve engagement** and ensuring the Specto AI Chatbot remains effective and user-friendly.

## Outcomes & Success Metrics

The Specto Chatbot Studio offers powerful self-service capabilities, robust analytics, and enhanced security to efficiently manage conversations.

- **Empowerment:** Over 100 active users across 20 organizations managing the Ask MA Enterprise Chatbot with over 400 chatbot responses.
- **Optimization:** Conversation viewer to review, edit responses and assist in providing insights for content optimization.
- **KPIs:** The Chatbot Studio analytics suite helps monitor and track the success of the Ask MA Chatbot with over 40 metrics, giving EOTSS agency members actionable insights to continuously improve the chatbot.
- **Robust Content Approval Pipeline:** Every content change goes through a structured review and approval pipeline before publication. This process ensures high-quality, accurate responses, with a complete history log of every response for easy reference and auditing.
- **Continued Operation & Maintenance:** The Specto Chatbot Studio offers no-code, self-service capabilities, it empowers agencies to manage and add conversations without additional input from NeuroSoph.
- **Protect User Data:** Security measures include Single Sign-On (SSO) capabilities and customizable roles and permissions, allowing for effective user and role management.

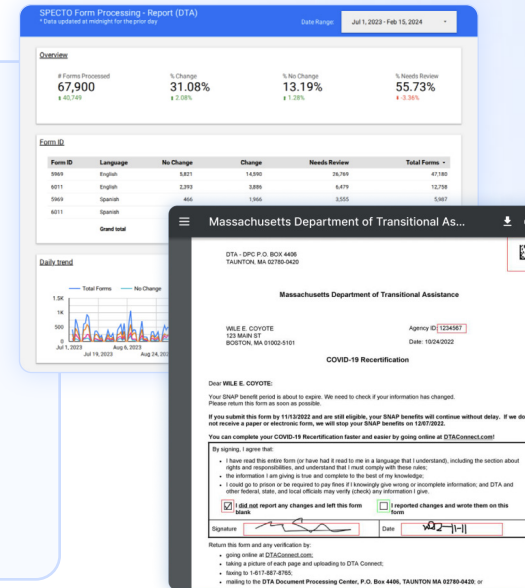




# Successful Implentation: Enhancing DTA Operations with Specto Intelligent Document Processing (IDP)

## Project Overview

The Massachusetts Department of Transitional Assistance (DTA) helps low-income individuals and families meet their basic needs and achieve long-term economic stability. The DTA faced significant challenges in processing Supplemental Nutrition Assistance Program (SNAP) Interim Reports (IRs) due to manual processing, which was time-consuming and error-prone. This led to delays and backlogs, affecting the efficiency of DTA operations and applicants' ability to receive timely assistance. To address these issues, the DTA partnered with NeuroSoph Inc. to implement the Specto Intelligent Document Processing (IDP) solution. This partnership aimed to enhance the processing of SNAP IRs, making it more efficient and accurate.



## Scope & Objectives

The key objectives of the Specto Intelligent Document Processing (IDP) included:

- **Centralized Record Management:** Automate classification and search for easy access to documents.
- **Language Detection:** Automatically categorize documents into English and Spanish to reduce manual errors.
- **Form Classification:** Use AI to classify forms into Change, No Change, and Needs Review categories for streamlined workflow.
- **Automated Data Extraction:** Extract data from documents to reduce errors and increase processing speed.
- **Real-Time Dashboards:** Track accuracy and automation rates for continuous process optimization and data-driven decision-making.

## Outcomes & Success Metrics

Since its implementation, the Specto IDP has demonstrated significant improvements in DTA operations.

- **Accuracy:** 100% accuracy in SNAP IR form categorization of no change.
- **Efficiency:** Faster and more accurate processing for applicants.
- **Volume:** Over 86K forms processed since July 2023.
- **Validation:** Validation checks are performed to cross-reference extracted data with existing databases or predefined rules, identifying and correcting errors.
- **Continuous Improvement:** Machine learning algorithms refine the performance over time, improving accuracy and efficiency. Humans-in-the-loop validation resolves discrepancies and fine-tunes the model's prediction algorithms, accelerating its learning process.
- **Improvements:** Productivity gains and increased efficiency for DTA staff.

## c. Background & Years in Business

### Vendor Entity Overview

NeuroSoph Inc. is a minority-owned end-to-end enterprise AI solutions provider based in North Andover, Massachusetts, founded in 2018. We specialize in delivering innovative, customizable, and transparent AI solutions designed specifically for state and local governments (SLGs). Our flagship Specto AI Platform includes a suite of products such as the Specto AI Chatbot and Chatbot Studio, Specto Intelligent Document Processing (IDP), and Specto Assisted Intake. With over 30 years of combined experience in the public sector, our team offers secure, human-centered, and adaptable AI solutions that address the unique needs of government clients.

#### Our Mission

NeuroSoph's mission is to empower governments with the best and most human-centric AI solutions. We are committed to harnessing advanced AI technology to enhance public service and governance. By focusing on human-centric AI, the company aims to prioritize ethical considerations, accessibility, inclusivity, and user-friendliness, ensuring that AI systems are designed to meet the diverse needs of communities. This approach not only facilitates more efficient and transparent government operations but also fosters trust and collaboration between governments and their constituents.

#### Our Vision

Be the most preferred AI solutions provider for each of our customers. We are committed to understanding the unique needs of our government clients and leveraging cutting-edge AI advancements to provide secure, accessible, and tailored solutions that enhance efficiency and digital service delivery. By fostering strong partnerships and continuously evolving our offerings, we aim to empower state and local governments (SLGs) to achieve their goals and stay ahead in an ever-changing digital landscape.

#### Rhode Island & Massachusetts AI Task Force Government Working Groups

As active members of the Rhode Island and Massachusetts AI Task Force Government Working Groups, we contribute to the development of AI governance frameworks and best practices. This involvement keeps our solutions aligned with evolving standards, ensuring compliance, security, and ethical considerations in AI use for the public sector.

#### AWS Qualified Software Partner

NeuroSoph is an AWS Qualified Software Partner, Public Sector Partner, and Select Tier Partner, showcasing our expertise in cloud solutions.





# Trusted Government AI Solutions Provider

Our extensive experience in delivering government solutions includes partnerships with Massachusetts agencies such as the Executive Office of Technology Services and Security (EOTSS), Registry of Motor Vehicles (RMV), Department of Public Health (DPH), Department of Transitional Assistance (DTA), MassHealth, Department of Revenue (DOR), Department of Family and Medical Leave (DFML), Department of Fish and Game (DFG), the Massachusetts Court System (MCS), and more.



## Recognition & Awards



American Association of  
Motor Vehicle Administrators

**American Association of Motor Vehicle Administrators (AAMVA) Customer Convenience Award 2023:** Our Ask MA Chatbot was awarded for its significant impact on reducing the volume of emails by 200 and 1000 calls per day to the Registry of Motor Vehicles (RMV), illustrating its efficiency and user-centric design.



**2024 GovX Award:** Our work helped Massachusetts Executive Office of Technology Services and Security (EOTSS) win the 2024 Government Experience Award given by the Center for Digital Government (CDG), reflecting our excellence in digital government innovation.

## d. Significant Requirements Not Met

NeuroSoph Inc. will be able to meet all requirements from the Scope of Work.

## Section 4

# Technical Proposal

### a. Project Deliverables

NeuroSoph Inc. proposes to address the challenges for the Municipal Courts, and Other Government Entity Departments with the Specto AI Platform which includes a suite of products including, the Specto AI Chatbot & Chatbot Studio, the Specto Intelligent Document Processing (IDP), and the Specto Assisted Intake.

- **Municipal Courts:** Using the Specto AI Platform to build the Specto AI Chatbot to help support efficient case management, automate routine inquiries, and improve citizens' access to legal information.
- **Other Government Entity Departments:** Using the Specto AI Platform's suite of products (Specto AI Chatbots, Intelligent Document Processing (IDP), Specto Assisted Intake) to improve service delivery, streamline routine operations, and bolster data-driven decision-making.

### b. Technical Approach

#### Methodologies for Design & Development

Our Specto AI Platform and its AI solutions are designed and developed through a structured methodology that encompasses a series of key steps. While these steps provide a foundation, we may tailor our approach to meet the unique challenges and objectives of each project. Our process is characterized by comprehensive planning, collaborative engagement, and iterative refinement, ensuring that our AI solutions are secure, user-friendly, and accessible.

#### 1. Problem Definition & Data Collection

**Problem Identification:** We start by conducting a thorough analysis to clearly define the problem or challenge. This involves understanding the current process, identifying pain points, and determining how our Specto AI Platform can provide a solution. We engage with stakeholders to gather insights and ensure that the problem definition aligns with objectives and user needs. Additionally, we outline the specific issue to be addressed including strategies to integrate with existing infrastructure, the desired outcomes, and the key performance indicators (KPIs) for success.

**Data Collection:** Effective data collection is crucial for developing and training AI models. We start by identifying relevant data sources. This includes internal databases, external datasets, and other available data. The selected data sources must be relevant to the problem and provide the necessary information to train and validate the AI model.

Next, we assess the quality of the data to ensure it is accurate, complete, and relevant. This involves evaluating the data for consistency, validity, and reliability. High-quality data is important for developing

robust and trustworthy AI models. Once assessment of data is complete, we must decide on the appropriate data collection tools and techniques used to gather and store the data. Data must be stored in a secure and accessible manner, adhering to data privacy and security guidelines – but still available to be easily retrieved for use in AI model development and training.

## 2. Data Preparation & Feature Engineering

**Data Preparation:** To prepare the data for AI model development, we perform two critical steps: data cleaning and feature engineering. With data cleaning we ensure the quality and accuracy of the data. This process involves inspecting the data for errors, inconsistencies, and missing values to identify potential issues. We then apply data cleaning techniques such as handling missing values, removing duplicates, and correcting errors to rectify these issues. Finally, we validate the data to ensure it meets the required standards and is free from errors, providing a clean and reliable dataset for AI model development.

**Feature Engineering:** We use feature engineering to select and transform raw data into relevant features that are more relevant for modeling. Additionally, we extract new features from existing ones, such as creating composite features or using dimensionality reduction techniques to uncover hidden patterns and relationships in the data. Data preparation and feature engineering result in a higher-quality dataset that is optimized for AI model development, leading to more accurate and reliable results.

## 3. AI Model & Application Design

**AI Model Identification & Evaluation:** When designing the AI model, we take a comprehensive approach that involves identifying the problem type, such as classification, regression, or clustering, to determine the suitable AI model type, including supervised, unsupervised, or hybrid models. We also carefully consider the data characteristics, including size, complexity, and structure, to select the most appropriate model. Furthermore, we evaluate different models based on their performance, interpretability, and efficiency, ensuring that the chosen model is not only effective but also transparent and scalable, meeting the specific needs of the problem.

**Application Design:** While the AI model is being evaluated, we design the application's architecture and concept through a collaborative design workshop with key stakeholders. This process creates a user-friendly interface that is easy to navigate, visually appealing, and aligns with the organization's branding. We also identify integration points with existing systems and infrastructure, define system components, data flow, and scalability and performance plans.

## 4. Training & Validation

To train the AI model, we utilize the prepared dataset and select appropriate training parameters to optimize the model's performance. We also rigorously validate and evaluate the model to ensure it is accurate and reliable.

## 5. Deployment & Monitoring

**Deployment:** To deploy the AI model, we integrate it into the production environment, ensuring compatibility with existing systems and infrastructure. This involves choosing a deployment strategy that aligns with the application requirements, such as phased roll-out. We use model serving platforms or APIs to deploy and manage the model in production, providing a scalable and efficient way to handle incoming requests and deliver predictions.

**Monitoring & Maintenance:** Once the model is deployed, we continuously monitor its performance in production. This includes implementing mechanisms to retrain the model as needed to maintain its accuracy and relevance. Regular updates are made to the model with new data or retraining to ensure it remains effective and aligned with changing organizational needs. This ongoing monitoring and maintenance process ensures that the AI model continues to deliver value and support objectives over time.

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## Integration Strategies with Existing Government Systems

Implementing the Specto AI Platform within existing government systems requires strategic planning and close collaboration with key stakeholders. Early engagement in the planning phase is crucial to identify existing infrastructure, potential integration issues, and select appropriate AI technologies that are scalable, adaptable, and can be seamlessly integrated with existing systems.

### Key steps include:

- **Stakeholder Collaboration:** Conducting regular stakeholder meetings, workshops, and feedback sessions to understand requirements, address concerns, and build trust in AI technologies.
- **Assessing Current Infrastructure:** Evaluating current IT infrastructure to identify necessary upgrades or modifications to support integration and reduce compatibility risks.
- **Robust Data Governance:** Implementing robust data governance practices to ensure data is centralized, accessible, and secure, which is critical for AI systems to function effectively.
- **Skills Development:** Investing in upskilling existing staff and retaining access to AI talent to ensure effective AI implementation and management.
- **API-First Approach:** Adopting an API-first approach to ensure secure and efficient communication between AI systems and existing government systems.
- **Continuous Testing:** Conducting thorough testing phases to confirm AI system compatibility with existing infrastructure, allowing for continuous adjustments and optimizations.

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## User-Friendliness & Accessibility Considerations

NeuroSoph Inc. prioritizes accessibility to ensure that all users, including those with disabilities, can interact with the Specto AI Platform's suite of AI solutions. Our extensive public sector experience and commitment to thoughtful policy design and accessibility not only promotes responsible AI usage but also enhances public confidence in our Specto AI solutions.

## Accessibility Compliance

NeuroSoph's Specto AI Platform is designed to meet the highest standards of accessibility and compliance. We ensure full compliance with the ADA and WCAG 2.2 AA standards. Furthermore, our solutions comply with Section 508 of the Rehabilitation Act, which requires federal agencies to make their electronic and information technology accessible to people with disabilities.

### Key Accessibility Features

- **Keyboard Navigation:** our AI solutions are fully navigable using a keyboard, ensuring that users with motor impairments can interact with it easily.
- **Screen Reader Compatibility:** We have implemented clear ARIA labeling and intuitively ordered interactions to ensure our AI solutions are compatible with screen readers, facilitating use by visually impaired users.
- **Large Text & Color Contrast:** The Specto AI Platform supports large text and high color contrast, making it readable for users with low vision.
- **High Contrast Mode:** Our AI solutions offer a high contrast mode to help users with visual impairments.
- **Adjustable Font Size:** To enhance accessibility and user experience, the Specto AI Platform includes an adjustable font size feature, allowing users to increase or decrease text size for easy readability.
- **Rich Media Accessibility:** We provide alternative text for images, relevant WAI-ARIA attributes for interactive elements, captions for videos, and transcripts for audio content.
- **Accessible Language & Fonts:** The Specto AI Platform uses plain language, avoids jargon and acronyms, and employs sans serif fonts at a large enough size to enhance readability.
- **Cross-Browser Compatibility:** Our AI solutions are compatible with a wide range of browsers, including Chrome, Firefox, Safari, Edge, and Opera, ensuring that users can access it regardless of their preferred browser.
- **Multi-Device Compatibility:** The Specto AI Platform is designed to work seamlessly across various devices, including desktops, laptops, tablets, and smartphones, ensuring that users can access it from their device of choice.
- **Multi-Language Support:** Our AI solutions support over 20 languages — including English, Spanish, Portuguese, Chinese, French, etc. — making it accessible to users who prefer to communicate in their native language.
- **Closed Captions & Transcripts:** We provide closed captions and transcripts for all audio and video content, ensuring that users with hearing impairments can access the information.
- **Speech-to-Text:** Users can interact with our AI solutions using voice commands.
- **Clear & Consistent Navigation:** Our Specto AI solutions features clear and consistent navigation.

### Compliance Testing

To ensure accessibility compliance, we employ a multi-layered testing approach that includes automated testing using tools like WAVE and axe DevTools, manual inspection, assistive technology testing, and user testing with individuals with disabilities. We also conduct cross-browser and cross-device testing to ensure compatibility and accessibility across diverse device browser-OS combinations. Our testing is guided by ADA and WCAG 2.2 AA standards, and we regularly monitor and update our digital content to ensure ongoing accessibility compliance.



## c. Performance Metrics

The reporting and analytics module enables continuous improvement of the Specto AI Platform's performance and helps identify opportunities for optimization. Our 24/7, real-time analytics dashboard monitors our AI solutions with essential KPIs, tracked across daily, weekly, and monthly intervals. Some of the performance metrics or KPIs for our AI solutions include but not limited to:

### Specto AI Chatbot

- **Goal Completion Rate (GCR):** Measure the percentage of successful completions of the chatbot's intended purpose, such as answering queries.
- **Response Accuracy:** Evaluate the accuracy of the chatbot's responses to user queries, ensuring they are relevant and correct.
- **User Engagement:** Track metrics such as interaction rate, bounce rate, and average conversation time to assess user engagement and satisfaction.
- **Fallback Rate:** Monitor the rate at which the chatbot fails to understand user requests and transfers them to human agents.
- **User Satisfaction Ratings:** Collect feedback on the overall satisfaction with the Specto AI Chatbot experience, including ease of use and effectiveness.
- **Questions by Category:** Provides detailed classification of user questions by category (FAQs, technical support, general information, etc.).

### Specto Intelligent Document Processing (IDP)

- **Precision & Recall:** Evaluate the AI model's ability to accurately identify and extract relevant information from documents, minimizing false positives and negatives.
- **Throughput:** Measure the number of documents processed per unit of time to assess the efficiency of the AI system.
- **Error Rate:** Track the rate of errors in document processing, including incorrect data extraction or classification.
- **Processing Time:** Monitor the time it takes for the AI to process documents, ensuring it meets the required efficiency standards.

- **Accuracy:** Assess the overall accuracy of document processing, including the correctness of extracted data and classifications.

### Specto Assisted Intake

- **Percentage of Completed Forms:** Track the percentage of forms completed successfully by users, indicating the effectiveness of the Specto Intake form.
- **Average Time to Complete:** Measure the average time users take to complete the form, reflecting the efficiency of the intake process.
- **Data Completeness:** Assess the completeness of the data, ensuring all necessary fields are filled correctly.
- **Error Rate:** Monitor the rate of errors in form completion, including incorrect data entries or missed fields.
- **User Engagement:** Track user interaction with the AI intake form, including time spent on each field and overall form completion time.
- **User Satisfaction:** Collect feedback on the ease of use and overall satisfaction with the intake process.

### Continuous Improvement

For all Specto AI solutions, we implement a continuous improvement process by keeping humans in the loop:

- **Regular Monitoring:** Regularly monitor and analyze the KPIs to identify areas for improvement.
- **Feedback Loops:** Establish feedback loops to gather user input and adjust the AI models accordingly.
- **Iterative Testing:** Conduct iterative testing to refine the AI models and improve their performance.
- **Training Data Updates:** Continuously update the training data to ensure the AI models remain accurate and relevant.



## d. Risk Management

To ensure the successful implementation of the proposed solution, we identify and mitigate potential risks that could impact its effectiveness, and the following highlights key risks and strategies for risk management.

Category	Risk	Mitigation
Cybersecurity	Exploitation of AI systems by malicious attacks, data breaches, and privacy violations	NeuroSoph employs a Zero Trust Architecture with layered defenses, robust data protection mechanisms, and continuous monitoring and adaptation, supplemented by human oversight and expertise to effectively mitigate evolving cybersecurity risks.
Bias & Harm	AI systems can perpetuate biases and inaccuracies leading to discriminatory decisions and flawed insights.	We promote fairness and equity in AI-driven decisions by training models on diverse and representative data sets. Additionally, we involve human oversight to diligently address biases in datasets and algorithms to prevent discriminatory outcomes.
Liability & Compliance	AI systems can pose legal and regulatory risks if they do not comply with data protection regulations, IP, copyright, and ethical standards.	NeuroSoph conducts comprehensive risk assessments and implement compliance evaluations to mitigate AI-related regulatory risks. As members of the Rhode Island and Massachusetts Government AI Task Force Working Groups, we contribute to shaping AI policies and regulations. This ensures our AI solutions are responsible, aligned with the latest standards, and compliant across jurisdictions.
Unreliable Output	AI systems, especially generative AI, can produce unreliable outputs or hallucinations – where the AI might generate inaccurate or misleading information.	We implement robust strategies such as curating high-quality training data and incorporating human oversight to fact-check and correct AI-generated content. Additionally, we employ continuous monitoring and feedback mechanisms to regularly review AI outputs, update training data, and fine-tune models to address inaccuracies and hallucinations.
Third-Party	Relying on external AI vendors exposes organizations to risks including data misuse, inadequate anonymization, non-compliance with privacy regulations, data manipulation, and automated attacks.	We thoroughly assess and implement robust governance standards for all external partners. Additionally, we conduct independent testing and auditing of high-stakes inputs to ensure compliance and security, minimizing the risk of data misuse, non-compliance, and cyber threats.

Category	Risk	Mitigation
Ethical & Transparency	AI systems can pose ethical risks if they are not transparent and accountable, leading to public distrust and ethical concerns.	NeuroSoph prioritizes transparency and explainability in our Specto AI solutions, providing clear documentation on development processes, data sources, and decision-making algorithms.
Human Oversight & Review	Lack of human oversight and review can lead to AI systems making discriminatory or harmful decisions.	Our mission is to empower governments with the best and most human-centric AI solutions. We integrate human-centered and responsible AI principles throughout our AI implementation, ensuring transparency, equity, security, and accountability. Human oversight and control are embedded at every stage, from design to deployment, to guarantee AI systems align with organizational goals and societal values.

## e. Compliance & Standards

### NeuroSoph's Compliance to Regulations, Standards, & Data Privacy Laws

NeuroSoph Inc. confirms that our AI solutions adhere to all relevant regulations and standards, including data privacy laws such as the Health Insurance Portability and Accountability Act (HIPAA), and the Texas Data Privacy and Security Act (TDPSA). Our solutions are designed with built-in compliance mechanisms to ensure the secure handling and processing of sensitive data, including personal data of Texas consumers. We maintain compliance through regular audits, data protection impact assessments, and continuous monitoring of regulatory updates, ensuring transparency, consent, and security in our data handling practices.

### Data Management

Our data management policies are designed to ensure the secure handling of data throughout its lifecycle. We classify data according to its sensitivity and store it in controlled repositories, with critical data backed up daily and retained for a period that complies with regulatory and contractual requirements. When no longer needed, data is disposed through logical sanitization to ensure irretrievability.

### NIST AI Risk Management Framework

At NeuroSoph, we align our AI policies and frameworks with the NIST AI Risk Management Framework, specifically tailored for state and local governments (SLGs). We listen to our clients and assess their risk tolerance, ensuring our AI implementations meet their specific needs and concerns. Our expertise ensures that AI implementations are guided by robust ethical standards, governance structures, and compliance measures. For example, we follow comprehensive data privacy protocols to protect sensitive information, ensuring secure and ethical AI practices. Additionally, we address the risk of large language model (LLM) hallucinations—where the AI might generate inaccurate or misleading information—by implementing stringent verification processes and adjusting the AI's responses based on the client's risk tolerance. This proactive approach helps maintain the reliability and trustworthiness of the AI systems we deploy.

### AWS Qualified Software Partner

NeuroSoph Inc. is an AWS Qualified Software and Public Sector Partner. This certification reflects our commitment to secure deployment and operations of AI technologies, ensuring our public sector customers receive robust, compliant, and highly secure solutions on AWS.

## Robust Security Measures & Data Protection

NeuroSoph employs robust identity and access management (IAM), implementing access control through AWS IAM to manage permissions and roles for users and services, complemented by multi-factor authentication (MFA) to enhance security. We ensure data encryption by leveraging AWS Key Management Service (KMS) to secure data both at rest and in transit, using TLS/SSL protocols for secure data transmission.

## Comprehensive Network Security & Continuous Monitoring

Network security is another major focus, achieved by configuring a Virtual Private Cloud (VPC) to isolate AI workloads and control network access, supported by security groups and network access control lists (ACLs) to manage inbound and outbound traffic. Continuous monitoring and logging are facilitated through AWS CloudTrail and Amazon CloudWatch, which monitor API activity and track resource changes, while AWS Config ensures compliance with security policies. We deploy AWS GuardDuty for automated threat detection to monitor malicious activity and unauthorized behavior continuously, and Amazon Macie to protect sensitive data and prevent data loss.

## Secure Deployment & Compliance Management

Our secure deployment pipelines are established using CI/CD tools like Gitlab, Gitlab Runner, AWS ECR, and AWS Inspector, which integrate security checks to ensure safe deployments. AWS Secrets Manager and Parameter Store are utilized to securely manage and retrieve credentials and API keys during these deployments. Compliance and auditing are supported by AWS Artifact, providing access to AWS compliance reports and ensuring adherence to regulatory requirements, with AWS Audit Manager implementing comprehensive auditing and compliance checks.

## Collaborative Approach to Compliance & Security Assurance

In addition to these technical capabilities, we actively collaborate with our government partners to ensure ongoing compliance with security protocols. This

involves regular reviews, updates to align with evolving standards, and joint efforts to meet regulatory requirements. These capabilities enable NeuroSoph to provide government clients with secure, reliable, and compliant AI solutions on AWS, ensuring that AI technologies are deployed with the highest standards of security and operational integrity.

## Scalability, Reliability, and Security for AI Workloads

To ensure scalability and reliability, we use AWS Auto Scaling to maintain high availability and manage varying workloads, with AI models deployed on Amazon SageMaker for scalable and secure machine learning operations. Our disaster recovery solutions include AWS Backup and Amazon S3 for data resilience, and AWS Elastic Disaster Recovery for rapid recovery of AI workloads in case of failures. Application security is further enhanced by integrating AWS WAF (Web Application Firewall) to protect AI applications from common web exploits and utilizing AWS Shield for DDoS protection.

## Continuous Monitoring & Improvement

We continuously monitor the Specto AI Platform and AI solutions performance and security, using AWS tools and services to identify and address any potential issues. This includes regular security audits, vulnerability assessments, and compliance checks to ensure that our AI solutions remain secure and compliant over time.

## PII Protection Requirements

If our Specto AI solutions collects user inputs, we protect this data with stringent security measures. User inputs are encrypted in transit and at rest using industry-standard protocols like TLS and AES, rendering them unreadable and unusable if intercepted or accessed unauthorized. We also implement robust access controls, including multi-factor authentication (MFA) and role-based access control, to ensure only authorized personnel can access user data. Additionally, we have a comprehensive incident response plan in place to quickly respond to and contain potential data breaches, and we comply with all relevant data breach notification requirements.

## Section 5

# Pricing

NeuroSoph's pricing model for the Specto AI Platform includes the Specto Intelligent Document Processing (IDP), Specto AI Chatbot and Chatbot Studio, Specto Assisted Intake, and any new solutions that are released.

Please refer to Exhibit 1 NeuroSoph Pricing Proposal.

## Section 6

# Proposed Value-Add

At NeuroSoph, we provide cutting-edge AI solutions that enhance public sector operations – improving efficiency and effectiveness. Our unique blend of technical expertise, commitment to accessibility, and exceptional customer service sets us apart as the most trusted AI solutions provider for our customers. We strive to deliver innovative solutions that meet the evolving needs of the public sector, ensuring seamless integration, robust security, and unparalleled user experience.

### NeuroSoph Technical Expertise

- **Machine learning (ML):** We develop and deploy ML models that optimize government operations and processes.
- **Generative AI:** We deliver controllable, robust, and transparent generative AI to enhance digital assistants and chatbots, improving public communication and engagement.
- **Natural Language Processing (NLP):** Our team excels in NLP, building sophisticated language models for government applications, such as AI chatbots.
- **Large Language Models (LLMs):** Our models are trained to understand and generate human-like text, enhancing resident interaction and satisfaction.
- **Prompt Engineering:** We optimize AI model performance by engineering precise and effective prompts to improve accuracy and relevance.
- **Proficiency in Programming Languages:** We are highly proficient in relevant programming languages such as Python for backend development and data processing, JavaScript for frontend integration, and SQL for database management.
- **AWS Cloud Expertise:** As an AWS Partner, we specialize in secure implementations and infrastructure deployment that meets the highest security standards.
- **AI Chatbots:** We specialize in AI chatbots that reduce administrative workload, handle routine inquiries, and provide responsive and accurate assistance to residents.
- **Optical Character Recognition (OCR):** Our OCR solutions convert various types of government documents into editable and searchable data.
- **Traditional AI:** AI that uses predefined rules and logic to simulate human intelligence, relying on heavily labeled datasets and producing predictable results.
- **Analytics & Visualizations:** We offer comprehensive analytic solutions that provide actionable insights and support data-driven decision-making. We have extensive knowledge in Google Analytics, Google Tag Manager, Apache Superset, and Looker Studio.
- **Assisted Intake:** Our solutions streamline the process of gathering and processing information, improving accuracy and reducing processing time.
- **Systems Integration:** We provide customized AI solutions that seamlessly integrate with existing government infrastructure, enhancing overall operational efficiency and performance.



- **Data Management:** We combine efficient processing with secure storage, encryption and full government compliance.
- **LLM Response Selector:** We ensure reliable, ethical interactions by having LLMs choose from human-approved responses, providing exceptional reliability with accountability and trust.
- **Drupal:** We have extensive experience integrating chatbots with Drupal-based government platforms. Our proficiency ensures seamless widget deployment, secure API integration, and reliable content management within Drupal environments.
- **Rasa:** Our team expertly implements Rasa's open-source framework to build sophisticated conversational AI solutions at scale. We create context-aware chatbots that deliver accurate, personalized responses while maintaining security standards.
- **Project Management:** Our extensive experience ensures AI projects are delivered on time, within budget, and to the highest standards, managing resources, risks, and stakeholders effectively.
- **User Experience Design:** Our designers provide intuitive, accessible, and user-friendly designs for government services.
- **AI Strategy & Consulting:** We assist SLGs in developing and implementing effective and responsible AI initiatives that align with goals, ethical standards, and regulatory requirements.

## Exceptional Technical Assistance & Support

At NeuroSoph Inc., we are committed to providing exceptional customer service and support that exceed expectations, fostering a collaborative and responsive partnership with our clients. We will assign dedicated resources that serve as the primary point of contact for all maintenance, issue resolution, and other requests. We strive to respond promptly to all inquiries, typically within one business day, ensuring that our customers receive timely and effective support. Our support services include:

- **Duration of Technical Assistance:** We will offer a minimum of 100 hours of technical assistance post implementation. This ensures our customer has adequate support to address any technical issues or questions that may arise during the initial phase of deployment.
- **Resource Allocation:** The technical assistance will be provided by a dedicated team of experts. These resources will be available via e-mail, phone, and Microsoft Teams) to ensure prompt and efficient assistance.
- **Regular Updates & Maintenance:** We provide regular updates to the Specto AI solutions to ensure it remains secure, accurate, and relevant.
- **Technical Support:** Our team is available to address any technical issues or bugs that may occur. We provide prompt and effective solutions to minimize downtime and ensure our AI solutions remain operational.
- **Performance Monitoring:** We continuously monitor the chatbot's performance to identify areas for improvement. This includes analyzing user interactions, identifying common issues, and refining our AI solutions to enhance user satisfaction.
- **Security & Compliance:** We ensure our AI solutions complies with all relevant security and data protection regulations. This includes implementing robust security measures to protect user data and maintaining compliance with security and accessibility standards.
- **Training & Documentation:** We provide comprehensive training and documentation to our customers on how to use and update our AI solutions. This includes user manuals, training sessions, and ongoing support to ensure that the staff can effectively manage and maintain the solution.

## Response-Time Capabilities & Commitments

We strive to respond to all inquiries within one business day, ensuring that our customers receive timely and effective support. Our response-time capabilities and commitments are as follows:

- **Phone:** We respond to phone calls typically within one business day, with a goal of answering 90% of calls within 30 minutes.
- **Email:** We respond to emails typically within one business day, with a goal of responding to 90% of emails within 2 hours.
- **Microsoft Teams:** We respond to Microsoft Teams inquiries typically within one business day, with a goal of responding to 90% of inquiries within 2 hours.

## Customer Success KPIs, & Training & Development

To ensure that our dedicated resources meet our stated service goals and promises, we provide the following internal incentives:

- **Performance Metrics:** We internally track and measure our performance using key performance indicators (KPIs) such as response time, resolution rate, and client satisfaction. We monitor performance metrics to identify any recurring technical issues and to implement preventative measures.
- **Training & Development:** We provide ongoing training and development opportunities to our team to ensure that they have the skills and knowledge necessary to deliver exceptional customer service.

## Knowledge & Information Transfer

NeuroSoph provides documentation including comprehensive user manuals, technical specifications, security, and configuration details. Additionally, we establish a knowledge base that includes FAQs, troubleshooting guides, and best practices for Specto AI Platform and its AI solutions maintenance and updates. This knowledge base is regularly updated to reflect any changes or improvements made during the contract period.

We conduct Specto AI Platform training sessions to educate our employees on how to use and manage the platform. These sessions cover key features, content updates, and troubleshooting. These materials and

training plan ensures our customers can effectively manage and maintain our Specto AI solutions post-launch, fully preparing them for ongoing operations, maintenance, and long-term success.

We will establish a feedback mechanism to allow our customers to provide input on our AI solutions performance and suggest improvements. This feedback is used to refine the AI solution to ensure it remains effective and user-friendly. We commit to providing regular updates on new features, best practices, and industry trends to help our customers stay informed and adapt the solution as necessary.

## Warranty/Guarantee

At NeuroSoph, we offer warranty for our AI products and services tailored to the unique needs of public sector organizations. Our warranty covers data verification, regulatory compliance, and third-party guarantee.



**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):

NeuroSoph Inc.

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Signature of Authorized Representative:



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Date: January 23, 2025

## 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, Tushar Banerji (typed or printed name) certify that I am the President & CEO (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):

NeuroSoph Inc.

Signature of Authorized Representative:

  
\_\_\_\_\_

Date: January 23, 2025

**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.

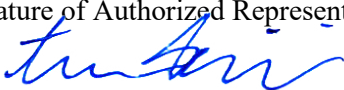
Where the prospective recipient of federal assistance funds is unable to certify to any of the qualifications in this certification, such prospective recipient shall attach an explanation to this certification form.

Name of Organization/Contractor(s):

NeuroSoph Inc.

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Signature of Authorized Representative:



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Date: January 23, 2025

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#### **ATTACHMENT IV: RESTRICTIONS ON LOBBYING**

Section 319 of Public Law 101-121 prohibits recipients of federal contracts, grants, and loans exceeding \$100,000 at any tier under a federal contract from using appropriated funds for lobbying the Executive or Legislative Branches of the federal government in connection with a specific contract, grant, or loan. Section 319 also requires each person who requests or receives a federal contract or grant in excess of \$100,000 to disclose lobbying.

No appropriated funds may be expended by the recipient of a federal contract, loan, or cooperative agreement to pay any person for influencing or attempting to influence an officer or employee of any federal executive department or agency as well as any independent regulatory commission or government corporation, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with any of the following covered federal actions: the awarding of any federal contract, the making of any federal grant, the making of any federal loan the entering into of any cooperative agreement and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

As a recipient of a federal grant exceeding \$100,000, NCTCOG requires its subcontractors of that grant to file a certification, set forth in Appendix B.1, that neither the agency nor its employees have made, or will make, any payment prohibited by the preceding paragraph.

Subcontractors are also required to file with NCTCOG a disclosure form, set forth in Appendix B.2, if the subcontractor or its employees have made or have agreed to make any payment using nonappropriated funds (to include profits from any federal action), which would be prohibited if paid for with appropriated funds.

**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 of 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):

NeuroSoph Inc.

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Signature of Authorized Representative:



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Date: January 23, 2025

## ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

The NeuroSoph Inc. (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 NeuroSoph Inc. (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):

NeuroSoph Inc.

Signature of Authorized Representative:



Date: January 23, 2025



**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):

NeuroSoph Inc.

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Signature of Authorized Representative:



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Date: January 23, 2025

## 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):

NeuroSoph Inc.

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Signature of Authorized Representative:



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Date: January 23, 2025

**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

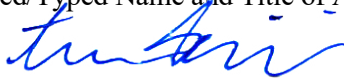
☐

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.

Tushar Banerji

(Printed/Typed Name and Title of Authorized Representative)



Signature

Date: January 23, 2025

**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>

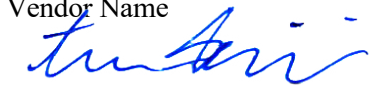
Texas United Certification Program  
USDOT website at  
<https://www.transportation.gov/DBE>

**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:**

NeuroSoph Inc.

Vendor Name



Authorized Signature

Tushar Banerji

Typed Name

January 23, 2025

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:

Tushar Banerji

NAME OF COMPANY:

NeuroSoph Inc.

DATE:

January 23, 2025

-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:

## 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)**

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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.**



## **EXHIBIT 2: SAMPLE MARKET BASKET FORM**

This Exhibit is not applicable for this solicitation.

### EXHIBIT 3: SERVICE DESIGNATION AREAS

<b>Texas Service Area Designation or Identification</b>			
<b>Proposing Firm Name:</b>	NeuroSoph Inc.		
<b>Notes:</b>	<b>Indicate in the appropriate box whether you are proposing to service the entire state of Texas</b>		
	Will service the entire state of Texas	Will not service the entire state of Texas	
	<input checked="checked" type="checkbox"/>	<input type="checkbox"/>	
	<b>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.</b>		
<b>Item</b>	<b>Region</b>	<b>Metropolitan Statistical Areas</b>	<b>Designated Service Area</b>
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			
<b>Proposing Firm Name:</b>	NeuroSoph Inc.		
<b>Notes:</b>	<b>Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.</b> Will service all fifty (50) states <input checked="" type="checkbox"/> Will not service fifty (50) states <input type="checkbox"/> <hr/> <b>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.</b>  <b>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.</b>		
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		

21.	Massachusetts		
22.	Michigan		
23.	Minnesota		
24.	Mississippi		
25.	Missouri		
26.	Montana		
27.	Nebraska		
28.	Nevada		
29.	New Hampshire		
30.	New Jersey		
31.	New Mexico		
32.	New York		
33.	North Carolina		
34.	North Dakota		
35.	Ohio		
36.	Oregon		
37.	Oklahoma		
38.	Pennsylvania		
39.	Rhode Island		
40.	South Carolina		
41.	South Dakota		
42.	Tennessee		
43.	Texas		
44.	Utah		
45.	Vermont		
46.	Virginia		
47.	Washington		
48.	West Virginia		
49.	Wisconsin		
50.	Wyoming		

End of Exhibit 3