

# ARTIFICIAL INTELLIGENCE (AI) SOLUTIONS FOR PUBLIC SECTOR ENTITIES (RFP # 2025-018)

Response from VIDIZMO LLC for the NCTCOG, TXShareTeam



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## TABLE OF CONTENTS

Table of Contents .....	2
Cover Letter .....	2
1. Certificate of Offeror and Statement of Understanding .....	4
Statement of Understanding .....	5
2. References .....	5
Reference 1.....	5
Reference 2.....	5
Reference 3.....	5
Reference 4.....	5
3. Project Related Experience and Qualifications.....	6
Organization’s Capabilities and Experience .....	6
Relevant Past Projects .....	9
Background and Years in Business .....	11
Significant Requirements Not Met .....	12
4. Technical Proposal .....	13
Type 1- Out of the Box (OTB) Solutions.....	13
Type 2- Out of the Box (OTB) Solutions with Customization .....	14
Type 3 - Custom AI Solutions .....	15
Project Deliverables.....	16
Technical Approach .....	24
Performance Metrics .....	26
Risk Management.....	27
Compliance & Standards .....	29
5. Pricing .....	31
Type 1- OTB Implementation .....	31
Type 2-OTB Solutions with Customization & Type 3: Custom AI Solutions .....	31
6. Proposal Value Add.....	32
Supplementary Functionalities.....	32
Flexible Deployment .....	32
Support & Training .....	32
Innovative Approach .....	33
7. Hub Bonus.....	33
8. Attachments.....	33

**COVER LETTER**

24<sup>th</sup> of January, 2025

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North Central Texas Council of Governments  
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**Subject:** VIDIZMO Proposal – RFP 2025-018

Dear Lisa Littrell,

We at VIDIZMO LLC, a minority owned small business located in Tysons, VA, are thrilled to submit our response to the RFP by the North Central Texas Council of Governments (NCTCOG) for providing Artificial Intelligence (AI) Solutions for Public Sector Entities. As a leading provider of AI-driven media content management and processing solutions, VIDIZMO is uniquely positioned to address the critical challenges outlined in the RFP.

Our proposal outlines innovative AI solutions designed to boost operational efficiency, enhance service delivery, and foster innovation across public sector entities by addressing a variety of challenges across various govt departments. VIDIZMO expertise spans three core areas: Computer Vision, Audio Analysis, and Text Analysis. Our solutions leverage state-of-the-art AI models and frameworks to deliver high-speed object detection, accurate speech-to-text transcription, and efficient text analysis. These capabilities are crucial for improving public services, optimizing data usage, and increasing citizen engagement.

VIDIZMO approach to project management ensures meticulous planning, execution, and quality assurance, aligning our AI solutions with client objectives while adhering to best practices. We offer a range of solutions, from out-of-the-box products to fully customized AI solutions, tailored to meet the unique needs of NCTCOG's member entities.

We are confident that our proposal will demonstrate VIDIZMO commitment to innovation, integrity, and customer-centricity. We look forward to the opportunity to collaborate with NCTCOG and its member entities to drive transformative outcomes through effective AI solutions.

Sincerely,

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## 1. CERTIFICATE OF OFFEROR AND STATEMENT OF UNDERSTANDING

# TXShare

Your Public Sector Solutions Center

### REQUEST FOR PROPOSALS

For

### Artificial Intelligence (AI) Solutions for Public Sector Entities

RFP # 2025-018

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

#### VIDIZMO LLC

Legal Name of Proposing Firm

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*Vice President of Product & Services Delivery*

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

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

COVER SHEET

## Statement of Understanding

VIDIZMO acknowledges and fully understands that NCTCOG has issued this solicitation "Artificial Intelligence (AI) Solutions for Public Sector Entities." through its TXShare Cooperative Purchasing Program, with the primary objective to enhance the operational efficiency, service delivery, and innovation capacity of public sector entities. This is to be achieved through design, development and deployment of advanced, scalable, and secure AI-driven solutions tailored to diverse departmental and organizational needs of its member entities.

The scope of work covers numerous challenge objectives across different departments including, but not limited to, administration, municipal courts development services, finance, human resources, education & IT service. Vendors can offer design, development and deployment services for fully customized AI solutions or out-of-the-box (OTB) AI solutions, that can address functionalities as required by member entities, technical requirements such as integration with existing systems and databases, while adhering to applicable data governance, accessibility and cybersecurity provisions, and include comprehensive training, maintenance and support.

## 2. REFERENCES

### Reference 1

- Organization Name: Department of Motor Vehicles, California (Mergent Systems)
- Contact Person: Cherry Huot
- Phone Number: +1 916-296-7107
- Email Address: cherry@mergentsystems.com

### Reference 2

- Organization Name: Attorney General's Office, Georgia
- Contact Person: Clark Rainer
- Phone Number: +1 (404) 458-3243
- Email Address: crainer@law.ga.gov

### Reference 3

- Organization Name: Tennessee State Library (Bridge Digital - Partner)
- Contact Person: Mickey Charles
- Phone Number: 5132656316
- Email Address: mickey.charles@bridgedigitalinc.com

### Reference 4

- Organization Name: DuPage County Sheriff's Office, Illinois
- Contact Person: Jason Snow
- Phone Number: 630-407-2072
- Email Address: jason.snow@dupagesheriff.org

### 3. PROJECT RELATED EXPERIENCE AND QUALIFICATIONS

#### Organization's Capabilities and Experience

##### Technical Expertise

VIDIZMO technical expertise lies in the development and deployment of advanced AI technologies and methodologies, enabling public and private sector organizations to address their unique challenges effectively. Our products and solutions leverage state-of-the-art AI models and frameworks, focusing on three core areas: Computer Vision, Audio Analysis, and Text Analysis. Each of these areas is supported by a deep understanding of integration techniques, scalability requirements, and compliance needs.

##### Computer Vision

In the realm of Computer Vision, VIDIZMO specializes in enabling organizations to process and analyze visual data in real time. Using open source and customized models such as YOLO, DETR, VideoMAE etc. we deliver high-speed object detection systems capable of identifying and tracking faces, vehicles, weapons, and other objects critical to public safety and operational workflows. These models excel in diverse environments, from crowded public spaces to high-security areas, offering precision and scalability for law enforcement, transportation, and government agencies.

Our redaction solutions further extend these capabilities by automating the masking of sensitive visual content in video feeds. This includes faces, license plates, and text present in video frames, achieved through advanced integration with Optical Character Recognition (OCR) tools like PaddleOCR, Tesseract, and Azure Cognitive Services. Additionally, VIDIZMO employs transformer-based models for scene and activity recognition, enhancing capabilities like crowd monitoring, anomaly detection, and restricted area surveillance.

##### Audio Analysis

VIDIZMO expertise in audio analysis enables organizations to extract meaningful insights from spoken content in various languages and conditions. Leveraging models like OpenAI Whisper, Meta MMS, Azure Cognitive Services, and Amazon Transcribe, our systems provide accurate speech-to-text transcription, supporting over 60 languages. These transcription capabilities are enhanced by noise-cancellation algorithms and speaker diarization techniques, which separate and label multiple speakers in recordings. Such capabilities are crucial for applications like legal proceedings, emergency call analysis, and multilingual documentation.

Our solutions also integrate emotion and sentiment detection through spectrogram-based feature extraction and recurrent neural networks (RNNs). These techniques allow organizations to gauge stress levels, emotional tones, and public sentiment from audio recordings, which are particularly valuable for evaluating emergency responses or analyzing citizen feedback. VIDIZMO also incorporates Named Entity Recognition (NER) in audio processing workflows to detect and redact sensitive information such as names, phone numbers, and financial details. This ensures privacy while significantly reducing the manual effort involved in audio review and editing.

##### Text Analysis

VIDIZMO text analysis capabilities address the need to process and interpret large volumes of unstructured data efficiently. By employing advanced natural language processing (NLP) models like BERT, spaCy and RoBERTa, we enable organizations to extract entities such as names, addresses, and organizational details from textual content. These Named Entity Recognition (NER) systems are vital for compliance workflows, as they identify and classify personally identifiable information (PII) with high accuracy. For decision-making and operational efficiency, VIDIZMO provides automated text summarization and topic modeling tools. Using frameworks like LLAMA, our solutions distill lengthy documents into actionable insights and organize information into thematic clusters. These capabilities are instrumental

for public sector entities managing large-scale documentation, such as policy reviews or citizen feedback. Additionally, VIDIZMO text redaction capability ensures compliance by dynamically anonymizing sensitive terms in legal and regulatory documents, meeting strict data protection standards with exceptional accuracy.

### Open Architecture Framework & REST APIs

VIDIZMO Open Architecture Framework is designed to provide seamless interoperability and adaptability, offering robust REST APIs that empower organizations to integrate VIDIZMO solutions with their existing systems. With several Out-of-the-Box (OTB) integrations already developed and detailed in below sections, VIDIZMO simplifies integration for common workflows, such as user authentication, content ingestion, and video conferencing. Leveraging its technical expertise, VIDIZMO is equally adept at developing custom integrations for unique requirements or enabling customers to implement integrations independently using our comprehensive tools and resources. Our REST APIs prioritize backward compatibility, ensuring that existing integrations remain functional even as the platform evolves. To support developers, VIDIZMO provides detailed [Developer Guide](#) that includes complete endpoint references, authentication protocols, data schemas, request/response formats, and sample workflows. For more specific details on how to synchronize content between VIDIZMO and external systems using our APIs, please refer to the ***Appendix - VIDIZMO Integration Reference Guide***.

### Agile Software Development and Project Management

VIDIZMO adopts a structured, client-centric project management methodology tailored to the type of engagement. Our approach focuses on meticulous planning, execution, and quality assurance, ensuring that AI solutions align with client objectives while adhering to best practices. Detailed implementation plans for each type of project are available in the ["Technical Approach" section](#).

#### Type 1: Out-of-the-Box (OTB) Solution Delivery

For OTB solutions, VIDIZMO emphasizes efficiency and precision in project management. Each engagement begins with a clear objective and stakeholder alignment during kick off to establish goals and timelines. Standard waterfall methodology is applied to manage entire implementation including workflow analysis, setup, testing, training and go-live. User acceptance testing (UAT) is recommended to ensure that the solution meets functional and operational requirements before going live. Ongoing support ensures consistent system performance post-go-live.

#### Type 2: OTB Solution with Customization

For OTB solutions with customization, VIDIZMO uses a hybrid Agile-Waterfall approach known as "Agilefall." This methodology combines the structured planning of Waterfall with the flexibility of Agile for incremental delivery. The project begins with a Discovery and Gap Analysis phase to identify requirements, followed by the creation of a detailed roadmap. The initial phase delivers a Minimum Viable Product (MVP) to address core requirements quickly, while subsequent sprints handle iterative customizations and integrations. Quality assurance is integrated throughout the process, with frequent testing and validation after each sprint. Transparent documentation and regular communication ensure alignment with evolving client needs.

- **Type 3: Custom AI Solution Delivery**

For custom AI solutions, VIDIZMO follows a robust four-phase methodology:

1. **Planning and Initiation:** This phase emphasizes stakeholder engagement, comprehensive requirement gathering, risk assessment, and roadmap development, creating a solid foundation for project success.
2. **Execution and Development:** Agile development ensures iterative progress aligned with client goals, supported by rigorous quality assurance processes, including unit, integration, and performance testing.

3. **Delivery and Deployment:** VIDIZMO conducts pilot testing and provides stakeholder training to ensure seamless deployment with minimal disruption.
4. **Monitoring and Support:** Post-deployment, solutions are continuously monitored, with ongoing support and regular reviews to optimize performance and address evolving business needs.

Across all project types, VIDIZMO approach blends adaptive planning, clear communication, and comprehensive quality assurance to deliver reliable, high-performing AI solutions.

### Use of Onshore and Offshore Resources

At VIDIZMO, our professional services team located onshore and offshore gives flexibility to our customers to use onshore resources only, or a combination of onshore and offshore resources to deliver scalable, cost-effective, and tailored AI solutions for NCTCOG member entities. A dedicated Project Manager will oversee all aspects of planning, execution, and delivery, acting as the primary point of contact to ensure clear communication and alignment with project objectives. To ensure seamless integration with NCTCOG's member entities teams, VIDIZMO establishes clear roles, conducts regular status updates, and provides transparent reporting, fostering collaboration and keeping all stakeholders informed throughout the project. Post-implementation, we assign a dedicated Account Manager to provide ongoing support, address evolving needs, and maintain a strong partnership with NCTCOG and its Participating Entities. For a high level and reporting responsibilities within the project please refer to **Appendix – VIDIZMO High-Level Org Chart**

### Team Qualifications

To address the operational challenges outlined in the RFP, we propose three distinct solution types, each supported by a dedicated set of resources tailored to ensure successful implementation

#### Type 1: Out-of-the-Box Implementation

This approach leverages pre-configured solutions designed for rapid deployment and minimal customization. VIDIZMO Type 1 approach leverages pre-configured solutions for rapid deployment with minimal customization, supported by a highly skilled project team:

- **Project Manager:** Oversees planning, resource allocation, and project delivery within scope, timeline, and budget. Ensures stakeholder communication, risk management, and adherence to governance frameworks. Highly experienced and certified in PMP, PRINCE2, and Agile methodologies.
- **Solution Architect:** Designs scalable, reliable system architectures aligned with client infrastructure and goals. Ensures technical compliance, integration, and system resilience with expertise in Azure, AWS, and disaster recovery.
- **Deployment Engineer:** Executes solution deployment, performs end-to-end testing, integrates systems, and ensures data integrity. Skilled in cloud tools (PowerShell, ARM templates) and automating tasks.
- **Account Manager:** Acts as the primary client liaison, ensuring alignment with expectations, managing escalations, and delivering post-deployment support for long-term satisfaction. Experienced in stakeholder management and client relationship building.
- **Solution Specialist:** Analyses client requirements, leads workshops, and provides technical expertise across pre-sales, deployment, and support phases. Bridges communication between technical teams and stakeholders, ensuring tailored solutions.

This collaborative, role-based structure ensures efficient implementation, seamless integration, and high-quality outcomes for every project.

#### Type 2 & Type 3: Customized OTB and Fully Custom AI Solution



For projects requiring customized enhancements to VIDIZMO existing solutions (Type 2) or the development of entirely new and custom AI solutions (Type 3), VIDIZMO deploys a specialized, cross-functional team to deliver tailored results. This team builds upon the core roles from Type 1 projects—Project Manager, Solution Architect, Deployment Engineer, Solution Specialist, and Account Manager—by incorporating additional expertise to address the complexities of advanced AI initiatives.

- **Software Engineer:** Software Engineers lead the design, development, and maintenance of applications and back-end services, ensuring scalable, secure, and efficient systems. They create prototypes, align technology stacks with project needs, and document architectures while adhering to best practices and coding standards. Their extensive experience in object-oriented and service-oriented technologies ensures high-quality software solutions.
- **Quality Assurance (QA) Engineer:** QA Engineers ensure solutions meet stringent quality standards through rigorous testing and validation. They conduct various testing types, review design documents, and analyze complex issues to ensure product functionality, usability, and compliance. With deep expertise in testing methodologies, QA Engineers play a pivotal role in delivering reliable and high-performing solutions.
- **Data Engineer:** Data Engineers develop and maintain scalable pipelines, ensuring clean, reliable datasets for AI models. They optimize data infrastructure, resolve data-related issues, and collaborate with ML engineers to streamline data flows. Their focus on performance and quality assurance ensures the robustness of data processing systems.
- **Machine Learning (ML) Engineer:** ML Engineers design, develop, and deploy machine learning models optimized for business requirements. They preprocess data, monitor deployed models, and retrain as necessary to maintain accuracy. With expertise in end-to-end machine learning processes, they ensure AI solutions are both scalable and efficient.
- **Data Scientist:** Data Scientists analyse and interpret complex datasets to generate actionable insights. They collaborate with teams to align data-driven strategies with project goals, test AI models for reliability, and create visualizations to communicate trends. Their proficiency in statistical methods and AI-driven decision-making enhances the value of AI projects.

This highly skilled, multidisciplinary team ensures VIDIZMO Type 2 and Type 3 projects meet client-specific needs while maintaining the highest standards of quality, scalability, and performance.

### Relevant Past Projects

VIDIZMO has an extensive history of successfully delivering AI-driven OTB & custom solutions to public and private sector entities, focusing on enhancing operational efficiency, regulatory compliance, and service delivery. Below is a detailed account of relevant past projects that demonstrate our capabilities in addressing diverse challenges and achieving measurable outcomes. Moreover, VIDIZMO has attached several case studies as appendices to our proposal.

#### California Department of Motor Vehicles

**Objective:** The California DMV required an advanced system to manage its growing repository of video and multimedia evidence. The solution needed to automate transcription, ensure compliance with CJIS regulations, and enable efficient search and retrieval of evidence.

**Solution:** VIDIZMO implemented Digital Evidence Management System (DEMS) equipped with AI-powered transcription and tools. The solution also included metadata tagging and advanced search capabilities for quick evidence retrieval.

Outcome:

- Reduced manual processing efforts.

- Achieved high accuracy in transcription and redaction.
- Ensured compliance with CJIS and state-specific data protection regulations.
- Enhanced operational efficiency, allowing staff to focus on core investigative tasks.

### **Attorney General's Office, Georgia (GA LAW)**

**Objective:** GA LAW required an integrated solution for managing evidence securely and streamlining case preparation. The system needed to include transcription, object detection, and redaction capabilities while maintaining compliance with strict legal regulations.

**Solution:** VIDIZMO implemented a comprehensive AI suite combining audio transcription, video redaction, and object detection capabilities. The system utilized OpenAI Whisper, YOLOv8, and custom redaction algorithms to process multimedia evidence.

Outcome:

- Improved case preparation efficiency.
- Enhanced compliance with state and federal data protection laws.
- Provided secure, centralized access to evidence for authorized personnel.

### **Department of Veterans Affairs (VA)**

**Objective:** The VA sought a secure, scalable solution to manage training content across 1,700+ facilities and cater to over 350,000 employees. The system is needed to provide robust AI capabilities for transcription, search, and compliance management.

**Solution:** VIDIZMO deployed its Enterprise Video Content Management (EVCN) platform with AI-powered transcription and search functionalities. The solution integrated seamlessly with the VA's existing IT infrastructure and provided secure access controls to protect sensitive information.

Outcome:

- Streamlined training operations, improving content searchability, accessibility and delivery.
- Ensured HIPAA compliance for sensitive health-related training materials.

### **Suffolk County Legal Aid Society**

**Objective:** Suffolk County required an automated solution to redact sensitive information from video footage, including police body cameras and surveillance feeds, to comply with privacy regulations.

**Solution:** VIDIZMO implemented our AI-powered Redactor utilizing YOLOv5 for object detection and PaddleOCR for text identification. The system was tailored to redact faces, license plates, and sensitive text efficiently and accurately.

Outcome:

- Achieved reduction in video redaction time compared to manual processes.
- Ensured compliance with privacy laws, including GDPR and CCPA.
- Improved public transparency while protecting individual privacy.

## Tennessee State Library – Bridge Digital

**Objective:** Bridge Digital partnered with VIDIZMO to automate the transcription and archiving of large-scale public records for the Tennessee State Library. The project focused on enhancing accessibility and preserving historical content. The Tennessee State Library aimed to digitize and archive audio and video records, making them accessible to the public and researchers. The project required automated transcription and indexing for efficient retrieval of archival materials.

**Solution:** VIDIZMO deployed its AI-driven transcription system, which converted large volumes of audio and video recordings into searchable text. The solution included indexing and metadata tagging to enhance the discoverability of historical content.

Outcome:

- Transcribed and indexed thousands of hours of archival material.
- Increased public accessibility and research efficiency.
- Preserved valuable historical records for future generations.

## Major County in California

**Objective:** A major county in California partnered with VIDIZMO to redact sensitive PII, such as names and social security numbers, from over 1.1 million annual call recordings. The goal was to ensure compliance with California's CCPA and CPRA regulations while enabling secure analysis and sharing of data.

**Solution:** VIDIZMO implemented a **customized workflow** using **VIDIZMO Redactor** for bulk audio redaction and custom-developed PII detection. The solution was deployed in the county's private cloud to ensure data remained within state jurisdiction and integrated seamlessly with existing workflows.

Outcome

- VIDIZMO scaled the redaction of over 1.1 million call recordings per year, reducing manual effort and saving valuable resources.
- The solution ensured that sensitive PII was securely redacted, enabling safe sharing of recordings with third-party providers.
- By deploying within the county's private infrastructure, VIDIZMO maintained a strong security posture and adhered to California's strict privacy regulations.
- Streamlined redaction processes allowed the county to focus on its core mission of delivering essential services to residents while maintaining operational efficiency

## Background and Years in Business

### History

Founded in 2009, VIDIZMO LLC is a US-based leading provider of AI-driven solutions including but not limited to video content management and digital evidence management solutions. With over 20 years of experience in managing digital content and more than 8 years of applying AI technologies, VIDIZMO has continually evolved to address the dynamic needs of a diverse client base. Initially focused on video management, VIDIZMO has expanded its expertise to include advanced AI-powered solutions that cater to industries such as public safety, government, healthcare, training, and enterprise sectors. VIDIZMO journey reflects a commitment to innovation and client-centricity, evolving its product offerings and methodologies to deliver transformative solutions that align with emerging technological trends.

### Years in Business

VIDIZMO has been operating for 14 years, showcasing longevity and stability in a competitive, fast-paced industry. The company's sustained focus on continuous improvement and client success has allowed it to build strong partnerships across public and private sector entities.

### Core Values

- **Innovation:** At VIDIZMO, innovation is the cornerstone of operations, driving both product development and client engagement. Recognized as a Challenger in Gartner's Magic Quadrant and a Major Player in IDC MarketScape, VIDIZMO continually pushes the boundaries of AI technologies.
- **Integrity:** VIDIZMO is committed to upholding the highest standards of data security, regulatory compliance, and ethical practices. This ensures that our solutions not only deliver results but also maintain trust and credibility.
- **Customer-Focus:** Understanding that each client has unique needs, VIDIZMO collaborates closely with organizations to provide tailored solutions that enhance efficiency, improve compliance, and solve real-world challenges.

### Significant Requirements Not Met

VIDIZMO has proposed three types of solutions in its [technical proposal](#) to address the diverse challenges outlined across all departments listed in Section 5.1 of the RFP. As noted in the Q&A addendum, TXShare is open to both COTS (OTB) and custom solutions. For any specific custom solution required by a participating member, VIDIZMO can fulfill it as a Type 3 Custom AI solution under our professional services offering, leveraging our extensive technical expertise and proven experience with similar projects. This ensures that all requirements, whether standardized or highly specialized, are effectively addressed. In addition to the technical requirements, VIDIZMO has also submitted a redlined version of the MSA template shared as part of this RFP package along with our SSLA Agreement (Attached as **Appendix- VIDIZMO SaaS SSLA**) addressing compliance and SLA requirements to ensure alignment with project expectations.

## 4. TECHNICAL PROPOSAL

VIDIZMO offers a suite of AI products, turnkey solutions and bespoke services to fit specific customer needs, which enables it to address various challenges highlighted in Section 5.1 across different departments with multiple types of offerings.

### Type 1- Out of the Box (OTB) Solutions

Our existing Out of the Box (or COTS) solutions offer immediate deployment with proven functionalities tailored to enhance departmental operations efficiently. For an in-depth insight into the various AI capabilities offered by each of VIDIZMO solutions, please refer to the attached appendices. These products are available in various deployment models including Cloud, On-Premises and Hybrid.

- **VIDIZMO Redactor:** Government agencies handle sensitive information that requires privacy protection during external sharing, such as in response to the Public Information Act and Freedom of Information Act (FOIA) requests. Traditional manual redaction methods are labor-intensive and prone to errors, which can lead to potential data breaches and compliance issues. VIDIZMO offers an out-of-the-box, AI-powered redaction solution capable of processing individual and bulk files across various media types, including videos, audio, images, and documents. By utilizing advanced Cognitive AI technologies, such as object detection, Optical Character Recognition (OCR), and Natural Language Processing (NLP), VIDIZMO accurately detects and redacts personally identifiable information (PII) and other confidential data. This automation enhances efficiency, reduces the risk of human error, and ensures compliance with data privacy regulations while safeguarding sensitive information, and maintaining public trust.
  - **Video/Image Redaction:** Automatically redact items such as faces, persons, license plates etc. in video footage or images, ensuring compliance with privacy regulations and safeguarding individual identities.
  - **Audio Redaction:** Utilizes AI-generated transcripts to identify and redact spoken PII, including names, social security numbers, and financial details, by muting or bleeping sensitive information, thereby maintaining confidentiality in audio recordings.
  - **Document Redaction:** Applies Optical Character Recognition (OCR) to identify and redact PII, including names, social security numbers, addresses, and financial account numbers, in scanned or digital documents, ensuring sensitive data is not exposed.

For more details on VIDIZMO Redactor extensive suite of features & capabilities, please refer to **Appendix - VIDIZMO AI-Powered Products**

- **VIDIZMO Digital Evidence Management Solution (DEMS):** Law enforcement agencies and judicial departments face significant challenges in managing vast volumes of digital evidence, from the time-consuming nature of manual reviews to difficulties in locating critical details and ensuring accessibility across diverse languages. VIDIZMO DEMS addresses these issues with a centralized, AI-powered repository that transforms evidence handling. Leveraging advanced technologies like Natural Language Processing (NLP), object recognition, and activity detection, investigators and legal professionals can efficiently search for specific moments—such as those containing faces, license plates, or activities—directly within audio and video files. Automated transcription, multilingual translation, AI-based tagging, video chaptering, and AI-driven summaries powered by LLAMA 3.1 further enhance searchability, efficiency, and accessibility. By streamlining workflows and ensuring compliance with legal standards, VIDIZMO empowers agencies to accelerate investigations, improve accuracy, and deliver justice faster. For more details on VIDIZMO DEMS extensive suite of features & capabilities, please refer to **Appendix - VIDIZMO AI-Powered Products**

- **AI-Powered Transcription and Translation Solution:** County and municipal governments face critical challenges in managing multilingual communication, risking inefficiencies, non-compliance, and barriers to citizen engagement. [VIDIZMO provides AI-powered transcription and translation](#), leveraging Amazon Transcribe, Azure Cognitive AI services, and our in-built [VIDIZMO Audio Indexer](#) to deliver precise, automated transcripts in various languages. With advanced features like multi-language detection, custom vocabulary integration, captioning, and dual-channel transcription, it ensures accuracy in scenarios like court hearings, public health directives, and law enforcement recordings. This solution enhances operational efficiency, reduces costs, and fosters inclusivity, enabling governments to meet compliance standards and engage diverse communities effectively.
- **VIDIZMO EnterpriseTube:** County and city governments face growing challenges in managing and sharing videos, such as infrastructure updates, public health directives, and project documentation. Disorganized storage, inefficient manual processes for cataloging, auto-tagging, transcription & translation and the need for timely information retrieval create bottlenecks. EnterpriseTube provides auto-tagging and contextual video indexing to ensure precision in content organization, retrieval, and accurate, [automated transcription and translation](#) in multiple languages, multi-language detection, dual-channel transcription for enhanced accessibility for scenarios like public hearings and community outreach. This streamlines workflows and reduces delays. By improving accessibility, operational efficiency, and compliance. For more details on VIDIZMO EnterpriseTube extensive suite of features & capabilities, please refer to **Appendix - VIDIZMO AI-Powered Products**

## Type 2- Out of the Box (OTB) Solutions with Customization

This involves adapting our OTB solutions to fit unique departmental needs via integration, customizing existing workflows or developing additional modular capabilities to address any gaps.

- **Public Engagement Analysis Solution:** Government organizations often struggle to effectively analyze public interactions due to the sheer volume of data, limited analytical tools, and the challenges of extracting meaningful insights from unstructured audio and video content. VIDIZMO platform Public can address these obstacles by leveraging advanced AI capabilities such as emotion detection, sentiment analysis, topic and theme identification, bias detection etc. to transform unstructured data into actionable insights. This solution can be customized to empower NCTCOG members optimize and enhance their services such as:
  - **Emotion Detection:** [Identify emotions in service calls](#) to improve citizen experiences.
  - **Topic and Theme Identification:** [Analyze public meetings](#) to prioritize community concerns and form policies.
  - **Interaction Quality Assessment:** Evaluate call center performance to optimize communication and service delivery.
  - **Compliance Monitoring:** Ensure regulatory adherence in conversations to reduce risks and maintain trust.
  - **Bias and Equity Analysis:** Detect biases to promote fairness and equitable treatment.
  - **Training and Performance Evaluation:** Analyze interactions to improve training and team performance.
- **Anomaly Detection Solution:** Government organizations face significant challenges in ensuring surveillance of public places due to limitations of traditional manual surveillance systems. Monitoring polling stations to prevent tampering or unauthorized access, detecting threats in large public areas like parks, and responding swiftly to irregularities are critical hurdles. VIDIZMO's [AI-powered anomaly detection capabilities](#) can be customized to address these challenges by automating surveillance through real-time anomaly detection,

customizable alerts, and advanced video analytics. The solution, with seamless integration into existing CCTV/IP cameras and systems, identifies irregularities such as unauthorized access, tampering, unattended objects, and unusual crowd behavior, while sending immediate notifications for faster response empowering governments to enhance transparency, improve safety, and optimize resources.

- **Video Analytics and Detection Solution:** County and municipal governments in the USA face critical challenges in infrastructure maintenance, public safety, and emergency response. VIDIZMO platform can offer advanced AI-driven video analytics such as object detection, anomaly detection, and activity detection that can be customized and trained on customer specific data to provide real-time and on-demand monitoring from surveillance cameras and drone footage to detect structural deficiencies, monitor streetlight functionality, and identify unauthorized access or suspicious behaviors, including loitering and potential security threats. Upon detection, the system can promptly generate alerts, enabling swift responses. These capabilities empower local governments to make data-driven decisions, improve operational efficiency, and ensure the safety and well-being of their communities.
  - **Infrastructure Monitoring and Maintenance:** Use AI video analytics to detect structural issues like cracks and malfunctioning streetlights, enabling timely repairs and ensuring public safety.
  - **Emergency Response and Disaster Management:** Leverage real-time video analytics for fire and smoke detection, rescue operations, and fire scene analysis to optimize response strategies.
  - **Correctional Facility Oversight:** Monitor interactions for abuse, analyze behavior to prevent tensions, and detect contraband to enhance security and well-being.
  - **Traffic and Head Count Analysis:** Utilize AI-driven video analytics to monitor vehicle and pedestrian traffic and automate attendance tracking using person's detection.
- **Summarization and Report Generation Solution:** Government organizations often struggle with processing and analyzing large datasets, leading to delays and inaccuracies in generating reports and summaries. VIDIZMO platform can address this challenge by leveraging its Audio, Video and Text Analysis technology that can be [customized to generate comprehensive reports](#)-such as police reports-and concise summaries customized to departmental templates. This automation can enhance operational efficiency, reduce the risk of human error, and allow government employees to concentrate on strategic initiatives, ultimately improving public service delivery and increasing citizen satisfaction.

### Type 3 - Custom AI Solutions

For challenges requiring a 100% bespoke solution, VIDIZMO offers professional services with proven experience and skills including data collection, pre-processing, analysis, model selection, training, evaluation, deployment in addition to standard front/back-end engineering, integration, product and project management. Please refer to Section 3 [Relevant Past Projects](#) for details on solutions that VIDIZMO team developed for various public sector entities. Following are some examples of such solutions that it can develop for various government departments to solve a variety of challenges.

- **AI Inspection Application:** Government departments often grapple with inefficiencies due to manual permit management and inspection processes, leading to delays and errors. Leveraging current capabilities and expertise in image processing, video analysis, object detection, anomaly detection, and generative AI, VIDIZMO team can build an [AI-powered mobile application](#) that addresses these challenges by guiding applicants to capture compliant images from their mobile phones, instantly verifying submissions, and detecting non-compliance issues, this reduces the need for physical site inspections, streamlining workflows and enhancing accuracy. The application can accelerate approval times, alleviate staff workload, and fosters community development.



- **Recommendation Engine:** County and municipal governments often grapple with delivering efficient, personalized services to the public due to limited resources and diverse community needs. VIDIZMO team can develop [AI-powered Recommendation Engine](#) integrated with existing systems that store user preferences, historical data and user behavior, such as Library Services and Parks and Recreation, to offer tailored recommendations, like personalized reading lists or suggested local attractions, enhancing citizen engagement and satisfaction. By automating and refining service delivery, the engine not only alleviates administrative burdens but also promotes equitable access to resources, fostering a more connected and informed community.
- **AI Powered Search:** Government organizations often face critical challenges in managing vast, unstructured data repositories, often leading to inefficiencies and delayed decision-making. By leveraging expertise in advanced cognitive AI technologies, such as AI transcription and NLP, VIDIZMO team can build [an AI-powered search solution that can address these challenges](#) by seamlessly integrating with existing systems to enable rapid search based on context, theme, and spoken or written words to fasten content discovery. This solution could allow users to locate specific files with accuracy and speed. Automating complex searches could reduce the time spent on manual retrieval, enhance transparency, and support informed decision-making.
- **AI Chat Bot:** County and municipal governments face mounting challenges in meeting public demands for timely, accurate assistance while optimizing internal operations. Leveraging its expertise in Generative AI and NLP-based models like ChatGPT 4 and Copilot, VIDIZMO team can develop an [AI chatbot solution](#) to provide real-time support. This solution could assist the public with tasks such as downloading resources, navigating permit applications, and accessing court information, ensuring 24/7 availability. It could also automate routine processes like IT support and HR inquiries, reducing staff workloads and operational inefficiencies. Designed to address diverse use cases, this solution would enable governments to deliver faster, more accessible services while improving public engagement and operational excellence.

## Project Deliverables

VIDIZMO solutions described above can be deployed to address a variety of challenges across various government departments.

## Administration

- **Improving FOIA Efficiency:** The departments handle sensitive data from emails, internal reports, meeting minutes, and official correspondence. When responding to FOIA requests from citizens, researchers, or third-party partners, it's imperative to redact personally identifiable information (PII) to maintain privacy and adhere to legal standards. [VIDIZMO Redactor](#) can automate document redaction efficiently identifies and removes PII, ensuring compliance and safeguarding individual privacy.
- **Enhance Accessibility:** Government departments conduct various meetings, including public hearings, budget reviews, council sessions, and committee discussions, to address community needs and governance. These bodies must comply with laws like the Government in the Sunshine Act, ADA, and Title VI of the Civil Rights Act, ensuring open meetings and their minutes are accessible and inclusive for individuals with disabilities and communities with limited English proficiency. [VIDIZMO EnterpriseTube](#) provides AI powered transcription and translation with captioning that can streamline compliance requirements, enhance accessibility while reducing manual effort.
- **Community Feedback:** The department must analyze community feedback to prioritize concerns and shape effective policies. Public feedback from on-site and online town hall meetings, public hearings, and virtual governance sessions needs to be assessed for sentiment, recurring themes, and emotional tones. [Public Engagement Analysis](#) can be developed to provide actionable insights on community sentiment and themes,



empowering the Administration to make informed decisions that align with public needs. The benefits include improved transparency, prioritized concerns, better service delivery, and equitable governance.

- **Election Transparency:** The department must ensure the [security and transparency of government facilities](#), particularly during critical events like elections. By customizing [Anomaly Detection](#), facilities such as polling stations and other sensitive areas can be monitored via CCTV/IP cameras for tampering, unauthorized access, or unusual behavior. Furthermore, the solution can be customized to send immediate alerts for irregularities, allowing for swift responses. The solution improves security, enhances transparency, optimizes resources, and ensures safer, more credible public spaces and election processes.
- **Increasing Support Efficiency:** Various government departments and programs manage public inquiries, which can be time and resource consuming. An [AI Chat Bot](#) integrated with communication, scheduling, and service systems, and knowledge management platforms can help automate routine inquiries, providing real-time answers, and assisting with internal tasks, reducing staff workload and ensures faster and accurate responses with fallback to human intervention if needed. This improves operational efficiency, ensures consistent service delivery, and enhances public engagement, while empowering staff to make confident, legally sound decisions.
- **Improve Internal Content Discovery:** The department manages vast amounts of documents, including meeting minutes, policies, and correspondence, requiring efficient access for decision-making. VIDIZMO integrates with existing document management and other systems, utilizing [AI-powered search](#) to improve content discovery. This advanced AI technology allows for rapid retrieval of critical documents based on specific content and context. By reducing manual effort, VIDIZMO enhances transparency and supports timely decision-making.

## Development Services

- **Reducing Time Consumed in Physical Inspections:** The Development Services department of county and city governments oversees inspections to ensure compliance with building codes, zoning regulations, and community standards. These inspections, ranging from permit evaluations to site inspections, are time consuming and prone to repetition in case of noncompliance. VIDIZMO's proposed [AI Inspection Application](#) can transform this process by guiding applicants to capture and complaint images via their mobile devices, leveraging advanced video analysis and object detection the solution can highlight noncompliance instantly. This can reduce the need for physical site visits, accelerates approval timelines, reduces staff workloads, and ensures greater accuracy in inspections.
- **Increasing Support Efficiency:** The Development Services Department is responsible for managing permitting, zoning, and compliance processes for developers and residents. VIDIZMO's proposed [AI Chat Bot](#) can integrate seamlessly with existing permitting and zoning management systems, fetching real-time data to assist both the public and internal staff. By offering real-time guidance on permit applications, zoning regulations, and compliance, VIDIZMO simplifies these complex procedures. This not only reduces wait times but also streamlines workflows, enhancing the overall user experience.

## Event Center

- **Enhancing Event Safety:** The Government department must ensure public safety, manage large crowds, and maintain order during events. Detecting anomalies such as unattended objects or suspicious behavior is crucial to mitigating potential threats. Through video feeds from existing CCTV and IP cameras, VIDIZMO [Anomaly Detection Solution](#) can be customized to transform passive monitoring into proactive safety management. With real-time identification of irregularities and instant alert capabilities, the solution supports the department in responding swiftly, optimizing resources, and ensuring seamless event operations.
- **Automating Event Related Inquiries:** The department manages event scheduling, ticketing, and public engagement, requiring seamless operations to ensure success. An [AI Chat Bot](#) can integrate with existing event scheduling software and ticketing platforms to provide real-time updates on events, ticket availability, and venue details. By automating responses and delivering accurate, instant information, the solution can reduce

staff workload, enhance public satisfaction, and strengthen community participation, making event management more efficient and impactful.

### Economic Development

- **Automating Licensing and Documentation Support:** The economic department is responsible for promoting local economic growth by facilitating access to business licensing, permits, and economic incentive programs. VIDIZMO's proposed [AI Chat Bot](#) integrated with existing business licensing and incentive platforms can retrieve and deliver critical information, such as licensing process, and documentation, efficiently to both public and internal users. This streamlined access to resources for entrepreneurs and investors can enhance decision-making processes, minimizes operational barriers, and fosters a conducive environment for economic development.

### Finance and Budget

- **Streamlining Tax and Utility Billing inquiries:** The Finance and Budget Department plays a critical role in managing public funds, handling tax and utility billing, and maintaining transparent financial operations. VIDIZMO [AI Chat Bot](#) can seamlessly integrate with existing financial management and utility billing systems to fetch real-time information, assisting residents and internal staff with tax inquiries, billing issues, and budget-related questions. By automating responses and streamlining routine processes, the solution can reduce staff workload, ensure faster, accurate, and consistent financial support, and ultimately boosts transparency, citizen trust, and satisfaction with government services.

### Human Resources (HR)

- **Protecting Employee Privacy:** HR departments handle sensitive employee files, payroll records, and benefits documentation that contain personally identifiable information (PII) and protected health information (PHI). These files often need to be shared with external auditors or regulatory agencies, necessitating redaction to protect employee confidentiality and comply with privacy regulations. [VIDIZMO Redactor](#) automatically detects and redacts sensitive data, such as names, social security numbers, and medical information, across various file types, ensuring accuracy and efficiency. By automating this process, the solution reduces the risk of human error, ensures compliance, and safeguards employee trust, enabling HR departments to streamline operations and focus on strategic priorities.
- **Enhancing Accessibility:** HR departments in county and municipal governments are responsible for managing training materials, policy dissemination, and critical employee communications. To foster inclusivity and comply with federal language access regulations, they need precise and efficient transcription and translation services. [VIDIZMO AI-Powered Transcription and Translation Solution](#) can seamlessly generate audio and video transcripts into multiple languages, ensuring that all employees, regardless of language proficiency, can access vital information. By automating these processes with features like multi-language detection and custom vocabulary, VIDIZMO enhances communication accuracy while saving time and costs. This fosters a more inclusive workforce, improves compliance, and drives operational efficiency.
- **Improve Internal Content Discovery:** The HR department in county and municipal governments must efficiently manage vast employee records, training materials, and compliance documents to ensure smooth operations. VIDIZMO [AI-powered search](#) platform can integrate with existing HRMS platforms to leverage advanced search capabilities, enabling instant location of employee details, policy files, or training content. This can eliminate the hassle of manual searches, enhance efficiency, ensures compliance, and reduces administrative burdens, allowing HR teams to focus on strategic initiatives and deliver superior service to public sector employees.
- **Automating Benefits and Policy Inquiries:** HR departments in county and municipal governments face challenges in managing large, diverse workforces while ensuring compliance with federal and state mandates, union agreements, and complex policies such as FMLA, ADA, and pension plans. VIDIZMO's proposed [AI Chat](#)

[Bot](#) can seamlessly integrate with existing Human Resources Information Systems (HRIS) to help in quickly providing accurate information to employees, applicants and public. By leveraging advanced generative AI models, routine queries such as benefits inquiries and policy clarifications can be automated, this solution reduces HR staff workload, accelerates response times, ensures consistent communication, and enhances operational efficiency.

### Information Technology and Cybersecurity (IT)

- **Sensitive Information Redaction:** County and municipal IT departments manage system logs, user access records, and cybersecurity incident reports that often contain sensitive information, including IP addresses and login credentials. These files are shared with external security agencies or partners during investigations, making redaction essential to prevent unauthorized disclosure and ensure compliance with cybersecurity policies. [VIDIZMO Redactor](#) automates the detection and redaction of sensitive data, streamlining workflows, eliminating human errors, and ensuring compliance with regulations. By safeguarding confidential information, the solution empowers IT departments to maintain data privacy, meet compliance requirements, and protect public trust effectively.
- **Automating IT Support:** County and city IT and cybersecurity departments are tasked with ensuring seamless technical operations and safeguarding sensitive information. VIDIZMO's custom [AI Chat Bot](#) can integrate with existing IT service management systems and cybersecurity tools to provide real-time data and assist both the public and internal users with routine technical queries, such as password resets and troubleshooting. By leveraging advanced Generative AI, this chatbot can automate repetitive tasks, enabling IT staff to focus on more complex issues. This can boost operational efficiency and enhance user support quality and speed.

### Library Services

- **Automating Library Support:** County and city library service departments must provide seamless, efficient support to the public while managing internal operations effectively. VIDIZMO's custom [AI Chat Bot](#) can integrate with existing library catalog and account management systems to provide real-time information, enabling patrons and the public to quickly inquire about library schedule, accounts information, and registration criteria. This can automate routine processes, reducing staff workloads while ensuring faster, 24/7 support.
- **Inducing Personalized Experience:** County and municipal libraries play a vital role in connecting communities with knowledge and resources, but delivering personalized services can be challenging with limited resources. VIDIZMO's proposed custom [Recommendation Engine](#) can integrate with existing library catalog systems and utilize historical borrowing data and user preferences to curate personalized book lists, articles, and multimedia suggestions. This innovative approach enriches the patron's experience by offering tailored content while encouraging broader exploration of library collections.
- **Enhancing Resource Discoverability:** Library departments in county and municipal governments manage extensive collections of books, digital archives, and multimedia content, often facing challenges in making these resources easily accessible to patrons and staff. VIDIZMO's customized [AI-powered search](#) can integrate with existing library catalog systems and digital repositories to enhance them by providing advance content discovery capability. This can enable users to locate specific information—whether within books, articles, or multimedia files—accurately and quickly. By improving resource discoverability, the solution can reduce manual effort and foster a more efficient, service-oriented library experience.

### Municipal Courts

- **Automatic Redaction of Sensitive Legal Data:** Municipal courts manage a wide array of legal files, such as court transcripts, judgments, legal filings, and exhibits, which frequently contain sensitive data like names, social security numbers, and financial information. These files are often shared with external judicial entities or made public, necessitating thorough redaction to comply with legal privacy mandates. [VIDIZMO Redactor](#) automates

the detection and redaction of PII and confidential details across various media types, significantly reducing manual effort and error risk. By ensuring compliance, safeguarding sensitive information, and improving operational efficiency, the solution empowers municipal courts to uphold legal integrity and maintain public trust.

- **Enhancing Digital Evidence Management:** Municipal courts manage digital evidence from security cameras, body-worn cameras, and audio recordings of hearings, often requiring integration with case management solutions as traditional case management systems lack robust functionalities for digital evidence processing essential for efficient case management. [VIDIZMO DEMS](#) bridges this gap by integrating seamlessly with existing case management systems, providing AI-powered evidence search, automated transcription, multilingual translation, automated tagging and video chaptering. This ensures streamlined workflows, faster case resolution, and full compliance with legal and procedural standards.
- **Automated Transcription for Judicial Records:** Municipal Courts require precise transcriptions of hearings, depositions, and trials to maintain official records and facilitate case management. [VIDIZMO AI-Powered Transcription and Translation Solution](#) helps in providing accurate and timely transcription documentation, improving accessibility for legal professionals and supporting efficient judicial processes.
- **Automating Court Related Support:** Municipal courts must ensure seamless access to court information, manage case scheduling, and address public inquiries efficiently. VIDIZMO has expertise in developing an [AI Chat Bot](#) which can seamlessly integrate with existing case management and scheduling platforms to provide real-time assistance, enabling users to effortlessly access court dates, procedures, and forms. By automating information retrieval and simplifying interactions, this chat bot can reduce administrative workloads, enhance operational efficiency, and build public trust through transparent and accessible court services.

## Parks and Recreation

- **Automating Routine Inquiries:** Parks and recreation departments often face challenges in providing timely updates on amenities, events, and program schedules, which are critical for engaging residents and boosting participation in community programs. VIDIZMO's proposed custom [AI Chat Bot](#) is capable of seamlessly integrate with existing park management and program registration systems to provide real time updates to the public. This solution can enable residents to access accurate information instantly while automating routine inquiries, reducing staff workload, and improving public satisfaction.
- **Personalized User Experience:** County and municipal Parks and Recreation departments aim to enhance citizen engagement and maximize the use of recreational facilities. VIDIZMO [Recommendation Engine](#) will be customized to integrate with platforms such as park reservation systems and tourism apps. The solution can analyze visitor data, preferences, and activity history to provide personalized recommendations for outdoor activities, local events, and scenic routes. By promoting hidden gems and ensuring equitable access to resources, the solution supports community satisfaction, reduces administrative workloads, and strengthens citizens' connections with their local environment.

## Parks Maintenance

- **Streamlining Evidence Management for Park Police:** Park police manage evidence from trail cameras, incident reports, and environmental monitoring systems, often facing challenges in organizing and analyzing vast data. [VIDIZMO DEMS](#) streamlines this process, enabling officers to securely store, search, and review footage with AI tools like object detection and activity detection to identify key events within the footage. This streamlines law enforcement efforts, bolsters conservation programs, and ensures a safer, more enjoyable environment for park visitors while maintaining operational efficiency and compliance.

- **Enhancing Park Safety:** [Park maintenance departments are responsible for ensuring public safety](#) and the upkeep of parks. To address this, it is critical to detect anomalies such as unattended objects, overcrowding, or unsafe activities. VIDIZMO [Anomaly Detection Solution](#) can be custom-developed to ingest live feed from CCTV and IP cameras and can be configured for afore-mentioned anomaly detection and real-time alerts. By customizing the solution to meet departmental needs, park maintenance teams can proactively identify threats and irregularities, improving safety, resource allocation, and operational efficiency.

## Public Works

- **Enhanced Accessibility:** Public Works departments rely on video presentations to share critical infrastructure updates, such as highway plans, construction projects, and safety studies. Ensuring accessibility for individuals with hearing disabilities and bridging language barriers for communities with limited English proficiency is vital to promote equitable public engagement and compliance with accessibility mandates like the ADA and Section 508. [VIDIZMO AI-Powered Transcription and Translation Solution](#) automatically generate accurate multilingual captions and transcription for these materials, making technical information accessible to all residents.
- **Analyzing Community Feedback for Resource Optimization:** Public Works departments must analyze community feedback to address concerns and optimize resource allocation. This involves assessing physical and online meetings, such as infrastructure discussions and maintenance feedback sessions, for sentiment analysis, finding recurring themes, and evaluating public priorities. [VIDIZMO Public Engagement Analysis Solution](#) can be designed to process unstructured audio and video data, transforming it into actionable insights. By tailoring the solution to department-specific needs, it empowers teams to allocate resources effectively, enhance service delivery, and improve transparency, fostering public trust and satisfaction.
- **AI-Driven Bridge Inspection and Deterioration Prediction:** Manual bridge inspections are labor-intensive and prone to human error, making it difficult to prioritize maintenance effectively. [By customizing VIDIZMO's Video Analytics and Detection Solution](#), Public Works departments can leverage AI-powered video analytics, such as anomaly detection, and pattern recognition, to automate bridge inspections using drone footage. These technologies can identify structural issues, including cracks, corrosion, and surface irregularities, while machine learning models analyse patterns to predict future deterioration. This proactive approach can ensure the safety and longevity of bridges, optimize resource allocation, and reduce the need for repetitive manual inspections.
- **AI-Powered Pedestrian and Bicycle Data Collection and Analysis:** Active transportation planning relies on accurate pedestrian and bicycle traffic data, which can be challenging to collect manually. [VIDIZMO's Video Analytics & Detection](#) can be customized to leverage computer vision and sensor data to automatically detect, count, and analyze pedestrian and bicycle traffic, providing valuable insights into usage patterns, safety concerns, and infrastructure needs, enabling data-driven decisions and prioritize investments in pedestrian and bicycle facilities.
- **Streamlining Infrastructure Maintenance:** Public Works departments must maintain critical infrastructure, public spaces, and safety standards. Anomalies such as structural issues, streetlight outages, illegal dumping, and vandalism require proactive detection. VIDIZMO [Video Analytics and Detection Solution](#) can analyze CCTV and drone footage and can be customized to identify specific issues like cracks, corrosion, or safety hazards in real time. The solution can generate instant alerts and facilitates timely action, enhancing public safety, optimizing maintenance, and preserving community aesthetics.
- **Enhancing Public Sign Inventory and Compliance:** Public Works departments face challenges in managing large sign inventories, ensuring compliance with safety standards like reflectivity, spacing, and height, and prioritizing maintenance activities effectively. Using [VIDIZMO Video Analytics and Detection Solution](#), the process can be automated with computer vision and machine learning technologies to identify, inventory, and assess signs from video or image data and evaluates key factors such as sign condition, compliance with spacing and height regulations, and reflectivity. It generates actionable insights to prioritize maintenance, ensuring compliance and



improving overall road safety. This streamlined approach reduces manual effort, enhances operational efficiency, and ensures signs meet safety and visibility requirements.

- **Improving Content Discovery:** Government agencies like public works maintain vast video archives documenting infrastructure projects, maintenance updates, and public advisories. Disorganized storage and manual cataloging of raw footage often delays retrieval of critical information, hindering timely decision-making and transparency. [VIDIZMO EnterpriseTube](#) offers a video content management system that leverages Natural Language Processing (NLP) and topic modelling to tag videos with keywords to enhance the discoverability and usability of video assets, streamlining workflows and reducing redundant efforts.

## Law Enforcement

- **Protecting Privacy and Ensuring Compliance:** Law enforcement agencies handle a variety of records, including body-worn camera videos, dashcam footage, incident reports, and 911 call recordings. Sharing this data with other agencies, legal entities, or the public necessitates redaction to safeguard individual privacy and uphold operational integrity. With [VIDIZMO Redactor](#), agencies can automate video and audio redaction to obscure personally identifiable information (PII), such as bystanders' faces, mute personal details like names, and redact sensitive information in reports. This ensures compliance with privacy laws while maintaining the accuracy and reliability of shared information.
- **Streamlining Evidence Analysis:** Law enforcement agencies are tasked with analyzing critical evidence from sources like body-worn cameras, dashcams, surveillance systems, and citizen-submitted videos—a time-intensive and complex responsibility. [VIDIZMO DEMS](#) transforms this process by enabling AI-powered searches within the digital evidence for key details like facial identifications or license plates, using advanced object recognition and activity detection that helps officers quickly go to the part of evidence they want to analyze. Automated transcription-based search also streamlines operations, ensuring officers can focus on solving cases while improving accuracy and accelerating justice delivery.
- **Enhancing Documentation for Case Preparation:** Law Enforcement agencies handle critical audio and video recordings, including interviews, interrogations, and 911 emergency calls. Accurate transcriptions of these recordings are essential for case preparation and legal proceedings. [VIDIZMO AI-Powered Transcription and Translation Solution](#) enhance documentation accuracy, streamline information flow, and improve accessibility, ensuring precise records for effective law enforcement operations.
- **Improving Public Service Using Engagement Insights:** Law enforcement agencies rely on analyzing 911 call recordings, public safety forums, and community-police dialogue sessions to evaluate communication effectiveness and public sentiment. [VIDIZMO Public Engagement Analysis Solution](#) can be customized to process and analyze unstructured audio and video data to identify emotions, recurring themes, and potential biases. This can enable agencies to assess interaction quality, ensure compliance, and promote equity in community engagement. By leveraging these insights, law enforcement can enhance trust, optimize service delivery, and make informed decisions to foster equitable and effective public safety efforts.
- **Enhancing Correctional Facility Security and Efficiency:** Correctional departments must monitor inmate and staff interactions to ensure safety and compliance within their facilities. Using CCTV and IP camera feeds, VIDIZMO [Video Analytics and Detection Solution](#) can be customized to detect critical anomalies such as abuse, neglect, unauthorized entrance, contraband smuggling, and behavioral patterns that may lead to conflicts or security breaches. The platform can also be configured to automatically carry out headcounts in juvenile centers classroom to analyze class attendance and can generate real-time alerts in case of absences. These capabilities enhance security measures, improve operational efficiency, and safeguard inmate well-being, enabling correctional facilities to maintain a safe, compliant, and accountable environment.
- **Reducing Administrative Burden in Police Reporting:** Law enforcement agencies face financial constraints in hiring additional administrative staff to manage increasing workloads. Existing solutions like evidence management systems, body camera footage repositories, and dispatch audio systems often lack the

functionality to auto-generate a comprehensive police report. VIDIZMO [AI Powered Summarization and Report Generation Solution](#) with customization can bridge this gap by integrating with relevant databases to generate police reports and incident summaries in alignment with departmental templates. This automation can enhance operational efficiency, minimizes manual errors, and accelerates case resolutions.

- **Efficient Evidence Retrieval:** Law enforcement agencies in county and city governments face the challenge of efficiently managing and retrieving vast amounts of digital evidence to solve cases and uphold justice. VIDIZMO's proposed [AI-powered search](#) can integrate with existing digital evidence management systems, utilizing AI-powered search capabilities such as transcription and natural language processing (NLP) to locate specific incidents based on context-based search queries, such as evidence involving particular individuals. This solution can eliminate the time-intensive process of manual searches, enabling officers to access critical evidence quickly.

## Fire department

- **Protecting Privacy and Ensuring Compliance:** Fire departments handle sensitive files such as incident reports, emergency response logs, and investigation findings containing Personally Identifiable Information (PII) and Protected Health Information (PHI), such as names, medical data, and addresses. These records must be shared with the public, media, or legal entities under The Public Information Act and FOIA, necessitating meticulous redaction to protect privacy. [VIDIZMO Redactor](#) streamlines this process by automatically detecting and redacting PII and PHI across various file types, ensuring accuracy, compliance, and efficiency. This eliminates manual errors, saves time, and fosters public trust while maintaining data privacy and adhering to strict data-handling regulations.
- **Optimizing Community Engagement:** Fire Departments must analyze 911 emergency calls, fire safety workshops, and post-incident debrief videos to optimize emergency response and community engagement. [VIDIZMO Public Engagement Analysis Solution](#) can be customized to extract actionable insights from these recordings, identifying emotions like urgency, recurring themes like fire hazards, and ensuring compliance with safety protocols. These insights can empower fire departments to enhance response times, build community trust, and deliver equitable services, fostering a safer and more informed public.
- **Fire Prevention and Rescue Planning:** The fire department must ensure the swift detection of fires, smoke, and individuals in distress to effectively plan rescue operations and minimize damage. This can be done by detecting fire outbreaks, smoke, and trapped individuals. Ingesting data from data sources include surveillance video feeds from CCTV and IP cameras, as well as aerial footage from drones, [Video Analytics and Detection Solution](#) can be tailored to provide advanced AI-powered video analytics, offering real-time alerts for [fire and smoke detection](#), pinpointing individuals in need of rescue, and evaluating fire spread and structural damage. The solution can enable quicker, data-driven decision-making, enhancing emergency response, ensuring public safety, and reducing operational risks for county and municipal governments.

## Public Health

- **Ensuring Privacy and Compliance:** Public health departments manage sensitive data such as medical records, vaccination data, treatment histories, epidemiological studies, and demographic information. Requests from researchers, journalists, advocacy groups, legal entities, and citizens require redaction to comply with HIPAA by protecting PHI, including patient names and medical IDs, while adhering to FOIA or state-specific laws for transparency. [VIDIZMO Redactor](#) empowers these departments with automated tools that accurately redact PHI across all formats, ensuring compliance, safeguarding privacy, and enabling timely, transparent data sharing.

## Public Education

- **Safeguarding Student Privacy in Education Records:** Public schools and universities receive requests for education records such as transcripts, disciplinary records, health information, curriculum documents, and emails, which often include PII and PHI. These requests, submitted by parents, advocacy groups, researchers,

journalists, and legal entities, aim to ensure transparency in public education. Schools and universities must comply with FERPA, which protects student privacy and prohibits unauthorized disclosure of sensitive information. [VIDIZMO Redactor](#) automates redaction for text, audio, and video records (e.g., surveillance footage), ensuring compliance with FERPA while safeguarding privacy and improving efficiency.

## Technical Approach

VIDIZMO employs a meticulous, structured, and client-focused implementation approach to ensure that each phase of delivering AI solutions aligns with client objectives. Depending on the nature of the engagement, VIDIZMO offers tailored methodologies for **Type 1: Out-of-the-Box (OTB) Solution Delivery**, **Type 2: Out-of-the-Box (OTB) Solution with Customization** & **Type 3: Custom AI Solutions**, ensuring the highest level of precision, adaptability, and client satisfaction.

### Type 1: Out of the Box Solution

Typical implementation of our OTB offerings with SSO setup, out of the box configuration, user acceptance testing and training takes approx. 3-6 weeks.

Task	Activities	Est. Duration*
Project Kick Off	Conduct Project Kick Off Meeting	1 day
Product Demonstration	Conduct product walkthrough to showcase key functionalities of the VIDIZMO platform.	1 week
Workflow Analysis	Understand and analyze the customer's current workflows, identify operational needs and specific configuration settings.	1 week
Setup & Configuration	Account Setup	2-4 Weeks
	Integration of customer's Single Sign-On (SSO).	
	Set up VIDIZMO workflows to match the customer operational needs, ensuring processes are streamlined for efficient platform use.	
Training	Conduct training sessions for users to ensure familiarity with VIDIZMO functionalities and efficient platform usage.	1 week
Go-live	Launch of VIDIZMO solution for the customer, enabling full operational use and support.	1 day
	Support	Ongoing

*\*All timelines are estimated based on typical implementations and may vary for customer due to customer resource availability, unidentified requirements or unexpected issues or delays.*

### Type 2: Out-of-the-Box (OTB) Solution with Customization

VIDIZMO delivery process for OTB products with customizations follows a phased delivery model underpinned by agile principles. This approach prioritizes incremental delivery to maximize ROI and align with customer expectations.



## Phased Delivery Model

VIDIZMO applies the Pareto Principle to prioritize deliverables:

- **Phase 1: Minimum Viable Product (MVP)**
  - Focuses on rapid deployment, addressing 80% of requirements within 20% of the project timeline.
  - Enables quick validation of client needs and delivers a high ROI in the shortest time.
- **Phase 2: Customizations and Integrations**
  - Addresses evolving business requirements through custom development and seamless integration with existing workflows.

## Road Mapping and Backlog Management

The process begins with a Discovery and Gap Analysis phase, where:

- **Requirements are assessed**, differentiating between OTB capabilities and custom developments.
- A **prioritized roadmap** is created, ensuring alignment with evolving client needs.
- Features are added to a backlog and iteratively delivered based on business priorities.

## Project Tracking

- Projects are divided into weekly sprints, with deliverables presented every 2–3 sprints as product increments.
- **Progress Monitoring:** Leveraging agile tracking tools, VIDIZMO provides regular updates to the client, allowing for adjustments in scope or timelines as needed.

## Documentation and Communication

VIDIZMO emphasizes transparency and thorough documentation throughout the project. Key deliverables include:

- **Project Documentation:** Gap Analysis, Architecture & Design, Test Plans, API Documentation, and more.
- **Training Materials:** Online training modules, recorded sessions, and access to the VIDIZMO Knowledge Base.
- **Consistent Communication:** Weekly calls and progress reports to keep the client informed and address issues proactively.

## Type 3: Custom AI Solution Delivery

Our approach to managing custom AI projects ensures that solutions are developed to address specific client needs while adhering to industry best practices. This is achieved through a four-phase process:

### Planning and Initiation

The planning and initiation phase is pivotal for project success, as it establishes the foundation for subsequent phases. Key activities include:

- **Stakeholder Engagement:** Conducting workshops and discussions to understand client needs and define project goals.
- **Requirement Gathering:** Documenting detailed functional and technical requirements.
- **Risk Identification and Mitigation:** Assessing potential risks and developing strategies to address them.
- **Roadmap Creation:** Establishing a comprehensive roadmap with defined milestones and timelines.

### Execution and Development

This phase focuses on the iterative development and testing of custom AI models and integrations. Activities include:

- **Agile Development:** Employing iterative sprints to ensure continuous alignment with client objectives.
- **Custom AI Model Development:** Training and fine-tuning AI models to meet performance benchmarks.
- **Integration and Testing:** Seamless integration with existing systems and rigorous quality assurance testing, including unit, integration, and performance testing.

## Delivery and Deployment

VIDIZMO ensures a smooth transition from development to deployment through:

- **Pilot Testing:** Conducting a controlled rollout to validate the solution.
- **User Training:** Comprehensive training sessions to familiarize stakeholders with the solution.
- **Full Deployment:** Organization-wide rollout with minimal disruption to operations.

## Monitoring and Support

Once deployed, our solutions are continuously monitored to ensure long-term success. This includes:

- **Ongoing Support:** Multi-tiered technical support to resolve any issues promptly.
- **Quarterly Business Reviews (QBRs):** Regular feedback collection to adjust and optimize AI models as business needs evolve.

## Additional Support Highlights

- **Proactive Onboarding:** Customized onboarding plans, including timelines and milestone tracking.
- **Role-Based Training:** Hands-on demonstrations, guides, and access to VIDIZMO knowledge base.
- **Custom Service Level Agreements (SLAs):** Tailored to client needs, ensuring clear response times and system availability targets.

## Performance Metrics

VIDIZMO employs a robust framework for monitoring and evaluating the performance of its AI solutions to ensure they meet and exceed the expectations outlined in the RFP. Performance metrics are carefully aligned with each deliverable and operational challenge identified in Section 5.1, addressing specific needs across diverse public sector departments.

Key performance indicators (KPIs) for assessing AI performance include:

1. **Accuracy and Precision:** Metrics such as F1-scores, precision, recall, and Word Error Rate (WER) are used to evaluate the effectiveness of Computer Vision, Audio Analysis, and Text Analysis models. For instance:
  - **Computer Vision:** Object detection models are assessed for their ability to identify and track entities like vehicles, faces, and objects in dynamic environments.
  - **Audio Analysis:** Speech-to-text models are measured against transcription accuracy benchmarks, particularly in noisy or multilingual contexts.
  - **Text Analysis:** Named Entity Recognition (NER) and topic modelling are evaluated based on precision in extracting critical information and generating summaries.
2. **Scalability:** Solutions are tested to handle varying data volumes and interaction loads, ensuring they scale seamlessly as user demands increase. Performance under load is assessed through stress testing metrics, such as data throughput and system response times.
3. **Response Time and Latency:** Real-time analytics and system responsiveness are key metrics. These are tracked to ensure that AI solutions provide timely insights and meet the operational needs of public sector entities.
4. **Model Adaptability and Drift Management:** Continuous improvement mechanisms are monitored through metrics like model drift detection and retraining frequency. These ensure models remain relevant and accurate despite evolving datasets and user requirements.

As part of the implementation process, VIDIZMO conducts rigorous testing at each phase to validate functionality and performance. We engage our experienced QA Engineers to design and execute testing protocols and conduct rigorous testing and validation of all AI models before deployment, ensuring that solutions meet stringent quality standards. Performance is further validated through integration and stress testing to confirm seamless operation within existing systems, while tracking metrics such as API latency, data transfer efficiency, and system responsiveness.

To enhance client engagement, VIDIZMO assigns a dedicated account manager to each customer. This account manager oversees project implementation, monitors solution performance, and serves as a single point of contact for addressing customer queries, ensuring clear and consistent communication throughout the engagement. Regular status updates and performance reports are provided, offering transparency and accountability at every stage.

## Risk Management

VIDIZMO Risk Management strategy establishes a structured approach to identify, assess, monitor, and mitigate risks associated with implementing AI solutions for NCTCOG and its TXShare members. The framework ensures that all potential risks are proactively addressed to minimize impact on project success and to safeguard sensitive data, systems, and stakeholders.

### Identification of Risks

Risk identification is an ongoing process throughout the project lifecycle, using input from stakeholders, team members, and experts; brainstorming sessions; analysis of historical data and case studies; and continuous monitoring of project progress and changing conditions.

Potential risks identified in AI implementation include:

1. Data Security Vulnerabilities:
  - Risks: Data breaches, unauthorized access, or exposure of sensitive information.
  - Causes: Weak encryption, misconfigured access controls, insecure APIs.
2. Integration Challenges with Legacy Systems:
  - Risks: Compatibility issues with existing infrastructure.
  - Causes: Outdated technology, diverse data formats, limited APIs.
3. Model Bias and Performance Drift:
  - Risks: Biased or inaccurate AI predictions over time.
  - Causes: Training data imbalances, lack of retraining mechanisms, user behaviour changes.

All identified risks are recorded in a Risk Register tracking the ID, Description, Probability, Impact, Risk Score, and Mitigating Actions.

### Risk Assessment and Prioritization

After identifying the risk, VIDIZMO will analyze each risk to assess the likelihood of the risk event occurring, and the probability outcomes associated with the risk event to determine its potential impact. VIDIZMO will analyze each risk to determine the severity of the risks identified by the team, a probability and impact factor will be assigned to each risk. The priorities of risk along with the risk score categories will be confirmed by the project manager, updating those in the risk register.

### Mitigation Strategies

VIDIZMO collaborates with the customer to select appropriate strategies for each identified risk, ensuring the project avoids, transfers, mitigates, or accepts risks while enhancing opportunities from positive risks. The approach includes:

**Strategies for Negative Risks:** For negative risks, strategies include avoiding threats by adjusting plans, clarifying requirements, or acquiring expertise; transferring risk ownership to another party; mitigating risks by reducing their likelihood or impact; and accepting risks when mitigation is not feasible or necessary.

**Strategies for Positive Risks (Opportunities):** For positive risks, strategies involve exploiting opportunities to ensure they are fully realized, sharing ownership with third parties to maximize benefits, enhancing the likelihood or impact of positive outcomes, and accepting opportunities as they arise.

The Project Manager leads risk response planning with team consultations and early customer notifications. For severe risks, additional assessment meetings may be held to ensure an optimal response.

### Continuous Monitoring and Reporting

**Risk Monitoring Activities:** Once a risk is established, it is continuously monitored to track escalation triggers, evaluate the effectiveness of responses, ensure actions are implemented as planned, and identify residual risks. Monitoring involves assessing current risks, determining and validating actions, evaluating outcomes, revisiting assumptions, and identifying new risks while systematically reporting on progress.

**Risk Control Activities:** Once a risk is established, it is continuously controlled by validating mitigation strategies, assessing impacts on scope, cost, and schedule, identifying new risks from mitigation actions, maintaining the Risk Management Plan, and revising response plans as needed.

### Disaster Recovery and Business Continuity

VIDIZMO Disaster Recovery (DR) Plan ensures minimal service disruption and rapid recovery during unforeseen incidents, leveraging advanced technologies and tailored strategies to protect critical systems, data, and operations. Our robust, customizable DR Plan addresses the unique needs of NCTCOG Participating Entities and TXShare members, with key elements outlined in the attached **Appendix – VIDIZMO Sample DR Plan**:

1. **Risk Assessment and Preparedness:** Regular assessments prioritize vulnerabilities and prepare for disasters like environmental incidents, hardware failures, power outages, and cybersecurity threats.
2. **Core Components:**
  - **Azure Site Recovery (ASR):** Disaster Recovery-as-a-Service for quick recovery with minimal downtime.
  - **Global Replication Services (GRS):** Geo-redundancy for storage and backups.
  - **Redundant Systems:** Traffic Manager redirects requests to failover sites for seamless operations.
3. **Failover and Redundancy:**
  - **Planned Failovers:** Minimized disruption through data synchronization and preemptive shutdowns.
  - **Unplanned Failovers:** Immediate traffic redirection to backup sites via pre-configured policies.
4. **Backup and Recovery:**
  - Point-in-time database backups with defined RTO and RPO targets.
  - Lifecycle policies ensuring long-term retention and recovery capabilities.

VIDIZMO ensures business continuity through automated scaling and geo-redundant load balancing, pre-defined disaster recovery roles for rapid response, and weekly failover tests to maintain system readiness and data integrity without disrupting production. This comprehensive approach ensures business continuity and operational resilience for all stakeholders.

### Staff Training

VIDIZMO equips staff with essential skills for successful AI implementation and management through comprehensive onboarding, role-based training, and risk awareness workshops on secure data handling and compliance. Continuous access to training materials and resources ensures staff remain updated on system features, enhancements, and best practices, enabling effective and secure AI adoption.

## Compliance & Standards

### Data Privacy Compliance

VIDIZMO ensures the highest standards of data privacy and security by [embedding compliance with global and industry-specific regulations](#), including [GDPR](#), and HIPAA, into its solutions. Privacy-by-design principles ensure organizations meet legal obligations while safeguarding sensitive data. VIDIZMO supports GDPR compliance with pseudonymization, secure processing, and data subject rights management. For HIPAA, ePHI is encrypted in transit and at rest, with strict access controls for authorized personnel. VIDIZMO adheres to CCPA by ensuring transparency in data collection and offering mechanisms for data access requests and opt-outs.

Additionally, VIDIZMO solutions comply with [CJIS](#), [NIST 800-53](#), [NIST FIPS 199](#), [SP 800-60](#), [FIPS 140-2](#), and [FIPS 200 standards](#), ensuring robust data security. Additionally, VIDIZMO complies with [CJIS](#), [NIST 800-53](#), [NIST FIPS 199](#), [SP 800-60](#), [FIPS 140-2](#), and [FIPS 200 standards](#), ensuring robust data security. Leveraging Azure and AWS platforms enhances compliance, security, and scalability. By integrating these frameworks, VIDIZMO provides solutions that meet regulatory obligations while delivering strong data protection, empowering organizations to navigate complex compliance landscapes confidently.

### Data Governance Framework

VIDIZMO solutions are built on a comprehensive data governance framework that ensures the integrity, confidentiality, and availability of data while meeting compliance and security requirements. For Type 1 Out-of-the-Box (OTB) solutions, robust features are pre-integrated to align with these standards without customization. Type 2 and Type 3 solutions follow strict Software Development Life Cycle (SDLC) practices, incorporating OWASP Top 10 Security Standards to implement strong access controls, secure data handling, and monitoring.

**Access Control:** VIDIZMO employs role-based access control (RBAC) to restrict user access to necessary data and functions, minimizing security risks. Multi-factor authentication (MFA) adds an extra layer of protection against unauthorized system or data access.

**Data Retention and Disposal:** Policies ensure data is retained only as long as required and securely disposed of using industry-standard techniques to prevent unauthorized recovery, fully adhering to regulatory standards.

**Data Auditing and Monitoring:** Advanced logging tracks access events and modifications, creating a transparent and detailed record of user activities. This enables rapid detection and response to anomalies or unauthorized actions, ensuring accountability and security.

This governance framework underpins VIDIZMO commitment to delivering secure, compliant, and reliable solutions for its customers.

### Cybersecurity Compliance

VIDIZMO upholds the highest cybersecurity standards to protect sensitive data and mitigate evolving threats. Our approach combines robust encryption, proactive vulnerability management, and a comprehensive security governance framework to ensure system security and reliability.

**Encryption:** VIDIZMO utilizes industry-standard protocols such as RSA-2048 and SHA-256 to secure data in transit and at rest, exceeding many regulatory requirements and ensuring confidentiality and integrity across environments.

**Vulnerability Management:** [VIDIZMO comprehensive vulnerability management framework](#) identifies, prioritizes, and resolves security risks to maintain system integrity. Security scans are conducted before every software update or major release, with patches deployed promptly based on severity. Critical vulnerabilities, such as malware threats, are addressed within 1-2 days, while high-severity risks impacting data confidentiality or availability are resolved within the

development cycle. Medium vulnerabilities are added to the next sprint, and low-severity issues are scheduled for future updates within the quarter. This proactive approach ensures timely mitigation of risks and continuous system security.

### **Bias and Algorithm Transparency**

VIDIZMO ensures fairness and transparency in its AI models by integrating robust tools and processes to audit and mitigate potential biases, delivering equitable and ethical AI solutions. During development, datasets are rigorously analyzed to correct imbalances through techniques like data augmentation, rebalancing, and anomaly detection, ensuring training data reflects diverse real-world scenarios. Post-deployment, fairness metrics continuously monitor algorithmic performance, detecting and addressing unintended discrepancies through model retraining with updated datasets. VIDIZMO also ensures transparency by documenting model design, decision-making processes, and performance metrics, offering stakeholders clear insights into predictions and bias mitigation efforts. This commitment to fairness and accountability underpins VIDIZMO reliable and ethical AI solutions. For more details, please refer to

***Appendix – VIDIZMO AI Ethics Policy***

### **Integration & Interoperability Standards**

VIDIZMO solutions are designed to ensure seamless integration and interoperability with a wide range of systems and platforms. By adhering to open data formats and industry-standard protocols such as RESTful APIs and SAML, our solutions provide flexibility, scalability, and compatibility with existing IT infrastructures.

For our **Type 1 Out-of-the-Box (OTB) solutions**, VIDIZMO offers a comprehensive range of pre-built integrations that enable immediate interoperability with popular platforms. These integrations include:

- **Single Sign-On (SSO):** VIDIZMO supports a wide variety of SSO authentication providers, ensuring seamless and secure user authentication across platforms. Examples include Azure AD, OneLogin, SAML-P, ADFS, Google SSO, Microsoft SSO, Facebook, Twitter, Ping ID, & LinkedIn
- **Content Processing:** VIDIZMO integrates with powerful content processing tools to streamline media workflows and enhance content usability. Examples include AWS Media Services, Azure Video Analyzer, VIDIZMO Video Indexer, VIDIZMO Audio Indexer.
- **Video Conferencing Tools:** VIDIZMO seamlessly integrates with leading video conferencing platforms to enable interactive collaboration and enhance communication workflows. Examples include Microsoft Teams, Zoom, and WebEx.
- **Content Sharing and Exporting:** VIDIZMO simplifies content sharing and exporting through integrations with storage solutions such as AWS S3 Bucket & SharePoint.
- **Content Ingestion:** VIDIZMO supports seamless content ingestion workflows for diverse use cases through AWS S3 Bucket Integration.

For **Type 2 (OTB Solutions with customization)** and **Type 3 (Custom AI Solutions)**, VIDIZMO offers robust RESTful APIs to support seamless integration with third-party systems. Our team works closely with customers to understand their unique integration requirements and can either perform the integration on their behalf or provide developer support to enable them to do it independently. VIDIZMO also provides comprehensive REST API documentation, empowering customers with the resources needed to implement integrations efficiently and effectively.

By combining pre-built integrations for immediate deployment and flexible APIs for customized solutions, VIDIZMO ensures that its solutions seamlessly align with customer ecosystems, delivering an adaptable and interoperable platform that meets diverse operational needs.



## 5. PRICING

VIDIZMO offers a comprehensive and flexible pricing model tailored to address the diverse requirements of **its existing customers and NCTCOG member entities**. Our pricing approach emphasizes transparency, scalability, and cost-efficiency, ensuring adaptability to projects of varying complexity and scope. We have included our List Pricing (Exhibit 1–Pricing Proposal Worksheet) with discounts for all of our products and services that are applicable to proposed solutions, for both service categories:

- **Service Category #1: Artificial Intelligence (AI) Solutions for Public Sector Entities**  
List of our core products including software subscription licensing, software features, service consumption (AI Processing, Transcoding, Storage) and other services required for deploying solutions in either Azure Gov SaaS (Shared) or On-Premise/Private Cloud deployment models.
- **Service Category #2: Other Ancillary Goods or Services**  
List of our additional products and services including higher service consumption (AI Processing, Transcoding, Storage) tiers, support SLAs, training, software features and professional services for custom implementation projects and Type 3 Custom AI solution development.

### Type 1- OTB Implementation

This solution type focuses on deploying ready-to-use AI solutions with simple configuration and no customization. Cost for such projects can be easily estimated based on **Firm Fixed Price** model, ensuring budget predictability and cost control. It is ideal for straightforward use cases with well-defined technical and operational requirements & is designed to streamline implementation with minimal financial risk for NCTCOG member entities.

### Type 2-OTB Solutions with Customization & Type 3: Custom AI Solutions

Type 2 solutions are a combination of our existing OTB solution with customizations to fit specific customer needs. VIDIZMO Type 1 Pricing applies for the OTB solution & for additional adjustments or extensions to VIDIZMO existing AI solutions we offer the following two flexible pricing models:

#### Project LOE-Based Firm Fixed Pricing

- Costs are determined through a comprehensive **Level of Effort (LOE)** assessment that estimates the required hours for tasks such as solution design, development, testing, and deployment.
- A detailed **Statement of Work (SOW)** is provided, which outlines:
  - **Project Scope and Deliverables:** Specific customization tasks, integrations, and expected outcomes.
  - **Estimated Hours and Pricing:** A breakdown of hours needed for each phase of the project and the corresponding costs.
  - **Milestones and Timelines:** Key checkpoints and deadlines to ensure timely project delivery.
  - **ML Infrastructure Costs (If applicable):** Costs related to the compute and storage infrastructure necessary for AI model training and development, managed by the Deployment and Infrastructure Management Team.
- This approach is ideal for projects with defined but flexible deliverables.

#### Time & Material Pricing

- Charges are based on the actual hours spent by assigned resources, calculated at pre-agreed hourly rates for different labour categories & their experiences, which enables dynamic allocation of resources as per project demands.

- VIDIZMO offers a mix of onshore or offshore resources, allowing TXShare members to optimize costs and resource availability.
- Labor categories include roles such as AI Architect, Machine Learning Engineer, Data Scientist, and Deployment Engineer, ensuring the right expertise is assigned to meet project needs.
- Suitable for projects with evolving requirements, providing flexibility for modifications during execution.

For unique and complex projects requiring the development of new AI solutions (Type 3) from ground up for specific customer business and technical needs and typically using custom datasets, VIDIZMO proposes the same pricing models i.e Project LOE-Based Firm Fixed Pricing & Time & Material Pricing.

## 6. PROPOSAL VALUE ADD

### Supplementary Functionalities

VIDIZMO provides advanced data management capabilities that allow organizations to securely store, manage, and retrieve large volumes of digital content, [supporting over 255+ file formats](#), including videos, documents, and other media types. The platform supports various [storage options](#), including tiered storage in the cloud, ensuring cost-effective management of data over its lifecycle. VIDIZMO data management includes features like metadata tagging, powerful [search functionalities](#), and secure [access controls](#), enabling organizations to efficiently organize and access their data. Additionally, VIDIZMO platform supports integration with third-party data systems, ensuring seamless data flow across enterprise applications. VIDIZMO offers lifecycle management through features like soft delete policies, purge policies, by which organizations can set rules for the lifecycle of their content—such as archiving, deleting, purging, or moving files based on their age or usage—ensuring efficient data management over time.

### Flexible Deployment

VIDIZMO provides a wide range of deployment options to accommodate the unique operational and regulatory requirements of public sector entities. Our solutions can be deployed as Vendor-Hosted Shared SaaS or Dedicated SaaS, offering cost-effective and scalable options for varying organizational needs. For organizations with stricter compliance mandates, VIDIZMO supports deployments in Azure, Azure Government, and AWS, ensuring alignment with federal and state-level regulations. Additionally, VIDIZMO offers deployment options for on-premises infrastructure or in the customer's private cloud environment, providing maximum control over data storage and processing. These options are particularly beneficial for agencies requiring enhanced data sovereignty and compliance with frameworks like CJIS, HIPAA, or CCPA. This flexibility empowers public sector entities to adopt modern AI and content management solutions without compromising on security, control, or adaptability to their specific workflows. These deployment options ensure VIDIZMO solutions are accessible, customizable, and future-proof for diverse organizational needs. For more details on the various deployment models offered by VIDIZMO, please refer to **Appendix – VIDIZMO Deployment Models**

### Support & Training

VIDIZMO is committed to ensuring a seamless experience for its customers through robust support plans and customizable training programs. We offer a range of support plans (**detailed in Appendix – VIDIZMO Support Plans**) designed to meet diverse organizational needs, ensure high availability, and comply with SLA requirements. Moreover, VIDIZMO offers fully customizable training programs to meet the unique needs of each organization. These programs include a Train-the-Trainer model for equipping key personnel with in-depth knowledge, as well as multiple sessions for larger teams or phased rollouts. Training can be delivered online or in-person, with hands-on engagement tailored to maximize user adoption and operational success.



## Innovative Approach

Our extensive experience spans the development and implementation of AI-driven solutions that not only address the unique requirements of our clients but also create measurable impacts by enhancing operational efficiency, security, and compliance. One of the key projects that exemplifies our expertise in foundational technologies is our collaboration with a military-level government agency. The agency required a solution to redact sensitive information from video, image, and audio content. VIDIZMO developed a highly customized redaction tool, leveraging AI-driven object detection and optical character recognition (OCR) technologies. Our solution was specifically designed to detect and redact Personally Identifiable Information (PII), including faces, license plates, and weapons, in compliance with the agency's stringent security protocols. By training AI models on complex data sets, we enabled the system to perform highly accurate automatic redaction of video and audio content. Additionally, our solution offered manual override options for greater precision, ensuring sensitive information remained protected while reducing manual effort. The outcome was a tailored AI solution that streamlined the agency's redaction processes, improving overall data security and operational efficiency. This project highlights VIDIZMO ability to integrate AI, data management, and process digitization to deliver a comprehensive, scalable solution for sensitive content management.

Another significant engagement involved a collaboration with a state county looking to transition from physical evidence storage to a fully digitized platform. The county had previously relied on hard drives and thumb drives to store and share evidence, which was both inefficient and insecure. VIDIZMO deployed its Digital Evidence Management System (DEMS), which digitized the county's evidence management workflows, improving security, accessibility, and compliance.

The tailored platform provided by VIDIZMO enabled secure storage, access control, and sharing of digital evidence for hundreds of users across various departments. By integrating data management capabilities, the system facilitated easy access to critical evidence, while advanced audit trails ensured compliance with legal and regulatory standards. This transformation from a manual, physical storage system to a digital platform not only enhanced operational efficiency but also ensured the highest levels of data security and integrity.

## 7. HUB BONUS

VIDIZMO is a certified Minority-Owned Small Business. We have included our certification as part of our RFP response in ***Appendix - VIDIZMO Minority-Owned Small Business Certificate***.

## 8. ATTACHMENTS

Note: Due to technical limitation preventing us from appending or combining digitally signed PDF documents into a single document, all attachments have instead been uploaded as separate files as part of VIDIZMO proposal directly in Public Purchase Portal.

- Attachment I: Instructions
- Attachment II: Certification of Offeror
- Attachment III : Certification Regarding Debarment
- Attachment IV : Restrictions on Lobbying
- Attachment V : Drug-Free Workplace Certification
- Attachment VI I: Certification Regarding Disclosure of Conflict of Interest
- Attachment VII : Certification of Fair Business Practices

- Attachment VIII: Certification of Good Standing Texas Corporate Franchise Tax Certification
- Attachment IX : Historically Underutilized Businesses
- Attachment X : Federal and State of Texas Required Procurement Provisions
- Exhibit 1: Description of Desired Product Categories for Proposed Pricing
- Exhibit 1: Pricing Proposal Worksheet
- Exhibit 3: Service Area Designation Forms

The following appendices are attached as part of VIDIZMO's RFP Submission.

- TXSHARE MSA Sample Template\_12.10.2024 – VIDIZMO Redline
- Appendix – VIDIZMO AI-Powered Products
- Appendix – VIDIZMO AI Capabilities
- Appendix – VIDIZMO AI Ethics Policy
- Appendix – VIDIZMO Sample DR Plan
- Appendix – VIDIZMO Sample Architecture Diagram (Type 1 Solution)
- Appendix - VIDIZMO Minority-Owned Small Business Certificate
- Appendix - VIDIZMO Integration Reference Guide.
- Appendix- VIDIZMO SaaS SLA
- Appendix – VIDIZMO On-Prem/Private Cloud SLA
- Appendix – VIDIZMO Deployment Models
- Appendix – VIDIZMO Support Plans
- Appendix - VIDIZMO DEMS CALs
- Appendix - VIDIZMO Redactor CALs
- Appendix - VIDIZMO High-Level Org Chart
- Appendix - VIDIZMO Confidentiality Notes for Proposal Submission

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