

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.

Legal Name of Proposing Firm

Contact Person for This Proposal

Title

Contact Person Telephone Number

Contact Person E-Mail Address

Street Address of Principal Place of Business

City/State

Zip

Mailing Address of Principal Place of Business

City/State

Zip

Point of Contact for Contract Negotiations

Title

Point of Contact Telephone Number

Point of Contact Person E-Mail Address

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

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

COVER SHEET

NORTH CENTRAL TEXAS COUNCIL OF GOVERNMENTS
(NCTCOG)

REQUEST FOR PROPOSAL – # 2025-018



**North Central Texas
Council of Governments**

PRESENTED BY:

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polimorphic

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ATTACHMENT II: CERTIFICATIONS OF OFFEROR

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

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

Name of Organization/Contractor(s):

Polimorphic

Signature of Authorized Representative:



Date: 1/21/2025

Client References

Polimorphic is the trusted partner for clients ranging in size from small towns to larger cities and counties as well as Surrogate's Courts. Please note that due to privacy obligations and rapid expansion, we may not have all clients currently listed below:

Aberdeen, NJ
Burr Ridge, IL
Castle Pines, CO
Craven County, NC
Eagle Mountain, UT
East Troy, WI
Fairfax, CA
Gaston County, NC
Glencoe, IL
Irmo, SC
Longboat Key, FL
Lowell, NC
Morris County, NJ
Morrow, GA
Omro, WI
Pacifica, CA
Palm Beach, FL

Passaic County, NJ
Polk County, NC
Prospect Park, NJ
Racine, WI
Riverside, MO
Rowan County, NC
Rutherfordton, NC
South Milwaukee, WI
St. Joseph, IL
Suamico, WI
Tangent, OR
Tooele County, UT
Tyler, TX
Urbana, IL
Watauga County, NC
Waukesha, WI
West Bend, WI

To speak to a reference, the NCTCOG can reach out to:

Intashan Chowdhury – Former Borough Administrator – Prospect Park, NJ
chowdhuryi@prospectpark.ne
973-790-7902

Justin Amos - Chief of Staff, Finance & Partner Agency Manager – Gaston County, NC
justin.amos@gastongov.com
704-866-3000

Tara McMenamin - Clerk & Treasurer – Racine, WI
tara.mcmenamin@cityofracine.org
262-636-9171

Randy Cress - Chief Information Officer – Rowan County, NC
randy.cress@rowancountync.gov
704-216-8114
[Public Facing Polimorphic Link](#)

Joe Samaniego - City Manager – Tangent, OR
jsamaniego@cityoftangent.org
541-9281020

Project Related Experience and Qualifications

Over the past two decades the world has changed, driven by tech companies competing for a better user experience to drive customer acquisition and growth. Despite profit not being the purpose of Local Government, the reality is that constituents now expect the same traits across the board: the ability to self-service, transparency on resolution times, and the ability to find what they are looking for quickly and accurately.

Most government technology tools are often originally created for the private sector, or are designed for large metropolises, which means they are bloated solutions for most municipalities, and work under the assumption that constituents only want to call, email, or walk in to solve their problems. In these systems, constituent's often feel that once a case is submitted, the request falls into an opaque abyss until it's solved, at which point that issue may no longer even exist. Requesters who try to find the answer to their question by themselves can spend hours lost on a website, looking for a response to their unique circumstances. Staff and departments are often siloed, meaning they can't see what progress their peers are making on a request. This leads to frustration and discontent among residents and staff alike.

Polimorphic is the first comprehensive CRM built exclusively for local government that makes up the patchwork of our country and takes advantage of technical innovations such as AI. Designed by engineers with a pedigree from industry leaders including MIT and nVidia, Polimorphic clients are championed by a team that has combined decades supporting local government and solving for the unique challenges that it faces. Within the following RFP, we outline Polimorphic's CRM and AI products, and how both tie in together.

Through our understanding of the needs that cities under 250,000 residents have, Polimorphic has utilized a modular design philosophy that can digitize any existing processes without needing to change the process itself to fit into the rigid architecture often seen in other CRMs. Creating these workflows doesn't require any complicated infrastructure or implementation investments either - a process can be up and running within minutes, meaning that if municipal services or workflows change, Polimorphic can adapt without requiring any technical overhaul or staff retraining.

Polimorphic's processes and workflows are designed to walk both constituents and end users through exactly what every case needs, meaning that nothing is ever lost in the shuffle, and staff don't have to worry about memorizing steps to resolution. Further, by keeping a centralized repository of all casework & payments, staff can support each other while not having the extra administrative work that record keeping usually causes.

Polimorphic is also the leading company bringing Generative AI to cities across the country. Polimorphic's AI will learn on NCTCOG specific data - meaning that when a constituent or staff member has a question about a municipal service or process, Polimorphic will immediately find the answer for them, synthesizing from multiple sources if the query's complexity requires so. In doing so, constituents & staff no longer must fiddle with keywords or spend hours digging through website pages & city ordinances, improving time to resolution, increasing satisfaction, and reducing call volume to staff about simple Q&A.

Additionally, Polimorphic includes features that have not been specifically requested for this RFP but can provide additional value to the NCTCOG. The Mass Communication module allows for proactive communication to be sent to residents, segmented by geo-fence or constituent tags when appropriate, and the Voice AI & Agent provides a 24/7 concierge for constituents that can help them with their issues when a human staffer isn't available, without needing to fall back on phone trees and voicemail inboxes.

Finally, the Polimorphic Suite works in synergy as queries into Polimorphic's AI can create a case - meaning that constituents are now empowered to self-service many of their issues day or night, without needing to call or email in. Staff bandwidth opens and enables them to improve the quality of service provided to less tech-savvy constituents.

As CEO of Polimorphic, I understand that exploring new technology can be daunting, and the most important consideration for cities is to ensure that their investments are suited for the long term and won't quickly become obsolete, especially as new advancements have the capability to change the world. Polimorphic clients across the country rest easily with the knowledge that they are wielding emerging technology to improve the lives of their constituents, staff, and communities.

-Parth Shah,
CEO

A handwritten signature in black ink, reading "Parth Shah". The signature is fluid and cursive, with the first name "Parth" and last name "Shah" clearly distinguishable.

Company Profile

Polimorphic was founded as an LLC in 2017 by CEO Parth Shah, before converting to a C Corporation in 2019. Shah, inspired by family members who worked in municipal government, founded Polimorphic after working on a project for the City of Boston. In this project, Shah was analyzing data to improve the City's operational efficiency, but realized the greatest bottleneck wasn't dug deep within data-points, but among front-line staff, who had outdated software when handling Constituent inquiries - oftentimes relying on post-it notes to handle complex cases. Thus, Polimorphic was born.

Polimorphic is backed financially by M13 Ventures, Shine Capital, and Pear VC, and despite its relatively young age, has grown to just shy of 50 clients total since the beginning of 2024. Staff Size is 14 employees, as denoted in the Organization structure in the next section.

In 2021, Polimorphic raised 3.8M led by Shine Capital. In 2023 to fuel further growth, Polimorphic raised 5.6M led by M13. Polimorphic has high level alliances with partners in the Government Technology Space, including Rep'd, Proud City, GovTech Magazine, CivStart, Velosimo, CitizenLab, and Department of Civic Things.

Per an email exchange with Chris Kohlmann, Polimorphic is a VC backed company that has not yet undergone a financial audit. Included in addendum A at the end of this response are financial documents including a balance sheet.

Personnel Resumes

To ensure a successful deployment and ongoing support services, directly servicing the NCTCOG will be:

Parth Shah - CEO Parth oversees all facets of Polimorphic's business, from Client acquisition, retention, and satisfaction, to engineering road mapping, product development and more. Parth takes an active role in client relationships and will be available to the NCTCOG as an additional resource to the primary ones listed below.

Rachel Alexander - VP Sales VP of Sales Rachel Alexander joins Polimorphic from ClearGov, Inc. where she served as the Director of Sales. Rachel boasts almost a decade in the Government Technology space and has worked with Local Governments of all shapes and sizes across the country.

Kate Armstrong - Account Executive Kate Armstrong joins Polimorphic from a vast background in media and technology sales including *iHeartMedia* and *Abrigo*, a compliance software for banks and financial institutions. Her knowledge of the needs of intuitive nature enables her to provide services that meet their unique functionality and budget needs.

Tyler Smith - Director, Client Services With more than a decade of public sector facing experience, Tyler Smith joins Polimorphic from One Concern, an AI & Machine Learning company providing predictive analytics capabilities for floods and earthquakes to the United States. His knowledge of how governments wield AI has proved instrumental in Polimorphic's ability to support municipalities who may be exploring it for the first time.

Kendrick Fernandez - Client Success Manager Kendrick has 3 years of supporting local and state level governments successfully implement new technology. Kendrick uses a deep discovery process to fine tune deployments to the needs of end users, and his patience and commitment to excellence ensures that all staff members are properly trained on the system, regardless of past technological savvy.

Danielle Moody - Client Success Manager Danielle has more than 7 years' experience working in customer-facing roles across a variety of industries in both Account Executive and Customer Success Manager capacities. Her problem solving and ability to form strong, supportive relationships with client stakeholders allows her to continually find success implementing our solution and generating change champions within client organizations.

Technical Proposal

Introduction

Polimorphic provides best-in-class products and services by harnessing technological breakthroughs and re-defining their purpose for the needs of Local Government, while also understanding the parameters and guidelines in which municipalities operate. The result is a product suite that provides near-immediate return on investment without causing disruptive and long implementations, or arduous learning curves for end users on staff.

Our core product, the Polimorphic CRM, is an intelligent communications solution with workflow management and constituent engagement features designed specifically for municipalities. Polimorphic saves staff time and improves outcomes while increasing transparency and building trust with the public.

Polimorphic's other product is our AI functionality. Powered by GPT 3.5, Polimorphic increases accuracy and efficiency of search results thus reducing inbound calls to staff, finding concise answers across thousands of rows of codes and ordinances, and enabling a seamless Q&A experience for constituents & staff alike. In an era where ethical and responsible deployment of artificial intelligence is paramount, Polimorphic aligns with guidelines put forth by cities such as San Jose, offering an approach that not only ensures the safety and security of government AI systems, but also promotes transparency and accountability while delivering public services.

Both these products work in synergy to provide the best experience for constituents, but not at the expense of additional work for staff. Polimorphic's systems augment staff ability to make certain that processes are done right every time, while reducing administrative load and number of menial tasks to be done, resulting in an enhancement of the NCTCOG's ability to serve its constituents.

Polimorphic CRM - Overview

"We could not be more pleased with [Polimorphic's] customer service and their expertise in helping us with process improvement."

-Justin Amos, Gaston County NC

Polimorphic's CRM is flexible enough to work across almost any use case in any department but is still rigid enough to ensure quality assurance. It has a light enough footprint that it can be ready within minutes without a complex implementation & set up period, while still being configurable to existing processes so as not to cause disruption by reinventing how "things have always been done".

In short, Polimorphic users can create "processes" within the tool that captures all the steps taken for every service request type that comes in. After completion, Polimorphic will return an embed code (I-frame) that can be copy-pasted onto NCTCOG's website.

As the Constituent fills out the process, they will receive an email that allows them to track the ticket through to completion, creating greater transparency into a function that once would have kept them in the dark until they called in.

Staff can also input requests into the system ad hoc on behalf of constituents (such as walk-ins, call-ins, emails to councilmembers, etc.) - ensuring one single source of record keeping for every interaction that constituents have with NCTCOG.

Finally, Polimorphic is capturing data on all these interactions for NCTCOG, so appropriate City Staff can understand where bottlenecks or issues are occurring, as well as have hard numbers to utilize for process improvement or resource allocation, among other use cases.

Polimorphic CRM - Processes



The American City is one of the world's most complex organizations, its commitments not to a monarch or an aristocracy, but to the residents and businesses that make the fabric of their communities. The services that cities provide are regulated, varied, and always growing - balancing many different tasks and needs from their constituents, while still acting as a source of truth across society.

The processes behind providing these services, however, sometimes require intense manual effort, even among things that may seem simple. For example, turning on subsidized broadband access to a low-income household may require several steps, such as a resident providing documentation that proves eligibility and residency, city staff validating that information, and then working with Internet Providers to ensure that the subsidy has been applied correctly. Other more complex services require several additional steps or input from other parties, leading to things getting lost in the shuffle, steps being missed or done incorrectly, constant back and forth across multiple departments, and ultimately a frustrating experience for constituents and staff.

Polimorphic empowers cities to digitize and streamline all processes in a matter that is easy to understand and infinitely scalable. The first step is to create a process, where users can decide if they want to make the process open to the public, or if it's something they want only staff to fill out (i.e. an internal function such as requesting vacation days).

Once users start a process, they can then add steps for both constituents and staff to complete. These can include anything from collecting a payment to gathering location-based data, and more.

The screenshot shows the 'Edit Process' interface. On the left is a sidebar with various step types: Payment Step (Add a bill to pay), Task Step (Add and assign a task), Checkbox Step (Select or deselect an option), Document Step (Upload a document or image), Short Text Step (Request information or ask a question), Dropdown Step (Select from a set of dropdown options), Single Select Step (Select one option from a multiple choice), Number Step (Request a numerical value), Location Step (Request a location/address), and Contact Info Step (Select a contact and update your contact book with). The main area is titled 'Edit Process' and shows a form for a step named 'Request Broadband Subsidy'. The description field contains the text: 'Please note that this ACP subsidy will come show up on your bill from your ISP.' Below the description are 'Save' and 'Cancel' buttons. At the bottom, there is a 'Process Steps' section with a 'Collapse All' link and a dashed box containing the text 'Click item to the left to add'.

Let's say the first step we want is to collect the applicant's name, contact information, location, and the name of their Internet Service Provider (ISP).

The only other thing we need from our constituents is some documentation to verify eligibility for this program. We can add a document upload module that will allow them to upload a file (document or image) when they fill out the form.

The screenshot shows the 'Contact' configuration panel. It has a 'CONTACT INFORMATION' section with two radio button options: 'Applicant contact info' (selected) with the description 'Require applicant to fill out information only on their behalf', and 'Any contact info' with the description 'Allow applicant to attach either their contact or someone else's.' Below this is an 'INFORMATION TO REQUEST' section with a list of fields and their status: 'Contact Address' (checked Show, unchecked Require), 'Contact Date of Birth' (unchecked Show), 'Contact Email' (checked Show, unchecked Require, unchecked Verify), 'Contact Name' (checked Show, unchecked Require), and 'Contact Phone' (checked Show, unchecked Require).

Eligibility Verification

Government issued photo ID with address and date of birth

Documented proof of eligibility in a qualifying program

DESCRIPTION

Type something

Next, we want our staff member who handles ACP cases, Nav, to verify this information. We'll set this step to Internal Only, so only a permitted NCTCOG staff member can verify the information, and we'll assign the case to Nav.

Form Step

STEP NAME

City Staff to Verify Documents

DESCRIPTION

City Staff to check that documentation submitted meets the criteria to receive the subsidy.

ACCESS

☐ Public Facing (External)
Can be completed online by a resident, constituent or outside vendor

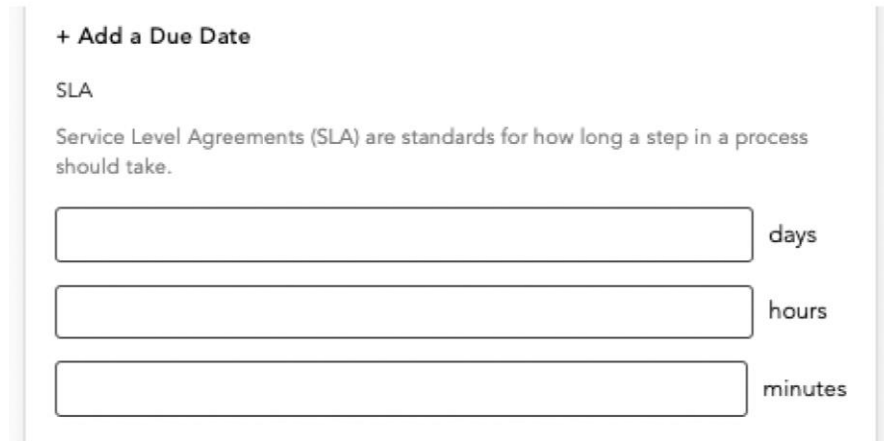
☒ Internal Only
Can only be completed by members of the organization

ASSIGNED TO

Nav Ramineni
nav@polimorphic.com

Assigned

We can also add a due date or a Service Level Agreement (SLA), which serves multiple purposes. We can communicate SLAs to constituents, so they know how long certain steps take, or we can use them internally to measure staff performance. SLAs are benchmarks to see if things are getting bottlenecked or taking longer than anticipated (more information in the Analytics section).



The screenshot shows a web interface for adding a due date or SLA. It features a title '+ Add a Due Date', a section header 'SLA', and a descriptive text: 'Service Level Agreements (SLA) are standards for how long a step in a process should take.' Below this, there are three input fields with corresponding labels: 'days', 'hours', and 'minutes'.

+ Add a Due Date

SLA

Service Level Agreements (SLA) are standards for how long a step in a process should take.

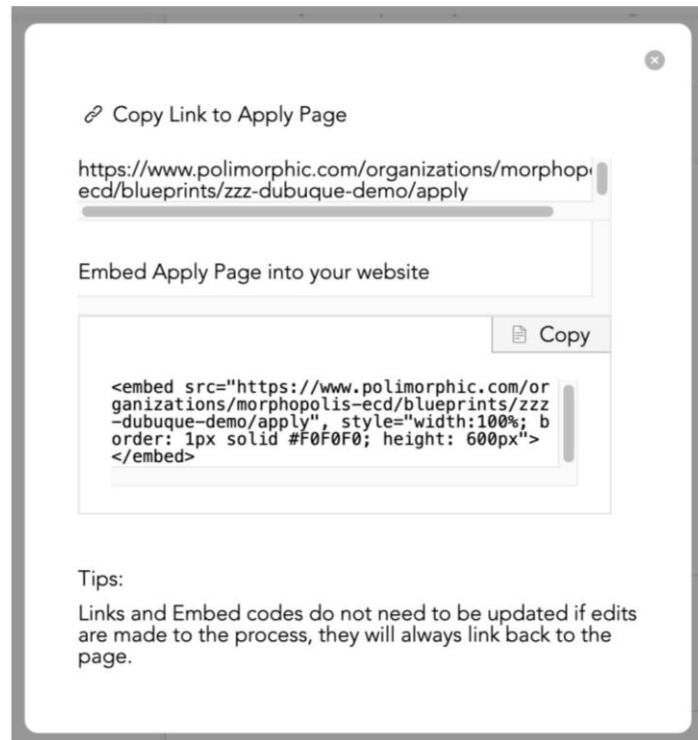
days

hours

minutes

The last step in the process is to reach out to the internet provider denoted by the constituent and let them know that the constituent is eligible. We can make this a simple task for Nav to check off.

And voila! Within minutes we've created a repeatable process for Constituents to apply for ACP & Broadband Subsidies, while ensuring that we are always collecting what information we need by walking both the applicant and staff through all the steps. The last step to go live is a simple copy and paste of an I-Frame onto your website.



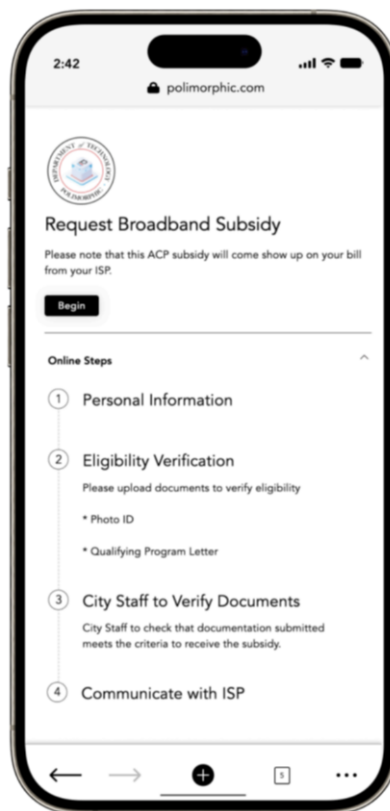
Now that we've made the process - let's understand what the Constituent Experience will be like.

Polimorphic CRM - Constituent Experience

For decades, constituents have often had a perception of inefficiency with their municipality - bolstered by a lack of transparency into all the work that goes into what seems like a simple request. Historically, if a constituent hasn't heard back on their request, they may try calling in - however, if they get a front-line staff member different than the one processing their casework, they may not get a clear answer. This leads to frustrated constituents as well as overloaded staff who spend hours calling different departments looking for a status update in addition to juggling their normal workload.

Polimorphic solves this by adding additional transparency into the process, so constituents know what steps might be happening behind the scenes, and where their request is on its path to resolution.

Let's use our example of a constituent looking to request a broadband subsidy. Before they begin the process, they see a list of all the steps they will go through, whether they access the page via website or mobile phone.



Once the constituent hits begin, they'll start filling out the information we requested from them when building the process, including uploading verification documents. It's worth noting here that the service delivery location can be different from the applicant's home residence information, as pictured below.

The image displays three sequential screens of a mobile application for the 'City of Polimorphia Request Broadband Subsidy' process.

Step 1 of 4: Personal Information

- Name: Nav Ramineni
- Email: nav@polimorphic.com
- Address: 6619 North Sheridan Rd, Chicago, IL 60626
- Phone: (630) 276-9636
- Who is your current Internet Provider?
 - ☒ Hawkeye Internet
 - ☐ Cyclone Internet
 - ☐ Sparty Internet
 - ☐ I have no current Internet Provider

Step 2 of 4: Location for Internet Service

Check below address and pin location is correct. You can update the pin's location on the map if required.

Address: 200 University Avenue
Apt 545, Ste 316, etc

City: Dubuque
State: IA
Zip: 525001

Location: [Map showing College Grandview District, Clarke St, W 5th, Finley Hospital, Dodge St, Courne St]

Step 3 of 4: Eligibility Verification

Please upload documents to verify eligibility

Government issued photo ID with address and date of birth

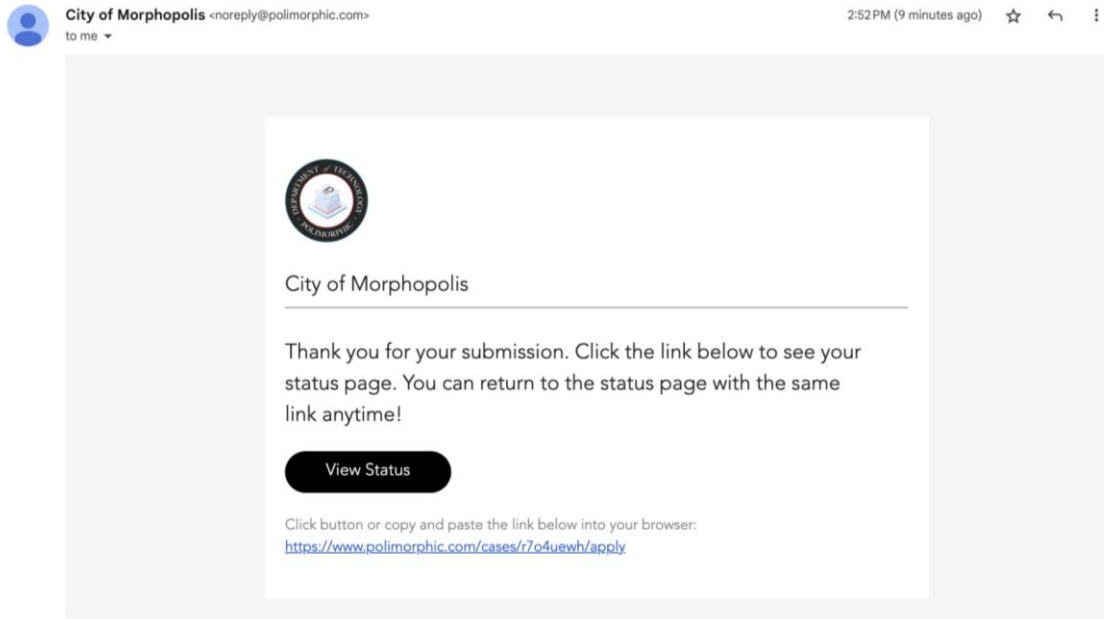
Upload Document

Documented proof of eligibility in a qualifying program

Upload Document

Next

Once the constituent submits all their information and this ticket moves on to our internal process, they will reach a page that notifies them as so. They will also receive an email from the NCTCOG with a tracking link where they can view the status of their request at any time, day or night. Constituents receive automated message updates on the status of their case as email notifications when the process reaches important steps.



If an applicant leaves the page while filling out their information and comes back later, Polimorphic saves their progress, meaning that they can pick up wherever they left off, or start a new application.

Next, let's look at what this looks like for City Staff.

Polimorphic CRM - Staff Experience

Municipal staff work extremely hard to turn around casework, but these tasks can be either time-consuming, complex, cross-departmental, or all the above. Historically, Staff have either managed their massive to-do lists mentally or used a system of post it notes and checklists which may work OK for some but can lead to things getting lost in the shuffle for others. Some early CRM systems or excel files digitized to-do lists but still requires cases and next steps to be updated by hand, creating more administrative work for staff. Some front-line staff report spending over 40% of each day updating case notes - that's 2 out of 5 days a week on paperwork!

Polimorphic solves for this by reducing the administrative burden on caseworkers. The customizable dashboard and filters allow staff to view cases by department, service request category, assignee, date, and by searching for an input collected on the form. It will notify staff members when they have steps that need to be taken on every case, as well as provide a centralized repository of historical knowledge and record keeping that does not require any elbow grease to update. This frees up invaluable time for staff that they can then use to continue to serve their communities.

The first thing that staff see when they open the Polimorphic website is their “My To-Do” page, which surfaces action items for them. Here, we can see that Nav’s next step is to verify the documents that the applicant sent in.

The screenshot shows the 'My To-Do' dashboard for user Nav Ramineni. At the top, there are tabs for 'My To-Do', 'My Cases', 'Unassigned', and 'All Cases'. Below these are filter buttons for 'Step Assignee (1)', 'Manager', 'Organization', 'Date', 'Tags', 'Status', and 'Process'. A search bar and a 'Map View' icon are also present. The main section displays a table of cases. The first case is 'Request Broadband Subsidy' with the applicant 'Nav Ramineni' and the organization 'City of Morphopolis'. The case status is 'Case Open'. The current assignee is 'Nav Ramineni' with a 'Your turn' button. The last action was 'Verification of Eligibility' on 'TODAY'. The next due date is 'May 4, 3:00 pm'. At the bottom, there is a 'SHOW: 25 cases' dropdown and a pagination control showing '1' of '1 case'.


CASE DETAILS	CASE CREATED ↑ ↓	PROCESS	CURRENT ASSIGNEE	LAST ACTION	NEXT DUE ↑
Request Broadband Subsidy APPLICANT Nav Ramineni ORG / MANAGER City of Morphopolis	Today Case Open	Request Broadband Subsidy	Verification of Eligibility Nav Ramineni Your turn	TODAY	May 4, 3:00 pm

On this page - Nav can review all documents that the applicant sent in, re-assign the case to a supervisor, tag the case, add notes for colleagues, and more. Once Nav reviews the documents, he can then verify the case as eligible. If ineligible - Nav can email the constituent asking for clarification, or close out the case:

The screenshot displays a web application for managing a 'Request Broadband Subsidy' case. The main content area shows the 'City Staff to Verify Documents' step, which includes a form for 'Verified Eligible?' with radio buttons for 'Yes' (selected) and 'No'. Below the form are 'Submit' and 'Save' buttons. The interface also features a sidebar on the right with sections for 'Case Summary' (including Organization, Case Manager, Case Location, and Tags) and 'Case Members' (listing Nav Ramineni). At the bottom, there is a navigation bar with icons for Log, Send Email, Create Task, and Copilot, along with buttons for 'Open Related Case' and 'Close Case'.

Finally, once he finishes speaking to the ISP, he can mark this task as complete and remove it from his To-Do list.

🕒 No due date [Add](#)


Step 4 of 4 in Request Broadband Subsidy : Communicate with ISP ^


Communicate with ISP

Confirmed with Provider

Please check this box once receiving confirmation from ISP



Mark as Complete




Submit Save



Assigned to Me.

It's that easy!


Within the staff experience, users can also check in on constituents and in one place see all data, contact information, tags, notes, interactions and open cases associated with that Constituent all in one place, ensuring that all these interactions are being tracked in an accessible place.



George Washington 






Email 

parth+demo@polimorphic.com Primary

Address 

75 Bayard Street, New Brunswick, NJ 08901 

Phone 

(949) 375-2015

Contact Tags

Founder

Edit

Additional Data

:

Business: Farmer

Edit

Notes





No notes.

[add note](#)

Cases Interactions Filter

Cases


List of all cases with this contact.


CASE DETAILS	CASE CREATED  	PROCESS	CURRENT ASSIGNEE	LAST ACTION	NEXT DUE 
Short-Term Rental Application APPLICANT George Washington ORG / MANAGER	Jun 9, 2023 Case Open			343 DAYS AGO	


For constituents who still prefer calling, emailing, or walking in, staff can quickly and easily start a process on behalf of a constituent, ensuring a responsive and seamless experience for both the constituent and city staff, as well as a single source of truth.


Start a Case
This case will be visible to and editable by this organization.

○ Department of Public Safety ▾

 Add Process

 Case Details *

 Assign

 Location

Open Case

Applicant / Constituent

+

Case Subject

What type of interaction are you logging?








Email

Call

In Person

Note

Case Notes

B / A |       

Type something

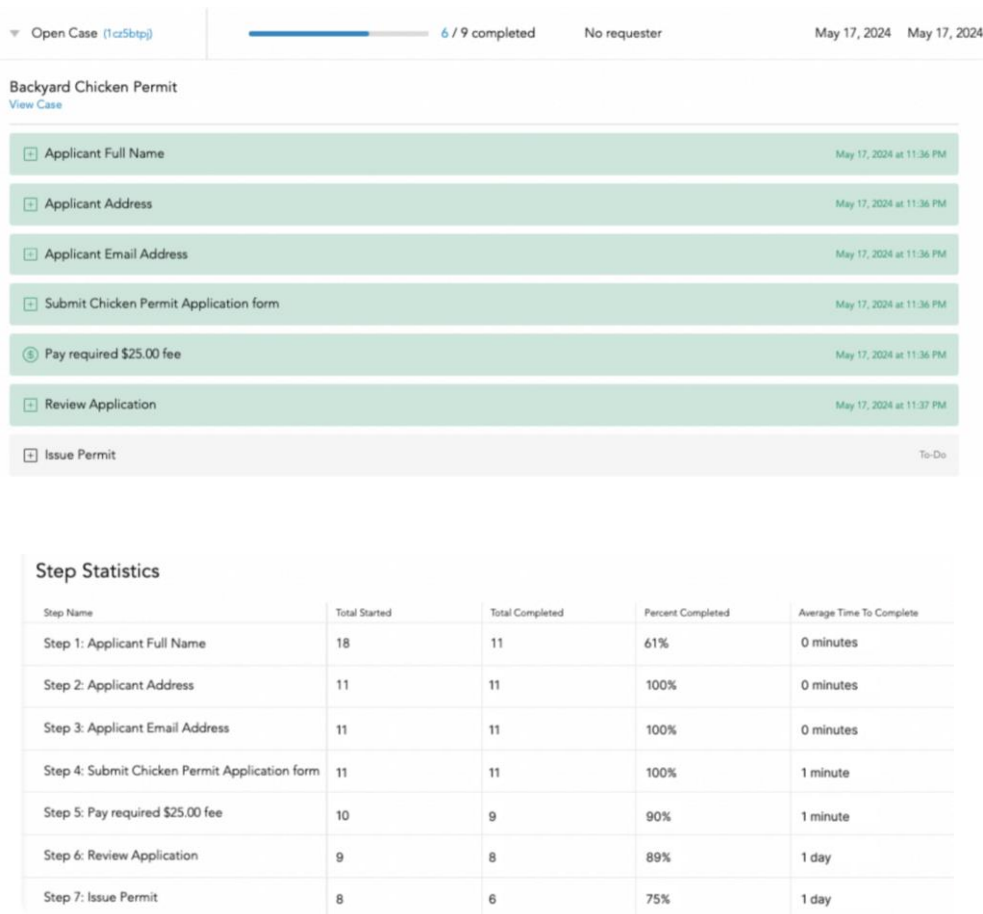
Polimorphic's usefulness isn't limited to just end users however - next we'll explore Polimorphic's Analytics and Reporting Capabilities.

Polimorphic CRM - Analytics


One of the largest shifts of the early 21st century is the explosion of data-driven decision making. Although feedback has been used since the dawn of time to resolve issues and guide inspiration, until recently it was hard to know if feedback given was anecdotal, or one that had a broader effect, as sample sizes were always skewed to just the subset of respondents that gave data - leading to the vocal minority having their way.

Polimorphic empowers municipal leaders to utilize not just constituent feedback, but data from all sources. By analyzing data, we can understand where kinks lie in processes and workflows, as well as all-encompassing analytics of staff performance, return on investment of certain programs (including this one), payment ingestion, and more.

Polimorphic enables users to view individual cases on their way to resolution. This makes it easy to understand where constituents or staff are getting stuck in the process; a starting point for administrators to work on removing hurdles that prevent cases from progressing to completion.



This information can be taken a step further and measured against SLA benchmarks, or compared against other time periods to understand how staff are tracking against goals, as well as identify any bottlenecks that may be slowing the process down.

Average Time To Complete
1 day, 2 hours, 17 minutes
Compared to Last Month
 103% Slower

When dealing with large amounts of data, it can be hard to know where to start measuring. Polimorphic also provides shortcuts for leadership that may not have the time to number crunch themselves through AI generated reporting, which distills complex information into an easily understandable summary, as well as recommendations to improve operational efficiency.

 City of Morphopolis

 Print

Report: Backyard Chicken Permit

****Backyard Chicken Permit Process Report****

- Total Requests Started: 90
- Total Requests Completed: 3
- Completion Rate: 3.3%
- Average Processing Time: XX days

****Key Points:****

- The Backyard Chicken Permit process has seen a low completion rate. It may be worth investigating reasons behind this to improve efficiency.
- Consider streamlining the process to reduce the processing time and improve the overall user experience.
- Ensure proper communication and guidance to applicants to increase successful completion rates.

Please let me know if you need any additional information or assistance.

Zooming out - Polimorphic provides deep and robust analytics on all constituent interactions or staff performance, ranging from simple stratifications between lead source and time to resolution, all the way to a breakdown of what tagged demographics are requesting certain services.

Additional reporting can also be provided on payments.

Polimorphic CRM - Payment Processing

Included within Polimorphic is a payment module that can be inserted into a process or used to collect payment ad hoc.

Within a process, users only need to select the payment option from the right-hand list. From there, they can set up an AR Code, a distribution code, as well as add “Fixed” or “Calculated Charges”. Fixed chargers refer to a standardized charge applied to every transaction (for example, a \$2 service fee), whereas calculated charges can be defined by options selected by the customer. For example - if NCTCOG charges different amounts for an event permit at Park A vs. Park B, the calculated charge will differ based on both the option, and the quantity, that the customer chooses.

Account Receivable (AR) Code

Distribution Code

ASSIGNED TO

[Assign Case Creator](#)

[Assign Individual](#)

[Assign Contact Step](#)

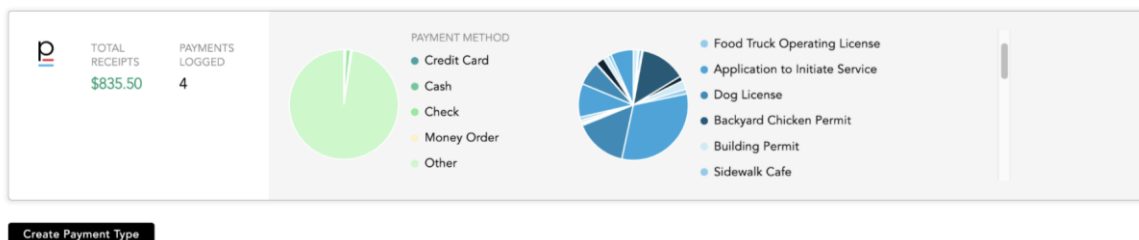
\$25.00

[+ Add Fixed Charge](#)

[+ Add Calculated Charge](#)

[Save Edits](#)

These payments can be sent out to constituents ad hoc by staff as well, and NCTCOG can collect electronic payments via ACH or Credit Card. In person & paper payments can be recorded to the account or waived by staff when appropriate as well. All credit card charges are paid by the constituent.



Polimorphic can also output this information into the client’s choice of financial software with the standard output being in CSV unless there’s a preferred format by the customer.

AI Search - Overview

"In the footsteps of past advancements that have propelled cities forward, Prospect Park is embracing the future while ensuring safety and reliability by maintaining 100% control over the content of our search."

-Mayor Mohamed T. Khairullah
Prospect Park, New Jersey

Local Governments often rely on websites to be the source of truth about their municipality, as websites are full of information, hyperlinks, pages of codes and ordinances, press releases, city council meetings, and so much more. Cities spend thousands of dollars and countless staff hours every year just to manage the website and try to keep it up to date.

However, by maintaining the website as the centralized repository of information, cities run into the issue where certain things are hard to find. When a constituent can't find what they are looking for easily, they call in to get a direct answer to their question - with some cities noting that 1 in every 2 calls to staff are simple Q&As that can be answered from the website.

Answering these calls can be distracting to staff, who then must drop their current project while finding an answer to the question, often digging through the same data sources that caused the constituent to give up. Cities have tried ways around this such as a FAQ or a Chatbot, but these "band-aid" solutions end up being more work, while rarely reducing call volume in a significant way.



Polimorphic solves this by providing an AI tool that harnesses a firm understanding of language that can then be trained on the cities data. The result is an almost "all-knowing" figure when it comes to the City's services, rules, processes, and operation. This empowers constituents to self-service queries and assists staff in digging through large data lakes to find specific answers.

AI Search – Customer Experience

For constituents that once had to dig through multiple web pages looking for an answer to a specific question, Polimorphic's AI Search is a boon - providing an answer back in seconds.

How it works for the Constituent is extremely simple. They go to the AI Search bar, and type in their inquiry:

AI-Powered Search for Polk County

 Ask a question (e.g. "Where is city hall?") 



I'm opening a cafe to serve coffee by day and wine by night. What permits do I need?

Why should I live in Polk County?

I just moved to Polk County. What do I need to do?

No matter how the query is presented, including the use of synonyms instead of proper keywords, Polimorphic will provide an answer within seconds, including the data sources from which Polimorphic pulled the responses for further reading.

AI-Powered Search for Polk County

 Rules around Fences near solar panels 


AI Answer All Results [Clear](#)

Based on the provided sources, here are the rules around fences near solar panels in Polk County:

1. All solar energy generating facilities must be completely enclosed with a six-foot-high black or green chain-link fence, masonry wall, or wooden fence with spacing no greater than six inches. If the solar energy generating facility is within 200 feet of a residence other than the property owner's, a chain-link fence with vegetation screening is required. Source: [Source Content 1](#)
2. Freestanding solar energy generating facilities must not exceed twelve feet in height and may not encroach into property setbacks. Source: [Source Content 2](#)
3. Fences around solar energy generating facilities may not encroach into property setbacks and necessary ingress, egress, and utility lines may be located within the perimeter setback. Source: [Source Content 3](#)

These are the specific rules pertaining to fences and solar panels in Polk County as per the provided sources.


Sources


[Article I. Authority and Enactment clause](#) 

All solar energy generating facilities shall be completely. enclosed with a six (6) feet high: enc...

Finally, Polimorphic can take it one step further, by linking the proper form that will create a case in the CRM - making it even easier for Constituents to get resolution on their issue in a seamless manner.

AI-Powered Search for **Prospect Park**


 How do I apply for a Handicap parking pass?



AI Answer

All Results

Clear

 Click to Apply Online: Handicap Parking Space Application - Specific Personal Space

AI Search - Staff Experience

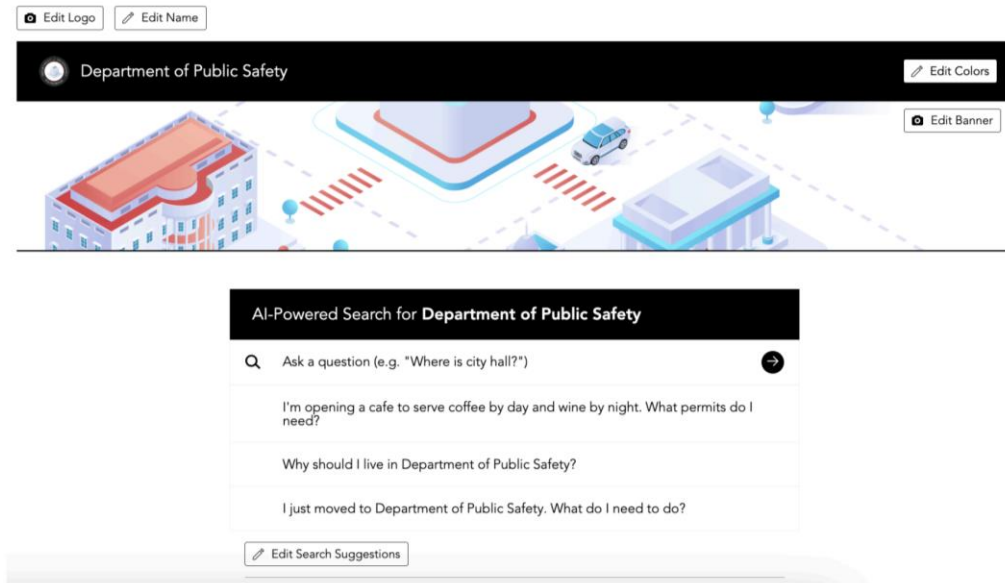
ChatGPT opened the world up to Generative AI and its possibilities but is hampered by the fact that it uses the entire internet as its training data - causing it to pull from many different sources including some that may include incorrect information - for example, Springfield is the most common city name in the country, and when asked a general question like “Where do I pay my water bill in Springfield?” ChatGPT may pull an answer from the wrong state.

Polimorphic’s AI Search solves this problem by providing what’s called “a walled garden”. Polimorphic customers gain all the linguistic abilities of ChatGPT, but the training data is limited only to what is fed into the system, such as the NCTCOG Website, local codes and ordinances, council minutes, and more. Doing this is simple - requiring only an input of the links, websites, PDFs etc. that users want Polimorphic’s AI to pull from and toggle if the source should be visible to the public.

The screenshot displays the Polimorphic AI Search interface. At the top, there are tabs for 'Links', 'Documents', and 'Domain'. A green status bar indicates 'Last page updated 1 minute ago' and a blue button says 'Refresh All Links'. Below the tabs is a '+ Add Links' button. A search bar is present with the text 'Search'. To the right of the search bar, it says 'SHOW: 25 sources' and '43 sources'. Below this is a table of reference sources. The table has columns for 'LINK', 'VISIBILITY', 'SHOW SOURC', 'UPDATE', 'LAST UPDATED', and 'REMOVE'. The sources listed are: Agendas, Minutes, Building Permit Search, Contracting Opportunities, Business Resources, and Map. Each source has a 'Public' visibility toggle, a 'Show Source' checkbox, an 'Update' button, and a 'Remove' button.

LINK	↑ ↓	VISIBILITY	SHOW SOURC	UPDATE	LAST UPDATED	↑ ↓	REMOVE
Agendas		Public	<input checked="" type="checkbox"/>	Update	Today, 9:47 am		Remove
Minutes		Public	<input checked="" type="checkbox"/>	Update	Today, 9:48 am		Remove
Building Permit Search		Public	<input checked="" type="checkbox"/>	Update	Today, 9:48 am		Remove
Contracting Opportunities		Public	<input checked="" type="checkbox"/>	Update	Today, 9:48 am		Remove
Business Resources		Public	<input checked="" type="checkbox"/>	Update	Today, 9:48 am		Remove
Map		Public	<input checked="" type="checkbox"/>	Update	Today, 9:48 am		Remove

Once done, users can tweak the appearance of the AI Search tool, including adding custom branding, search suggestions, and more.



Once done, Polimorphic will return an embed code that can then be uploaded to your website, meaning that setting up Polimorphic's AI only takes minutes.

Finally, Polimorphic also provides a log and analytics on the searches. The log will show what constituents are asking the AI bot about, and if the result was sufficient, as well as constituent feedback (thumbs up or down) if the experience got them their result.

CHAT	CREATED ↑ ↓	
When is my trash picked up?	Apr 22, 2:14 pm	
How do I get a building permit?	Apr 22, 2:14 pm	

close

How do I get a building permit?

To obtain a building permit in Dubuque, you can follow these steps:

Polimorphic - AI Policy

In an era where ethical and responsible deployment of artificial intelligence is paramount, Polimorphic aligns seamlessly with guidelines put forth by cities such as San Jose, Seattle, and Boston, offering an approach that not only ensures the safety and security of government AI systems but also promotes transparency and accountability while delivering public services.

Polimorphic utilizes a controlled content approach that means only information on your website or material uploaded by the end user is accessible to the public, without that information being used to train any other models. Polimorphic clients retain full control over what data they choose to put into the tool, and that data will never be resold, provided to another customer, or used in any other instance without customer's consent.

Polimorphic AI Search also includes the sources cited, allowing for fact-checking and revisions. Employees are in control as all reports and emails are editable before sharing and can be revised, making sure that bad information doesn't slip through the cracks. All AI generated content is clearly labeled as such and provides a disclaimer for constituents utilizing the tool.

Finally, Polimorphic keeps our strategies aligned with evolving technology, laws, and industry best practices, ensuring our commitment to ethical innovation.

Features Outside of Scope

Polimorphic - AI Voice & Virtual Agent

One of the greatest limits to staffing has been personnel availability. Staff work incredibly hard during working hours (and often outside of them), but still need rest, sick days, time off, vacations and more. However, reality can occur outside of 9am-5pm and when constituents need assistance during that time with issues ranging from benign (permit questions) to immediate (emergency resources), reaching an answering machine can be at best a minor inconvenience, or at worst a major frustration.

Polimorphic provides an AI Voice Agent to augment staff call takers. Through a white-glove implementation, Polimorphic sets up a phone line that after receiving a query can provide an answer or start a “process” immediately, rather than the caller having to deal with annoying phone trees or leaving voicemails. The outcome is that the caller can receive assistance for any issue that they have, no matter if the staff is busy or outside of normal working hours, the AI Voice Agent provides an additional resource for cities that are looking to support their constituents 24/7.

There is no technical implementation required by the NCTCOG. The AI Voice training data will utilize the same walled garden as the AI Search above, so no need to train an additional model either. Polimorphic will set up the phone line. Once set up, the NCTCOG will be able to see the call log and outcome of queries made to the virtual agent.

Although Polimorphic’s AI Voice & Virtual Agent will incur an additional charge - (denoted within the cost proposal), Polimorphic partners find that this investment saves them over \$80,000 a year in staffing costs, as it enables them to provide a call-in number after normal business hours, without needing to invest in additional staffing costs, overtime, etc.

Mass Communication

While Polimorphic's AI and CRM is useful for constituents coming to find information or a municipal service, occasionally cities will need to proactively reach out to its residents for a myriad of different reasons. Previously, this was done by the local newspaper, TV ads, or in person canvassing. But today, it's hard to break through the noise and meet constituents where they are. Email provides the greatest reach for the cheapest price, but many email tools can only send broad messages to everyone - leading to constituents tuning out due to irrelevant information and not participating in programs they qualify for.

Polimorphic solves this issue by providing mass mailing tools that can reach out to everyone, or segment outreach when appropriate by user tags or geofences. For example, if a storm affects business owners across a commercial artery and the city wants to roll out a remediation program for those affected - a historical challenge would have been contacting only the business owners, and not everyone on the mailing list. Polimorphic makes it easy to draw a polygon around the affected area, and drill down further using desired user tags, to make sure the message only goes to who the user wants it to go to.

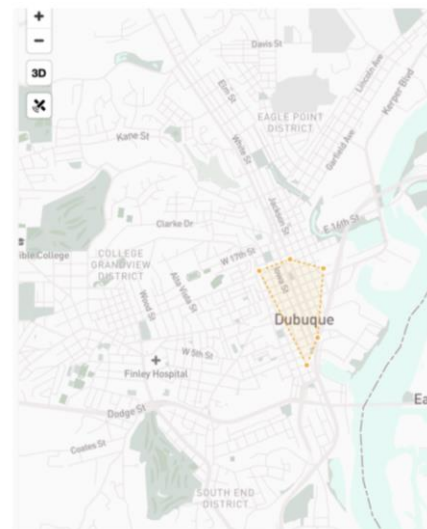
Send a Mass Communication

Contact Book

City of Morphopolis


Filter By Tag


- ☒ Include All Contacts (do not filter by tags)
- ☐ Home O2 Dependent (2)
- ☐ Business Owner (11)
- ☐ Dog Owner (7)
- ☐ School-Aged Children (12)
- ☐ Small Business Owner (4)
- ☐ Billing Question (1)
- ☐ Commissioner (2)
- ☐ Livestock - Goats (1)
- ☐ Small Business Owner (1)
- ☐ Livestock - Sheep (2)
- ☐ Livestock - Horses (2)
- ☐ Boat Owner >24' (1)
- ☐ Boat Owner <24' (1)
- ☐ City Official (6)
- ☐ County Official (1)
- ☐ Livestock - Fowl (1)




After confirming the recipient list, users can send out emails, form letters, attachments, newsletters, payment links, and more to the selected audience from their desired email domain.

Send a Mass Communication

TYPE:  General Mass Communication ▲

 General Mass Communication

 Online Payment

FROM:  nav@polimorphic.com ✓ ^

TO: 0  nav@polimorphic.com ✓

SUBJECT:  morphopolis@mail.polimorphic.com ✓


Storm Damage Remediation

MESSAGE

B i A: ¶: ☞ 📎 +: ⋮

Thank you for reaching out to receive permit {{permit type}}.
If you can please fill out the attached form, sign and return, then we can open up a tax
easement case for you.
We'll get back in 2 to 4 weeks post application submission.

Best,
Dubuque

 Permit_Applicatio...X



Send

Polimorphic uses emails within the system entered by constituents during case creation and can also pull from existing email lists (such as an emergency management software) or a news lettering tool.

The Mass Communication modules are included within Polimorphic at no additional charge.

System Requirements

As a cloud hosted solution without an implementation footprint, Polimorphic can run on all operating systems and internet browsers without any plug-ins needed.

Polimorphic's front end uses the programming languages ReactJS for building the UI, TypeScript which is a superset of JavaScript that adds in static typing, Webpack & Redux for module bundlers, and LESS for css styling.

Our backend is in Haskell and python based using FAST API within a POSTGRE SQL Database.

Data is hosted within AWS servers located in the United States, within ISO 27000/SOC 1 and SOC 2 compliant data centers. Our data infrastructure is also NIST, FIPS, FISMA, and HIPAA compliant.

Quality Assurance & Data Protection Procedures

Polimorphic commits to upholding the highest standards of privacy and security for our clients and their constituents. Our company's purpose is to foster trust between constituents and government organizations by building software that increases transparency and accessibility.

Because airtight security is integral to our mission, we use industry-standard encryption protocols, build highly secure infrastructure, and practice tight organizational security. We also understand that security is a never-ending process, and we are continually upgrading our security practices to better serve our clients and communities.

Subscriber Data. Subscriber retains all right, title and interest in and to the Subscriber Data. Subscriber hereby grants to Polimorphic a non-exclusive, worldwide, royalty-free and fully paid-up license to: (a) access and use Subscriber Data to provide the Polimorphic Services to Subscriber; and (b) use Subscriber Data on an aggregated and anonymized basis to improve the Polimorphic Services; Subscriber represents and warrants that it has all necessary rights to grant Polimorphic the foregoing licenses.

Constituent Data: Subscriber acknowledges that Polimorphic's collection, use and disclosure of Constituent Data is and shall be governed by Polimorphic's privacy policy available at: <https://www.polimorphic.com/privacy-policy>, as may be updated by Polimorphic from time to time.

Data backups are made daily on the production database for client data recovery purposes. Currently, these backups are disposed of within seven days. Using AWS ELB, we load balance network requests to our servers to maintain high availability. Our server infrastructure can handle upwards of 1000x common usage requests per second to prevent denial of service for our clients.

All data in transit is strongly encrypted. All requests are sent securely using TLS 1.2 protocols, AES256 encryption, and SHA2 signatures. Passwords are salted and hashed, preventing rainbow table attacks. User tokens are 256-bit and hashed when stored on the database. For data access, we maintain an advanced permission check system. The permission system grants data access to those explicitly given access rights through our system, enabling secure identity and office role management.

Polimorphic monitors its firewalls with AWS Guard Duty. All AWS EC2 instances have network ACLs or security groups attached. Public SSH to EC2 instances is blocked for additional security measures.

We limit access to servers via AWS private keys. Both production and development database access are restricted to the core engineering team. In the future, production database access will be restricted to servers only, and the core engineering team will only be able to access the development database. Personally, identifying information is not provided to the development environment (the development database does not pull PII from the production database).

To minimize risks of organizational access and exposure, we adhere to least privilege principles. Employees and Polimorphic services are only authorized to access the data they must be able to handle in their work capacity. Access is reviewed at-minimum every quarter. We require personnel to use an approved password manager when creating credentials for organizational access. Password manager requirements help avoid weak passwords, password reuse, phishing, and other credential-related risks.

Currently, Polimorphic conducts quarterly security audits of the codebase. These audits focus on data access methods and ensure that security is ensured by every API request or remote procedure call, preventing data access attacks conducted by circumventing application code.

Support Services

Polimorphic understands that end users may come with different levels of tech savvy, and as a partner to local government works hard to ensure that clients can maximize value from the tool.

Our support services start with a full on-site implementation and training support, with ongoing support handled via teleconference, phone, or email. NCTCOG will enjoy 3 dedicated Polimorphic staff members supporting their account, with standard availability being Monday through Friday 8am CT - 6pm CT for routine issues, and 24/7 for urgent support.

Outside of dedicated staff resources, users who wish to self-service their issue will be provided full online help & support documentation, quick reference guides, and video instructions for common user tasks. Polimorphic also utilizes an additional AI assistant for answering user support questions that is available 24/7, though the AI assistant does not take the place of any human support that Polimorphic offers at no additional charge to what's denoted in the cost portion of this RFP.

Version Control and Product Upgrades

Polimorphic's commitment to providing innovative solutions to Local Government complies with industry best practices to ensure minimal disruption when rolling out new updates and feature sets. All Polimorphic clients enjoy continued support at no additional cost.

When releasing product enhancements, Polimorphic's process for changes to our code base are subject to peer code review and tested in a beta environment prior to inclusion in a release. Polimorphic then pushes changes to the production environment in evenings, available to customers the following business day. This is typically done on a weekly basis.

The Customer Success team maintains Help and Support documentation that is updated with each release and sends email communication to all Polimorphic customers explaining major upcoming or recent product changes, providing help resources, and including all other recent release notes. The Customer Success team also proactively discusses any updates in meetings with users that could impact or enhance their experience with the product.

Finally, customization requests are accommodated through configuration that is available to all customers, which are designed to be forward-compatible with all future updates and upgrades. When features are developed for specific clients, needs may be generalized and integrated into our core product offerings, thereby becoming available to all customers and maintained through subsequent updates, given that the custom work is not in violation of any contractual obligations to privacy held between Polimorphic and the client.

Warranty

During the Term, Polimorphic warrants that the Polimorphic Service, when used as permitted by Polimorphic and in accordance with the Documentation, will operate as described in the Documentation in all material respects. If Subscriber notifies Polimorphic of any breach of the foregoing warranty, as Subscriber's sole and exclusive remedy, Polimorphic shall use commercially reasonable efforts to repair and fix the non-conforming functionality.

Our standard terms follow. Polimorphic will work with the NCTCOG to adjust any of these terms to a point that is mutually agreeable.

These Terms of Service (the "Terms") form a binding agreement between you ("you" or "Subscriber") and Polimorphic, Inc. ("Polimorphic", "We", or "Company"). Please carefully read the Terms before registering an account or using the Services (defined below). BY SIGNING AN ORDER FORM OR USING THE POLIMORPHIC SERVICE YOU AGREE TO BE BOUND BY THESE TERMS AND OUR PRIVACY POLICY FOUND AT <https://www.polimorphic.com/privacy-policy> (the "Privacy Policy"), WHICH IS INCORPORATED HEREIN AND FORMS PART OF THE AGREEMENT.

To use the Polimorphic Service, you must first agree to these Terms. If you are registering for or using the Polimorphic Service on behalf of an organization or government entity, you are agreeing to these Terms for that entity and promising that you have the authority to bind that entity to these Terms. In that case, "Subscriber", "you" and "your" will also refer to that entity, wherever possible. IF YOU SIGN UP FOR THE POLIMORPHIC SERVICE USING AN EMAIL ADDRESS FROM YOUR EMPLOYER OR ANOTHER ORGANIZATION, THEN (A) YOU WILL BE DEEMED AUTHORIZED TO REPRESENT THE ORGANIZATION, AND (B) YOUR ACCEPTANCE OF THESE TERMS WILL BIND THE ORGANIZATION TO THESE TERMS.

THESE TERMS MAY BE UPDATED BY US FROM TIME TO TIME WITHOUT NOTICE. YOU CAN REVIEW THE MOST CURRENT VERSION OF THE TERMS AT ANY TIME AT: WWW.POLIMORPHIC.AI/TERMS-OF-USE. THE TERMS GOVERN YOUR ACCESS TO AND USE OF ANY POLIMORPHIC WEBSITE, PLATFORM, INTEGRATION TOOL, MOBILE APPLICATION, ANY ORDER YOU PLACE, AND YOUR USE OR ATTEMPTED USE OF THE POLIMORPHIC SERVICE.

YOUR USE OF THE POLIMORPHIC SERVICE SHALL BE DEEMED TO CONSTITUTE YOUR CONSENT TO BE BOUND BY THESE TERMS AND SHALL BE ENFORCEABLE IN THE SAME

WAY AS IF YOU HAD SIGNED THE AGREEMENT. IF YOU DO NOT AGREE TO BE BOUND BY THESE TERMS, PLEASE DO NOT PLACE AN ORDER AND DO NOT USE THE PLATFORM OR ANY OF THE POLIMORPHIC SERVICES.

These Terms are effective as of the date you first click “Agree” (or similar button or checkbox), sign an applicable Order Form, or use or access the Polimorphic Service, whichever is earlier (the “Effective Date”). These Terms do not have to be signed to be binding.

1. DEFINITIONS. As used in these Terms:

1.1. “Connected Account” means any third-party platform connected to, or integrated with, the Polimorphic Service by or on behalf of Subscriber.

1.2. “Connected Account Data” means any data collected from, or provided by, any Connected Account.

1.3. “Constituent” means any non-governmental natural person or entity that resides within or interacts with the municipality, city, township or village that Subscriber represents.

1.4. “Constituent Data” means any information uploaded or transmitted to the Polimorphic Service by a Constituent.

1.5. “Documentation” means any user manuals, handbooks, and online materials provided by Polimorphic to Subscriber that describe the features, functionality, or operation of the Polimorphic Platform.

1.6. “Integration Tools” means any coding, programming or design techniques, architecture, methodology, APIs, functions, software code, applications, scripts, templates, knowledge, experience, and know how developed by Polimorphic in the performance of any Professional Services related to the integration, implementation, connection and/or onboarding of any Connected Account. For clarity, Integration Tools do not include Connected Accounts or any confidential information of Subscriber.

1.7. “Order Form” means any order form for Polimorphic Service executed by both parties that references these Terms.

1.8. “Performance Data” means any log files, metadata, telemetry data and other technical performance data automatically generated by the Service relating to the use, performance, efficacy, reliability and/or accuracy of the Polimorphic Service, which does not contain any personally identifiable information or Subscriber Data or Constituent Data.

1.9. “Professional Services” means any integration, onboarding or other professional services that may be performed by Polimorphic hereunder.

1.10. “Polimorphic Platform” means the technology, including AI and machine learning algorithms, used by Polimorphic to deliver the Polimorphic Service to Subscriber.

1.11. “Polimorphic Service” means the on-line service delivered by Polimorphic to Subscriber using the Polimorphic Platform as described in an applicable Order Form.

1.12. “Statement of Work” means any mutually agreed upon work order or statement of work that specifies the Professional Services to be made available by Polimorphic hereunder.

1.13. “Subscriber Data” means Connected Account Data, and any other data uploaded or transmitted to the Polimorphic Service by Subscriber. Subscriber Data does not include Constituent Data.

1.14. “Users” means Subscriber’s employees, representatives, consultants, contractors, or agents authorized by Subscriber to access the Polimorphic Service for which applicable fees have been paid.

2. POLIMORPHIC SERVICE.

2.1. Subscription to the Polimorphic Service. Subject to your compliance with these Terms, commencing as of the Effective Date, Polimorphic hereby grants to Subscriber a non sublicensable, non-transferable (except as provided in Section 12), non-exclusive subscription to access and use the Polimorphic Service solely for Subscriber’s internal business purposes.

2.2 Support. Subject to your compliance with these Terms, Polimorphic shall use commercially reasonable efforts to (a) maintain the security of the Polimorphic Service; and (b) provide 9am – 5pm (EST) email support, excluding federal holidays.

3. ONBOARDING AND CONNECTED ACCOUNTS.

3.1. Connected Accounts. To access many of the features and functions of the Polimorphic, Service, Subscriber will need to link its Connected Accounts to the Polimorphic Service. By granting Polimorphic access to any Connected Account, (i) Subscriber represents and warrants that it is entitled to disclose any log-in information provided by Subscriber in connection therewith and/or to grant Polimorphic access to such Connected Accounts, (ii) Subscriber represents and warrants that it is in good standing with respect to such Connected Accounts, and (iii) Subscriber acknowledges that Polimorphic may access Connected Account Data so that it may be used in accordance with these Terms. Subscriber further acknowledges and agrees that each Connected Account, including access to and use thereof and uptimes related thereto, is solely determined by the applicable provider of the relevant Connected Account. Polimorphic will have no liability for any unavailability of any Connected Account, or any third-party provider’s decision to discontinue, suspend or terminate any Connected Account.

3.2. Integrating Connected Accounts. Subscriber acknowledges and agrees that to properly onboard to the Polimorphic Service and make full use of features and functions of the Polimorphic Service, Subscriber will need to integrate or connect to Connected Accounts with the Polimorphic Service. The Polimorphic Platform has certain prebuilt integrations readily available. In the event any integrations are required to be developed, Polimorphic may create such integrations in accordance with the Professional Service Terms found at www.polimorphic.ai/terms-of-use and any mutually agreed upon Statement of Work. In the event of any conflict between these Terms and any Statement of Work, these Terms will control, unless the terms of the Statement of Work specifically identify those section(s) of the Terms to be superseded by the Statement of Work, in which case the Statement of Work will control solely with respect to such section(s).

4. SUBSCRIBER'S USE OF THE POLIMORPHIC SERVICE.

4.1. Access and Security Guidelines. Each User will be provided access to and use of the Polimorphic Service through confidential account credentials. Subscriber will be responsible for all uses of its account. Subscriber will promptly notify Polimorphic of any unauthorized use or access to its account. User seats may not be shared amongst other Users.

4.2. Restrictions. Subscriber will not, and will not permit any User or other party to: (a) reverse engineer, disassemble or decompile any component of the Polimorphic Platform; (b) interfere in any manner with the operation of the Polimorphic Service, or the Polimorphic Platform or the hardware and network used to operate the Polimorphic Service; (c) sublicense any of Subscriber's rights under these Terms, or otherwise use the Polimorphic Service for the benefit of a third party or to operate a service bureau; (d) modify, copy or make derivative works based on any part of the Polimorphic Platform; or (e) otherwise use the Polimorphic Service in any manner that exceeds the scope of use permitted under Section 2.1.

5. FEES, PAYMENT AND SUSPENSION OF SERVICES. Subscriber will pay Polimorphic all applicable fees for use of the Polimorphic Service ("Fees"). All Fees are exclusive of, and Subscriber shall pay, all sales, use, excise and other taxes and applicable export and import fees, customs duties and similar charges that may be levied upon Subscriber. Polimorphic reserves the right (in addition to any other rights or remedies Polimorphic may have) to discontinue the Polimorphic Service and suspend Subscriber's access to the Polimorphic Service if any Fees are overdue until such amounts are paid in full. Subscriber is responsible for providing complete, accurate and up to-date billing and contact information.

6. CONFIDENTIAL INFORMATION.

6.1. “Confidential Information” means all information regarding a party’s business, including, without limitation, technical, marketing, financial, employee, planning, and other confidential or proprietary information, disclosed to a party, that is clearly identified as confidential or proprietary at the time of disclosure or that the receiving party knew or should have known, under the circumstances, was considered confidential or proprietary. Subscriber Data is the Confidential Information of Subscriber. Confidential Information of Polimorphic includes information derived from or concerning the Polimorphic Service, the Polimorphic Platform, and the Documentation.

6.2. The receiving party agrees that it will not use or disclose to any third party any Confidential Information of the disclosing party, except as expressly permitted under these Terms. The receiving party will limit access to the Confidential Information to those who have a need to know such information to use or provide the Polimorphic Service. The receiving party will protect the disclosing party’s Confidential Information from unauthorized use, access, or disclosure in a reasonable manner. The restrictions on use and disclosure of Confidential Information set forth above will not apply to any Confidential Information which (a) is or becomes a part of the public domain through no act or omission of the receiving party, (b) was in the receiving party’s lawful possession prior to the disclosure, as shown by the receiving party’s competent written records, or (c) is independently developed by the receiving party. The receiving party may disclose Confidential Information to the extent that such disclosure is required by law or by the order of a court or similar judicial or administrative body.

7. OWNERSHIP AND DATA.

7.1. Polimorphic Platform and Technology. Subscriber acknowledges that Polimorphic retains all right, title and interest in and to the Polimorphic Platform, Integration Tools and all software and all Polimorphic proprietary information and technology used by Polimorphic or provided to Subscriber in connection with the Polimorphic Service (the “Polimorphic Technology”), and that the Polimorphic Technology is protected by intellectual property rights owned by or licensed to Polimorphic. Other than as expressly set forth in these Terms, no license or other rights in the Polimorphic Technology are granted to the Subscriber. Subscriber hereby grants Polimorphic a royalty-free, worldwide, transferable, sub-licensable, irrevocable, perpetual license to use or incorporate into the Polimorphic Service any suggestions, enhancement requests, recommendations or other feedback provided by Subscriber, including Users, relating to the Polimorphic Service. Polimorphic shall not identify Subscriber as the source of any such feedback.

7.2. Subscriber Data. Subscriber retains all right, title and interest in and to the Subscriber Data. Subscriber hereby grants to Polimorphic a non-exclusive, worldwide, royalty-free and fully paid-up license to: (a) access and use Subscriber

Data to provide the Polimorphic Services to Subscriber; and (b) use Subscriber Data on an aggregated and anonymized basis to improve the Polimorphic Services; provided, that, the license grant in subpart (b) shall be perpetual and irrevocable. Subscriber represents and warrants that it has all necessary rights to grant Polimorphic the foregoing licenses.

7.3. Constituent Data. Subscriber acknowledges that Polimorphic's collection, use and disclosure of Constituent Data is and shall be governed by Polimorphic's privacy policy available at: <https://www.polimorphic.com/privacy-policy>, as may be updated by Polimorphic from time to time.

7.4. Data Security. In the event Polimorphic becomes aware of any loss or unauthorized access, disclosure or use of any Subscriber Data ("Security Breach"), Polimorphic will (i) promptly notify Subscriber in writing of such Security Breach, and (ii) take reasonable steps to identify the cause of such Security Breach, minimize the harm associated therewith and prevent reoccurrence thereof. Any notification of any Security Breach will describe, to the extent known, details of the Security Breach, including steps taken to mitigate the potential risks.

7.5. Performance Data. Polimorphic retains all right, title and interest in and to the Performance Data, and may use Performance Data for any lawful purpose.

8. TERM AND TERMINATION.

8.1. Term. These Terms are binding as of the Effective Date and shall continue until all Order Forms have expired, unless terminated earlier in accordance with these Terms. Unless otherwise set forth in an Order Form, each Order Form will have an initial term of one (1) year (the "Initial Order Term") and will automatically renew for successive one (1) year periods (each, a "Renewal Order Term" and collectively with the Initial Order Term, the "Order Term"),

unless either party provides no less than thirty (30) days' written notice of its intent to terminate as of the end of the then-current Order Term. Unless otherwise stated in the Order Form, the pricing for the Initial Order Term and each subsequent Renewal Order Term, will be based on the total number of Constituents who are natural persons within Subscriber's municipality, city, township or village at the commencement of the then-current Order Term. The number of Constituents will be determined by Polimorphic, and Polimorphic will provide notice to Subscriber thereof, no less than sixty (60) days prior to the commencement of any Renewal Order Term using publicly available U.S. Census Bureau data available at <http://census.gov/data.html>.

8.2. Termination. Either party may terminate these Terms upon written notice if the other party materially breaches these Terms and does not cure such breach (if curable) within thirty (30) days after written notice of such breach. Upon the expiration or termination of these Terms for any reason, (a) any amounts owed to

Polimorphic will become immediately due and payable; and (b) each party will return to the other all property (including any Confidential Information) of the other party. Polimorphic agrees that upon expiration or termination of these Terms, Polimorphic will remove all Subscriber Data from the Polimorphic Platform and all Subscriber access to the Polimorphic Service will cease. Provisions that by their nature are intended to survive termination, including without limitation Sections 1, 5, 6, 7, 8.2, 9.2, 9.3, 10-12 will survive the termination of these Terms.

9. WARRANTY; DISCLAIMER.

9.1. Limited Warranty. During the Term, Polimorphic warrants that the Polimorphic Service, when used as permitted by Polimorphic and in accordance with the Documentation, will operate as described in the Documentation in all material respects. If Subscriber notifies Polimorphic of any breach of the foregoing warranty, as Subscriber's sole and exclusive remedy, Polimorphic shall use commercially reasonable efforts to repair and fix the non-conforming functionality.

9.2. Disclaimer. EXCEPT AS EXPRESSLY PROVIDED IN SECTION 9.1, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW: (A) THE POLIMORPHIC SERVICE, POLIMORPHIC PLATFORM AND DOCUMENTATION ARE PROVIDED "AS IS" AND "AS AVAILABLE" AND (B) POLIMORPHIC AND ITS SUPPLIERS MAKE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

9.3. CONNECTED ACCOUNTS. Subscriber acknowledges that Polimorphic has no control over, or other ability or obligation with respect to the maintenance, upkeep, status or support of any Connected Accounts or other component thereof, including the accuracy, timeliness, reliability, or completeness of any Connected Account Data. Subscriber further acknowledges that, as a result, Polimorphic will not be liable for any inaccuracies, losses or other claims arising from or related to any notifications, results, records or other outputs created or provided by the Polimorphic Service (collectively, "Outputs") that are based on the Connected Account Data. Accordingly, Polimorphic makes no representations or warranties with respect to the accuracy, timeliness, reliability or completeness of any Outputs. Polimorphic will have no liability with respect to any Outputs, any acts, omissions, reliance, delays, errors or other liabilities arising from or related to any Outputs, or any downtime, unavailability, inaccuracies or failures of any Connected Accounts. Subscriber represents and warrants that it has all necessary rights and authority to disclose any account credentials and passwords provided by Subscriber to Polimorphic related to any Connected Accounts, and that Polimorphic's access to and use of any Connected Accounts will not require Polimorphic to pay any amounts to any third party.

10.

INDEMNITY.

- 10.1. By Polimorphic. If any action is instituted by a third party against Subscriber based upon a claim that the Polimorphic Service or Polimorphic Platform, as delivered, infringes any third party's intellectual property rights, Polimorphic shall defend such action at its own expense on behalf of Subscriber and shall pay all damages attributable to such claim which are finally awarded against Subscriber or paid in settlement. If the Polimorphic Service or Polimorphic Platform is enjoined or, in Polimorphic's determination is likely to be enjoined, Polimorphic shall, at its option and expense (a) procure for Subscriber the right to continue using the Polimorphic Service, (b) replace or modify the Polimorphic Platform or Polimorphic Service so that it is no longer infringing but continues to provide comparable functionality, or (c) terminate these Terms and Subscriber's access to the Polimorphic Service and refund any amounts previously paid for the Polimorphic Service attributable to the remainder of the then-current term. This Section sets forth the entire obligation of Polimorphic and the exclusive remedy of Subscriber against Polimorphic for any claim that the Polimorphic Service infringes a third party's intellectual property right.
- 10.2. By Subscriber. To the extent permitted under applicable State law of the Subscriber, if any action is instituted by a third party against Polimorphic relating to (a) any claims or disputes between Subscriber and any provider of any Connected Account or any Constituent, (b) Subscriber's breach or alleged breach of Section 2.1, or (c) Subscriber's breach of these Terms or use of the Polimorphic Services in violation of any applicable laws, rules or regulations, Subscriber will defend such action at its own expense on behalf of Polimorphic and shall pay all damages attributable to such claim which are finally awarded against Polimorphic or paid in settlement of such claim.
- 10.3. Procedure. Any party that is seeking to be indemnified under the provision of this Section 10 must (a) promptly notify the other party (the "Indemnifying Party") of any third-party claim, suit, or action for which it is seeking an indemnity hereunder (a "Claim"), and (b) give the Indemnifying Party the sole control over the defense of such Claim.

11. LIMITATION OF LIABILITY. TO THE EXTENT PERMITTED BY LAW, IN NO EVENT SHALL POLIMORPHIC OR SUBSCRIBER BE LIABLE FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES OR LOST PROFITS IN ANY WAY RELATING TO THESE TERMS. IN NO EVENT SHALL POLIMORPHIC'S AGGREGATE, CUMULATIVE LIABILITY IN ANY WAY RELATING TO THESE TERMS EXCEED THE AMOUNT OF FEES ACTUALLY RECEIVED BY POLIMORPHIC FROM SUBSCRIBER PURSUANT TO THE APPLICABLE ORDER FORM OR STATEMENT OF WORK DURING THE TWELVE (12) MONTHS PRECEDING THE CLAIM. THE FOREGOING LIMITATIONS SHALL NOT APPLY TO SUBSCRIBER'S PAYMENT AND INDEMNITY OBLIGATIONS. THE PARTIES WOULD NOT HAVE ENTERED INTO THESE TERMS BUT FOR SUCH LIMITATIONS.

12. GENERAL PROVISIONS.

Polimorphic may use Subscriber's name and logo on Polimorphic's website and identify Subscriber as a Subscriber of Polimorphic. Neither party may assign any rights or obligations arising under these Terms, without the prior written consent of the other. except that Polimorphic may assign these Terms without consent of the other party in connection with a merger, acquisition, corporate reorganization, or sale of all or substantially all its assets. Any attempted assignment or transfer in violation of the foregoing will be null and void. Subscriber agrees that Polimorphic may subcontract certain aspects of the Polimorphic Service to qualified third parties, provided that any such subcontracting arrangement will not relieve Polimorphic of any of its obligations hereunder. These Terms will be governed by and construed in accordance with the laws of the State of New York without regard to its conflicts of laws principles. If a lawsuit or court proceeding is permitted under this Agreement, the parties will be subject to the exclusive jurisdiction of the state and federal courts located in the City of New York. Any notice under these Terms must be given in writing to the other party at the address set forth above. Notices will be deemed to have been given upon receipt (or when delivery is refused) and may be (a) delivered personally, (b) sent by recognized courier service, or (c) sent by electronic mail to the addresses indicated on the Order Form. These Terms (as modified by Polimorphic from time to time) together with any executed Order Forms or Statements of Work represent the entire understanding and agreement of the parties and supersedes all previous and contemporaneous understandings. Except as set forth in these Terms, only a writing signed by both parties may modify these Terms. If any provision of these Terms is held to be invalid or unenforceable, the valid or enforceable portion thereof and the remaining provisions of these Terms will remain in full force and effect. Any waiver or failure to enforce any provision of these Terms on one occasion will not be deemed a waiver of any other provision or of such provision on any other occasion. All waivers must be in writing. The parties to these Terms are independent contractors, and no agency, partnership, franchise, joint venture or employee employer relationship is intended or created by these Terms. Except for the obligation to pay money, neither party will be liable for any failure or delay in its performance under these Terms due to any cause beyond its reasonable control, including without limitation an act of war, terrorism, act of God, earthquake, flood, embargo, riot, sabotage, labor shortage or dispute, governmental act, epidemic, pandemic, or failure or degradation of the Internet. Polimorphic is not responsible or liable for any delay or failure of performance caused in whole or in part by Subscriber's delay in performing, or failure to perform any of its obligations under these Terms.

Project Planning & Schedule

Our approach is structured yet flexible, ensuring that each phase of the project is tailored to meet the specific needs and timelines of our clients.

Phased Implementation

Our project planning and implementation strategy is executed in distinct phases, allowing for meticulous attention to detail and seamless integration of the system into the client's operations. The phased approach includes:

1. Initial Discovery and Planning: We begin with an in-depth kickoff meeting to align on project goals and understand the client's vision. This phase sets the groundwork for all subsequent activities. 2. Customized Phasing: Based on the initial discussions, we implement different Departments in phases. Each phase is carefully planned to address specific departmental needs, ensuring that the most critical areas are prioritized. This method allows us to provide immediate value while setting the stage for comprehensive system integration. 3. Right-Sizing Departmental Phasing: We work closely with our clients to determine the timing, size, and scope of each phase. The process ensures that the pace and scale of deployment are manageable for the client and balances the desire to progress rapidly with the need to ensure Departments are set up for success in adopting the technology.

Each phase is specifically tailored not just in timing and size, but also in the composition of departmental involvement. We strategically select departments for each phase based on several criteria:

- Immediate Needs and Impact: Departments with urgent needs or those that can achieve quick wins are often prioritized to build momentum and demonstrate the value of the system early in the implementation.
- Stakeholder Engagement: Departments with engaged leaders or key stakeholders who are champions of change play a crucial role in the early phases to help drive the adoption across the organization.
- Collaboration: Departments that often refer cases to one another or otherwise will be required to collaborate extensively using the product, are grouped into the same phase to ensure their key workflows can be accommodated.

Adaptive and Responsive Planning

Our project planning is adaptive, responding to ongoing feedback and evolving requirements throughout the implementation process. Regular check-ins and updates allow us to refine the project scope and adjust timelines as needed, ensuring that the project remains aligned with the client's strategic objectives.

Clear Expectations-Setting for Timeline, Roles, and Responsibilities

Our team employs Asana project management tools to produce timelines for our engagement which are then shared with customers to mutually agree on expectations for timing of different tasks and milestones. The kickoff to our implementation includes detailed description of client roles and responsibilities in making the implementation a success, along with time estimates that each client role will need to dedicate to make the implementation a success.

Pricing

Description	Unit Price	% Discount	Notes / Comments
1. Software Licensing and Subscription Costs: <i>Provide the cost breakdown for software licenses, subscriptions, or any other software-related fees.</i>	\$1,000 per 5,000 queries for AI search and chatbot \$5,000 per 5,000 calls \$5,000 per CRM seat (discounted for bundles of seats)	10-30% off if purchases as a bundle	
2. Implementation and Customization Costs: <i>Outline the costs related to the implementation of the AI solution, including setup, integration with existing systems, customization, and deployment.</i>	\$15,000	10-30% off if purchased as a bundle	Implementation costs may be waived depending on annual subscription.
3. Training and Support Costs: <i>Include costs for training government staff, technical support, and customer service, both during and after implementation.</i>	\$0		Polimorphic provides free training for lifetime of contract
4. Ongoing Maintenance and Updates: <i>Provide costs for ongoing software maintenance, updates, and any regular services required to keep the AI system running smoothly.</i>	\$0		All costs are included in the annual subscription
5. Optional Add-Ons or Features: <i>List any additional features or services available that are not included in the core proposal but can be added at an additional cost.</i>	See Software Licensing Costs	10-30% off if purchased as a bundle	Customers can buy additional SMS messages and additional queries
6. Total Cost of Ownership (TCO): <i>Summarize the Total Cost of Ownership (TCO), which includes all costs over a defined period (e.g., 3 years or 5 years). This should reflect software, implementation, support, maintenance, and optional add-ons.</i>	N/A	N/A	Total cost of ownership is just the subscription and implementation cost
7. Additional Costs (if applicable): <i>List any additional costs not covered in the above sections that are relevant to the proposal, such as travel costs, setup fees, or other miscellaneous charges.</i>			

Proposed Add Value

Polimorphic believes in value of product and partnership. There are [3] product platforms at this time, and if bundled at time of initial purchase, Polimorphic offers you 10-30% off total annual investment.

Polimorphic provides free training for lifetime of contract.

Implementation costs may be waived depending on annual subscription.

HUB Bonus

Currently, Polimorphic does not qualify for HUB Bonus.

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

Compliance with the Solicitation

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

Compliance with the NCTCOG Standard Terms and Conditions


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

Acknowledgment of Insurance Requirements

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

Name of Organization/Contractor(s):

Signature of Authorized Representative:



Date: _____

ATTACHMENT II: CERTIFICATIONS OF OFFEROR

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

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

Name of Organization/Contractor(s):

Signature of Authorized Representative:

_____

Date:_____

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

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

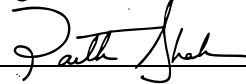
The undersigned certifies, to the best of his or her knowledge and belief, that both it and its principals:

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

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

Name of Organization/Contractor(s):

Signature of Authorized Representative:



Date: _____

ATTACHMENT IV: RESTRICTIONS ON LOBBYING

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

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

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

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

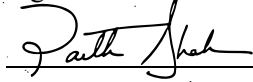
**LOBBYING CERTIFICATION
FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS**

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

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

Name of Organization/Contractor(s):

Signature of Authorized Representative:



Date: _____

ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

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

CERTIFICATION REGARDING DRUG-FREE WORKPLACE

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

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

Signature of Authorized Representative:



Date: _____

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

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

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

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

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

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

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

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


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

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

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

Name of Organization/Contractor(s):

Signature of Authorized Representative:



Date: _____

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

FORM CIQ

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

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

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

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

OFFICE USE ONLY

Date Received

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

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

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

Name of Officer

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

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

☐ Yes

☐ No

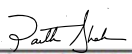
B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

☐ Yes

☐ No

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

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

7


Signature of vendor doing business with the governmental entity

Date

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

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

- (a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

(2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that:

- (i) a contract between the local governmental entity and vendor has been executed;
- or
- (ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

- (i) a contract between the local governmental entity and vendor has been executed; or
- (ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

- (a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

- (1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);
- (2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or
- (3) has a family relationship with a local government officer of that local governmental entity.

(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

- (1) the date that the vendor:

- (A) begins discussions or negotiations to enter into a contract with the local governmental entity; or
- (B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

- (2) the date the vendor becomes aware:

- (A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);
- (B) that the vendor has given one or more gifts described by Subsection (a); or
- (C) of a family relationship with a local government officer.

ATTACHMENT VII: CERTIFICATION OF FAIR BUSINESS PRACTICES

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

Name of Organization/Contractor(s):

Signature of Authorized Representative:



Date:

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

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

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

Indicate the certification that applies to your corporation:

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

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


Type of Business (if not corporation): ☐ Sole Proprietor

☐ Partnership

☐ Other

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

(Printed/Typed Name and Title of Authorized Representative)



Signature

Date: _____

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

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

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

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

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

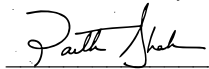
North Central Texas Regional Certification Agency
624 Six Flags Drive, Suite 100
Arlington, TX 76011
(817) 640-0606
<http://www.nctrca.org/certification.html>

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

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

Vendor to Sign Below to Attest to Validity of Certification:

Vendor Name



Authorized Signature

Typed Name

Date

☐ Not applicable.

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

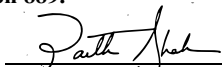
The following provisions are mandated by Federal and/or State of Texas law. Failure to certify to the following will result in disqualification of consideration for contract. Entities or agencies that are not able to comply with the following will be ineligible for consideration of contract award.

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

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

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

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

SIGNATURE OF AUTHORIZED PERSON:  _____

NAME OF AUTHORIZED PERSON: _____

NAME OF COMPANY: _____

DATE: _____

-OR-

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

SIGNATURE OF AUTHORIZED PERSON: _____

NAME OF AUTHORIZED PERSON: _____

NAME OF COMPANY: _____

DATE: _____

DISCRIMINATION AGAINST FIREARMS ENTITIES OR FIREARMS TRADE ASSOCIATIONS

This contract is subject to the Texas Local Government Code chapter 2274, Subtitle F, Title 10, prohibiting contracts with companies who discriminate against firearm and ammunition industries.

TLGC chapter 2274, Subtitle F, Title 10, identifies that “discrimination against a firearm entity or firearm trade association” includes the following:

- A) means, with respect to the entity or association, to:
- I. refuse to engage in the trade of any goods or services with the entity or association based solely on its status as a firearm entity or firearm trade association; and
 - II. refrain from continuing an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association; or
 - III. terminate an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association.
- B) An exception to this provision excludes the following:
- I. contracts with a sole-source provider; or
 - II. the government entity does not receive bids from companies who can provide written verification.

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

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

**SIGNATURE OF AUTHORIZED
PERSON:**



NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

-OR-

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

**SIGNATURE OF AUTHORIZED
PERSON:**

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

BOYCOTTING OF CERTAIN ENERGY COMPANIES

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

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

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

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

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

SIGNATURE OF AUTHORIZED PERSON:



NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

-OR-

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

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

EXHIBIT 1: CATEGORIES OFFERED AND PRICING PROPOSAL

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

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

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

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

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

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

Refer to Exhibit 1 –Pricing Proposal Worksheet Attachment.

EXHIBIT 2: SAMPLE MARKET BASKET FORM

This Exhibit is not applicable for this solicitation.

EXHIBIT 3: SERVICE DESIGNATION AREAS

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

(Exhibit 3 continued on next page)

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

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

End of Exhibit 3

THANK YOU.



**North Central Texas
Council of Governments**

PRESENTED BY:

KATE ARMSTRONG

KARMSTRONG@POLIMORPHIC.COM

