

Response for Proposal of TX Share



North Central Texas
Council of Governments



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Contents

Cover Sheet.....	3
Statement of Understanding	4
Company Information	5
General Company Profile.....	6
Our Service Offerings	7
Our Competitive Advantage	7
References	8
Technical Proposal.....	13
Solution Overview.....	13
Implementation Approach and Methodology	18
Project Planning, and Management	20
Pricing.....	27
Exhibit 1 Pricing.....	27
Value Proposition.....	29
Attachments.....	30

Cover Sheet

Provided below are detail about our organization:

Item	Description
Legal Name of Proposing Firm	ivoyant LLC; (ivoyant LLC, a Georgia Domestic Limited Liability Company)
Contact Person for This Proposal	Sonya Beredimas
Title	Chief Operating Officer.
Contact Person Telephone Number	(678) 674-3937
Contact Person E-Mail Address	sonya@ivoyant.com
Street Address of Principal Place of Business	1155 Perimeter Center; West, Suite 600
City/State	Georgia, Atlanta
Zip	30338
Mailing Address of Principal Place of Business	1155 Perimeter Center; West, Suite 600,
City/State	Georgia, Atlanta
Zip	30338
Point of Contact for Contract Negotiations	Sonya Beredimas
Title	Chief Operating Officer
Point of Contact Telephone Number	(678) 674-3937
Point of Contact Person E-Mail Address	sonya@ivoyant.com
Acknowledgment of Addenda	#1__Yes____ #2 __Yes____ #3 _____ #4 _____ #5 _

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



Statement of Understanding

Thank you for giving us the opportunity to respond to the Request for Proposal for AI and LLM Services for NCTCOG. This is indeed a futuristic and transformative decision on NCTCOG's part to align with AI driven experience and future proof their business (*we have addressed NCTCOG as Agency, going forward, in this document*).

ivoyant LLC has decided to provide services in Human Resources (*point f* in the solicitation shared). To counter the challenges faced by the Agency, ivoyant proposes a generative AI and LLM based solution, to transform the overall HR service model. We believe, with a well-balanced combination of maturity, defined goals, and time, and a strategic blend of human and AI efforts, could potentially lead to an increase in HR productivity in foreseeable future. Our mission is to enable the Agency and partnering with them to become an early adopter of AI in HR.

Generative AI, not only enhances the efficiency of existing processes and tasks but empowers HR to rethink its approach to talent. For an extended period, HR has aimed to shape employee sentiment and diminish biases in real-time decision making. The Agency's thoughtful implementation of AI holds the potential to further alleviate biases in the existing processes, and we as partners, are cognizant of that while devising the proposed solution. Hence, you will find that the proposed solution necessitates a strong collaboration among HR, legal, business leaders and Govt bodies, like you, to responsibly implement AI and identify and rectify any biases within Generative AI.

At ivoyant, we specialize in delivering customized, scalable, secured, and compliant AI & LLM based HR solutions, tailored to the specific needs of our clients. Our experience in working with other large and medium IT industries, government, healthcare firms, and legal sectors allows us to demonstrate financial benefits, enhanced employee engagements and operational efficiency.

Key highlights of our proposal include-

- A detailed overview of our company, core capabilities and our differentiators.
- An overview of the proposed solution, and its benefits.
- Team composition and the pricing details as requested.

This response outlines our proven track record of successful implementation of AI solutions for Agency's Human Resource Departments, and our ability to deliver a custom made, reliable and future-proof generative AI solutions. Our goal is not only meet but to exceed your expectations through our engagement.

Company Information

ivoyant LLC is a global technology consulting firm based in Atlanta, USA, specializing in digital transformation. We help businesses navigate digital challenges and drive transformation through data and digital excellence. Our goal is to empower businesses and improve customer interactions.

We are value-driven and tech-savvy. We are known for our agile entrepreneurship, our client centricity, and the value we generate.

Our Growth

ivoyant has been growing steadily. As an indication of our growth, we,

- Won 3 customers and grew headcount by more than 50% in the year 2023- 2024.
- We offer innovative technology solutions to public sector clients such as Texas DIR, Texas Share, Mississippi IT, Georgia IT, and Louisiana IT, among others.
- 100+ Expert Technologists & Analysts, with a track record of delivering more than 60+ projects across industries
- Our clients include Fortune 500 companies, tech-giants, and a few renowned start-ups.
- 15+ Clients across Public & Private Sectors, helping them master their critical business applications.
- Partners with Microsoft, AWS, TIBCO, and DataStax, to name a few partners.

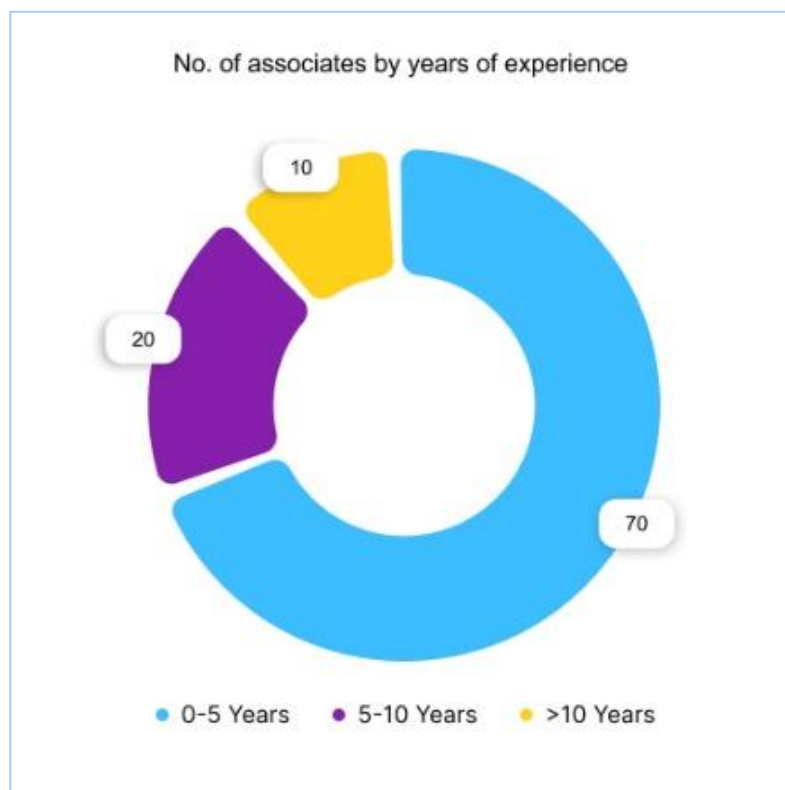
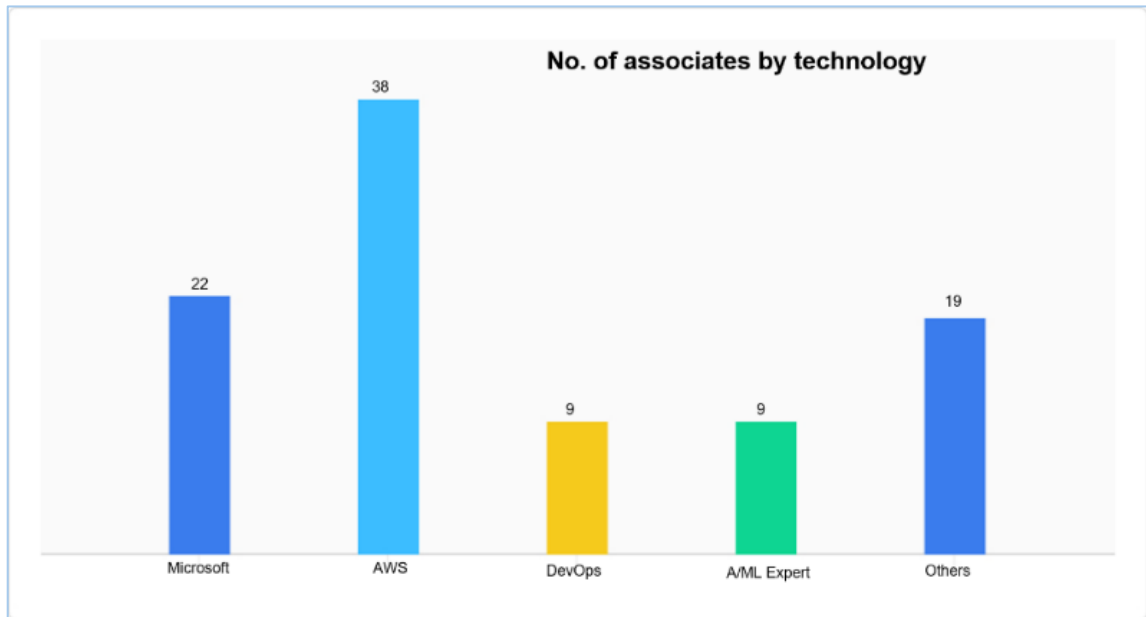
Details about our company are provided below:

Item	Description
Legal Name	ivoyant LLC
Address	1155 Perimeter Center West, Suite 600, Atlanta, GA - 30338
Incorporation Details	ivoyant LLC, a Georgia Domestic Limited Liability Company
Subsidiaries	ivoyant Systems Pvt Ltd.
Company Size	80-100 Employees
Parent Company	No

General Company Profile

Our approach combines deep technical expertise, proactive project management, and our commitment to quality. For the Agency, we bring a customized, scalable solution, designed not only to meet current requirements but to evolve seamlessly with future needs, ensuring long-term value and efficiency. Our track record shows our dedication in exceeding expectations through comprehensive IT capabilities, robust compliance, and outstanding service reliability. *(Please refer to **Reference** table to know more about our experience)*

We are a team of 100+ individuals spread across USA, and India. A distribution of our team and their experience across different parameters is provided in the charts below.



Our Service Offerings

ivoyant delivers innovative technology solutions that drive organizational transformation & improve operational efficiency. With a combined leadership experience of over 80+ years, our team has successfully implemented solutions across the United States. We leverage our expertise across multiple industries and business functions to drive technology-led business breakthroughs. We offer,

- Artificial Intelligence & Machine Learning Solutions
- Data Analytics & Business Intelligence
- API Integration & Workflow Automation
- DevOps, Agile, & Project Management
- UX Design, Prototyping, & Testing
- Cloud Solutions, Migration, & Integration
- Cybersecurity, Compliance, & Risk Management
- Custom Software & Product Development
- Low-Code & No-Code Development

Our Strategic Technology Partners

We work with leading technology companies that shape the future, academic institutions that push the boundaries of knowledge, and innovative companies that bring new ideas to life. These are the partners who help drive progress. Navigating digital transformation can be challenging, but with the right partner, there is a straightforward path to enhanced innovation. Our commitment to creating groundbreaking, mutually beneficial partnerships is unwavering.

Our Competitive Advantage

By leveraging our expertise in digital engineering, we utilize AI and other technologies to address your most pressing business challenges. Our mission is to help enterprises leverage the power of transformation data and digital solutions to grow, strengthen customer relationships and improve operational performance. Here are a few key differentiators of ivoyant.

- **Cutting-Edge Technology:** Expertise in the latest technologies, including AI, Machine Learning, Cloud Computing, Data Analytics and Cybersecurity to provide innovative solutions.
- **Industry Expertise:** Deep understanding of the client's industry, which qualifies for more relevant and effective solutions.
- **Customer-Centric Approach:** Prioritizing the client's needs and ensuring a collaborative and transparent working relationship.
- **Agility and Flexibility:** Rapidly adapting to changing client needs and crafting solutions to meet the specific needs and goals of each client.
- **Culture of Innovation:** We foster a culture of continuous learning and innovation within the organization.
- **Comprehensive Support:** Offer an end-to-end service, from consulting and strategy to implementation and support.

References

Some of our past experiences in working with AI with other clients are detailed below:

Reference:1

Customer	
Name	Paycor
Address	Atlanta, GA USA
Contact Person	
Name	Joy Meyer
Title	Chief Technology Officer
Email-id	Jgmeyer@paycor.com
Project	
Contract Title	Developed a generative AI solution by leveraging Azure cloud infrastructure and large language models (LLMs) to automate the design, visualization, and provisioning of data pipeline workflows based on user prompts.
Contract Dates	2023 - Ongoing
Description of Work	<p>Background</p> <ul style="list-style-type: none"> Integrated LLMs with Azure services for seamless deployment, versioning, and inferencing. Developed APIs using FastAPI to enable configurable workflows, including few-shot inference enhancement, RAG (Retrieval-Augmented Generation) pipeline development, and performance benchmarking. Established a robust vector database (Postgres) for indexing structured and unstructured data, enabling efficient retrieval and integration with LLMs. Devised and implemented embeddings techniques to convert data into vector formats for custom retrieval tasks. Created APIs to generate, visualize, and test workflows, ensuring data pipeline designs were aligned with user prompts. Incorporated role-based access control (RBAC) via Azure AD and implemented rate limiting for security and cost efficiency. <p>Technical Highlights</p> <ul style="list-style-type: none"> Azure Services: Deployed and maintained Azure OpenAI, Key Vault, Blob Storage, and Postgres Vector Database. LLMs: Utilized GPT, Llama 3.1, and Claude models with advanced techniques like PEFT, prompt tuning, and few-shot learning. Vector Database Integration: Implemented RAG pipelines using Postgres Vector Store for structured and unstructured data retrieval. APIs: Developed APIs with FastAPI for modular integration, including endpoints for embedding data, querying vectors, and generating custom workflows. CI/CD Pipeline: Automated deployment using Azure DevOps and containerized solutions with Docker and AKS. <p>Key Outcomes</p> <ul style="list-style-type: none"> Enhanced Efficiency



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|--|--|
| | <ul style="list-style-type: none">○ Streamlined workflow design with AI-driven automation.○ Achieved LLM response optimization through customized few-shot inference and embeddings.● Robust Data Management<ul style="list-style-type: none">○ Enabled dynamic RAG pipeline customization for diverse client use cases.○ Improved retrieval accuracy and data processing efficiency with structured and unstructured data integration.● Scalable and Secure Deployment<ul style="list-style-type: none">○ Implemented RBAC and monitoring solutions for secure, scalable production environments.● Performance Benchmarks<ul style="list-style-type: none">○ Established and tracked LLM performance metrics (e.g., ROUGE, BLEU) to ensure continuous improvement. |
|--|--|

Reference:2

Customer	
Name	Cricket Wireless (AT&T)
Address	Atlanta, GA USA
Contact Person	
Name	Michal Moyal
Title	Director - Technology, SHARCS Delivery
Email-id	mm3166@att.com
Project	
Contract Title	Machine Learning Strategies for Enhancing Customer Satisfaction and Reducing Service Expenditures.
Contract Dates	February 2022 to April 2023
Description of Work	<p>Background ivoyant LLC partnered with a leading telecom provider to design and implement machine learning workflows aimed at reducing service costs and improving customer satisfaction. The project focused on deploying advanced data infrastructure, real-time event processing, and predictive analytics to enhance operational efficiency and strengthen customer retention strategies.</p> <p>Challenges Addressed</p> <ul style="list-style-type: none"> • High customer churn rates impacting revenue and market share. • Inefficiencies in traditional customer service operations leading to increased costs. • Limited insights into customer behavior and service performance. <p>ivoyant's Solution ivoyant provided Machine Learning Models for anomaly detection, churn prediction, and customer segmentation, and built a recommendation engine to boost cross-selling by 15%, suggesting optimized telecom plans to customers. We also deployed distributed data infrastructure on Kubernetes clusters to handle real-time event processing with Apache Beam and Apache Flink which led to real time event processing. The solution enabled a revised KPIs and provided actionable insights into customer service performance, enabling data-driven decision-making.</p> <p>Key Outcomes</p> <ul style="list-style-type: none"> • Enhanced Customer Retention: Improved customer satisfaction metrics and reduced churn rates. • Operational Efficiency: Streamlined real-time data processing and centralized data infrastructure, enabling scalability and automation. • Cost Savings: Achieved a 27% reduction in customer service expenditures while increasing operational efficiency. • Improved Decision-Making: Delivered actionable insights and performance metrics to strengthen the client's decision-making capabilities. • Increased Revenue Opportunities: Boosted cross-selling of telecom plans by 15% through personalized recommendations. <p>Technology Stack</p> <ul style="list-style-type: none"> • Data Processing: Apache Beam, Apache Flink, Kafka



- Infrastructure: Kubernetes, Helm
- Machine Learning and Analytics: Google Cloud Platform, distributed ML DevOps

Reference: 3

Agency / Customer	
Name	Novelis Inc.
Address	Atlanta, GA, USA
Contact Person	
Name	Cynthia Khan
Email-id	cynthia.khan@novelis.com
Title	Manager- Data Services
Telephone Number	+1678-232-5815
Project	
Contract Title	Design and Development of Predictive Maintenance Model for Drivetrain Components.
Contract Dates	February 2022 to Aug 2023
Description of Work	<p>Novelis Inc. consulted Ivoyant LLC. to build a cutting-edge predictive maintenance solution tailored for drivetrain components in their fleet. The scope involved designing, developing, and implementing a predictive maintenance model integrated with IoT for predictive quality control, ensuring operational reliability and reduced downtime.</p> <p>Background</p> <p>Frequent drivetrain malfunctions, including intense vibrations, transmission fluid leaks, and component wear used to increase maintenance volume, and unplanned downtime. This problem triggered unexpected repair costs, and service disruptions affecting fleet productivity.</p> <p>ivoyant's Solution</p> <p>Our client partnered with us to build a cutting-edge predictive maintenance solution tailored for drivetrain components in their fleet. The scope involved designing, developing, and implementing a predictive maintenance model integrated with IoT for predictive quality control, ensuring operational reliability and reduced downtime. As part of the solution, we built a fault-tolerant and highly available data infrastructure supporting batch and streaming data transformations and maintained operations with a scalable and efficient data pipeline leveraging Spark, Azure Databricks, Azure ML, Event Hubs, and Apache Beam.</p> <p>Key Outcomes</p> <ul style="list-style-type: none"> • Reduced Downtime: Avoided 180 hours (approx. 7.5 days) of process downtime by implementing an Early Warning System recommending timely maintenance interventions. • Increased Predictive Accuracy: Successfully alerted 30% of major mill drivetrain failures and wearing, preventing potential disruptions. • Cost Efficiency: Minimized unexpected repair costs through proactive maintenance strategies.

	<ul style="list-style-type: none"> Operational Excellence: Improved overall reliability and efficiency of drivetrain operations via enhanced data infrastructure and predictive analytics. <p>Technology Stack</p> <ul style="list-style-type: none"> Data Engineering and Processing: Spark, Azure Databricks, Apache Beam Predictive Analytics: Azure ML, Event Hubs Data Models: Revamped manufacturing plant and product dimensional data models to enhance relational associations.
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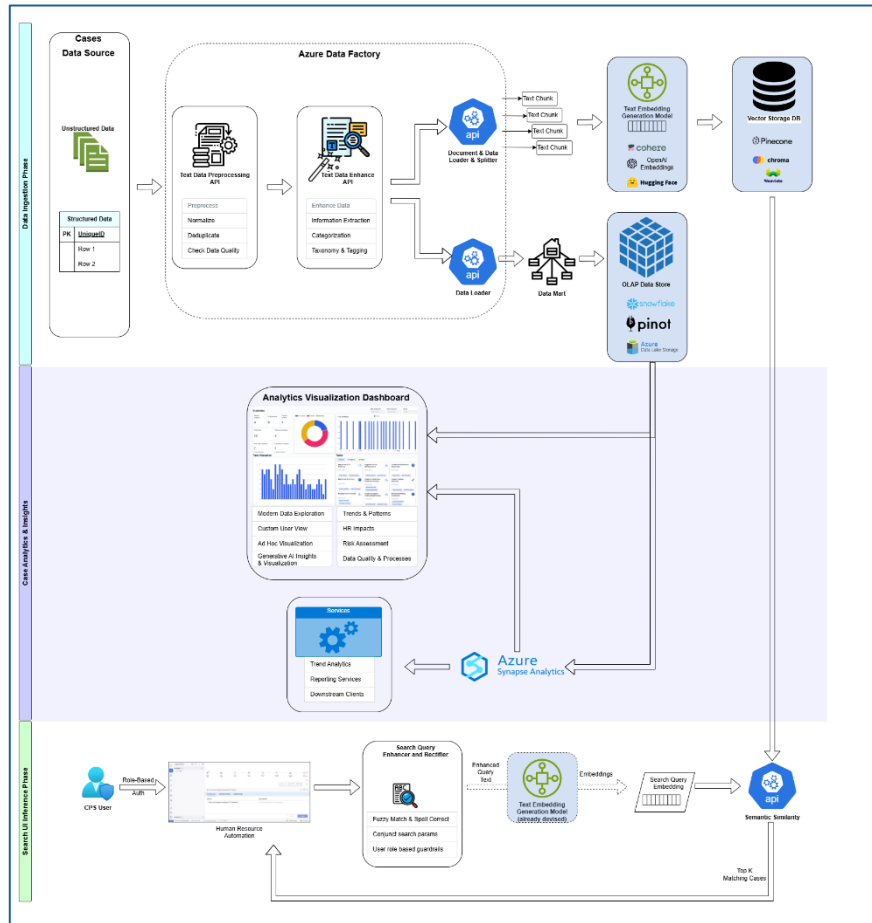
Reference: 4

Customer	
Name	Not to be disclosed (NDA)
Address	NA
Contact Person	
Name	Srini Gollapudi
Title	Project Manager
Project	
Contract Title	Development of an AI model to detect garbage using 360-degree cameras for urban cleanliness, under smart city plan. Potentially, in extension, the client also used the same technology to detect other urban issues like construction waste, non-working streetlights, and illegal hoardings.
Contract Dates	February 2020 to Feb 2023
Description of Work	<p>Background A healthy urban environment, and the challenge of managing trash in our cities is a constant battle. All of us want that. What if technology could turn the tide in this fight? This project basically highlights our competency in developing a sophisticated AI model that is specifically designed to spot and quantify trash on city streets, a task that is crucial for urban cleanliness and for preventing pollution.</p> <p>ivoyant's Solution Developed an AI model to detect garbage using 360 –degree cameras as well as images from mobile applications whenever needed. The team employed a single-shot object detection algorithm YOLOv5 architecture. The team also used previously collected data (images), Labellmg to annotate the images. There were multiple trainings/iterations to refine the model accuracy.</p> <p>Key Outcomes</p> <ul style="list-style-type: none"> Reduction in environmental and health hazards due to timely removal of waste. AI algorithms could analyze data on waste generation patterns, traffic conditions, and other relevant factors to optimize collection routes.

Technical Proposal

Solution Overview

The proposed solution is depicted below:



Description

The proposed solution leverages generative AI and large language models (LLMs) to automate HR processes, improve employee engagement, and optimize recruitment and onboarding. By integrating with the existing systems and leveraging Azure cloud infrastructure, this solution will streamline workflows, provide personalized employee interactions, and enable intelligent decision-making.

Current Hurdles

With increasing volume of employee data, especially in the era of data privacy regulations like HIPPA poses significant challenges for the Agency. In addition, post -pandemic workplace evolution has posed new challenges in keeping employees actively involved. Many HR tasks such as onboarding, pay roll, and benefits administration, still rely on manual paperwork and processes, leading to inefficiencies and errors. To address these challenges, ivoyant proposes a Generative AI powered system that would help automate candidate screening, smooth onboarding, and boost employee engagement.

Deliverables

LLMs play a pivotal role in automating the initial stages of the recruitment process by screening resumes and job applications. Our trained model on relevant criteria and keywords, will enable HR professionals to use to identify candidates who possess the required skills and qualifications. This automation will not only accelerate the screening process but also helps in ensuring a more objective and consistent evaluation of candidates.

Chatbots can assist in answering questions related to HR policies, benefits, leave policies, and other routine inquiries. So, implementing LLM-powered chatbots can streamline HR interactions by providing instant responses to common queries from employees and candidates. can generate personalized onboarding materials which includes welcome messages, training resources, and FAQs. By tailoring information to the individual, HR can ensure a smoother onboarding experience which fosters more engagement and productivity.

As we embrace the transformative potential of Generative AI and LLM, the future of HR looks increasingly dynamic, efficient, and people-centric.

Functionalities of our Solution

1. Recruitment Automation: Intelligent Screening Revolution

- **Functionality:** Modern AI algorithms transform traditional resume screening by understanding context beyond keywords. They analyze candidate potential through comprehensive data analysis, including past successful hires, social profiles, and predictive success metrics. AI-powered resume parsing, job matching, and interview scheduling.
- The system evaluates both hard and soft skills through sophisticated language analysis, predicts job performance, and significantly reduces unconscious bias in the initial screening stages.
- **Approach:** We will use natural language processing (NLP) models to analyse resumes, match candidate skills to job descriptions, and automate interview coordination.

2. Employee Engagement

- **Functionality:** Sentiment analysis for employee feedback, personalized recommendations for learning and development, and a virtual assistant for HR support.
- **Approach:** We will implement AI models trained on employee survey data and HR guidelines, integrated with existing HRIS.

3. Onboarding Experience: Digital First Day Experience

- **Functionality:** Automated onboarding workflows, including document collection and task tracking. AI-driven onboarding assistance to answer FAQs and track new hire progress, along with personalized onboarding plans based on role and department.
- **Approach:** Integrate AI models trained on HR guidelines and employee data into existing HRIS systems.

4. Monitoring and Analytics

- **Functionality:** Dashboards for tracking recruitment KPIs, employee satisfaction, and process automation efficiency.
- **Approach:** Integrate data visualization tools to provide actionable insights and track performance.

5. Improved Communication

- **Functionality:** Enhances communication via chatbot integration for real-time users. It will provide dashboards and reports generated via SQL queries to monitor performance metrics for permits, inspections, and communication efficiency.

Approach

ivoyant's project team will implement an agile development approach specifically tailored to AI-powered HR solutions. This methodology focuses on creating microservices architecture that allows for:

- Modular design enabling easy scalability and independent deployment of AI functionalities
- Flexible development cycles that can quickly adapt to changing HR technology requirements
- Rapid iteration and continuous improvement of AI-driven HR tools

Development Techniques: we will leverage Large Language Models (LLMs) to:

- Enhance natural language processing for tasks like resume screening, candidate communication, and employee feedback analysis
- Generate contextually relevant HR-related content and communications
- Applying machine learning algorithms to: analyse workforce data for predictive insights and support intelligent decision-making in recruitment, performance management, and talent development

Integration Strategies: We will develop robust API infrastructure to ensure,

- Seamless, secure data exchange between AI systems and existing HRIS platforms and Real-time synchronization of employee data
- Bi-directional data flow that maintains data integrity and consistency while implementing comprehensive data mapping and transformation protocols

User Acceptance (UA) Methodologies: We will design iterative testing protocols involving

- HR teams' comprehensive evaluations and employee feedback collection across multiple touchpoints.
- Systematic assessment of AI tool performance and user experience: Creating feedback loops for continuous refinement to ensure AI solutions meet practical HR workflow requirements and user expectations

Prioritizing Privacy:

- ivoyant understands that protecting agency's data privacy is a critical aspect of using AI in HR. So, we will have put in place a few protocols to make sure employee data is used responsibly and securely. We will make sure that AI tools meet ethical and security standards.

Performance Metrics

Key Performance Indicators (KPIs)

Recruitment and Onboarding

- Time-to-hire reduction by 30%.
- Onboarding process time decreased by 40%.
- Candidate satisfaction score above 85%.

Employee Engagement

- Employee satisfaction index improvement by 20%.
- Increased usage of AI-based tools (e.g., chatbot queries >70%).

Automation Success

- Reduction in manual intervention for repetitive HR tasks by 50%.
- Process efficiency improvements tracked via workflow metrics.

System Performance

- API uptime > 99.9%.
- AI model accuracy >90% for tasks like resume parsing and sentiment analysis.

Compliance and Standards

- ivoyant will ensure rigorous adherence to data privacy regulations (HIPPA, CCPA) and industry-specific HR compliance standards.
- We will implement robust security protocols including end-to-end encryption, role-based access controls, and comprehensive data anonymization techniques.
- Will develop transparent AI governance frameworks that address algorithmic bias, maintain ethical AI principles, and provide clear audit trails for decision-making processes.
- Establish regular compliance reviews, conduct third-party security assessments, and maintain detailed documentation of AI system configurations, data handling procedures, and ethical guidelines to mitigate legal and operational risks while ensuring responsible AI deployment in human resources management.

Risks, Assumptions, and Mitigation Plan

Risks

1. Data Privacy and Compliance: Risks associated with handling sensitive employee data.
2. Adoption Resistance: Resistance from employees or HR teams in adopting AI solutions.
3. System Integration Challenges: Potential difficulties in integrating AI with legacy systems.
4. AI Model Bias: Bias in AI-driven recruitment or performance evaluations.

Assumptions

1. Adequate support and buy-in from IT and HR leadership.
2. Availability of clean and structured HR data for model training and analytics.
3. Existing infrastructure capable of handling additional computational loads.

Mitigation Plan

1. For Data Privacy
 - a. Implement robust encryption and role-based access control (RBAC).
 - b. Ensure compliance with GDPR and local labor laws.
2. For Adoption Resistance:
 - a. Conduct workshops and training for HR teams and employees.
 - b. Highlight efficiency gains through pilot program results.
3. For Integration Challenges
 - a. Leverage APIs and middleware for smooth system communication.
 - b. Establish a dedicated integration team for troubleshooting.
4. For AI Bias:
 - a. Regularly audit AI decisions for fairness.
 - b. Incorporate diverse datasets for training models.

Outcomes of Our Solution/Benefits

The expected outcomes of our solution are provided below:

- Operational Efficiency: Think of AI as a tireless assistant, always ready to handle repetitive tasks and speed up complex HR processes. For example, AI chatbots have been shown to reduce recruitment time by as much as 50%.

- **Quick turn-around:** AI-powered chatbots provide 24/7 support, ensuring co-operative employees will always have access to the information they need.
- **Personalization:** AI tools also make it possible to personalize employee interactions. They can tailor recommendations or send reminders that guide employees along personalized career development paths aligned with their interests and goals.
- **Enhanced efficiency:** With our solution in place, HR professionals would spend less time screening resumes, scheduling interviews, or managing benefits. AI simplifies these mundane processes so that HR professionals can focus on more impactful projects, such as employee engagement and retention strategies. It will work best as an assistant, not a replacement.
- **Streamlining administrative work:** AI chatbots answer common questions about PTO balances, open enrolment timelines, benefits options, and more, exempting HR professionals to focus more on other important work.
- **Flexibility and Adaptability:** The ability to obtain information from various sources makes a RAG model more flexible and adaptable. It can address a wide range of topics and tasks without requiring explicit fine tuning for each specific scenario.
- **Compliance Assurance and Data Protection:** In-built access controls and secure environments protect sensitive child welfare data. Meets all regulatory standards, including NIST, for secure handling of sensitive data.

Technology Stack

The technology stack available with our team is detailed below:

Embedding Models and LLMs	Vector Database	Frameworks	Analytics and Visualization
<ul style="list-style-type: none"> • Embedding Models: OpenAI or Cohere or Hugging face pretrained model for embedding generation. • LLMs: GPT-4 or other models, fine-tuned with HR related information. Backend/APIs: Python Frameworks, Flask	<ul style="list-style-type: none"> • Primary: Weaviate for high-performance similarity searches. • Or, Chroma DB, Pinecone 	<ul style="list-style-type: none"> • Azure Data Factory: To manage the entire data ingestion pipeline • Snowflake: To provide robust storage and querying capabilities. • Pinot: Supports OLAP analytics and Visualization • Azure Synapse Analytics: To provide large-scale data analytics 	<ul style="list-style-type: none"> • Neo4j: For insights. • Apache Superset/Power BI: For the front-end of the analytics dashboard.

Implementation Approach and Methodology

ivoyant believes that the solution for this project should be implemented in phases. Our Approach for implementing the solution for this project has the following key aspects:

1. Phased Implementation
2. Enablement of the Agency employee to support the Solution in-house; known as (Hypercare)
3. Support during the engagement term

ivoyant's project team has been guided by the following tenets in coming out with the phasing plan for this project.

- Business Criticality: Most urgent insights to be delivered first
- Foundational Elements: Foundational elements to be built first
- Logical Grouping of Functionality: Similar type of functionality to be grouped in the same phase

Phases

Accordingly, following is the phasing plan that we suggest for this project.

Phase	Description
1	Project charter, requirement documents, risk assessment.
2	Data Preprocessing, secure infrastructure, vector database
3	Search interface, analytics dashboard, trained models.
4	Pilot deployment results, user feedback.
5	Pilot Implementation and Review

Support the solution in-house

ivoyant understands that the agency would like to bring 'support' related services in-house, at the completion of the assigned project period. To facilitate this, ivoyant proposes to implement the following measures during the project.

- Co-teaming: include TX Share Co-operative resources in key phases of the project
- Robust Knowledge Management: across the project's contract term
- Effective Knowledge Transfer: from ivoyant team to the Agency team

Support after the implementation

- Post implementation support for users
- Review and fix defects related to the implemented scope
- Knowledge transfer to the support team
- Review documentation for the final released solution
- Complete issue and lessons learned logs

Work Plan

A Work plan or the project plan is a road map that will guide and enable our team to complete the project in time. Our work plan outlines the goals of the project, and the timeline that we need to follow for each phase, and the tasks that everyone needs to complete.

Our 4D (Define, Design, Develop, and Deploy) and continuous testing approach involves a highly customizable roadmap that allows us to assess where we are, understand where we have been, and determine where we need to go.

Our development processes are depicted below:



Activities for all the phases are described below:

Phase	Activities
Define <i>(Project Initiation and Requirement gathering)</i>	Stakeholder Alignment <ul style="list-style-type: none"> Conduct workshops to understand Agency's HR departmental operational challenges and objectives. Conduct kick-off meeting for the phase and identify project team and introduce key stakeholders from Agency and ivoyant Finalize deliverables, templates, for the phase and share available documentation relevant to the phase
	Requirement Elicitation <ul style="list-style-type: none"> Create detailed project plan for the phase and prepare and publish meetings plan for the phase. Schedule meetings with required Agency stakeholders with customize questionnaires to elicit information from SMEs. Distribute questionnaires to Agency SMEs.
	Data Assessment and Project Planning <ul style="list-style-type: none"> Evaluate existing data in current system/platforms. Assess data quality, identify gaps, and determine data extraction strategies and finalize scope, deliverables, and milestones. Develop a risk management plan and mitigation strategies.
Design <i>(Data Acquisition, Data Preprocessing, secure infrastructure, vector database)</i>	Data Preparation and Infrastructure Set-up <ul style="list-style-type: none"> Extract data from the old system. Generate secure training datasets, ensuring data anonymization and compliance with regulations. Set up a scalable, cloud-based infrastructure for AI and analytics processing. Configure vector databases for storing embeddings and document retrieval.
	Embedding and Vector Database <ul style="list-style-type: none"> Use embedding models (e.g., OpenAI's Ada2) to convert text into numerical representations. Store these embeddings in a vector database like Weaviate or Milvus.
	Security Implementation

	<ul style="list-style-type: none"> Implement data encryption, access controls, and secure storage mechanisms.
Develop <i>(Development and Integration)</i>	Search enablement and Retrieval System & Analytics Model Development <ul style="list-style-type: none"> Develop an LLM-powered search interface using LangChain for converting queries into embeddings. Enable fuzzy matching for misspellings, synonyms Create/develop model specific to HR functionalities.
	Dashboard development and Model validation <ul style="list-style-type: none"> Design and implement an analytics dashboard to present insights on user engagement, personal information, policies and etc. Test LLM accuracy and performance using real-world scenarios.
Test <i>(Pilot Testing and Feedback)</i>	Pilot Deployment and User Training <ul style="list-style-type: none"> Roll out the solution for a limited set of users. Test the system with real-world data and scenarios. Conduct training sessions for caseworkers and stakeholders and provide documentation and support resources.
	Feedback Collection <ul style="list-style-type: none"> Gather feedback on search accuracy, dashboard usability, and analytics insights. Identify gaps or issues to refine the system further.
Deploy <i>(Deployment, Maintenance and Support)</i>	System Monitoring <ul style="list-style-type: none"> Implement tools to monitor system performance and identify anomalies and provide go-live support and continuous monitoring to ensure smooth functioning. Regularly update embeddings and models to reflect new changes.
	User Support, Training and Expansion <ul style="list-style-type: none"> Provide ongoing technical support and training for new users. Expand the searchable dataset to include additional data types (e.g., images). Explore incorporating knowledge graphs for enhanced analytics and search capabilities.

Project Planning, and Management

Project team structure

ivoyant has identified a group of key personnel entitled for this project. *(Please refer to the Resume section to read their profile)*

S. No.	Role	Responsibility	Involvement
1.	Chief Architect	Architecture planning, solution design, and oversees project execution and communicates with Agency stakeholders	80%
2.	Project Manager and AI/ML Engineer	Implement strategies, manages the project, and oversees data management; process, and configuration	100%
3.	QA Lead	Ensures quality through comprehensive testing	80%

4.	Data Manager	Responsible creating and documenting data processes and data-related policies	100%
5.	Business Analyst/Data Scientist	Measures and reviews the quality of Data	100%
6.	Software Developer Full Stack	Develops and Codes	100%

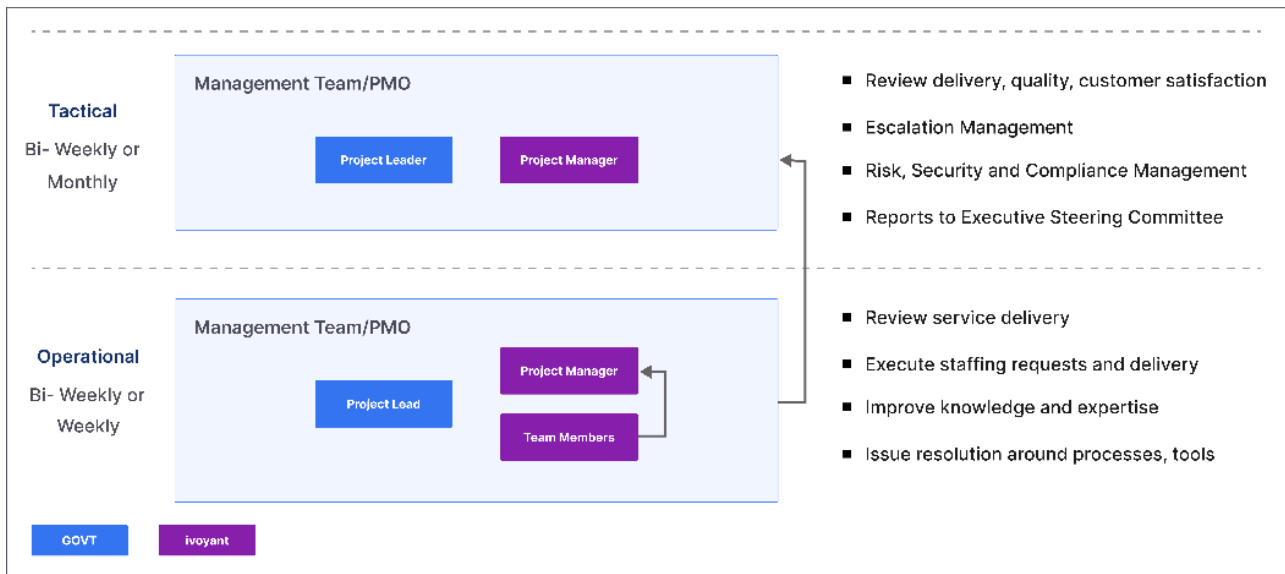
Project Internal Controls

To ensure successful execution of the project, ivoyant will put the following internal controls in place.

- Project Governance
- Project Management
- Project Communication
- Project Quality

Project Governance

ivoyant proposes the following two-tier governance model for this project.

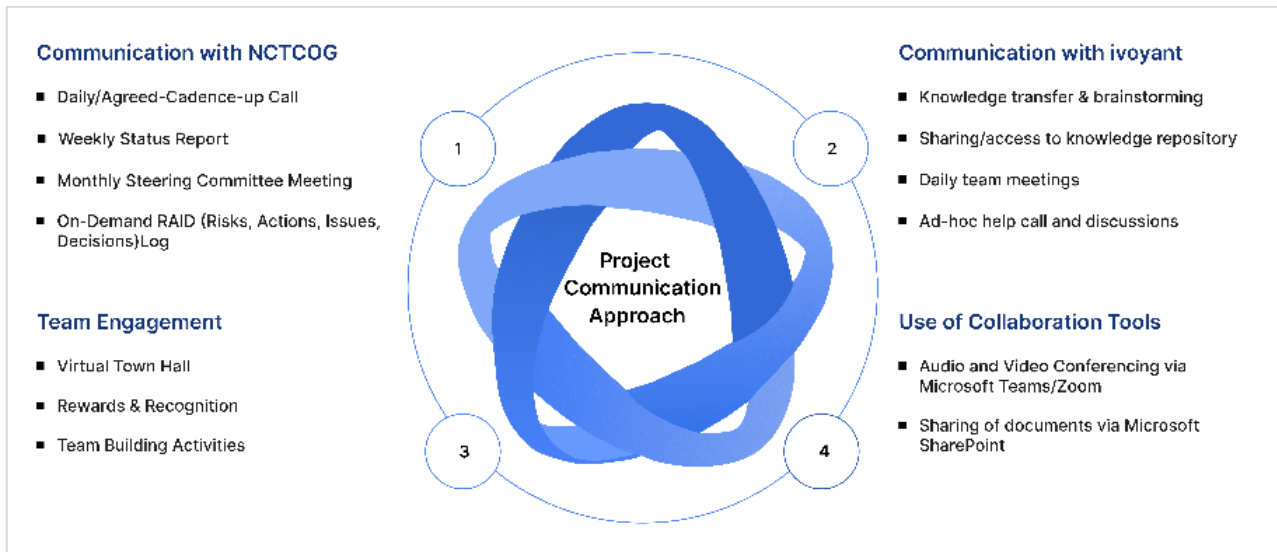


The lowest tier is the operational tier where we propose to have a weekly call between ivoyant team and the Agency to discuss project activities and identify any issues that are impacting the progress of the project.

The next tier is the tactical tier. Here, we propose to have a bi-weekly communication between the Project Manager of ivoyant, and the Chief Architect and the PM from the Agency to discuss project progress and resolve any pending issues. Every week the team will provide a detailed report on test case execution, defect status, and overall progress.

Project Communications

ivoyant will implement the below depicted overall communication model for the project.



Project quality

ivoyant has well-established system of reviews at different stages of a project to enable early addressal of issues. These reviews ensure completeness and consistency of work products before they are delivered to the customer. Regular monitoring mechanisms, process audits and project management reviews help to keep the project on track.

- **In-process Review**

- Internal Quality Assurance (IQA): All work items, products or deliverables undergo peer review / independent review / self-review / code walkthrough
- External Quality Assurance (EQA): Process evaluation, product reviews and project management reviews by competent associates external to the project
- Final Inspection (FI): Done before delivering the final products to client to ensure completeness and usability. It is a process check to verify closure of IQA and EQA comments and their effectiveness.

- **Audits and Project Management Reviews**

- Project Audits are performed by an external quality auditor who audits the project to verify compliance with customer specific processes. Project Management Reviews are conducted quarterly by senior management representatives to assess overall project health and potential risks

Resumes of Key Staff

Resumes of the proposed team are provided below:

Resume of Data Scientist	
Specialities	Azure & AWS-certified data professional with 9 years of expertise in designing scalable data infrastructures, managing cross-functional teams, and mentoring. Proficient in machine learning, real-time analytics, Spark, Kafka, and anomaly detection. Industry experiences spans Telecom, Manufacturing, Supply Chain, Education, IT consulting, and more, driving growth through advanced AI methodologies.
Key Skills	<p>Languages: Python, Java, R, JavaScript, MATLAB, SQL, kSQL, Shell Script (Linux), HTML</p> <p>Analytics: Predictive Analytics, Anomaly Detection, Recommendation Engine, Event Processing, NLP</p> <p>ML DevOps: AWS, Azure, Google Cloud (GCP), Docker, Kubernetes, Helm, Terraform, AWS.</p> <p>Frameworks: TensorFlow, Apache Beam, Apache Airflow, Kafka, Apache Flink, Spark;</p> <p>Cloud: Azure DataBricks, BigQuery, Confluent KSQLDB, Dataflow, Snowflake</p>
Professional Experience	<p>PROJECT EXPERIENCES</p> <p>ivoyant LLC, Atlanta (Jan 2020 – Present): Senior Data Scientist</p> <ul style="list-style-type: none"> Designed and implemented machine learning workflows to enhance customer satisfaction and reduce costs in the telecom industry. Devised KPIs to assess customer service performance and deployed distributed data infrastructure on Google Cloud Platform for real-time event processing and anomaly detection. Boosted data processing SLA by identifying time-intensive events and slashed customer service costs using ensemble machine learning models. Developed real-time stream processing pipelines using Kafka streams, replacing inefficient legacy systems and increasing data processing speed by 40%. Designed scalable, real-time data architectures using Kafka and KSQLDB, optimizing data operations and improving team efficiency by 15%. Deployed streaming pipelines using Azure CI/CD, enhancing scalability and reliability while reducing delivery times by 10%. Built predictive maintenance models that prevented 30% of major drivetrain failures and avoided 180 hours of process downtime with an Early Warning System. Optimized data infrastructure by applying FFT to streaming event data and restructuring manufacturing plant data models to create relational connections. Utilized tools like Spark, Azure Databricks, Azure ML, Event Hubs, and Apache Beam to manage batch and streaming data transformations. <p>Edge Geoscience Inc., Houston (Jan 2019 – Dec 2019): Principal Data Scientist</p> <ul style="list-style-type: none"> Designed a drilling hazard predictor and lithological facies classification model for the largest oil drilling well site, reducing operational risks. Developed and launched a real-time monitoring dashboard to optimize drilling operations and alert potential failures. Optimized drilling fluid consumption using innovative ML algorithms, resulting in a 25% cost reduction. Visualized real-time well-log data (WITSML) using D3.js and advanced visualization techniques, improving decision-making efficiency. Led the AI R&D team to design analytical workflows, gaining expertise in geoscience, drilling data, supervised classification, and interactive visualizations. <p>Deloitte, India (May 2017 – June 2018): Risk Advisory Consultant</p>

	<ul style="list-style-type: none"> Developed a control-monitoring system using Power BI to identify process gaps and control failures, providing actionable insights for risk mitigation. Analyzed procurement risks in \$300M+ annual spending, uncovering concealed gaps and fraud patterns among vendors at India's largest consumer goods company. Forecasted commodity prices by applying time series modeling and evaluated structured and unstructured data for risk predictions. Designed an interactive D3.js tracking dashboard for Procure-to-Pay process and procurement analytics, improving process transparency. Acquired expertise in Association Rule Mining, Time Series Analysis, SAP, Tableau, SQL, and D3.js.
Education	Masters in Business Analytics from University of Texas at Dallas.
Resume of Software Architect	
Specialities	Highly accomplished Software Architect with 23 years of experience in designing and implementing high-performance solutions using cutting-edge technologies. Expertise in enterprise software development, cloud computing, distributed systems, and big data solutions with a focus on low latency and extreme throughput. Proficient in Microservices architecture, Agile methodologies, and CI/CD pipelines.
Key Skills	<ul style="list-style-type: none"> Programming & Frameworks: Java (1.2-17), Spring Boot, Vert.x, Netty, OSGI. Data Management: NoSQL (Cassandra, MongoDB), Distributed Data Grids (Oracle Coherence, Hazelcast). Search & Integration: ElasticSearch, Solr, TIBCO Suite, Kafka, Apache Camel. Cloud Platforms: AWS, Azure, GCP. Deployment & Automation: Docker, Kubernetes, Jenkins, ADO. Big Data & CEP: Real-time data replication, Change Data Capture, high-throughput solutions.
Professional Experience	<p>PROJECT EXPERIENCES</p> <p>Ivoyant LLC - Chief Architect & Lead Engineer (2014 - Present)</p> <ul style="list-style-type: none"> Designed Kubernetes-based microservices for telecom and supply chain industries. Migrated legacy systems to microservices, enhancing efficiency and reducing costs. Developed high-performance data replication and scheduling solutions. <p>AT&T Grid Repository Lead Engineer, Architect (2011 - 2013)</p> <ul style="list-style-type: none"> Improved performance by 300% through multi-data center replication and unified APIs. Designed real-time solutions processing over a billion events across data centers. <p>Previous Roles</p> <ul style="list-style-type: none"> TIBCO, JetBlue, Macys Active Information Network, IBM, Dell, HP Consulting (2001-2011). <p>Accomplishments</p> <ul style="list-style-type: none"> Patented solutions for communications network modeling. Developed numerous mission-critical enterprise applications and middleware solutions.
Education	<ul style="list-style-type: none"> Bachelor of Engineering, Kuvempu University, Karnataka (Gold Medalist).

Resume of Software Architect	
Specialities	Over 22 years of IT experience specializing in business and enterprise architecture, real-time and distributed analytics, and business-centric solutions. Proven expertise in increasing revenue, reducing costs, and mitigating risks for Fortune 200 companies across industries including transportation, supply chain management, and telecommunications. Adept at fostering collaborative partnerships and delivering business-focused technology solutions that drive competitive advantage.
Key Skills	<ul style="list-style-type: none"> • Enterprise & Solution Architecture: Strategic planning, bimodal architecture, business process re-engineering. • Technology & Integration: Cloud migration strategies (Azure), B2B/B2C/A2A integration, data and integration strategies. • Analytics & Insights: Near real-time business visibility, predictive analytics, 360° business insights. • Application Portfolio Management: Application analysis (4R's/7R's), migration, and modernization. • Leadership & Delivery: Driving strategic initiatives, team management, and cross-functional collaboration.
Professional Experience	<p>PROJECT EXPERIENCES:</p> <p>Technical Product Owner (Oct 2021 - Present)</p> <ul style="list-style-type: none"> • Delivered a critical application for customer identification across AT&T products, providing real-time customer information for better engagement and satisfaction. • Collaborated with business and product owners to define product vision, functionalities, and delivery timelines. • Integral to the development of a Cassandra/Solr-based Customer Grid platform enabling event-driven microservices and real-time analytics. <p>Cricket Wireless Solution Architect & Delivery Lead (Nov 2019 - Oct 2021)</p> <ul style="list-style-type: none"> • Led delivery of high-visibility products in shared services, including a HyperGRID platform for event-driven microservices and large-scale data transfers. • Collaborated with business stakeholders to ensure timely project delivery and created near real-time device attribute management solutions. <p>Genuine Parts Company (NAPA US Automotive) Principal Architect (Oct 2016 - Oct 2019)</p> <ul style="list-style-type: none"> • Defined enterprise cloud adoption strategy and application roadmap to optimize costs and enhance productivity. • Delivered hybrid cloud and microservice-based solutions for a unified commerce experience. • Pioneered mobile B2B sales channels and pattern-based architecture for standardized designs. <p>Norfolk Southern Enterprise Architect (May 2012 - Sept 2016)</p> <ul style="list-style-type: none"> • Built centralized platforms for near real-time data processing, enabling operational improvements in asset utilization and cost efficiency. • Developed decentralized analytics platforms for real-time data visualization and proactive decision-making.
Education	<ul style="list-style-type: none"> • Bachelor of Engineering, University of Mumbai. • Post Graduate Diploma in Software Technology, National Center for Software Technology (NCST), Mumbai.

Resume of Data Manager	
Specialities	Data Scientist with 4+ years of experience; experienced in ML Model development from scratch on AWS Sagemaker, and a trained computer vision and ML engineer.
Key Skills	<ul style="list-style-type: none"> • Machine Learning: Regression analysis, Predictive Analysis, Clustering, Feature Engineering, SkLearn, PCA, Statistical Analysis, • Deep Learning: CNN, RNN, NLP, LSTM, LLM PyTorch, TensorFlow 2.0, Keras, Image Processing, OpenCV • Programming Languages: Python, R, Java, JavaScript, SQL • Web Development: HTML5, CSS3, JavaScript, Nodejs, Postman, Flask, Django, Flutter, Fast API, REST API • Databases: MongoDB, PostgreSQL, MySQL, Oracle SQL • Tools: Bedrock, Langchain, Power BI, Tableau, Git, Docker, Jupyter Notebook, Spark, Apache Kafka, GenAI, LLM, RAG, Spark, Confluent, Terraform, Mage, Airflow, Jira, Jenkins • Cloud Technologies: AWS, Azure, GCP
Professional Experience	<p>Data Scientist, The Home Depot (September 2022 – Present)</p> <ul style="list-style-type: none"> • Established databases, ETL pipelines, and reporting systems utilizing AWS S3, AWS Glue and Redshift. • Automated data collection, processing, and reporting workflows with AWS Step functions, improving efficiency. • Developed ML Model from scratch on AWS Sagemaker, reducing customer churn by 20%. <p>Computer Vision and ML Engineer, SwiftAI (September 2020 - March 2021)</p> <ul style="list-style-type: none"> • Deployed a real-time image search engine for conditional recommendations, reducing customer search time by 40%. • Trained deep neural network models using TensorFlow for classification and built a user-friendly Flask interface. • Implemented CI/CD pipelines with Jenkins and utilized Git for version control. • Orchestrated Python workflows with integrated unit testing, ensuring goal achievement within budget and time. <p>Data Scientist, EkaLavya (Aug 2019 till Aug 2020)</p> <ul style="list-style-type: none"> • Conducted extensive data preprocessing and cleaning using NLTK ensuring high-quality inputs for model training. • Utilized Apache spark for handling large dataset and distributed framework. • Developed an automated pipeline for continuous model training and evaluation, reducing manual intervention by 40%.
Certifications	<ul style="list-style-type: none"> • Data Engineer Associate by Amazon Web Services (AWS) • OCI Generative AI Professionals by Oracle • PowerBI Virtual Case Experience by PwC Switzerland
Education	<ul style="list-style-type: none"> • Master of Engineering in Computer Science, Data Science; University of Cincinnati, Ohio • Bachelor of Technology in Computer Science; Gokaraju Rangaraju Institute of Engineering and Technology, Hyderabad, India

Pricing

Exhibit 1 Pricing

This pricing proposal outlines the detailed resource allocation, milestones, and associated costs for the pilot 12 months AI and LLM project requested by the NCTCOG. Though the proposed budget is designed to ensure high-quality deliverables while maintaining cost efficiency, we have not added the extended support cost along with licenses or server maintenance fee (*depending on NCTCOG's requirements*) for future reference. We would like to propose a revised structure in the master agreement upon award. The plan considers the scope of work, timeline, and typical requirements of similar projects.

Role	Hourly Rate	Description of Work
Chief Architect	\$160	Chief Architect of the project, advises on integration mapping and oversees implementation
Project Manager & Data/ML Engineer	\$130	Project management, stakeholder oversight risk management; solution architecture, data pipeline design, ML model architecture
Data Manager	\$130	Model development, training, tuning; Data preprocessing, ETL, pipeline implementation
Quality Assurance Manager	\$110	For Testing, improvement enhancement monitoring
Developer	\$125	Security implementation, compliance, data protection
Business Analyst	\$115	Requirements gathering, documentation, user stories
DevOps Expert	\$130	handling the CI/CD Pipeline and other things

Phase 1

Resource	Hours	Cost	Key Deliverables
Project Manager	40	\$5,200	Project charter, stakeholder alignment
Chief Architect	40	\$6,400	Advice on the core tasks
Business Analyst	20	\$2,300	Requirements documentation
Data/ML Architect	10	\$1,300	Technical assessment
Phase 1 Total	110	\$ 15,200	

Phase 2

Resource	Hours	Cost	Key Deliverables
Data Manager	120	\$20,800	Solution architecture, data model
Data Engineer	120	\$20,800	Data processing;
Business Analyst	80	\$18,400	Security framework
Chief Architect	80	\$19,200	Model architecture
Phase 2 Total	400	\$ 79,200	

Phase 3

Resource	Hours	Cost	Key Deliverables
AI/ML Engineer	240	\$ 31,200	Model development, training
Chief Architect	40	\$ 64,000	Oversees the progress and advises
Business Analyst	240	\$ 27,600	Testing documentation



Data Manager	80	\$10,400	Oversee the collection, organization, storage, and analysis of data
Developer	120	\$15,000	Analyzing and developing
Phase 3 Total	720	\$ 148,400	

Phase 4

Resource	Hours	Cost	Key Deliverables
AI/ML Engineer & PM	130	\$ 16,900	Model tuning, validation and Deployment oversight
Chief Architect	40	\$6,400	Validation, oversees and manages stakeholder engagement
Data Manager	80	\$ 10,400	Security validation
Business Analyst	80	\$ 9,200	User acceptance testing
DevOps Expert	160	\$20,800	handling the CI/CD Pipeline and other things
Phase 4 Total	490	\$ 63,700	

Phase 5:

Resource	Hours	Cost	Key Deliverables
AI/ML Engineer	20	\$ 2600	Model tuning, validation
Chief Architect	10	\$1600	Stakeholder communication
Project Manager	40	\$ 5200	Deployment oversight
Data Manager	40	\$ 5200	Data validation
Business Analyst	40	\$ 4600	User acceptance testing
DevOps Expert	10	\$1300	Issues resolve
Phase 5 Total	160	\$20,500	

Category	Hours	Cost
Phase 1	110	\$15,200
Phase 2	400	\$79,200
Phase 3	720	\$ 148400
Phase 4	490	\$ 63700
Phase 5	160	\$20500
Project Total	2080	\$327,000

Additional Notes

1. **Rates:** All rates include standard benefits and overhead costs.
2. **Scope:** Pricing includes all deliverables specified in the SOW.
3. **Travel:** Travel expenses are included in the rates.
4. **Change Orders:** Additional work beyond the scope will be billed at the hourly rates listed above.

Value Proposition

In similar fashion, we have provided the same features/services in domains like Finance, and operations.

- We have built an in-house application PlatformNX which simplifies and enhances processes like permit applications, inspection scheduling, and communication with developers and residents by automating Permit Application Processes
- We have experts in AI-driven workflow automation, including natural language processing (NLP), machine learning (ML), and robotic process automation (RPA).
- We are proficient in building orchestration engines with seamless integrations into existing systems like CRM, ERP, and government platforms.
- Experienced in post-deployment maintenance, offering technical support and updates to optimize solutions over time.

Attachments

Objective: Include supporting documentation.

We have included all the supporting documents, and we are responding to Service Category #1 Artificial Intelligence (AI) Solutions for Public Sector entities.

EQUIRED ATTACHMENT CHECKLIST

Please utilize this checklist to ensure that all required attachments are included with your proposal. IF AN ATTACHMENT DOES NOT APPLY, PLEASE MARK AS "**NOT APPLICABLE**" AND SUBMIT WITH THE PROPOSAL. FAILURE TO SUBMIT **ALL REQUIRED DOCUMENTS** MAY NEGATIVELY IMPACT YOUR EVALUATION SCORE.

- ✓ Page 1 - Cover Sheet
- ✓ Page 21 - Attachment I: Instructions for Proposals Compliance and Submittal Page 22 - Attachment II: Certification of Offeror
- ✓ Page 23 - Attachment III: Certification Regarding Debarment
- ✓ Page 24 - Attachment IV: Restrictions on Lobbying
- ✓ Page 26 - Attachment V: Drug-Free Workplace Certification
- ✓ Page 27 - Attachment VI: Certification Regarding Disclosure of Conflict of Interest
- ✓ Page 30 - Attachment VII: Certification of Fair Business Practices
- ✓ Page 31 - Attachment VIII: Certification of Good Standing Texas Corporate Franchise Tax Certification
- ✓ Page 32 - Attachment IX: Historically Underutilized Businesses
- ✓ Page 33 - Attachment X: Federal and State of Texas Required Procurement Provisions
- ✓ Page 36 - Exhibit 1: Description of Desired Product Categories for Proposed Pricing
- ✓ XPage 37 - Exhibit 2: Sample Market Basket Form
- ✓ Page 38 – Exhibit 3: Service Area Designation Forms

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):

Ivoyant LLC

Signature of Authorized Representative:



Date: 01/24/2025

ATTACHMENT II: CERTIFICATIONS OF OFFEROR

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

I also certify that I have read and understood all sections of this solicitation and will comply with all the terms and conditions as stated; and furthermore, that I, Sonya Beredimas (typed or printed name) certify that I am the chief Operating Officer (COO) 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):
ivoyant LLC

Signature of Authorized Representative



Date: 01/24/2025

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

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

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

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

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

Name of Organization/Contractor(s):

Ivoyant LLC

Signature of Authorized Representative:



Date: 01/24/2025

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 non appropriated 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):



Ivoyant LLC

Signature of Authorized Representative:

Sonya R. Buedinard

Date: 01/24/2025

ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

The **ivoyant LLC** (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 ivoyant LLC (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):
ivoyant LLC

Signature of the Authoritative Representative



Date: 01/24/2015

**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):

Ivoyant LLC

Signature of Authorized Representative



Date: 01/24/2025

ATTACHMENT VII: CERTIFICATION OF FAIR BUSINESS PRACTICES

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

Name of Organization/Contractor(s):

ivoyant LLC

Signature of Authorized Representative:

A handwritten signature in blue ink that reads "Sonya R. Beaudin". The signature is written in a cursive style with a large initial 'S'.

Date: 01/24/2025

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

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

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

Indicate the certification that applies to your corporation:

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



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

☐ Type of Business (if not corporation):



☐ Sole Proprietor Partnership ☒ **Other ivoyant (LLC)**

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.

Sonya R. Buesedimar

Date: 01/24/2025

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

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

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

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

State of Texas HUB Program

Texas Comptroller of Public Accounts Lyndon B. Johnson State Office Building 111 East 17th Street
Austin, Texas 78774

(512) 463-6958

<http://www.window.state.tx.us/procurement/prog/hub/>

North Central Texas Regional Certification Agency 624 Six Flags Drive, Suite 100
Arlington, TX 76011

(817) 640-0606

<http://www.nctrca.org/certification.html>

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

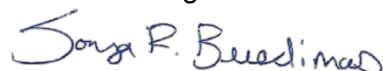
You must include a copy of your certification document as part of this solicitation to receive points in the evaluation.

Vendor to Sign Below to Attest to Validity of Certification:

Ivoyant LLC

Vendor Name

Authorized Signature



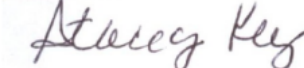


Sonya Beredimas

Typed Name

Date: 01/24/2025

Not applicable.

THIS CERTIFIES THAT		 NMSDC National Minority Supplier Development Council	
Ivoyant LLC			
* Nationally certified by the: GEORGIA MINORITY SUPPLIER DEVELOPMENT COUNCIL			
*NAICS Code(s): <u>541511; 541512; 541519</u>			
* Description of their product/services as defined by the North American Industry Classification System (NAICS)			
01/09/2025 <hr/> Issued Date	AT250520 <hr/> Certificate Number		
03/31/2026 <hr/> Expiration Date	 Ying McGuire NMSDC CEO and President		 <hr/> Stacey Key, President and CEO
By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: http://nmsdc.org			
Certify, Develop, Connect, Advocate.			
* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®			

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.**

Ivoyant LLC

Name of the authorized person

Sonya R. Beredimas

Sonya Beredimas

Date:

01/24/2025

-OR-

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.

Sonya R. Beredimas

Sonya Beredimas

Ivoyant LLC

01/24/2025

-OR-

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

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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.

SIGNATUR
E OF
AUTHORIZ
ED
PERSON:

Sonya R. Beredimas

Sonya Beredimas

NAME OF
AUTHORIZ
ED
PERSON:

Ivoyant LLC

NAME
OF
COMPANY:

24/1/2025

DATE:

XHIBIT 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.

Nationwide Service Area Designation or Identification Form							
Proposing Firm Name:		Ivoyant LLC					
		Response to Proposal for (AI) Solutions for Public Sector Entities. RFP#2025-018					
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><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will service all fifty (50) states	Will not service fifty (50) states						
<input checked="" type="checkbox"/>	<input type="checkbox"/>						
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		

EXHIBIT 3: SERVICE DESIGNATION AREAS

	Texas Service Area Designation or Identification						
Proposing Firm Name:	Ivoyant LLC						
Notes:	<p>Indicate in the appropriate box whether you are proposing to service the entire state of Texas</p> <table border="1"> <tr> <td>Will service the entire state of Texas</td> <td>Will not service the entire state of Texas</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table> <p>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.</p>			Will service the entire state of Texas	Will not service the entire state of Texas	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will service the entire state of Texas	Will not service the entire state of Texas						
<input checked="" type="checkbox"/>	<input type="checkbox"/>						
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	