

North Central Texas Council of Governments

**Response to RFP No. 2025-018**  
**Artificial Intelligence (AI) Solutions**  
**for Public Sector Entities**

SUBMITTED JANUARY 24, 2025



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# 1. CERTIFICATE OF OFFEROR AND STATEMENT OF UNDERSTANDING

## TXShare Your Public Sector Solutions Center

### REQUEST FOR PROPOSALS

For

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

RFP # 2025-018

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

Cloud Navigator, Inc.

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Acknowledgment of Addenda (initial): #1 TM #2 \_\_\_\_\_ #3 \_\_\_\_\_ #4 \_\_\_\_\_ #5 \_\_\_\_\_

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

COVER SHEET

# Statement of Understanding

North Central Texas Council of Governments (NCTCOG) Stakeholders:

Cloud Navigator, Inc. is pleased to submit this proposal for products and services to support the NCTCOG in achieving its goal of providing its membership with access to innovative Artificial Intelligence (AI) solutions. We hope you find this proposal to be complete, easy to follow, and reflective of your objectives.

Cloud Navigator, Inc. recognizes that the North Central Texas Council of Governments (NCTCOG), through its TXShare Cooperative Purchasing Program, seeks to establish a Master Services Agreement with qualified vendors to provide innovative Artificial Intelligence (AI) solutions tailored to the needs of public sector entities. The goal is to enhance operational efficiency, optimize data usage, and foster innovation across various municipal, county, and government agency departments.

The solicitation outlines a comprehensive range of desired deliverables across multiple service areas, including but not limited to administration, development services, finance, human resources, cybersecurity, and citizen engagement. Cloud Navigator, Inc. understands that the proposed solutions must integrate seamlessly with existing government systems, adhere to strict data security and privacy standards, and provide ongoing support, training, and system maintenance to ensure successful deployment and continuous improvement.

Our approach will be focused on delivering scalable, user-friendly AI technologies that drive measurable outcomes and align with the operational and strategic goals of NCTCOG's member entities. We also recognize the expectation to provide detailed technical and pricing proposals, ensuring clarity, transparency, and value-added benefits for all stakeholders involved.

## 2. REFERENCES

### Reference 1 - Florida Agency for Healthcare Administration

Cloud Navigator has been instrumental in AHCA's Information Transparency efforts

Reference Organization	
<i>Organization Name</i>	Florida Agency for Healthcare Administration (AHCA)
<i>Webpage Address</i>	<a href="https://ahca.myflorida.com">https://ahca.myflorida.com</a>
Client Contact Information	
<i>Contact Name</i>	Jaime Bustos – Bureau Chief – Health & Information Transparency
<i>Street Address</i>	2727 Mahan Drive, Tallahassee, FL 32308
<i>Email Address</i>	<a href="mailto:Jaime.Bustos@ahca.myflorida.com">Jaime.Bustos@ahca.myflorida.com</a>
<i>Phone Number</i>	850.412.3740
Commodity/Service Details	
<i>Period of Services</i>	03/2017-Present
<i>Contract Value</i>	\$750,000

**We are currently piloting Generative AI and Predictive Design with Florida AHCA. This is designed to enhance and optimize resident self-service across all available public health data.**

The Agency for Healthcare Administration (AHCA) contracted Cloud Navigator to surface existing health provider performance information through the FloridaHealthFinder website. On this website you can find information to help you compare the quality and cost performance of hospitals, ambulatory surgery centers, health plans, nursing homes, and prescription drugs. The website also lists Florida health care facilities; information on health insurance; medical care resources for the uninsured; resources for seniors; and much more.

The main topic areas to view on the Florida Health Finder website include:

Health Plans: Compare health plans on quality of care, member satisfaction, coverage areas by county, accreditation status, and claims payment performance. You can also compare monthly health plan premium rate options and find additional resources on many health insurance topics.

Hospitals and Ambulatory Surgery Centers: View performance and outcome data on selected medical conditions and procedures in these types of health care facilities.

Emergency Room Care: Read educational information about when and how to use an emergency room, what to do in a medical crisis, alternatives to emergency room care and other helpful information.

Health Care Resources: Find the resources that can help you make the most informed decisions. Resources such as:

Doctors and Specialists

Important Links & Numbers

Protection from Financial Exploitation

Medicare Provider Utilization and Payment Data

Health Care Education: Educate yourself about what matters leveraging these sources:

Consumer Guides

Health Encyclopedia

Symptom/Health Navigator

FloridaHealthFinder.gov is Floridians' one-stop place to find up-to-date and accurate provider performance information.

## Reference 2 - City of Phoenix Arizona

Cloud Navigator continues to support Phoenix's citizen services 311 Solution

Reference Organization	
<i>Organization Name</i>	City of Phoenix Arizona
<i>Webpage Address</i>	<a href="https://www.phoenix.gov">https://www.phoenix.gov</a>
Client Contact Information	
<i>Contact Name</i>	Sarah Gagnon - Program Manager for Dynamics 365 Platform
<i>Street Address</i>	200 W. Washington Street, Phoenix, AZ 85003
<i>Email Address</i>	<a href="mailto:Sarah.Gagnon@Phoenix.gov">Sarah.Gagnon@Phoenix.gov</a>
<i>Phone Number</i>	480.606.8394
Commodity/Service Details	
<i>Period of Services</i>	10/2021-Present
<i>Contract Value</i>	\$2,960,000.00



Cloud Navigator completed a comprehensive upgrade and expansion of Phoenix's existing 311/Citizen Request system. This project involved several key enhancements and developments including:

*Revamped Public Web Portal:* The public web portal was revamped to improve self-service, user experience, accessibility, and functionality.

*Integration of New Services:* Cloud Navigator integrated new services into the Dynamics 365 system to provide new self-service capabilities and expand tracking and automation.

*Round Trip Integration with External Systems:* Bi-directional data exchange ensures seamless communication and synchronization between Dynamics 365 and other relevant systems, improving data accuracy and operational efficiency.

*Development of New Mobile Apps:* Cloud Navigator developed new mobile applications for both iOS and Android platforms.

Cloud Navigator maintains a continuing contract to provide ongoing support and maintenance for the upgraded Dynamics 365 solution.

### Reference 3 - Florida Executive Office of the Governor

Cloud Navigator has been instrumental in FL EOG's cloud implementations

Reference Organization	
<i>Organization Name</i>	Florida Executive Office of the Governor (EOG)
<i>Webpage Address</i>	<a href="https://www.flgov.com">https://www.flgov.com</a>
Client Contact Information	
<i>Contact Name</i>	Alan Cash – Chief Information Officer
<i>Street Address</i>	400 S. Monroe Street, Tallahassee, FL 32399-0001
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<i>Phone Number</i>	850.717.9200
Commodity/Service Details	
<i>Period of Services</i>	05/2015-Present
<i>Contract Value</i>	\$590,906.25
In September 2015, Cloud Navigator embarked on a pivotal project for EOG, migrating them to the Microsoft Cloud for significant portions of their operations.	



We migrated email to Office 365 for 200 Exchange users, enhancing EOG's email communication and collaboration capabilities.

This was followed by transitioning their CRM system from CRM 2011 to Dynamics 365. This upgrade catered to over 60 Dynamics users across various critical functions such as Case and Audit Management for the Chief Inspector General, Governor's Scheduling, Governor's Board Appointments, and Public Records Requests.

The project significant data migration from Microsoft Exchange to Office 365, and from Dynamics CRM 2011 to Dynamics 365. It also included the transformation of an ASP.Net application for case and audit management and hosting of that application in Microsoft Azure.

## Reference 4 – Florida Clerk of the Courts Operations Cooperation

Cloud Navigator continues to support the FL CCOC's guardianship oversight efforts

Reference Organization	
<i>Organization Name</i>	Florida Clerk of the Courts Operations Cooperation
<i>Webpage Address</i>	<a href="https://flccoc.org">https://flccoc.org</a>
Client Contact Information	
<i>Contact Name</i>	John Dew – Executive Director
<i>Street Address</i>	2560 Barrington Circle, Suite 2, Tallahassee, FL 32308
<i>Email Address</i>	<a href="mailto:jdew@flccoc.org">jdew@flccoc.org</a>
<i>Phone Number</i>	850.386.2223
Commodity/Service Details	
<i>Period of Services</i>	1/2023-Present
<i>Contract Value</i>	\$2,250,000.00

Cloud Navigator established a centralized statewide database and external-facing website to enhance court oversight of guardianship cases by consolidating information from disparate sources, fostering transparency, and facilitating public access to searchable professional guardianship data.

The project delivers improved efficiency in accessing guardianship information, promotes accountability and transparency in guardianship proceedings, and empowers stakeholders, including the public, to make informed decisions regarding guardianship matters, ultimately enhancing the integrity and effectiveness of the guardianship system in the state.

### 3. PROJECT-RELATED EXPERIENCE AND QUALIFICATIONS

#### a. Organization's Capabilities and Experience

##### TECHNICAL EXPERTISE

Cloud Navigator, Inc. is a leader in delivering cutting-edge artificial intelligence (AI) solutions tailored to the unique challenges faced by public sector entities. We leverage Microsoft's advanced AI technologies, including Azure AI, Power Platform, and the latest innovations like Microsoft Copilot Studio, to create scalable, secure, and impactful solutions that drive operational excellence and enhance service delivery.

Cloud Navigator excels in harnessing Microsoft's ecosystem of AI tools and services to design intelligent, user-focused applications that transform public sector operations. Our core areas of expertise include...

##### **Microsoft Azure AI Services**

We specialize in implementing Azure Machine Learning, Cognitive Services, and Azure OpenAI Service to create AI-powered solutions for natural language understanding, predictive analytics, and conversational AI. These tools enable smarter decision-making and improved citizen engagement.

##### **Microsoft Copilot Studio**

As experts in Copilot Studio, we design customized AI assistants tailored to specific departmental workflows, such as finance, human resources, and public works. Copilot Studio allows us to develop embedded AI experiences that enhance productivity by automating repetitive tasks, surfacing actionable insights, and integrating seamlessly into commonly used Microsoft tools like Office 365 and Dynamics 365.

##### **Power Platform Integration**

We integrate AI capabilities into Microsoft Power BI, Power Automate, and Power Apps to empower public sector organizations with tools that automate workflows, generate actionable insights, and build intuitive, AI-driven applications without the need for extensive coding.

## **Natural Language Processing (NLP)**

Leveraging Azure Cognitive Services, we create conversational AI solutions such as chatbots and virtual assistants. These tools enable real-time, context-aware interactions that improve citizen engagement and streamline internal processes.

## **Predictive and Prescriptive Analytics**

Through Azure Machine Learning, we deliver analytics solutions that enable public sector entities to forecast trends, optimize resource allocation, and make data-driven decisions to improve service outcomes.

## **Cybersecurity and Compliance**

Our solutions incorporate Microsoft's AI-driven security platforms, including Azure Sentinel and Microsoft Defender, to proactively identify threats, automate incident responses, and maintain compliance with data privacy standards like GDPR and HIPAA.

## **Proven Methodologies**

Cloud Navigator's approach is rooted in innovation, user-centric design, and seamless system integration. By leveraging a Hybrid (Waterfall/Agile) project management framework, we ensure timely delivery, collaboration, and alignment with public sector goals. Key steps include...

- Discovery and Needs Assessment - Conducting detailed evaluations to understand operational challenges and opportunities.
- Custom Development - Designing tailored solutions using Microsoft technologies, including Copilot Studio and Azure AI.
- Training and Support - Providing comprehensive training and continuous support to maximize the impact of deployed solutions.

Cloud Navigator's expertise in Microsoft AI technologies, including Azure AI, Copilot Studio, and Power Platform, uniquely positions us to empower public sector organizations. By delivering transformative solutions that increase efficiency, enhance service delivery, and optimize decision-making, we are committed to driving innovation and meaningful outcomes for the communities we serve.

## **PROJECT MANAGEMENT**

Cloud Navigator employs a PMBOK aligned project management methodology.

Our Project management approach begins with Project Initiation and a Project Kick-Off Meeting. The Kick-Off Meeting should include the entire project team and Customer Executive Sponsors to review the project scope, deliverables, and project schedule. An emphasis will be placed on

developing a comprehensive project schedule which will be jointly reviewed, revised, and finalized to ensure communication can be sent out well in advance to all users as needed.

A primary activity throughout the project will be the initial and subsequent joint reviews of the proposed project timeline and anticipated timeframes to ensure that all parties are fully communicated with, fully aware of responsibilities, and adhere to time constraints.

Finally, project close-out will include finalizing a system support manual and support plan and final documentation and acceptance.

Due to the 30-page limit we purposely left our normal language focused on 'Scope Management', 'Resource Management', and 'Risk Management'. We are more than happy to share that with you at the appropriate time.

## TEAM QUALIFICATIONS

The Cloud Navigator team is comprised of dedicated professionals (Engagement and Project Managers, Sr. Solution Architects, Solution Architects, Business Analysts, Quality Assurance Managers, Quality Assurance Specialists, and Trainers) that have decades of experience working with customers. Our customers come in many sizes from small organizations to very large ones.

Due to the 30-page limitation for this response and the need to prioritize critical information, we are unable to include our usual detailed skills matrix for each team member. Instead, we have provided a concise list of personnel and their respective roles across all projects. While the skills matrix is not included, we want to emphasize that our team members are highly qualified and bring extensive expertise relevant to the scope of work. We would be happy to provide the full skills matrix upon request or during the next phase of evaluation.

Company	Name	Role	Responsibilities
Cloud Navigator	Kristal Middlebrook	Project Manager	Engagement Delivery
Cloud Navigator	Russell DeGrove	Solution Architect	Technical Delivery – AI Copilot/Power Automate Flows/Azure Open AI
Cloud Navigator	Shiva Kumar	Solution Architect	Technical Delivery – AI Copilot/Power Automate Flows/ Azure Open AI
Cloud Navigator	William Brito	Solution Architect	Technical Delivery – AI Copilot/Power Automate Flows/ Azure Open AI
Cloud Navigator	Josh Reynolds	Solution Architect	Technical Delivery – Azure Services
Cloud Navigator	Wanda Mitchell	Support Manager	Testing, QA, and Support

## **b. Relevant Past Projects**

Cloud Navigator has a proven track record of delivering innovative, data-driven solutions that align closely with the AI-driven goals of the RFP's membership. Our work on a Telehealth Platform for Women, in collaboration with OvaryIt Inc., utilized predictive analytics and data integration to provide personalized healthcare recommendations, demonstrating our ability to enhance citizen-centric services. Similarly, our Fire Management System for the Florida Forest Service leveraged advanced analytics to optimize resource allocation and improve response times, showcasing our expertise in predictive capabilities for public safety and emergency management.

Our long-standing partnership with the Florida Agency for Healthcare Administration further highlights our ability to develop impactful solutions. This includes an AI-infused Copilot (currently in pilot phase) that delivers accurate, real-time healthcare information and future enhancements to both their FloridaHealthFinder and MyFloridaRX solutions, which will leverage AI to help Florida residents find the most attainable prescription drug prices. These initiatives emphasize our commitment to integrating AI for better accessibility, cost savings, and user engagement.

Additionally, our Virtual Assistant integration for the City of Phoenix leveraged predictive design to streamline over 20 public services, including utility billing, public records requests, and inspection scheduling, underscoring our expertise in automating workflows and enhancing citizen interactions. Even in non-AI-specific projects, such as workflow automation for municipal systems, we have demonstrated our ability to optimize processes—experience that would translate directly into AI-driven financial forecasting and anomaly detection solutions for RFP members. Across all these projects, Cloud Navigator has consistently delivered scalable, impactful, and innovative solutions tailored to the unique needs of public sector entities, making us well-equipped to meet the objectives outlined in the RFP.

## **c. Background and Years in Business**

### **Company History**

Cloud Navigator was incorporated in 1991. Company leadership includes seasoned IT executives that previously worked at Microsoft, Yahoo, OpenText, and various government agencies. Together with our highly qualified and experienced technical staff, we have completed hundreds of cloud IT implementations, many for local governments.

Cloud Navigator specializes in implementing cloud-based systems for organizations that need to keep IT systems secure, modernized, and operating effectively. We assess your IT needs and provide a roadmap to help your organization realize the benefits of cloud computing.

We migrate IT workloads to the cloud and then we help you keep those systems operating at peak effectiveness for cost, performance, reliability, and usability. In addition, we help IT staff and knowledge workers transition through organizational changes.

When designing and implementing state-of-the-art business solutions, Microsoft's cloud offerings (Azure Services, Microsoft 365, Dynamics 365) are our cloud platforms of choice.

## Previous Work with Government Entities

Cloud Navigator has extensive experience working with many types of Public Sector entities across the nation. This includes many state agencies, as well as many city and county governments.



Below is a sample list of organizations we have worked with locally and across the country.

- Alabaster, AL Water Board
- City of Alcoa, TN
- City of Birmingham, AL
- City of Covington, KY
- City of Doral, FL
- City of Fairfax, VA
- City of Jacksonville, FL
- City of Miami Beach, FL
- City of New Port Richey
- City of North Miami Beach
- City of Panama City Beach
- City of Phoenix, AZ
- City of Santa Maria, CA
- City of Tallahassee, FL
- City of Yankton, SD
- Eastern Idaho Public Health
- Fairfield Housing Authority, CA
- Florida Auditor General
- Florida Department Business and Professional Regulation
- Florida Department of Agriculture and Consumer Services
- Florida Department of Children and Families
- Florida Department of Corrections
- Florida Department of Education
- Florida Department of Environmental Protection
- Florida Department of Financial Services
- Florida Department of Health
- U.S Dept. of Energy
- Florida Department of Health in Broward County

## d. Significant Requirements Not Met

We feel that Cloud Navigator, Inc. can meet all significant requirements from your Scope of Work.

There will be no subcontractors or third-party services utilized in the performance of fulfilling this RFP.

## 4. TECHNICAL PROPOSAL

### a. Project Deliverables

#### SECTION 5.1: CHALLENGE OBJECTIVES

Cloud Navigator, Inc. has a proven history of designing and implementing solutions tailored to the unique challenges faced by public sector entities. Leveraging Microsoft AI technologies, including Azure AI, Copilot Studio, and Cognitive Services, we create innovative, efficient, and user-focused solutions. Our previous work, including a Predictive Design driven chatbot for the City of Phoenix and an AI-infused Copilot for Florida's Agency for Healthcare Administration, exemplifies our ability to align solutions with the RFP's challenge objectives. Below, we detail how Cloud Navigator would potentially approach each objective while showcasing the relevance of our past work.

##### Administration

- Approach - Cloud Navigator would deploy AI-powered dashboards that aggregate data from various city departments to provide actionable insights. These dashboards would enhance decision-making, policy analysis, and performance tracking, enabling efficient governance.
- Relevant Expertise - For the City of Phoenix, we developed a Predictive Design chatbot system integrated with over 20 public services, including paying bills, finding records, and submitting requests. This system improved administrative efficiency by reducing staff workload and response times.

##### Development Services

- Approach - AI solutions would streamline permitting processes, automate inspection scheduling, and enhance communication with developers and citizens. Predictive analytics would ensure timely service delivery and address potential delays.
- Relevant Expertise - Our chatbot for Phoenix facilitated seamless integration with the city's infrastructure, automating common requests such as inspections and service scheduling. This experience ensures our approach meets the needs of development services.



## **Event Centers**

- Approach - Cloud Navigator would create AI tools to optimize ticketing and improve customer engagement. Chatbots could provide real-time updates on events, personalized recommendations, and efficient ticket purchase experiences.
- Relevant Expertise - The chatbot for Phoenix showcased our ability to design solutions that integrate across multiple services, a model that can extend to event management systems.

## **Economic Development**

- Approach - AI systems could analyze economic trends, generate actionable insights for investment strategies, and facilitate communication with businesses. Predictive analytics would enhance strategic decision-making in economic growth.
- Relevant Expertise - Our predictive design framework ensures we can create solutions that identify opportunities and streamline processes for economic development.

## **Finance and Budget**

- Approach - By deploying AI-driven financial tools, we would support anomaly detection, forecasting, and optimized budget allocation. Solutions could automate reporting and provide real-time analytics to decision-makers.
- Relevant Expertise - Cloud Navigator's work in predictive analytics for public sector entities ensures that financial data is processed accurately and securely, empowering stakeholders with reliable insights.

## **Human Resources**

- Approach - AI tools would enhance recruitment, onboarding, and employee engagement through tailored experiences. For example, virtual assistants could streamline hiring workflows and provide 24/7 HR support.
- Relevant Expertise - Our solutions emphasize efficiency and scalability, ensuring HR departments can focus on strategic goals rather than administrative burdens.

## **Information Technology and Cybersecurity**

- Approach - AI-powered solutions could automate help desk functions, monitor systems for threats, and proactively identify vulnerabilities. Virtual assistants would streamline issue resolution, while predictive models enhance cybersecurity readiness.
- Relevant Expertise - Our AI Copilot for Florida's Agency for Healthcare Administration integrates responsible and ethical AI principles to ensure data security and privacy. These same principles would drive our IT and cybersecurity solutions.

## **Library Services**

- Approach - AI-powered chatbots and recommendation engines would enhance catalog searches, provide automated assistance, and streamline library services. Solutions could also facilitate personalized user experiences.
- Relevant Expertise - Cloud Navigator's expertise in natural language processing (NLP) and conversational AI ensures libraries can offer intuitive, user-friendly systems.

## **Municipal Courts**

- Approach - AI solutions would automate routine inquiries, enhance case management systems, and provide accessible legal information to the public. Predictive models could also help manage court schedules and reduce backlogs.
- Relevant Expertise - Our experience designing integrated AI systems equips us to address these requirements effectively.

## **Parks and Recreation**

- Approach - AI-driven tools could recommend activities, automate program registration, and optimize resource allocation. Predictive analytics could improve program scheduling based on usage patterns.
- Relevant Expertise - For Phoenix, our chatbot integrated with services to support resident inquiries about public resources and scheduling, a capability directly applicable to Parks and Recreation.

## **Parks Maintenance**

- Approach - Predictive maintenance systems would optimize resource allocation by analyzing infrastructure data and environmental factors. AI tools would prioritize tasks and ensure proactive communication with residents.
- Relevant Expertise - Our design principles emphasize predictive capabilities that maximize efficiency and extend resource lifespans.

## **Public Works**

- Approach - Cloud Navigator would implement AI-powered dashboards to track project schedules, manage resources, and provide transparent updates to citizens. Predictive analytics would anticipate challenges and mitigate risks.
- Relevant Expertise - Our experience integrating AI into large-scale service platforms ensures efficient project tracking and communication.

## Utility Billing

- Approach - AI chatbots would streamline billing inquiries, payment processing, and real-time account updates. Predictive models could provide usage insights and recommend energy-saving measures.
- Relevant Expertise - For Phoenix, we developed a chatbot that handles utility services, including billing inquiries and payment assistance, reducing wait-times and enhancing customer satisfaction.

## Visitor Engagement

- Approach - AI-powered systems would provide personalized recommendations, real-time updates, and seamless interactions through virtual assistants. Solutions could enhance tourism and foster community engagement.
- Relevant Expertise - Cloud Navigator's ability to integrate AI across diverse service areas equips us to design systems that elevate visitor experiences.

## Case Study Highlights

- City of Phoenix - Cloud Navigator designed a chatbot integrated across over 20 public services, including Pay Online, Request an Inspection, and Find Public Records. Using predictive design and robust integration, we enabled seamless user experiences and improved service delivery for residents and city staff.
- Florida Agency for Healthcare Administration - We developed an AI-infused Copilot leveraging Generative AI and Predictive Design to provide residents with accurate, real-time information on healthcare services. This solution ensures ethical AI practices, offering reliable insights into hospital infection rates, Medicaid coverage, and healthcare facility options, while maintaining the highest data privacy standards.

By leveraging these proven methodologies and technologies, Cloud Navigator ensures all solutions directly address the RFP's challenge objectives, delivering measurable improvements in efficiency, service delivery, and citizen satisfaction.

## SECTION 5.2: SCOPE OF WORK

Cloud Navigator's approach to delivering AI solutions is firmly rooted in aligning with client goals, adhering to best practices, and ensuring measurable results. For each engagement, we tailor our solutions to meet the specified scope of work requirements outlined in the RFP, while leveraging our extensive expertise in Microsoft AI technologies. Below is how we address the key responsibilities in the Scope of Work.

## **Solve Outlined Challenges**

- We begin with an in-depth assessment of each department's unique needs, conducting stakeholder interviews and analyzing existing processes to define the challenge areas.
- Cloud Navigator leverages Azure AI, Copilot Studio, and Power Automate to design modular solutions that address challenges like automating workflows, enhancing user engagement, and optimizing resource allocation.

## **Seamless Integration**

- Our solutions are designed to integrate with existing government systems, including case management tools, HR platforms, library databases, and utility billing systems.
- By leveraging Microsoft's open API architecture, we ensure our AI solutions are interoperable with critical IT infrastructure such as Identity and Access Management (IAM), Mobile Device Management (MDM), and Security Information and Event Management (SIEM) systems.

## **User-Friendliness and Accessibility**

- Cloud Navigator prioritizes user-centric design, creating intuitive interfaces and functionalities accessible to both technical and non-technical stakeholders.
- We follow the latest accessibility standards, including WCAG compliance, ensuring equitable use of the systems we develop.

## **Training and Ongoing Support**

- Our approach includes training sessions, tailored user guides, and on-demand support to help teams effectively adopt and manage the solutions.
- We offer continuous learning opportunities for users, ensuring they can leverage AI functionalities to their fullest potential.

## **Maintenance and Updates**

- We implement automated monitoring tools to detect and resolve system issues proactively.
- Regular updates are provided to keep the AI solutions aligned with technological advancements, regulatory changes, and evolving organizational needs.

## **Data Security and Compliance**

- All solutions adhere to robust data governance frameworks, including encryption protocols, role-based access controls, and adherence to regulations such as GDPR and HIPAA.

- Cloud Navigator employs Microsoft's AI capabilities to ensure secure data management, including anonymization, pseudonymization, and auditing.

## SECTION 5.3: TECHNICAL REQUIREMENTS

Cloud Navigator ensures that each AI solution we deliver fully aligns with the RFP's technical requirements. By weaving these specifications into every phase of development and deployment, we ensure systems are reliable, scalable, and future-proof. Here's how we address these requirements.

### Challenge-Specific Functionality

- Each solution is designed with the end goal in mind, addressing the specific operational challenges identified during the initial assessment.
- For example, predictive analytics might be integrated into finance solutions, while natural language processing (NLP) drives conversational AI for citizen engagement.

### Scalability

- Cloud Navigator designs solutions that scale effortlessly to handle increasing data volumes, user demands, or expanded functionalities.
- Using Azure Machine Learning, we ensure systems can adapt to organizational growth without compromising performance.

### Integration

- Our solutions seamlessly integrate with existing IT environments by adhering to open standards and leveraging Microsoft Azure's API capabilities.
- This ensures compatibility with systems like HR platforms, public works management tools, and library databases, while also enabling future integrations with emerging technologies.

### Real-Time Analytics

- Cloud Navigator's AI solutions include real-time dashboards and reporting tools, offering actionable insights for decision-makers.
- For example, in utility billing systems, we can deploy analytics that provide customers with usage forecasts and timely updates.

### Data Security and Privacy

- We adhere to strict data security standards, implementing multi-factor authentication (MFA), end-to-end encryption, and role-based access controls.

- Our AI systems comply with privacy regulations such as GDPR and HIPAA, ensuring data is handled responsibly and securely.

## **Natural Language Processing Capabilities**

- Cloud Navigator employs advanced NLP technologies to deliver conversational AI solutions capable of understanding diverse inquiries and responding with accuracy.
- For example, our chatbots for the City of Phoenix and Copilot solutions for Florida's Agency for Healthcare Administration demonstrate our ability to create intuitive and effective communication tools.

## **Accuracy and Reliability**

- To ensure accuracy, we conduct extensive testing and validation of AI models, including precision benchmarking and error analysis.
- Our solutions are built with self-learning mechanisms, enabling continuous performance improvements based on real-time feedback.

## **Algorithm Transparency**

- Cloud Navigator is committed to ethical AI practices, ensuring algorithm transparency and fairness.
- We can provide Microsoft's detailed documentation of algorithms, including their bias mitigation strategies and validation processes.

## **Continuous Improvement**

- All AI systems are designed with adaptive learning capabilities, ensuring they evolve based on user interactions and changing organizational needs.
- We establish feedback loops to incorporate stakeholder insights and refine solution performance.

## **Interoperability**

- Our solutions adhere to open standards for seamless interaction with existing systems, including secure data exchange protocols and API compatibility.
- We conduct rigorous interoperability testing to confirm successful integration with critical government systems.

## **Quality Control**

- Cloud Navigator implements robust quality control measures, including regular audits and performance testing.

- We work closely with our stakeholders, ensuring transparency and alignment with defined performance metrics.

By embedding these scope and technical requirements into our solutions, Cloud Navigator ensures that our AI offerings are not only aligned with the RFP's expectations but also deliver lasting value to the public sector organizations we serve.

## b. Technical Approach

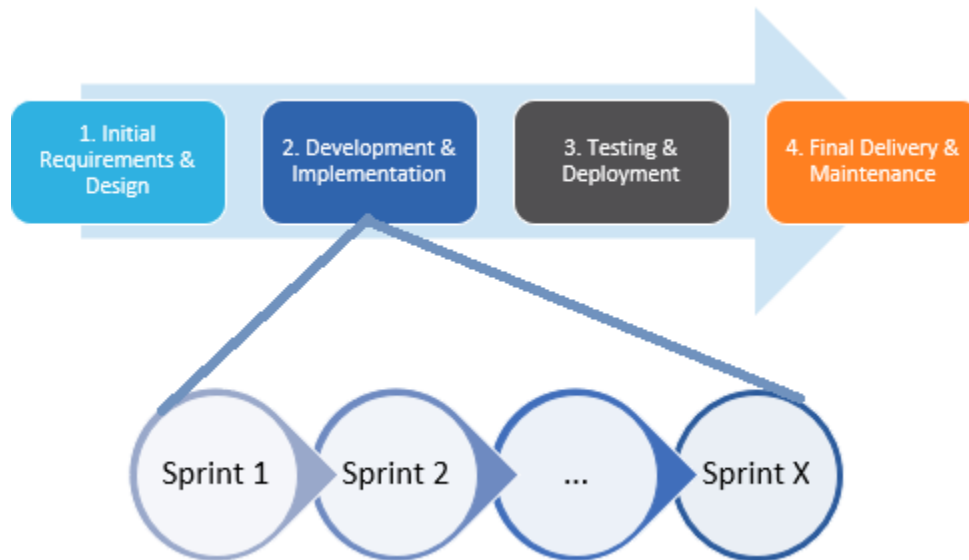
### METHODOLOGY FOR DESIGN AND DEVELOPMENT

Combining a waterfall lifecycle with agile sprints results in a hybrid application development methodology that integrates the structured, sequential approach of waterfall with the flexibility and iterative nature of agile development. This hybrid methodology aims to leverage the strengths of both approaches, providing a balance between detailed planning and adaptability to change. Here's how such a hybrid approach typically works:

<b>1. Initial Requirements &amp; Design</b>	This includes gathering comprehensive requirements, establishing clear project objectives, and performing an extensive design phase.
<b>2. Development &amp; Implementation</b>	The development phase is broken down into multiple 2-to-4-week agile sprints. This phase embraces the agile methodology's iterative development process.
<b>3. Testing &amp; Deployment</b>	Once the agile sprints have produced a viable product, it undergoes a more traditional testing phase, akin to the waterfall model. This phase includes integration testing, system testing, and user acceptance testing (UAT), ensuring that the product meets the initial requirements and design specifications.
<b>4. Final Delivery &amp; Maintenance</b>	The final product is delivered according to the initial project plan, adhering to the scope, time, and budget constraints established during the waterfall phase. The project may shift back to a more waterfall-centric approach for maintenance, handling major updates or changes with a structured planning



	and implementation process, while minor updates and bug fixes can be addressed with agile practices.
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## ADVANTAGES OF THE HYBRID LIFECYCLE

**Flexibility and Control:** This methodology combines the predictive nature of the waterfall model with the adaptability of agile, offering a balanced approach that can handle change without sacrificing the project's overall direction and objectives.

**Risk Management:** Early planning helps in identifying potential risks, while the iterative nature of agile sprints allows for ongoing risk assessment and mitigation.

**Stakeholder Satisfaction:** The initial phase ensures that all stakeholder requirements are thoroughly understood and agreed upon, while the iterative development allows for continuous feedback and adjustments, increasing the likelihood of stakeholder satisfaction with the final product.

*This hybrid approach is particularly useful in environments where there is a need for strict budget and scope control but also where the final product requirements are expected to evolve based on user feedback or emerging technologies. It tries to offer the best of both worlds, making it suitable for a wide range of projects, especially those in complex or rapidly changing industries.*

## ADVANTAGES OF THIS METHODOLOGY FOR GOVERNMENT CONTRACTED SERVICES

When contracting with a government agency to deliver a solution, adopting a hybrid development methodology that combines aspects of both waterfall and agile approaches

offers several distinct advantages. Government projects often require rigorous documentation, clear scope definition, and strict adherence to budget and timelines, while also needing flexibility to adapt to changing requirements or circumstances. Here's how the hybrid approach can be advantageous in such contexts:

## **Structured Requirements and Compliance**

*Documentation and Accountability:* Government contracts typically necessitate comprehensive documentation and clear accountability for every stage of development. The waterfall aspect of the hybrid approach ensures that all requirements, plans, and designs are thoroughly documented upfront, meeting the contractual and regulatory requirements common in government projects.

*Compliance and Security:* The initial planning and design phases allow for a thorough assessment of compliance with government standards and security protocols, essential for projects involving sensitive information or critical infrastructure.

## **Predictable Budgeting and Scheduling**

*Fixed Budgets:* Government contracts often have fixed budgets with limited flexibility for overruns. The waterfall model's upfront planning helps in defining the scope and estimating costs more accurately, which is crucial for staying within budget constraints.

*Milestone-Based Scheduling:* Waterfall's emphasis on a sequential process with defined milestones aligns well with government agencies' preference for clear timelines and predictable project progression.

## **Adaptability to Change**

*Iterative Development:* The agile sprints within the hybrid model allow for flexibility and responsiveness to changes or new requirements that often emerge in complex projects. This adaptability is particularly valuable in government projects, where initial requirements may evolve based on policy changes, stakeholder feedback, or unforeseen challenges.

*Risk Mitigation:* Agile's iterative nature facilitates ongoing risk assessment and mitigation, allowing for adjustments to be made proactively, rather than reactively, which can be crucial in meeting government standards and expectations.

## **Stakeholder Engagement and Satisfaction**

*Continuous Feedback:* Agile sprints provide opportunities for regular feedback from government stakeholders, ensuring that the project remains aligned with their expectations and can be adjusted as needed without waiting for the final stages.

Transparency: This approach fosters transparency and trust by demonstrating progress through regular deliverables and reviews, which is critical in government contracts to maintain stakeholder confidence.

### **Enhanced Quality and Reliability:**

*Quality Assurance:* Integrating agile sprints into the development phase allows for continuous testing and quality assurance, ensuring that any issues are identified and addressed early in the development cycle. This leads to a higher quality final product that meets government standards and requirements.

*Deployment Readiness:* The combination of detailed upfront planning and iterative refinement ensures that the solution is thoroughly tested and ready for deployment in a government environment, reducing the likelihood of post-deployment issues.

### **Conclusion**

The hybrid development methodology offers a balanced approach that caters to the unique demands of government contracts, combining the structure and predictability of the waterfall model with the flexibility and iterative benefits of agile. This approach enhances the ability to meet stringent government requirements, manage risks effectively, and adjust to changing needs or challenges, ultimately leading to successful project delivery and stakeholder satisfaction.

## **INTEGRATION STRATEGIES**

Cloud Navigator, Inc. is deeply committed to delivering seamless, efficient, and scalable integration strategies by leveraging the full potential of the Microsoft platform. Our approach focuses on ensuring that AI solutions harmoniously integrate with existing systems while driving innovation and operational excellence.

### **Key Integration Principles**

*Modularity and Scalability:* We design solutions using modular architectures to enable flexibility and scalability. Leveraging Microsoft Azure API Management, we facilitate seamless communication between AI solutions and existing systems, ensuring future growth and adaptability.

*Interoperability with Existing Systems:* By utilizing Microsoft's open standards and tools, including Azure Logic Apps and Power Automate, our solutions connect effortlessly with legacy systems, databases, and enterprise applications such as case management systems, HR platforms, and financial tools.

For example, integrating Entra Id (formerly Azure Active Directory (AAD)) ensures unified identity management across platforms.

*Custom Data Integration:* Cloud Navigator employs Azure Data Factory to enable secure and efficient data integration from disparate sources. This ensures that AI models are powered by accurate, real-time data, enhancing their relevance and performance.

*Cloud-Native Infrastructure:* By building AI solutions on Microsoft Azure's secure cloud environment, we ensure high availability, load balancing, and robust disaster recovery capabilities. Azure's cloud-native services provide the foundation for reliable system integration.

## **Integration Tools and Technologies**

- Azure AI Services - Seamlessly integrate AI capabilities like natural language processing, image recognition, and predictive analytics with existing workflows.
- Microsoft Dataverse - Centralize data for easy access and ensure interoperability across applications such as Dynamics 365 and Power Platform.
- Azure Synapse Analytics - Enable real-time data insights by connecting diverse data sources and providing analytics capabilities to decision-makers.
- Microsoft Power Platform - Provide low-code/no-code solutions for business users to create applications, workflows, and reports tailored to their unique needs.

## **Secure and Responsible Integration**

- We prioritize security by embedding Microsoft's Security Information and Event Management (SIEM) capabilities into all integrations, protecting sensitive data from unauthorized access.
- Our integrations adhere to privacy standards such as GDPR and HIPAA, ensuring compliance with legal and ethical requirements.

## **Proven Success**

Cloud Navigator's integration strategies are exemplified by our work for the City of Phoenix and Florida Agency for Healthcare Administration, where we successfully linked solutions to existing services, from utility management to healthcare data systems. These integrations resulted in streamlined processes, improved citizen engagement, and enhanced operational efficiency.

By leveraging the power of the Microsoft platform, Cloud Navigator ensures that every solution integrates seamlessly into existing ecosystems, enabling public sector organizations to unlock the full potential of AI with confidence and ease.

## c. Performance Metrics

At Cloud Navigator, Inc., we prioritize measurable success and optimal performance for every AI solution we deliver. Our comprehensive approach to performance metrics includes the definition, monitoring, and continuous refinement of key performance indicators (KPIs) tailored to the specific objectives of each deliverable.

### Key Performance Indicators (KPIs)

For each project, we establish clear and measurable KPIs that align with client objectives. These may include...

- Accuracy Metrics - Measuring the precision of AI models, such as classification accuracy, prediction error rates, and confidence intervals for decision outputs.
- Efficiency Metrics - Tracking response times for AI-driven processes, system uptime, and resource utilization.
- User Engagement - Evaluating user adoption rates, satisfaction scores, and task completion times for user-facing solutions like chatbots or dashboards.
- Impact Metrics - Assessing the achievement of operational goals, such as cost savings, workload reduction, or improvements in service delivery times.
- Data Quality Metrics - Monitoring data completeness, consistency, and error rates to ensure input data supports reliable outputs.

### Approaches to Ensure Accuracy and Reliability

- Rigorous Testing - We conduct thorough validation and testing phases, including unit tests, integration tests, and user acceptance tests, to ensure the AI solutions perform as expected.
- Continuous Monitoring - Real-time performance monitoring is implemented to identify potential issues or deviations from desired outcomes promptly.
- Error Analysis - Regular review of system outputs help identify and correct inaccuracies or biases in the AI model.

### Continuous Improvement

- Feedback Loops - Incorporating user and stakeholder feedback into iterative updates to refine system performance and usability.
- Automated Learning - Leveraging self-learning algorithms to adapt to new data patterns and improve performance over time.
- Regular Updates - Updating AI models and algorithms to incorporate new advancements and optimize functionality.

- Performance Reporting - Providing detailed, periodic reports on metrics and outcomes to stakeholders, facilitating transparency and data-driven decision-making.

Cloud Navigator's structured and adaptable approach to performance metrics ensures that every AI solution meets or exceeds expectations in accuracy, reliability, and impact, while enabling continuous improvement and long-term success.

## d. Risk Management

Cloud Navigator will define Risk as an event that has a probability of occurring and could have either a positive or negative impact to the project should that risk occur. A risk may have one or more causes and, if it occurs, one or more impacts. All projects assume some element of risk, and it is through risk management where tools and techniques are applied to monitor and track those events that have the potential to impact the outcome of a project.

Cloud Navigator understands Risk Management is an ongoing process that will continue throughout the life of the project. It will include processes for risk management planning, identification, analysis, monitoring and control. Many of these processes are updated throughout the project lifecycle as new risks can be identified at any time. It is the objective of risk management to decrease the probability and impact of events adverse to the project. On the other hand, any event that could have a positive impact should be exploited.

The identification of risk will start before the project kicks off; however, the number of risks may increase after Discovery Activities and as the project matures throughout the lifecycle. When a risk is identified, it is first assessed to ascertain the probability of occurring, the degree of impact to the schedule, scope, cost, and quality, and then prioritized. Risk events may impact only one while others may impact the project in multiple impact categories. The probability of occurrence, number of categories impacted and the degree (high, medium, low) to which they impact the project will be the basis for assigning the risk priority. All identifiable risks should be entered into a risk register and documented as a risk statement.

As part of documenting a risk, two other important items need to be addressed. The first is mitigation steps that can be taken to lessen the probability of the event occurring. The second is a contingency plan, or a series of activities that should take place prior to or when the event occurs. Mitigation actions frequently have a cost. Sometimes the cost of mitigating the risk can exceed the cost of assuming the risk and incurring the consequences. It is important to evaluate the probability and impact of each risk against the mitigation strategy cost before deciding to implement a contingency plan. Contingency plans implemented prior to the risk occurring are pre-emptive actions intended to reduce the impact or remove the risk in its entirety. Contingency plans implemented after a risk occurs can usually only lessen the impact.

## Risk Management Strategy

Regardless of the type of risk, our Risk Management Strategy includes:

- Risk Identification & Categorization
- Risk Assessment & Classification
- Risk Mitigation
- Risk Contingency Planning
- Risk Tracking and Reporting

## Primary Risk Categories

### *Schedule*

Potential delays and time constraints can be identified by anyone associated with the project. The schedule can be subject to negative consequences for a variety of reasons technical and non-technical and can be the result of action or inaction on any party to the project.

When a potential schedule slippage is identified and assessed, it will be dealt with according to the Schedule Management Plan and approach as described above in this section.

### *Cost*

Cloud Navigator offers a fixed price to Design, Prepare, Test and Implement your project. In the case of fixed price efforts, like this project, only fully approved Change Requests will result in a cost overrun for professional services.

Other annual costs include ongoing support.

The Cloud Navigator Project Manager will be aware of all project-related costs and will report any potential for cost overrun immediately.

### *Security*

Microsoft continuously monitors its data centers and SaaS services for potential security holes and actual breaches. Microsoft's deep security practice is a core part of our security approach. If Cloud Navigator's staff identify a potential or actual threat or breach, we will first notify you and then, with approval, engage with Microsoft's priority support technicians to remedy the situation.

Cloud Navigator's Security Policy states:

*"4.21 Reporting of Security Incident*



*If a security incident or breach of any security policies is discovered or suspected, the user must immediately notify his or her supervisor and/or follow any applicable guidelines as detailed in the corporate Incident Response Policy. Examples of incidents that require notification include:*

- *Suspected compromise of login credentials (username, password, etc.).*
- *Suspected virus/malware/Trojan infection.*
- *Loss or theft of any device that contains company information.*
- *Any attempt by any person to obtain a user's password over the telephone or by email.*
- *Any other suspicious event that may impact the company's information security.*

*Users must treat a suspected security incident as confidential information and report the incident only to his or her supervisor. Users must not withhold information relating to a security incident or interfere with an investigation."*

Cloud Navigator will inform you in writing in the event of any security breach within 24 hours.

## **e. Compliance and Standards**

Cloud Navigator, Inc. is fully committed to adhering to all relevant regulations and standards, including data privacy laws such as the General Data Protection Regulation (GDPR) and the Health Insurance Portability and Accountability Act (HIPAA). Our AI solutions are designed and implemented with a robust framework to ensure compliance at every stage of development and deployment.

To maintain strict compliance, our approach includes the following measures...

### **Data Privacy and Security**

- Implementing end-to-end encryption for data in transit and at rest, using industry-standard encryption protocols (e.g., AES-256).
- Enforcing strict access controls through role-based access management (RBAC) and multi-factor authentication (MFA) to prevent unauthorized access to sensitive data.

### **Regulatory Adherence**

- Incorporating features that support GDPR and HIPAA requirements, such as data anonymization, pseudonymization, and secure audit trails.
- Ensuring that user consent is explicitly obtained and documented for any data collection or processing activities.

### **Ongoing Monitoring and Auditing**

- Conducting regular audits and reviews to monitor compliance with regulatory standards.

- Utilizing AI-driven monitoring systems to detect and address potential risks in real time.

## **Training and Governance**

- Providing comprehensive training for staff to ensure awareness and adherence to data privacy and security protocols.
- Establishing a governance framework to manage and adapt to evolving regulatory requirements.

By integrating these practices into every solution we deliver, Cloud Navigator ensures not only compliance with existing standards but also the flexibility to accommodate future regulatory changes. Our commitment to data security and privacy aligns with the highest standards, providing our clients with the confidence and assurance they need in managing sensitive information.

## 5. PRICING

### Pricing Information Summary

Cloud Navigator recognizes the importance of providing clear and transparent pricing to meet the needs of the RFP's membership. However, due to the customized nature of AI solutions and the lack of detailed information about specific solution requirements, it is not possible to provide precise fixed costs without first completing a discovery and design phase.

To address this, Cloud Navigator proposes a **tiered pricing structure** that categorizes solutions into fixed-cost packages based on their overall scope and complexity. This approach ensures flexibility while providing clarity on project costs across the entire project lifecycle. Each package will account for all associated costs, including software licensing, implementation, training, ongoing maintenance, optional features, and total cost of ownership (TCO).

The tiered packages are as follows...

Introduction to AI Package - Solutions costing less than \$100,000.

Bronze AI Package - Solutions that cost between \$100,000 and less than \$250,000.

Silver AI Package - Solutions that cost between \$250,000 and less than \$500,000.

Gold AI Package - Solutions that cost between \$500,000 and less than \$1 million.

Platinum AI Package - Solutions that cost \$1 million or more.

These packages encompass the full spectrum of services needed to deliver a complete AI solution, from discovery and design through implementation and ongoing support. By adopting this tiered pricing strategy, Cloud Navigator guarantees accurate and up-to-date pricing tailored to the unique requirements of each project. We believe this approach provides the flexibility needed to deliver value-driven solutions while aligning with the fiscal goals of the RFP's membership. We are confident that this pricing model will meet the diverse needs of the public sector entities served by the TXShare Cooperative Purchasing Program.

Cloud Navigator utilizes a discounted, blended hourly rate of \$150 per hour across all roles, providing significant cost savings for our customers. This approach ensures affordability while maintaining access to highly skilled personnel, such as solution architects, project managers, and engagement managers, whose individual rates often exceed \$200 per hour. By blending rates across all roles, we reduce the overall project cost while still delivering the expertise needed to ensure the success of every solution. This structure offers our customers exceptional value without compromising the quality or depth of our services.

## 6. PROPOSED VALUE-ADD

### Microsoft Fabric for Organizations at Every Level

Microsoft Fabric is a unified, end-to-end analytics solution designed to empower organizations with seamless data integration, analysis, and insights. Built to simplify complex data ecosystems, Fabric combines Microsoft's advanced data technologies into a cohesive platform that is accessible, scalable, and transformative for organizations of all sizes. Its adoption can unlock new opportunities for public sector entities, enhancing operational efficiency and decision-making capabilities across all departments.

#### KEY VALUE-ADD CAPABILITIES

##### Unified Analytics Platform

- Microsoft Fabric brings together data engineering, data integration, data science, data warehousing, and real-time analytics under a single, cloud-native platform. This eliminates the need for disparate tools and processes, streamlining analytics workflows and reducing operational complexity.

##### Seamless Integration Across Systems

- Fabric integrates natively with Microsoft 365, Power BI, Azure Synapse Analytics, and Microsoft Teams, enabling organizations to leverage their existing Microsoft investments. This ensures a seamless user experience and reduces onboarding time while maximizing the value of existing data infrastructure.

##### Enhanced Collaboration

- Microsoft Fabric is built with collaboration in mind. Using tools like OneLake, a unified storage platform, teams can access and share data effortlessly across departments, fostering transparency and alignment on organizational goals. Fabric ensures that data is consistent and secure, enabling teams to work together efficiently.

##### AI and Machine Learning Integration

- Fabric provides native support for AI and machine learning through Azure AI and Azure Machine Learning, enabling public sector organizations to extract actionable insights from their data. Predictive models and generative AI capabilities can help anticipate citizen needs, optimize services, and improve decision-making.

## Real-Time Insights for Decision-Making

- With real-time analytics and event streaming, Fabric empowers organizations to monitor operations in real time. Whether it's tracking resource utilization, analyzing citizen engagement, or monitoring infrastructure, Fabric ensures that decisions are data-driven and timely.

## Scalability and Cost Efficiency

- Fabric is designed to scale effortlessly as organizational data needs grow by offering robust performance for both small departments and large government entities. Its consumption-based pricing model ensures cost efficiency, allowing organizations to pay only for what they use.

## Data Governance and Security

- Built with Microsoft's industry-leading security framework, Fabric ensures compliance with privacy regulations like GDPR and HIPAA. Features like data lineage tracking, role-based access controls, and sensitivity labeling provide robust governance, giving organizations full control over their data.

## USE CASES FOR PUBLIC SECTOR ENTITIES

For the public sector, where efficiency, transparency, and accountability are paramount, Microsoft Fabric is more than a data tool—it's a foundation for innovation and a catalyst for meaningful outcomes. Fabric can add tremendous value to your membership across all of your Challenge Objectives listed in Section 5.1 and beyond.

Municipal Operations - Analyze citywide data from public works, utilities, and administrative functions to improve resource allocation and service delivery.

Healthcare Administration - Leverage AI-driven insights to monitor healthcare trends, allocate resources, and ensure compliance with public health standards.

Finance and Budgeting - Provide real-time financial insights and predictive analytics to optimize budgeting processes and identify cost-saving opportunities.

Citizen Engagement - Analyze data from citizen interactions across services to better understand community needs and deliver tailored solutions.

Microsoft Fabric transforms how organizations handle data by removing silos, reducing complexity, and empowering teams to focus on what matters most: delivering impactful results.

# 7. HUB BONUS

Not Applicable

## 8. REQUIRED ATTACHMENTS

### 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):

Cloud Navigator, Inc.

Signature of Authorized Representative:

*Thom Michael*

Date: 1/14/2025



## 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, Thom Michael (typed or printed name) certify that I am the Director - Business Development (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):

Cloud Navigator, Inc.

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Signature of Authorized Representative:

*Thom Michael*

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Date: 1/14/2025

**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):

Cloud Navigator, Inc.

Signature of Authorized Representative:

*Thom Michael*

Date: 1/14/2025

#### **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 nonappropriated funds (to include profits from any federal action), which would be prohibited if paid for with appropriated funds.

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

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

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

Name of Organization/Contractor(s):

Cloud Navigator, Inc.

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Signature of Authorized Representative:

*Thom Michael*

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Date: 1/14/2025

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## ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

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

### CERTIFICATION REGARDING DRUG-FREE WORKPLACE

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

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

Cloud Navigator, Inc.

Signature of Authorized Representative:

Thom Michael

Date: 1/14/2025



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

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

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

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

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

Cloud Navigator, Inc.

Signature of Authorized Representative:

Thom Michael

Date: 1/14/2025

# 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.

Cloud Navigator, Inc.

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.

N/A

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.

N/A

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

Thom Michael  
Signature of vendor doing business with the governmental entity

1/14/2025

\_\_\_\_\_  
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):

Cloud Navigator, Inc.

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Signature of Authorized Representative:

*Thom Michael*

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Date: 1/14/2025

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

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

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

Indicate the certification that applies to your corporation:

☒ ☐

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

☐

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

Type of Business (if not corporation):

☐

Sole Proprietor

☐

Partnership

☐

Other

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

Thom Michael, Director - Business Development  
(Printed/Typed Name and Title of Authorized Representative)

*Thom Michael*  
Signature

Date: 1/14/2025

**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:**

\_\_\_\_\_  
Vendor Name

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Typed Name

\_\_\_\_\_  
Date

☐ X - 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: Thom Michael  
NAME OF AUTHORIZED PERSON: Thom Michael  
NAME OF COMPANY: Cloud Navigator, Inc.  
DATE: 1/14/2025

-OR-

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

SIGNATURE OF AUTHORIZED PERSON: \_\_\_\_\_  
NAME OF AUTHORIZED PERSON: \_\_\_\_\_  
NAME OF COMPANY: \_\_\_\_\_  
DATE: \_\_\_\_\_

## 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.

<b>SIGNATURE OF AUTHORIZED PERSON:</b>	<u>Thom Michael</u>
<b>NAME OF AUTHORIZED PERSON:</b>	<u>Thom Michael</u>
<b>NAME OF COMPANY:</b>	<u>Cloud Navigator, Inc.</u>
<b>DATE:</b>	<u>1/14/2025</u>

-OR-

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

<b>SIGNATURE OF AUTHORIZED PERSON:</b>	_____
<b>NAME OF AUTHORIZED PERSON:</b>	_____
<b>NAME OF COMPANY:</b>	_____
<b>DATE:</b>	_____

## 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:

*Thom Michael*

NAME OF AUTHORIZED PERSON:

Thom Michael

NAME OF COMPANY:

Cloud Navigator, Inc.

DATE:

1/14/2025

-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)

Utilize Microsoft Fabric and Lighthouse as optimal tools to unify disparate data sources

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

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

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

**Refer to Exhibit 1 –Pricing Proposal Worksheet Attachment.**

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

This Exhibit is not applicable for this solicitation.



**EXHIBIT 3: SERVICE DESIGNATION AREAS**

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

(Exhibit 3 continued on next page)

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

# Modernize Operations

Agility is increasingly important in the fast-paced world of cloud computing and AI. Our team helps you take advantage of new & evolving innovations without sacrificing stability and security.



**CLOUD NAVIGATOR**