

# 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.

Jovee LLC

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

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



COVER SHEET

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## Executive Summary

Jovee™ AI offers a transformative solution for **The North Central Texas Council of Governments (NCTCOG)**. It is a comprehensive, data-driven platform designed to address a range of operational challenges, optimizing efficiency and streamlining processes across **diverse departments**. The platform's ability to automate key functions, such as **permit applications, inspection scheduling, billing inquiries, and payment processing**, directly alleviates administrative burdens. By utilizing AI, Jovee™ enhances communication between developers, residents, and service providers, improving overall engagement and service delivery. This unique AI solution can provide residents with **real-time updates on utility usage**, simplifying their interactions and increasing transparency.

Jovee™ AI enhances customer engagement across **public services like event centers, libraries, and visitor bureaus**. It provides personalized ticket recommendations, streamlines event management, improves library catalog searches, and offers tailored tourism suggestions, optimizing user experiences through AI-driven insights.

The platform also drives significant improvements in **service delivery for public services** such as municipal courts, parks and recreation, and public works. In municipal courts, Jovee™ AI streamlines case management and automates routine inquiries, providing citizens with easy access to legal information. For **parks and recreation**, it simplifies program management and registration, offering personalized activity recommendations. In **public works**, Jovee™ AI optimizes project scheduling, resource management, and communication with residents regarding infrastructure projects, ensuring timely and efficient service delivery.

Jovee™ AI's ability to harness data insights for decision-making is particularly valuable in **economic development**. By automating reporting processes, it **simplifies data analysis and enhances transparency**. In **human resources**, Jovee™ AI transforms recruitment and onboarding by automating core processes, ensuring a faster, more **efficient experience** for both new hires and HR teams. It also **boosts employee engagement** through AI-driven feedback systems and personalized training modules, fostering a positive workplace environment and improving overall productivity.

Jovee™ AI **integrates with existing systems**, enhancing functionality and providing advanced capabilities. Its user-friendly design ensures **accessibility** for all users, supported by **comprehensive training and ongoing support**. Regular updates and strong data **security measures** keep the platform aligned with organizational needs. Additionally, Jovee™ AI reduces staff workload by automating **Help Desk tasks** and assisting in **cybersecurity threat detection**, bolstering defenses and protecting sensitive data.

Jovee™ AI provides **NCTCOG** a powerful, scalable solution that addresses key challenges across various departments. By improving operational efficiency, streamlining service delivery, and ensuring data security and compliance, Jovee™ AI supports **NCTCOG** in driving growth and delivering exceptional experiences both to employees and the public.

## Our Experience

We have successfully implemented our AI solutions with other clients in Telecom and Government Institutions. Throughout the implementation process, we are dedicated to delivering a high-quality, fully integrated solution. This has included rigorous testing, quality assurance, and fine-tuning to make sure that the system meets all requirements. By handling every step of the project plan, we ensure that our clients receive flawless functionality and exceptional user experiences, ultimately empowering their digital channels with efficient, interactive solutions.

### Project Related Experience and Qualifications

Jovee has extensive experience working with federal programs and regulatory bodies, including the **Federal Communications Commission (FCC)** and initiatives such as the **Affordable Connectivity Program (ACP)** and **Lifeline**. These programs aim to provide essential telecommunications services to low-income households, and Jovee has played a significant role in their implementation by integrating AI solutions that:

- Streamline eligibility verification processes for ACP and Lifeline participants.
- Enhance customer service through multilingual support and omnichannel communication.
- Optimize operational workflows for participating telecom providers.

Key accomplishments include:

- **National Verifier Integration:** Successfully integrating Jovee's AI systems with the FCC's National Verifier to streamline customer eligibility checks and enrollment.
- **Telecom Industry Support:** Collaborating with telecom providers to manage Lifeline applications, including error resolution, customer authentication, and program compliance.

### Experience with Government Agencies

Jovee has worked closely with the FCC and state-level agencies to meet the unique requirements of government-regulated programs. Our expertise includes:

- Ensuring compliance with data protection and privacy regulations, including PII safeguards.
- Implementing multilingual support for programs targeting diverse populations.
- Providing scalable solutions for high-volume service demands, including ACP and Lifeline customer service management.

## Our Team

Each of our team members brings a wealth of expertise across various fields, ensuring the successful delivery of the project with a blend of technical acumen, leadership, and cross-functional collaboration. Below are the names, titles, qualifications, of the professionals assigned to this solution..

**Edgar Celaya** is an accomplished Director of Sales & Contact Center with over 20 years of experience across diverse industries, including Telecom, Government, E-commerce, Travel, Retail, Financial Services, Tech, Automotive, Remittance, and Food & Beverage. Fluent in both English and Spanish, he has successfully led teams and optimized sales operations through strategic leadership and advanced technical tools. Edgar holds certifications in Executive Meta-leadership, Talent Management, Business Leadership, Corporate Sales, and AI, and is well-versed in platforms such as Avaya, Genesys, Salesforce, and various AI tools. His extensive expertise and broad industry knowledge make him a highly effective leader in driving sales performance and operational efficiency.

**Jessica Rodriguez** is a highly experienced Sr. Quality Control Manager with over 20 years of expertise spanning industries such as Telecom, Financial Services, Retail, E-commerce, Transportation, Insurance, Travel, Automotive, Restaurants, Healthcare, Government, and Education. Fluent in both English (C1 level) and Spanish (native), Jessica is skilled in driving quality improvements and optimizing operational processes. She holds certifications in ISO 9001-2015, Root Cause Analysis, Management Development, and various other programs focused on coaching, communication, and human resources. Proficient in tools like Avaya, Genesys, Verint, AWS, and Atlassian, Jessica leverages her extensive knowledge and certifications to enhance quality standards and operational efficiency across diverse sectors.

**Ernesto Garcia** is an accomplished Workforce Manager with 9 years of experience across industries including Retail, Hospitality, Car Rental, Electrical Services, Telecom, E-commerce, and Financial Services. Fluent in both English (C1 level) and Spanish (native), Ernesto specializes in optimizing workforce operations and driving efficiency through data-driven insights and advanced technologies. He holds certifications in Lean Six Sigma Black Belt, ISO 27001, Project Management, and ISO 9001. Proficient in tools such as Nice IEX, Verint, Avaya CMS, Genesys, AWS, and PowerBI, Ernesto combines his expertise in workforce management with his technical skills to enhance operational performance and meet organizational goals.

**Maximiliano Patron** is a skilled Training & Development Manager with over 10 years of experience across industries such as Rental Car, Automotive, Financial Services, Telecom, Transportation, Insurance, and Government. Fluent in both English (C1 level) and Spanish (native), Maximiliano excels in designing and implementing training programs that drive employee growth and organizational success. He holds certifications in Coaching Tactics, Training Design & Teaching, SCRUM Fundamentals, and various problem-solving and communication programs. Proficient in tools like Salesforce, Avaya, Genesys, Verint, and Atlassian, Maximiliano leverages his expertise in both traditional and digital training methodologies to develop high-performing teams and improve business outcomes.

**Laura Galvan** is an experienced Operations Sales Manager with over 10 years of expertise across industries including BPO, Educational Services, Financial Services, Tourism, and Telecom. Fluent in both English (C1 level) and Spanish (native), Laura specializes in optimizing sales operations and team performance. She holds certifications in Lean Six Sigma (White and Yellow Belt), SMART Coaching, Leadership Specialization, and various other training programs focused on professional development and adult learning. Proficient in tools like Microsoft Office, SymTrain, Twilio, Verint, Avaya, and Atlassian, Laura combines her operational expertise with a strong focus on leadership and continuous improvement to drive business success.

**Keila Mendez** is a dedicated Sales Operations Coordinator with 7 years of experience in Telecom, Tech Support, Medical Administration, and Administrative Support. Fluent in both English (C1 level) and Spanish (native), Keila is skilled in optimizing sales processes and enhancing operational efficiency. She holds certifications in Business English and DC-3 Tier 1 Home Networking Technical Support, which complement her expertise in technical and administrative support. Proficient in tools such as Genesys, Manychat, Sprout, JotForm, and Atlassian, Keila effectively leverages her knowledge and technical skills to streamline operations and support sales teams in achieving their goals.

**Octavio Mendez** is an experienced Business Intelligence & Analytics Manager with over 25 years in the IT, customer support, and service industries. Fluent in both English and Spanish (native), Octavio specializes in data-driven decision-making and optimizing business processes. He holds an Engineering degree in Telecommunications and Computer Science from ITT, a Bachelor's in International Business from CESUN, and certifications in Six Sigma Black Belt and Green Belt from Tecnológico de Monterrey. Additionally, Octavio is skilled in database administration and data analysis, with expertise in tools such as AI, SMSS SQL, PostgreSQL, MySQL, Minitab, R-Studio, Tableau, PowerBI, and Xara Designer Pro. His background in business intelligence and analytics enables him to lead teams in leveraging data to enhance organizational performance and efficiency.

**Eduardo Soriano** is an accomplished SVP of Technologies with over 20 years of experience in IT management, infrastructure, compliance, and software development. Fluent in both English and Spanish (native), Eduardo has a proven track record across industries including Finance, Insurance, Software Development, Telecommunications, IT Operations, and Customer Relationship Management. He holds an Executive Master's in Organizational Development and extensive training in leadership, project management, and methodologies such as Agile, SDLC, and CMMI. Proficient in cutting-edge tools like Microsoft Azure, AWS, Docker, and a variety of development and project management platforms, Eduardo leverages his deep technical expertise and leadership skills to drive innovation and operational excellence in technology-driven environments.

**Antar Dominguez** has over 12 years of experience managing projects across diverse industries, including banking, telecommunications, digital marketing, and IT. Antar Domínguez is a seasoned Account and Project Manager. His expertise spans traditional and Agile methodologies, where he has successfully led complex projects, enhanced operational efficiency, and exceeded performance metrics. Antar is adept at digital transformation initiatives, including SEO optimization and social media strategy execution, achieving measurable outcomes such as increased engagement and ROI. Fluent in English and skilled in stakeholder communication, budgeting, and risk management, he brings a strategic and results-driven approach to project leadership, making him a valuable asset to any organization.

**Isai Ramirez** is a Tech Lead AI Engineer and Back-End Integrations specialist with 4 years of experience in Cybersecurity and AI solutions. Fluent in both English and Spanish (native), Isai is proficient in building AI-driven systems and backend architectures. He holds certifications in IBM Data Engineering Foundations, Microsoft Azure Fundamentals, and AWS Serverless technologies. Experienced with tools like OpenAI SDK, Llama 3.1, Vector Databases, and RAG techniques, Isai leverages his expertise in Python and TypeScript to develop robust, scalable AI solutions and backend integrations in dynamic environments.

**Leonel Araiza** is a Lead Back-End Integration Engineer with 5 years of experience across IT, Financial Services, Customer Service, and Job Bank Services. Fluent in both English and Spanish (native), Leonel excels in designing

and developing robust back-end systems and integrations. He holds a Master's Degree in Project Management and is proficient in a wide range of programming languages and tools, including Python, Golang, TypeScript, Java, Flutter, and Rust. Additionally, Leonel has extensive experience with databases like MongoDB, PostgreSQL, MySQL, and cloud platforms such as GCP and AWS. His expertise extends to technologies like Kafka, Git, and LLMs, enabling him to deliver scalable, high-performance solutions in complex environments.

**Ulises Rodriguez** is a Lead Front-End Engineer with 5 years of experience in industries including Financial Services, Education, Healthcare, Telecom, Primary Sector, and Transportation & Logistics. Fluent in both English and Spanish (native), Ulises specializes in building dynamic, user-friendly front-end solutions. He holds a Computer Systems Engineering degree from Tecnológico Nacional de México and a Wizeline React Certification. Proficient in tools and frameworks such as React, SASS, Next.js, Node.js, and Python, Ulises is skilled in creating high-quality web applications. He also has expertise in SQL, ES6+, Cypress, and Git, enabling him to deliver scalable and performance-driven user experiences.

## References

### CHATBOT FOR EXCESS TELECOM

**Name of Project:** SH/Jovee™ Online service Integration

**City/County:** Los Angeles/Los Angeles

**State:** CA

**Address:** 1201 Wilshire Blvd, Suite 650 Los Angeles CA, 90025

**Key Contact Name/Email/Telephone Number:** Cobby Pourtavosi, CEO/ cobby@capitalinsightholdings.com/ (310) 350- 1285

**Date services were provided:** May 2021- current

**Client Type:** Telecom / Government Benefit

**Objective:** Create a chatbot that can identify users and treat accordingly to their application detail, provide self-service instructions and personalized links to complete their application, including agent assistance when necessary.

**Project Scope:** The project involved integrating a chatbot into the client's website (SaaS) to enhance citizen interactions and streamline the application process. The chatbot managed 10,000 to 20,000 interactions per month and featured:

**CRM Integration:** The chatbot uses API integration with the client's CRM to recognize users initiating a chat session and retrieve real-time data.

**Personalized Interactions:** It dynamically personalizes conversations, addressing citizens by name and tailoring workflows based on their application plan, status, state, and product type.

**Rule-Based Automation:** The chatbot followed predefined workflows, triggering appropriate prompts and automating responses based on citizen input and their specific needs.

**Personalized Redirects:** By retrieving information from the CRM, the chatbot provided personalized links that directed customers to the specific step required to complete their application effectively.

**Agent Handoff:** When necessary, the chatbot escalated interactions to agents. Conversations were

routed to specific queues, and agents were provided with detailed customer profiles and conversation histories, enabling efficient issue resolution.

This solution efficiently handled high interaction volumes while maintaining personalized experiences, streamlining application processing, reducing response times, and empowering agents with data to quickly address citizen needs.

Our firm managed the end-to-end implementation of the chatbot solution, from defining the project scope to ensure alignment with the client's objectives. We led the integration with the client's CRM via API for personalized, real-time interactions and developed canned responses that maintained the client's brand voice. Our team built and documented workflows for consistent operation while handling development, integration, deployment, and quality assurance to ensure a high-quality user experience. The chatbot successfully handled 10,000 to 20,000 interactions per month, improving response times and guiding citizens through the application process with automated workflows and dynamic redirects. Agent escalations were streamlined, and detailed customer profiles enabled quick issue resolution. The solution enhanced operational efficiency and customer satisfaction, providing the client with a fully operational system capable of handling high volumes with minimal intervention.

#### **Scope of the assignment on the project:**

##### **1. Customer Service Management**

- a. Establish customer service protocols and guidelines with AI call summarize.
- b. Develop FAQs and resource materials for agents and customers (AI agent assist).

##### **2. Customer Relationship Management**

- a. Implement a customer relationship management (CRM) system.
- b. Create and manage customer outreach plans and follow-ups.
- c. Monitor and analyze customer feedback and satisfaction levels.
- d. Automation of RTR (Real Time Review) of customer documents.

##### **3. Performance Measurement and Analytics**

- a. Set up analytics tools to track performance.
- b. Generate regular reports on KPIs, customer engagement, and sales metrics.
- c. Adjust and refine strategies based on data insights.

##### **4. Training and Development**

- a. Develop training programs for staff and knowledge bases for our AI.
- b. Conduct workshops on product knowledge and customer service.

##### **5. Project Management and Coordination**

- a. Oversee project timelines and deliverables for all initiatives.

### **CHATBOT FOR WHOOPCONNECT**

**Name of Project:** SH/Jovee™ Online service Integration

**City/County:** Boca Raton/Palm Beach

**State:** FL

**Address:** 1515 N. Federal Hwy, Boca Raton, FL 33432

**Key Contact Name/Email/Telephone Number:** Frank van den Berg, CEO/frank@whoopinternational.com/  
+33-6-57174001

**Date services were provided:** February 2023-current

**Client Type:** Telecom / Government Benefit

**Objective:** Develop a chatbot that personalizes customer interactions based on CRM database, guiding users through their applications pending steps and offering dynamic links to support self-service, with agent assistance when necessary.

**Project Scope:** This project involved integrating a chatbot into the client's website (SaaS) to streamline customer interactions and support the application process. With a lower volume of interactions, the implementation was smooth, leveraging prior chatbot experience with a similar client type. The chatbot managed fewer interactions, but still provided robust functionality, including:

**CRM Integration:** The chatbot used API integration with the client's CRM to recognize users and retrieve real-time data specific to their product type and status.

**Personalized Interactions:** The chatbot addressed customers by name and tailored workflows based on product type and status, ensuring a more customized experience.

**Rule-Based Automation:** It followed predefined workflows, automatically triggering prompts and responses based on customer inputs and their specific needs.

**Personalized Redirects:** By pulling data from the CRM, the chatbot generated dynamic links to guide customers to the correct application steps, streamlining the process.

**Agent Handoff:** When necessary, the chatbot escalated interactions to agents, routing them to specific queues with detailed customer profiles and conversation histories for efficient resolution.

Our firm managed the entire chatbot implementation, from scope definition to deployment, working closely with the client to integrate it with their CRM for personalized, real-time interactions. We customized responses to reflect the client's brand voice and created clear workflows for smooth operation. Our team handled integration, testing, and deployment, ensuring an excellent customer experience. The chatbot successfully managed interactions, offering personalized responses and streamlining the application process through dynamic redirects and automated workflows. This improved response times, customer satisfaction, and operational efficiency, with agent escalations handled swiftly using detailed customer data for quick issue resolution. The solution met the client's needs with minimal ongoing intervention.

#### **Scope of the assignment on the project:**

##### **1. Customer Service Management**

- a. Establish customer service protocols and guidelines with AI call summarize.
- b. Develop FAQs and resource materials for agents and customers (AI agent assist).

##### **2. Customer Relationship Management**

- a. Implement a customer relationship management (CRM) system.
- b. Create and manage customer outreach plans and follow-ups.
- c. Monitor and analyze customer feedback and satisfaction levels.
- d. Automation of RTR (Real Time Review) of customer documents.

##### **3. Performance Measurement and Analytics**

- a. Set up analytics tools to track performance.
- b. Generate regular reports on KPIs, customer engagement, and sales metrics.
- c. Adjust and refine strategies based on data insights.

#### 4. Training and Development

- a. Develop training programs for staff and knowledge bases for our AI.
- b. Conduct workshops on product knowledge and customer service.

### CHATBOT AVATAR FOR LATAM GOVERNMENT AGENCY

**Name of Project:** LATAM Avatar in alliance with ESMT

**City/County:** CDMX, Mexico

**Key Contact Name/Email/Telephone Number:**

Edgar A. Suarez, CEO/ 55-1854-0436/ edgar.suarez@esmtconsulting.com

**Date services were provided:** Current

**Client Type:** Government

**Objective:** Design an avatar capable of recognizing users and responding appropriately based on their inquiries, should offer self-service guidance (Tax fillings and payments, electronic invoicing, customs declarations, taxpayer registration & electronic refunds), and escalate to agent support when needed.

**Project Scope:** The project focused on incorporating an interactive avatar into the website and social media channels, enabling it to directly engage with users/customers, address inquiries, and deliver a comprehensive call-center solution.

#### Scope of the assignment on the project:

##### 5. Customer Service Management

- a. Create customer service protocols and guidelines, incorporating AI call summaries.
- b. Develop FAQs and resource materials for agents (AI-powered agent support).

##### 6. Customer Relationship Management

- a. Integration with (CRM) system.
- b. Develop and oversee customer outreach strategies and follow-up actions.
- c. Track and evaluate customer feedback and satisfaction.

##### 7. Performance Measurement and Analytics

- a. Implement analytics tools to monitor performance.
- b. Create regular reports on KPIs, customer engagement, and performance metrics.
- c. Modify and optimize strategies based on data-driven insights.

##### 8. Training and Development

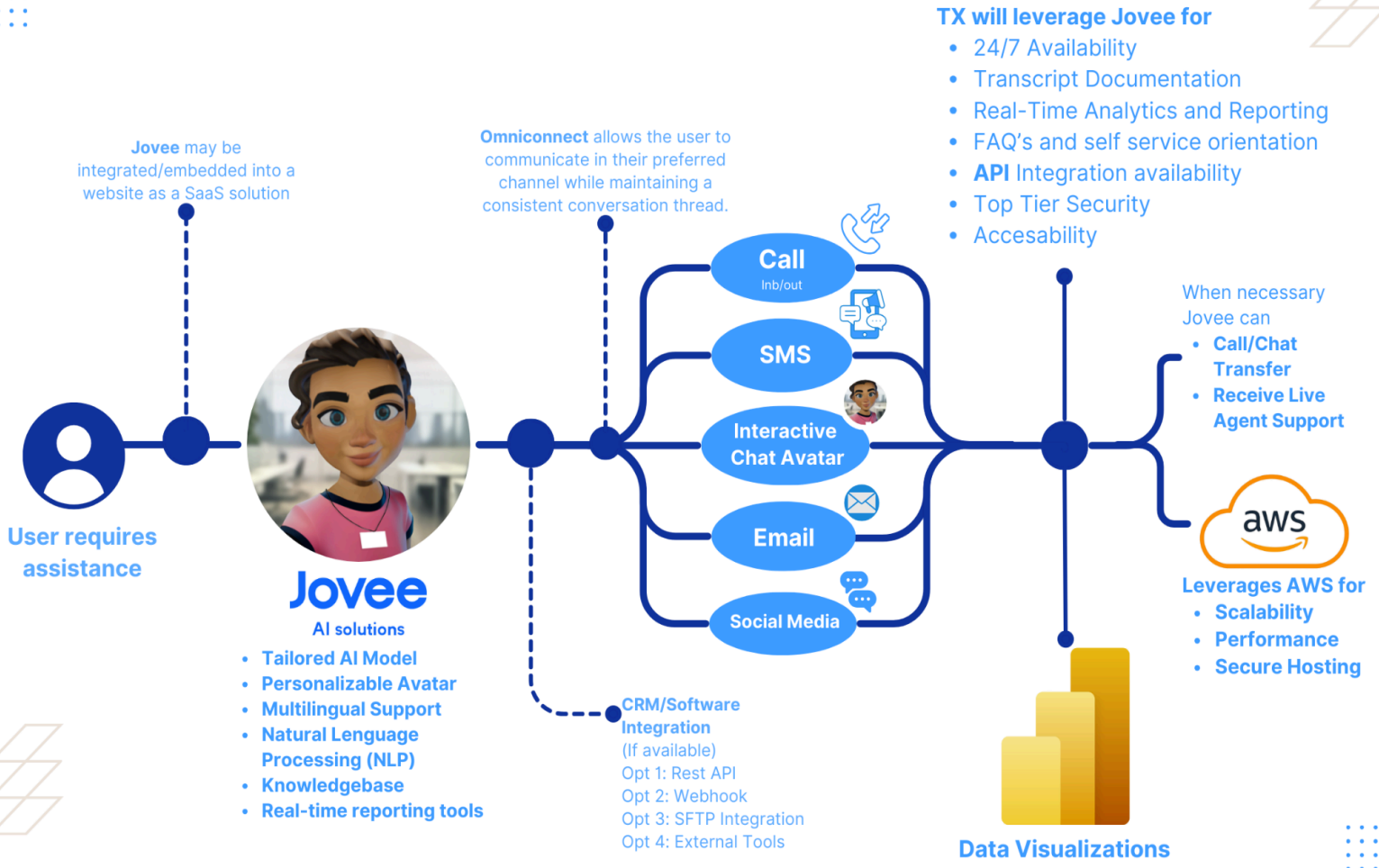
- a. Create training programs for staff and build knowledge bases for our AI.
- b. The avatar was customized and trained to align with the brand's mission and objectives (accent, courtesy, emotion flexibility & face expressions).

# Technical Proposal

## Solution Overview- Interoperability

This Jovee Solution Overview illustrates a highly interoperable, AI-powered platform designed to integrate seamlessly with Texas's existing digital infrastructure. By leveraging open APIs, standardized data formats, and flexible integration methods, Jovee ensures compatibility with legacy systems while maintaining scalability for future needs. Its multilingual and omnichannel communication capabilities—spanning calls, SMS, interactive chat avatars, email, and social media—provide a unified and accessible user experience, while its tailored AI models and real-time reporting tools enhance operational efficiency. The solution adheres to rigorous testing protocols and validation procedures, ensuring seamless data exchange, robust performance, and alignment with the state's digital ecosystem. This design prioritizes user accessibility and future scalability, addressing Texas's current and evolving technical requirements.

## Jovee Solution Overview



## Automated and Intelligent Self-Service

To reduce operational workload and handle routine inquiries effectively, Jovee provides robust self-service options that empower residents to find answers independently. Jovee™ offers a state-of-the-art AI-powered self-service framework that combines advanced automation with intelligent features to deliver fast, accurate, and user-friendly support 24/7.

### AI-Powered Chatbot and Virtual Assistant

Jovee™ includes an **intelligent chatbot and virtual assistant** capable of addressing a wide range of user queries without human intervention. This includes routine tasks such as providing transportation schedules, route planning, answering frequently asked questions, and directing users to the correct resources. The system is trained to respond empathetically and accurately to user needs, ensuring a positive self-service experience.

### 24/7 Availability

Unlike traditional support models, Jovee™ operates around the clock, allowing users to access information and services at any time. This ensures residents can find answers or complete transactions outside of standard business hours, improving accessibility and convenience.

### Dynamic Knowledge Base Integration

The self-service system integrates with a **dynamic knowledge base**, offering up-to-date information that evolves with the needs of Contra Costa County. This ensures users always have access to accurate, relevant, and timely information. The AI also flags outdated information, prompting staff to update content as necessary.

### Personalized Interactions

Jovee™ leverages CRM integration to deliver **personalized self-service experiences**. By accessing user histories and preferences, the platform can tailor responses, recommend resources, and anticipate user needs, reducing the time required to resolve inquiries.

### Intelligent Routing and Escalation

While handling routine tasks autonomously, Jovee™ recognizes when a query requires human intervention. In such cases, the platform intelligently escalates the interaction to the appropriate live agent or department, ensuring a seamless transition and avoiding user frustration.

### Predictive and Proactive Assistance

Jovee™ uses **predictive analytics** to anticipate user needs and proactively provide assistance. For example, the platform can suggest solutions based on frequently asked questions, previous interactions, or seasonal trends, reducing the need for users to search for answers manually.

Jovee™ boosts efficiency by automating tasks, enabling staff to handle complex issues. It provides quick, accurate responses, reducing wait times and improving user experience. The platform saves costs, supports growth, and ensures equitable access with 24/7 multilingual support and proactive service.



## Multilingual Support

Jovee™ provides comprehensive multilingual support designed to meet the needs of a diverse population. By integrating cutting-edge language detection and translation technologies, Jovee™ ensures seamless communication for users who speak a variety of languages, enhancing accessibility and inclusivity across all services.

Multilingual Key Features:

- **Automatic Language Detection:** Jovee™ automatically identifies a user's preferred language based on past interactions or language settings, ensuring conversations begin in the appropriate language without the need for manual selection.
- **Mid-Conversation Language Switching:** Jovee™ enables seamless switching between languages during a conversation, accommodating users who may need assistance in multiple languages or prefer to switch between them.
- **Text and Voice Translation:** Jovee™ provides **real-time translation** for both text-based and voice interactions, ensuring that users can engage in their preferred format while receiving accurate and context-sensitive responses.
- **Tailored Content Delivery:** All prompts, instructions, and chatbot responses are tailored linguistically and culturally to resonate with the user's background, fostering trust and comfort during interactions.
- **Integrated Across all channels:** Multilingual support is available consistently across all communication channels, including phone, chat, SMS, email, and social media, providing users with the flexibility to engage in the format they prefer.

## Functionality

Jovee is designed to support diverse entities with tailored functionalities, enabling **smooth integration and enhanced performance**. For *Administration*, Jovee AI can facilitate performance tracking by leveraging data analytics and predictive modeling, empowering city leaders to make informed decisions for effective governance. Within *Development Services*, it can streamline permit applications, automate inspection scheduling, and fosters transparent communication with developers and residents through intuitive chatbots and automated workflows. For *Event Centers*, AI-driven tools enhance customer engagement by personalizing interactions, optimizing ticketing processes, and ensuring efficient event management. In Human Resources, AI automates administrative tasks, improves employee engagement through tailored solutions, and transforms recruitment and onboarding with onboarding workflows. Moreover, Jovee AI's scalability ensures it can handle varying data volumes and interaction levels, making it adaptable to the evolving needs of each entity.

## Scalability

Jovee's scalability is designed to adapt effectively to the dynamic demands of modern operations, ensuring consistent performance regardless of data volumes or interaction levels. Its robust architecture leverages cloud-based infrastructure and advanced load-balancing algorithms, enabling it to efficiently process large datasets and support high volumes of simultaneous interactions without compromising speed or accuracy. Whether handling peak traffic during large-scale events or managing day-to-day operations with moderate

activity, Jovee AI dynamically adjusts resources to match the workload. This flexibility not only ensures uninterrupted service but also allows for cost-efficient resource allocation, making it suitable for organizations of all sizes and evolving needs.

## Omnichannel Communications

To enhance the accessibility and efficiency of public services, it is essential to adopt an omni-channel communication platform that supports diverse communication methods, enabling residents to engage with public services through their preferred channel. Jovee™ offers a fully integrated solution designed to deliver consistent, high-quality interactions across *phone, SMS, web, chat, email, and social media platforms*.

### How Jovee Meets This Requirement

- **Comprehensive Channel Coverage:** Jovee™ enables residents to access public services via phone, SMS, web chat, or social media, ensuring flexible, efficient, and optimized engagement across all channels.
- **Unified and Consistent Experience:** Jovee™ provides a seamless user experience across channels, allowing residents to switch from web chat to voice or email without losing conversation context, improving convenience and satisfaction.
- **Video Call Options with Avatar Support:** Jovee™ offers personalized video calls with customizable avatar interactions, catering to accessibility needs and those preferring face-to-face engagement. Multilingual, adaptable avatars reflect each agency's branding, enhancing connection and understanding.
- **Real-Time Data Synchronization Across Channels:** Jovee™'s OmniConnect architecture ensures real-time updates across all channels, providing a unified and efficient system for residents and public service staff.
- **Accessibility for All Demographics:** Jovee™ is designed for inclusivity, serving diverse populations with intuitive interfaces and compatibility with accessibility tools like screen readers and ADA-compliant designs for equitable access.

By implementing Jovee™, public services can be delivered in a connected, user-friendly communication experience, meeting the needs of its diverse population while streamlining service delivery.

## Integration

Secure APIs and integrations are crucial for protecting sensitive customer and transaction data. Jovee™ ensures all API communications and third-party integrations are secured with robust protocols to maintain privacy, integrity, and confidentiality, shielding data from unauthorized access and breaches.

### API Security Measures

Secure APIs are the backbone of integrating third-party services and tools with Jovee™. These APIs enable the secure exchange of data between systems, ensuring that communication remains private and that sensitive information is not exposed during transit.

Key features of API security include:

- **HTTPS (SSL/TLS) Encryption:** All API requests and responses are encrypted using HTTPS, a secure version of HTTP. This ensures that data in transit is protected from man-in-the-middle attacks, where attackers might intercept or alter data being exchanged.
- **API Key Authentication:** Each API call is authenticated with unique API keys or OAuth tokens. These keys serve as an identifier for the user or system making the request and can be limited in scope, such as read-only or read-write access. This ensures that unauthorized access to APIs is prevented.
- **Rate Limiting:** APIs are designed with rate limiting in place to prevent abuse, such as denial-of-service (DoS) attacks, where an attacker floods the system with too many requests. By limiting the number of API requests that can be made within a set timeframe, Jovee™ ensures that its system remains resilient to such attacks.
- **IP Whitelisting:** To further protect the API endpoints, Jovee™ can implement IP whitelisting, which ensures that only trusted IP addresses can interact with the API. This helps prevent unauthorized systems or malicious actors from accessing sensitive API functions.
- **Granular Access Control:** Access to the API can be managed by setting user roles and permissions, which ensures that only authorized users or systems can perform certain actions. This ensures that sensitive data is only accessible to those who truly need it for business operations.
- **Regular API Audits:** To ensure compliance and security, Jovee™ regularly audits its APIs for vulnerabilities, weaknesses, or outdated protocols. These audits help to identify any potential risks and mitigate them before they can be exploited.

## Secure Integrations with Third-Party Services

Jovee™ often integrates with third-party services for tasks such as customer support tools, CRM (Customer Relationship Management) systems, payment processing, and more. Securing these integrations is critical to avoid exposing sensitive data to third parties.

Key features of secure integrations include:

- **End-to-End Encryption:** When integrating with third-party services, Jovee™ ensures that data is encrypted end-to-end. This means that from the point it leaves Jovee™'s environment to the point it reaches the integrated service (e.g., a payment gateway), it remains encrypted, reducing the risk of interception.
- **Secure Data Handling:** Data shared with third-party services is handled in a way that minimizes exposure. For example, when dealing with payment information, sensitive data like credit card numbers or personal information is tokenized or redacted before it is passed to third-party systems. This ensures that Jovee™ retains control over sensitive data and limits access.
- **Audit Trails for Integrations:** For every integration, an audit trail is kept that records all interactions with third-party systems. This enables quick identification of any irregularities or unauthorized access, helping businesses maintain visibility into third-party data exchanges and ensuring compliance with security protocols.

## Data Validation and Input Sanitization

When dealing with secure integrations, it is essential to validate and sanitize all incoming and outgoing data to prevent attacks like SQL injection, cross-site scripting (XSS), or other injection-based attacks.

Jovee™ ensures the following in terms of data validation and input sanitization:

- **Input Validation:** All inputs from users or external systems (via APIs or other integrations) are strictly validated. Jovee™ checks that the data follows the expected format (e.g., valid credit card number, correct email format) before processing it. This prevents malicious data from entering the system.
- **Sanitization:** When receiving data from external sources, Jovee™ sanitizes it to remove harmful elements like malicious code or unexpected characters. This is essential in preventing attacks like cross-site scripting (XSS) where attackers inject malicious scripts into data to exploit vulnerabilities in the system.
- **Schema-Based Validation:** For structured data, such as JSON or XML, Jovee™ uses schema-based validation to ensure that all fields are correctly formatted and that any unexpected or extraneous data is flagged and rejected.

## Secure Authentication and Authorization for APIs

Ensuring that only authorized users or systems can access APIs is essential to prevent unauthorized access to sensitive data. Jovee™ implements secure authentication and authorization methods, such as:

- **API Key Authentication:** Each API call is authenticated with unique API keys or OAuth tokens. These keys serve as an identifier for the user or system making the request and can be limited in scope, such as read-only or read-write access. This ensures that unauthorized access to APIs is prevented.
- **Multi-Factor Authentication (MFA):** To access Jovee™'s APIs, particularly for administrative tasks or accessing sensitive data, multi-factor authentication (MFA) is required. This adds an additional layer of security, ensuring that even if a password is compromised, the attacker cannot easily gain access to the system.
- **Access Tokens and Scopes:** Jovee™ uses role-based access tokens and defines specific access scopes to limit what an API client can do. For example, an API client may be allowed to read user data but not modify it. This minimizes the risk of data breaches and unauthorized data manipulation.

## Algorithm Transparency

Jovee's AI solutions prioritize transparency, fairness, and ethical outcomes in all algorithmic processes. Below is a comprehensive overview of the algorithms employed, the mechanisms in place for bias mitigation, and the validation and testing procedures that ensure their effectiveness:

## 1. Algorithms Used

Jovee leverages a combination of machine learning (ML), natural language processing (NLP), and predictive analytics models to deliver intelligent and responsive AI-driven solutions. Key algorithms include:

- Transformer-Based Models (e.g., GPT variants): For natural language understanding and context-aware responses.
- Reinforcement Learning: To optimize dynamic decision-making in conversational workflows.
- Predictive Analytics Models: To anticipate user needs based on historical patterns and trends.

## 2. Bias Mitigation Approach

Jovee employs rigorous practices to identify and minimize bias in its algorithms:

- Bias Audits: Regular audits are conducted to detect potential biases in model outputs and address disparities.
- Human-in-the-Loop Review: Critical processes incorporate human oversight to evaluate edge cases, assess outputs for fairness, and ensure alignment with ethical standards.
- Algorithmic Fairness Metrics: Models are evaluated against fairness metrics such as demographic parity, equal opportunity, and disparate impact to measure and mitigate bias effectively.

## 3. Validation and Testing:

Jovee implements a robust validation and testing framework to ensure the reliability and ethical operation of its algorithms:

- Cross-Validation: Ensures the model's generalization capability across varied data subsets.
- Performance Metrics: Key performance indicators (KPIs) such as accuracy, precision, recall, and F1 score are monitored.
- Real-World Scenario Testing: Algorithms are tested in controlled environments replicating real-world conditions to evaluate their robustness and adaptability.
- Continuous Monitoring: Post-deployment, real-time monitoring and feedback loops are used to refine models based on user interactions and evolving requirements.

## 4. Ensuring Fair and Ethical Outcomes

Jovee's commitment to ethical AI is grounded in:

- Transparent Development Practices: Documentation of algorithm design, data preprocessing, and decision-making processes.
- Stakeholder Engagement: Regular consultations with clients and affected communities ensure that solutions align with ethical standards and user expectations.

By integrating these practices, Jovee delivers AI solutions that are not only efficient and effective but also equitable and trustworthy, aligning with the highest standards of algorithmic transparency.

## Continuous Improvement

Our team of Contact Center experts and engineers ensures continuous support and enhancements for Jovee™, our AI-driven solution. Jovee™ adapts and improves over time through continuous learning from interactions, new information, and feedback. This cycle of refinement ensures it meets high-quality standards while evolving to deliver smarter, more intuitive AI that proactively aligns with user needs for a superior experience.

Here is a brief summary of the benefits of the continuous improvement cycle:

**Quality Assurance:** The QA team ensures high standards of accuracy, empathy, and reliability across Jovee™'s features by validating emotion detection, assessing call quality, calibrating sentiment scoring, verifying immediate escalation protocols, maintaining security and compliance, and analyzing post-interaction surveys. This thorough approach ensures real-world precision and responsiveness.

**Training and Development:** The Training and Development team regularly updates Jovee™'s knowledge base to keep it accurate, relevant, and user-focused. By using data-driven training, maintaining a tone and personality aligned with brand values, supporting multilingual interactions, and continuously refining knowledge bases, the team ensures that Jovee™ evolves in line with customer needs. Human-in-the-loop training further ensures complex cases are seamlessly escalated while preserving context for smooth resolution.

Together, these mechanisms and teams drive continuous learning, ensuring Jovee™ delivers exceptional service while adapting to the evolving demands of users and the business environment.

## Natural Language Processing (NLP)

Jovee™'s cutting-edge **NLP technology** enables users to interact with the system in natural, conversational language. This eliminates the need for rigid keyword-based inputs, making the self-service experience more intuitive and user-friendly.

## Real Time Analytics

Effective performance monitoring is crucial for achieving operational objectives and enhancing service delivery. Jovee™ supports this by offering real-time insights into Key Performance Indicators (KPIs) like user satisfaction, inter-agency coordination, and system efficiency. With advanced analytics and robust reporting, Jovee™ empowers the entity to evaluate, optimize, and refine operations consistently, providing the tools needed for real-time monitoring, advanced tracking, and actionable insights to drive continuous improvement.

## How Jovee™ Meets This Requirement

**Real-Time Data Dashboards:** Jovee™ provides customizable, real-time dashboards that deliver a clear and dynamic overview of system performance. These dashboards display critical KPIs, including:

- **Call Resolution Times:** Track response efficiency.
- **System Uptime:** Monitor platform reliability.
- **User Satisfaction Scores (CSAT):** Evaluate user experience through feedback.
- **Peak Interaction Periods:** Identify high-demand times for proactive resource allocation.

**Comprehensive KPI Tracking:** Jovee™ tracks an extensive range of performance metrics, tailored to the entity objectives, including:

- **Average Response Time:** Time to address user inquiries.
- **First-Call Resolution Rate:** Percentage of issues resolved in the first interaction.
- **Volume Metrics:** Total interactions across channels.
- **Accessibility Metrics:** Data segmented by language and ADA accessibility to ensure inclusivity.

This detailed KPI tracking supports targeted improvements, ensuring inclusivity and service excellence.

**Advanced Data Visualization:** Jovee™ integrates powerful BI platforms to transform raw data into intuitive visualizations, including:

- Graphs, heatmaps, and trend lines that make performance trends and outliers easy to identify.
- Visual storytelling that highlights key insights for stakeholders, enabling a data-driven approach to decision-making.

**Predictive Analytics for Proactive Decision-Making:** By leveraging historical data and advanced modeling, Jovee™ provides predictive insights into:

- **Future Call Volumes:** Anticipate high-demand periods to allocate resources effectively.
- **Seasonal Variations:** Identify user trends during specific times of the year to adjust staffing and services.
- **Potential Service Disruptions:** Flag trends indicating emerging issues, enabling preemptive intervention.

**Drill-Down Capabilities:** Jovee™ enables users to dive deeper into specific data points. This granular analysis helps uncover root causes of recurring issues, supports trend analysis, and informs targeted solutions.

- Call logs and transcripts.
- Interaction histories.
- Resolution times and outcomes.

**Automated Reporting:** Jovee™ generates automated reports customized to stakeholders' needs, with features including:

- Flexible scheduling (daily, weekly, or monthly).

- Summaries of key metrics, trends, and actionable recommendations.
- Easy export options to formats like PDF, Excel, or CSV for wider distribution.

**Real-Time Alerts and Notifications:** The platform monitors KPIs in real time and sends notifications when metrics fall below predefined thresholds, such as: Increased wait times, a drop in satisfaction scores and missed response time targets. This empowers teams to act immediately, preventing minor issues from escalating into major disruptions.

**Data Segmentation and Comparative Analysis:** Jovee™ enables segmentation of data by:

- **Segmentation:** Assess performance by channel, location, or user demographics to identify specific needs or gaps.
- **Inter-Agency Integration:** Share KPI data across partner systems to foster transparency, improve coordination, and streamline operations.

## Implementation Approach

1. **Discovery and Planning (Day 1-3):** Define KPIs and reporting needs with stakeholders; create a Business Rules Document (BRD).
2. **Platform Integration (Day 4-10):** Connect Jovee™ to existing systems and configure dashboards, alerts, and reporting templates.
3. **Testing and Validation (Day 11-14):** Validate dashboard accuracy and alignment with stakeholder expectations.
4. **Training and Deployment (Day 15-18):** Train staff on platform features and deploy across teams.
5. **Monitoring and Optimization (Day 19-20+):** Monitor system performance and refine KPIs as needed.

*Note: Timelines may vary based on client schedules and resource availability.*

KPI monitoring and analytics with Jovee™ offer significant benefits, driving enhanced decision-making through real-time insights and predictive analytics for data-driven strategies. Continuous KPI analysis ensures high service quality and user satisfaction, while effective tracking optimizes resources, preventing bottlenecks and reducing costs. Comprehensive reporting promotes accountability and transparency, aligning stakeholders on performance goals. Additionally, trend forecasting and predictive capabilities future-proof operations, enabling adaptation to evolving user needs and challenges.

**Example Use Case:** Suppose call resolution times begin to rise during a 2 hour interval.

### Jovee™'s Solution:

- **Real-Time Alerts:** Notify management of the issue as soon as it occurs.
- **Root Cause Analysis:** Drill down into call data and interaction logs, identifying the root cause—such as a surge in trip planning service requests.
- **Proactive Intervention:** Use predictive analytics to anticipate and address similar spikes in the future.

- **Immediate Action:** Deploy additional resources or modify workflow to reduce wait times and maintain service quality.

By empowering the entity with real-time monitoring, advanced analytics, and proactive insights, Jovee™ ensures operational excellence and continuous service improvement for the entity.

## Quality Control

To ensure the successful implementation and sustained effectiveness of Jovee, we will evaluate the project based on the following key performance metrics:

- 1. User Satisfaction Rating:**
  - Target: Achieve a user satisfaction rating of 90% or higher.
  - Method: Collect surveys and feedback from system users during both the pilot and full implementation phases to measure satisfaction with functionality, ease of use, and performance.
- 2. System Uptime and Reliability:**
  - Target: Ensure 99.9% uptime during the first 6 months and maintain at least 99.8% uptime long-term.
  - Method: Monitor real-time system health and incident reports to validate reliability and accessibility.
- 3. Response Time:**
  - Target: The system will handle 95% of transit-related inquiries within 30 seconds.
  - Method: Measure response times through system logs and user interaction analytics.
- 4. Data Accuracy and Integrity:**
  - Target: Achieve an accuracy rate of 98% or higher for all data transactions, such as transit schedules and user requests.
  - Method: Use automated audits and manual spot checks to validate data accuracy during migration and ongoing operations.
- 5. Compliance Rate:**
  - Target: Meet 100% compliance with regulatory standards, including PII, HIPAA, ADA, and WCAG 2.1 AA.
  - Method: Conduct routine audits of security, accessibility, and data handling processes.
- 6. Pilot Phase Success Metrics:**
  - Targets:
    - 85% positive feedback from pilot users.
    - 95% functionality of all critical features.
  - Method: Measure adoption rates, system stability, and user feedback during the pilot phase to inform full deployment.
- 7. Training Effectiveness:**
  - Target: At least 95% of staff complete training and achieve proficiency in using the system.
  - Method: Track training completion rates and conduct post-training assessments to measure readiness.
- 8. Feedback Integration:**

- Target: Address 90% of user feedback within 30 days during pilot and post-implementation phases.
- Method: Track feedback resolution rates and system updates incorporating user suggestions.

## Testing Procedures

To ensure the successful deployment and operation of Jovee, the following comprehensive testing procedures will be conducted:

- 1. System Integration Testing:**
  - Conduct end-to-end integration tests with all system components (telephony, trip planning software, web platform, dispatch services) to ensure seamless data flow and interoperability.
- 2. User Acceptance Testing (UAT):**
  - Engage a representative user group to test the system's usability, functionality, and performance.
  - Gather feedback through surveys and interviews and address issues before full deployment.
- 3. Pilot Phase Testing:**
  - Launch a pilot system with limited users to test real-world functionality and stability.
  - Evaluate critical features, gather user feedback, and refine the system before the full rollout.
- 4. Load Testing:**
  - Simulate peak usage conditions to test system capacity to handle high volumes of simultaneous inquiries and interactions.
- 5. Security Testing:**
  - Conduct vulnerability assessments and penetration testing to identify and address potential security risks.
  - Ensure compliance with PII and HIPAA standards.
- 6. Accessibility Testing:**
  - Verify compliance with WCAG 2.1 AA and ADA standards to ensure accessibility for users with disabilities.
- 7. Performance Testing:**
  - Measure response times and system reliability during various operational scenarios to validate performance under real-world conditions.

## Ongoing Monitoring and Optimization

- 1. Post-Implementation Monitoring:**
  - Monitor system performance using Key Performance Indicators (KPIs), such as uptime, response time, and user satisfaction, to ensure long-term success.
- 2. Feedback and Updates:**
  - Continuously collect user feedback and prioritize system updates based on insights from stakeholders and end-users.
- 3. Training Support:**
  - Provide ongoing training to new staff and advanced training to experienced staff to maintain proficiency in using the system.

#### 4. Annual Reviews:

Conduct annual quality assurance reviews to evaluate compliance, performance, and user satisfaction, incorporating findings into system improvements.

## Technical Approach

Jovee employs a structured, **agile methodology** to design, develop, and implement innovative AI solutions for public sector entities. This methodology focuses on collaboration, adaptability, and ensuring seamless alignment with the operational needs of the North Central Texas Council of Governments (NCTCOG) and its TXShare members.

**1. Initial Assessment and Requirements Gathering:** This phase sets the foundation for a successful implementation by deeply understanding the current ecosystem and stakeholder needs.

- **Stakeholder Engagement:** Jovee conducts workshops with NCTCOG members to identify operational challenges, service expectations, and improvement opportunities, ensuring the solution incorporates stakeholder input and fosters buy-in.
- **System Audit:** We map existing systems and workflows, including legacy platforms, to identify integration points and ensure Jovee enhances operations without disruption.
- **Success Metrics and Risk Management:** Clear KPIs, like improved satisfaction, reduced response times, and increased efficiency, measure success. A risk assessment addresses challenges like data migration and user adoption.
- **Operational and Accessibility Requirements:** We define technical and operational requirements, like ADA compliance, multilingual support, and omnichannel standards, to ensure effective service for all citizens.

**2. Iterative Configuration and Development:** Using agile sprints, Jovee configures its AI solution to align with the operational goals of NCTCOG and its TXShare members.

- **Omni-Channel Communication:** Jovee's platform is developed to provide seamless support across all communication channels—**voice, chat, SMS, email, and social media**. Citizens can access services through their preferred method, enhancing convenience and accessibility.
- **Integration with Existing Systems:** The solution is integrated with existing government systems, such as CRMs (e.g., Salesforce), telephony platforms (e.g., Genesys), and cloud services (e.g., AWS). **APIs** enable **real-time data sharing**, ensuring all systems work cohesively.
- **Proprietary AI Features:** Jovee incorporates advanced features like **Natural Language Processing (NLP)**, **predictive call routing**, and **sentiment analysis**. These features enable the platform to understand and respond to citizen needs accurately while providing data-driven insights to agencies.

**3. Collaborative Feedback and Refinement:** Active engagement with stakeholders throughout the development process ensures the solution evolves to meet user needs.

- **Sprint Reviews:** At the end of each sprint, Jovee presents completed features to stakeholders through **live demonstrations**. This ensures transparency and allows stakeholders to provide feedback on functionality and usability.
- **Feedback Loops:** Feedback is continuously gathered from TXShare members and integrated into the development process to refine workflows, optimize user interfaces, and enhance accessibility features.
- **Accessibility Enhancements:** Features such as **ADA-compliant interfaces, WCAG 2.1 standards, and real-time language** switching are tested and improved based on stakeholder input.

**4. Rigorous Testing Across All Layers:** Before deployment, Jovee conducts comprehensive testing to ensure system reliability, performance, and compliance.

- **Functional Testing:** All platform features are validated to ensure they work as intended, from handling routine inquiries to managing escalations.
- **Integration Testing:** Seamless connectivity with external systems, such as government databases, call center platforms, and web portals, is thoroughly tested.
- **User Acceptance Testing (UAT):** Real-world simulations are conducted with NCTCOG staff and selected TXShare members to validate that the solution meets user expectations. Any issues identified during UAT are addressed promptly.
- **Performance and Scalability Testing:** Stress tests are performed to ensure the platform can handle high volumes of inquiries without compromising performance, especially during peak periods.

**5. Deployment and Post-Implementation Support:** Upon successful testing, Jovee’s Team will oversee the rollout and provide ongoing support to ensure long-term success.

- **Phased Deployment:** The solution is rolled out in phases, starting with **pilot programs** for select TXShare members before scaling to the broader network. This minimizes disruption and provides opportunities to address any unforeseen issues.
- **Comprehensive Training:** Jovee provides **tailored training material and programs** for government staff, including administrators, agents, and IT personnel. Training modules cover system usage, troubleshooting, and performance monitoring.
- **Post-Launch Optimization:** Jovee monitors system performance post-launch, gathering data on key metrics like response times, resolution rates, and user satisfaction. Insights are used to make iterative improvements to the system.
- **Ongoing Support and Maintenance:** Through a **ticket system** a support team will provide any necessary assistance, ensuring system availability and addressing any technical issues. Regular updates and enhancements are deployed to keep the platform aligned with evolving user needs and industry standards.

## User-Friendliness and Accessibility Considerations

Jovee’s AI platform is designed to prioritize user-friendliness and inclusivity, ensuring that public sector entities can deliver seamless and equitable services to all citizens. Through intuitive interfaces, adherence to

accessibility standards, and innovative features, Jovee transforms citizen interactions into positive, efficient experiences.

**1. User-Friendly Features and Design:** Jovee's platform ensures that both citizens and staff can easily navigate and use its features, reducing the learning curve and fostering quick adoption.

- **Intuitive User Interfaces (UIs):** Jovee's interface is designed to be clean, simple, and logically organized. Key functions such as service requests, chat assistance, or dashboard analytics are easily accessible with minimal clicks, ensuring users can quickly find what they need.
- **Unified Omnichannel Experience:** Citizens can engage with Jovee seamlessly across channels—voice, chat, SMS, email, or social media—without having to repeat themselves. Information is synchronized, providing a smooth transition between platforms.
- **Personalized Interactions:** By leveraging CRM integrations, Jovee remembers user preferences, past inquiries, and preferred communication methods. This allows for customized and relevant interactions, making the experience more meaningful for citizens.
- **Quick Adoption for Staff:** Jovee simplifies workflows for government employees by consolidating tools into a single interface. Features such as unified dashboards and task automation help staff focus on delivering value rather than managing complex systems.

**2. Accessibility for All Users:** Jovee ensures that its platform is inclusive, catering to users with diverse abilities and backgrounds.

- **Adherence to Accessibility Standards:** Jovee complies with WCAG 2.1 AA standards and ADA requirements to ensure equal access for users with disabilities. Key accessibility features include:
  - Compatibility with screen readers and assistive technologies.
  - Descriptive text for buttons and alternative text for images.
  - Keyboard-only navigation for users unable to use a mouse.
  - High-contrast color schemes for users with visual impairments.
- **Multilingual Capabilities:** Jovee offers real-time language switching during interactions. This allows citizens to communicate in their preferred language, breaking down language barriers and fostering inclusivity.
- **Voice Interaction:** Jovee's advanced Natural Language Processing (NLP) ensures accurate voice recognition and response, enabling hands-free interactions for citizens who may prefer or require voice assistance.

**3. Accessibility Enhancements for Specific Needs:** Jovee's design focuses on creating an inclusive experience for underserved or vulnerable populations.

- **Support for Citizens with Disabilities:** Speech-to-text and text-to-speech features cater to individuals with hearing or visual impairments. Real-time AI transcription provides live captions for video or voice interactions.
- **Adaptable Interaction Modes:** Citizens can interact via chatbots, avatars, or voice assistants, depending on their comfort and accessibility needs. For example, Jovee's avatar feature can communicate using sign language for individuals with hearing disabilities.

- **Simplified Navigation:** A single point of contact for accessing government services eliminates the need to navigate complex websites or portals. Jovee organizes information in logical categories and provides shortcuts to frequently accessed services.

**4. Advanced Accessibility and User Support Features:** Beyond compliance, Jovee introduces innovative features to enhance user experiences.

- **Real-Time Sentiment Analysis:** Jovee's AI detects user sentiment during interactions, such as frustration or confusion, and adjusts its approach to provide empathetic responses or escalate to a live agent.
- **Predictive Text and Suggestions:** For users typing their queries, Jovee provides predictive suggestions, reducing effort and making interactions faster.
- **Dynamic Learning and Feedback:** Jovee continuously learns from user feedback to improve the experience. For example, frequently asked questions are updated dynamically to ensure citizens receive relevant information.

**Real-World Applications of Jovee's User-Friendliness and Accessibility:** Here are some examples of how Jovee's user-friendly and accessible design improves public sector operations:

- **Health Services:** Citizens can book medical appointments or access test results via voice or chat, with options for real-time translation into their preferred language.
- **Emergency Assistance:** During natural disasters or emergencies, Jovee provides critical updates and instructions through accessible channels like SMS and social media.
- **Permit Applications:** A simplified process guides citizens through form submissions, ensuring they don't miss critical steps while offering live support when needed.

## Compliance

To ensure compliance with PII, HIPAA, and ADA standards, Jovee™ incorporates robust measures for secure data handling, privacy, and accessibility:

**Sensitive Data Handling:** Jovee™ utilizes advanced AI-powered redaction to automatically identify and remove sensitive information from transcripts and recordings, ensuring compliance with PII, HIPAA, and PCI DSS standards. This fosters trust among users by securely managing data and preventing exposure of confidential details.

**Data Encryption and Access Control:** All data is encrypted both at rest and in transit using secure protocols such as AES-256 and TLS 1.2+, ensuring that sensitive information is protected from unauthorized access. Access to customer data is controlled via role-based access and single sign-on (SSO) integration, guaranteeing that only authorized personnel can view or modify records.

**Real-Time Resource Adjustment:** Jovee™ automatically adjusts system resources in real-time, maintaining optimal service performance while ensuring ongoing data security and compliance with privacy standards.

**Global Compliance:** Jovee™ supports global compliance by managing data storage and processing in accordance

with regional laws, such as GDPR, ensuring that data handling meets local privacy regulations.

**ADA and Accessibility Standards:** The platform is designed to meet WCAG 2.1 AA and ADA standards, ensuring full accessibility for all users, including those with disabilities. This ensures equal engagement opportunities for every user.

**PII Privacy Protection:** Jovee™ implements stringent measures to safeguard personally identifiable information (PII), ensuring that privacy is maintained throughout the customer interaction, in full compliance with regulatory requirements such as HIPAA and PII protections.

We adhere to SOC 2 compliance standards, implementing practices aligned with its principles of **Security, Confidentiality, Availability, Privacy, and Processing Integrity**. This includes achieving a SOC 2 Type 1 Attestation Report, demonstrating that our controls meet these principles.

Jovee™ meets high standards of security, privacy, and accessibility by offering a reliable and compliant solution for handling sensitive data. With features such as secure APIs, encryption, strict authentication, data validation, and advanced monitoring tools, Jovee™ safeguards sensitive information while enabling seamless integration with external services. This robust approach minimizes the risk of unauthorized access, ensuring businesses can securely scale their operations and consistently meet compliance requirements.

## Data Governance and Cybersecurity Provisions

**Threat Detection and Response:** Jovee prioritizes real-time threat detection and response to ensure robust security across all systems. By leveraging AI-driven technologies and comprehensive incident response protocols, Jovee delivers a proactive and resilient cybersecurity posture.

- **Multi-Factor Authentication (MFA):**
  - Enforces MFA for all internal and external users to ensure secure access to systems and sensitive data.
  - Supports biometric authentication, hardware tokens, and time-based one-time passwords (TOTP).
- **Zero Trust Architecture:**
  - Implements a Zero Trust model requiring continuous verification of user and device identity before granting access to resources.
- **Role-Based Access Control (RBAC):**
  - Access rights are restricted based on the principle of least privilege, ensuring users have only the permissions necessary for their role.
- **Comprehensive IR Playbook:**
  - Jovee maintains a detailed Incident Response (IR) playbook tailored to identity-related breaches and evolving threats. Key components include:
    - **Preparation:** Regular training and tabletop exercises for the response team.
    - **Detection and Analysis:** Rapid identification and classification of incidents using AI-powered monitoring tools.

- **Containment:** Immediate isolation of affected systems or accounts to prevent further damage.
- **Eradication and Recovery:** Removal of malicious components and restoration of operations.
- **Post-Incident Analysis:** Root cause analysis (RCA) and reporting to improve future response capabilities.
- **Real-Time Alerting:**
  - Implements automated alerting systems to notify security teams of potential incidents instantly via email, SMS, or dashboards.
- **Automated Incident Mitigation:**
  - Deploys automated scripts to respond to specific scenarios, such as disabling compromised accounts or blocking suspicious IP addresses.

## Regular Testing and Updates:

- **Penetration Testing:**
  - Regular penetration testing evaluates the efficacy of threat detection and response systems against simulated attacks.
- **Adaptive Updates:**
  - Continuously updates response protocols and AI models to address new vulnerabilities and threat landscapes.

**Data Encryption and Access Control:** All data is encrypted both at rest and in transit using secure protocols such as AES-256 and TLS 1.2+, ensuring that sensitive information is protected from unauthorized access.

**Vulnerability Management:** Jovee conducts comprehensive vulnerability assessments to identify, evaluate, and mitigate potential security weaknesses:

- **Automated Scanning Tools:**
  - Use industry-standard tools (e.g., Nessus, Qualys) to regularly scan systems for known vulnerabilities.
- **Risk-Based Prioritization:**
  - Assess vulnerabilities based on their severity and impact, prioritizing critical issues for immediate resolution.
- **Continuous Monitoring:**
  - Implement continuous monitoring to detect new vulnerabilities as they emerge in real time.

**Security Governance Framework:** Jovee's Security Governance Framework establishes a structured, scalable, and comprehensive approach to safeguarding systems, data, and processes, ensuring both compliance and resilience in an evolving threat landscape with key components like:

1. **Policies and Procedures:** Comprehensive security policies encompassing.

- Access Control: Role-based access control (RBAC), least privilege principles, and Multi-Factor Authentication (MFA).
- Data Protection: Encryption standards (AES-256 for data at rest, TLS 1.3 for data in transit), secure key management, and data loss prevention (DLP).
- Incident Response: A documented incident response plan (IRP) with defined escalation paths, playbooks, and post-incident reviews.
- Vulnerability Management: Regular vulnerability scans, penetration testing, and automated patch management pipelines.
- - Regular updates to policies and procedures to align with evolving standards (e.g., OWASP Top 10, MITRE ATT&CK Framework).

## 2. Defined Roles and Responsibilities

- Clearly delineated roles and responsibilities, including:
  - CISO and Security Teams: Ownership of risk management, incident response, and compliance auditing.
  - IT and Development Teams: Integration of secure DevOps practices (DevSecOps) and adherence to secure coding guidelines.
- End Users: Mandatory cybersecurity awareness training and adherence to acceptable use policies.
- Governance committees and cross-functional security working groups to foster accountability and collaboration.

## 3. Compliance and Regulatory Adherence

- Adherence to global and regional standards, including:
  - ISO 27001: Information Security Management System (ISMS) certification and regular audits.
    - NIST Cybersecurity Framework: Implementation of Identify, Protect, Detect, Respond, and Recover functions.
    - GDPR: Data privacy controls, Data Protection Impact Assessments (DPIA), and Data Subject Rights management.
- PCI DSS (if applicable): Safeguards for cardholder data, including secure payment processing.
- Internal and third-party audits, security certifications, and penetration testing to validate compliance.

## 4. Continuous Improvement

- Threat Intelligence: Integration with threat intelligence feeds for proactive threat hunting.
- Monitoring and Logging: Implementation of a Security Information and Event Management (SIEM) system for real-time monitoring, log correlation, and anomaly detection.
- Training: Role-specific security training for employees, including phishing simulations and secure coding workshops.
- Metrics and KPIs: Continuous measurement of security performance via metrics like Mean Time to Detect (MTTD) and Mean Time to Respond (MTTR).
- Policy Revisions: Periodic reviews based on the evolving threat landscape, new regulations, and post-incident learnings.

This security governance framework ensures proactive risk management, builds trust and transparency with stakeholders, adapts to emerging threats through scalability, and fosters resilience with continuous monitoring and improvement, providing a robust foundation for safeguarding organizational assets.

**Technologies:** The following technologies will be utilized to ensure the successful implementation and operation of the One-Call/One-Click (OCOC) Contact Center Software Solution:

### Core Platform Technologies

1. **AI-Powered Virtual Agent (Jovee™):**
  - Advanced natural language processing (NLP) for multilingual support.
  - Machine learning algorithms for continuous improvement in understanding and response accuracy.
  - Real-time interaction capabilities to handle voice, chat, and web-based customer interactions.
2. **Cloud Infrastructure:**
  - Cloud-based hosting for scalability, reliability, and high availability.
  - Secure storage and processing of data, ensuring compliance with PII and HIPAA regulations.
3. **Customer Relationship Management (CRM) Integration:**
  - Tools to manage and track customer interactions, ensuring a 360-degree view of user needs.
  - Integration with existing CRM platforms for seamless data sharing and interaction logging.
4. **Service Discovery Tools:**
  - GIS-enabled solutions for real-time route tracking and service availability.
  - Tools to display and integrate fixed and flexible transportation options.

### Integration Technologies

1. **API Integrations:**
  - Secure RESTful APIs for interoperability with third-party platforms such as trip planning, dispatch systems, and external databases.
  - Middleware for seamless data synchronization and service updates.
2. **Data Analytics and Reporting Tools:**
  - Advanced analytics engines for real-time reporting, performance monitoring, and trend analysis.
  - Dashboards for operational and stakeholder insights.

### Security and Compliance Technologies

1. **Data Security:**
  - Encryption technologies for secure data transmission and storage.
  - Compliance monitoring tools to ensure adherence to PII, HIPAA, and ADA standards.
2. **Access Control:**
  - Role-based access controls (RBAC) to secure sensitive information and system functionality.
  - Single sign-on (SSO) for simplified and secure user authentication.

## Support and Maintenance Technologies

1. **Monitoring and Diagnostic Tools:**
  - Real-time system monitoring to detect and resolve issues proactively.
  - Log analysis tools for system health checks and troubleshooting.
2. **Collaboration Platforms:**
  - Platforms for communication and coordination among project teams and stakeholders.
  - Tools to track issues, feedback, and system updates.

## Risk Management Plan

To ensure the successful implementation and operation of the AI solution, we have identified and assessed potential risks that could impact deployment, performance, and user experience. Key risks include system downtime during deployment or operation, data security vulnerabilities, user adoption challenges, performance bottlenecks during peak usage, integration issues with existing infrastructure, and the potential for inaccurate responses from the AI. Addressing these risks requires a proactive approach that combines thorough planning, robust testing, and continuous monitoring. For instance, phased rollouts will minimize disruptions, and end-to-end encryption will safeguard sensitive customer data. Additionally, comprehensive training sessions will empower staff to adopt the new system effectively, while scalable cloud-based infrastructure ensures that the AI can handle fluctuating interaction volumes seamlessly.

To further mitigate risks, we will implement a detailed disaster recovery plan (DRP) that includes regular backups, predefined response protocols for system outages, and periodic testing to ensure readiness. Root-cause analysis (RCA) will also be conducted for any incidents, allowing us to identify and address underlying issues to prevent recurrence. Continuous audits of the AI's performance, combined with regular updates to its knowledge base, will maintain response accuracy and reliability. Integration challenges will be addressed through secure APIs, rigorous pre-deployment testing, and workflow alignment to ensure compatibility with existing systems. This comprehensive risk management strategy is designed to safeguard operational continuity, enhance user satisfaction, and deliver a reliable and efficient AI solution for the City.

## Training and Support Plan

Jovee LLC is committed to delivering a comprehensive training program that ensures staff and end-users are proficient in utilizing the OCOC platform effectively. Our training schedule is strategically designed to align with the phased implementation of the system, fostering confidence and expertise among all users.

### Phase 1: Training Needs Assessment

- Collaborate with entity stakeholders to identify specific training needs and timelines for different user groups (administrators, operators, end-users).
- Develop customized training materials, including user manuals, quick-reference guides, and interactive video tutorials.

## Phase 2: Administrator Training

- Conduct training sessions for system administrators, focusing on:
  - System configuration and management.
  - Reporting and analytics tools.
  - Data security and compliance best practices.
- Format: Virtual workshops supplemented by pre-recorded modules.

## Phase 3: Staff Training

- Deliver role-specific training for operational staff, including dispatchers and call center agents:
  - Interactive exercises with the OCOC platform's interface.
  - Simulations for real-world scenarios, such as trip planning and escalation procedures.
  - ADA compliance and accessibility tools training.
- Format: Virtual group training sessions complemented by self-paced learning resources.

## Phase 4: End-User Workshops

- Organize virtual workshops to familiarize end-users with the platform's capabilities:
  - Using the platform to access transportation options.
  - Mobile and web interface navigation.
  - FAQ and troubleshooting guides.
- Format: Virtual sessions to maximize accessibility and outreach.

**Ongoing Training Support:** Regular refresher courses and training updates based on user feedback and new feature rollouts and access to Jovee's Knowledge Base (AI-powered repository of training materials and step-by-step guides).

**Support Services:** Jovee ensures seamless post-implementation operations through robust support services tailored to entities needs:

**Helpdesk Support:** Support available via email, live chat, and a web-based ticketing system. Plus assistance with troubleshooting, system updates, and user inquiries during standard operating hours.

**Dedicated Client Liaison:** A primary point of contact for an entity, ensuring efficient issue resolution and proactive communication regarding updates.

**System Monitoring:** Regular performance monitoring of the OCOC platform to identify and address potential issues proactively.

**Scheduled System Updates:** Updates to enhance platform features and maintain compliance with evolving regulations.

**Quarterly Performance Reports:** Reports outlining system usage, issue resolution trends, and user feedback to

guide improvements.

**User Feedback Integration:** Channels for end-user feedback collection to inform future updates and training enhancements.

**Self-Help Training Portal:** Comprehensive online portal with interactive learning tools, video tutorials, and FAQs for continuous learning and support.

## Warranty/Guarantee

Jovee™ as a SaaS solution includes a standard warranty throughout the contract, covering defects, operational reliability, and service-level performance as defined in the SLA. During this period:

**Quota and Usage Limits:** Service is subject to clearly defined quotas and usage limits to ensure optimal performance, specified in the agreement. Customizable plans are available to adjust quotas as needed.

**Remedies:** Any service interruptions, defects, or failures not attributable to customer actions will be promptly addressed at no additional cost within the warranty period.

Service Level Agreements (SLAs), the base SLA for Jovee guarantees:

- 99.9% Uptime with detailed monitoring and performance reporting.
- Response Times: Severity-based response times, such as critical issues being addressed within 2 hours during business hours/days.

Any extended or customized SLAs not covered in the standard agreement can be negotiated and appended to the RFP response as optional enhancements.

## Proposed Value Add

**First avatar with a humanoid experience**, use it in your website for Chats or in your offices, leverage the power of Jovee™ anywhere.

**Proprietary generative AI-based customer service solution**, crafted by a team of engineers to meet and exceed industry standards. Leveraging cutting-edge technologies, we deliver scalable and adaptable solutions to empower your business.

It is supervised by deep, **real-world expertise**, as we are powered by a team of **contact center subject matter experts** with over 20 years of hands-on experience spanning a wide range of industries — *from government and telecom to healthcare, financial services, and beyond*. Our team helps with AI adoption while maintaining a **human touch** that resonates with your customers.

With **broad expertise in omnichannel implementations**, we deliver AI-powered solutions across all customer touchpoints— *including voice, chat, email, SMS, social media, and more*. Our data-driven approach ensures a unified, coherent experience, empowering you with best practices to build lasting relationships.

Our all-in-one platform integrates with your CRM, offering customizable workflows and advanced AI-driven automation. **End-to-end integration** ensures that everything works harmoniously from day one, reducing time-to-value and operational complexity.

We are committed to the **continuous improvement** of our AI-driven solutions, embedding a feedback loop that ensures your customer experience evolves alongside the latest industry advancements.

We partner with **industry leaders** — like **Genesys, Twilio, AWS...** bringing together the very best of cloud, communications, and AI innovations. These strategic alliances enable us to offer **world-class solutions** that leverage the power of the **best-in-class infrastructure** and **enterprise-grade security**.

With Jovee™, we're not just building AI – we're building the future of customer experience. -***“Guiding Conversations, Brightening Solutions”***.

## REQUIRED ATTACHMENT CHECKLIST

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

- ☒ Page 1 - Cover Sheet
- ☒ Page 21 - Attachment I: Instructions for Proposals Compliance and Submittal
- ☒ Page 22 - Attachment II: Certification of Offeror
- ☒ Page 23 - Attachment III: Certification Regarding Debarment
- ☒ Page 24 - Attachment IV: Restrictions on Lobbying
- ☒ Page 26 - Attachment V: Drug-Free Workplace Certification
- ☒ Page 27 - Attachment VI: Certification Regarding Disclosure of Conflict of Interest
- ☒ Page 30 - Attachment VII: Certification of Fair Business Practices
- ☒ Page 31 - Attachment VIII: Certification of Good Standing Texas Corporate Franchise Tax Certification
- ☒ Page 32 - Attachment IX: Historically Underutilized Businesses (Not Applicable)
- ☒ Page 33 - Attachment X: Federal and State of Texas Required Procurement Provisions
- ☒ Page 36 - Exhibit 1: Description of Desired Product Categories for Proposed Pricing
- ☒ Page 37 - Exhibit 2: Sample Market Basket Form (Not Applicable for this solicitation)
- ☒ Page 38 – Exhibit 3: Service Area Designation Forms

Respondent recognizes that all proposals must be submitted electronically through Public Purchase by the RFP due date and time. All other forms of submission will be deemed non-responsive and will not be opened or considered.

## 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):

Jovee, LLC

Signature of Authorized Representative:

Elisa Eguiarte

Date: Jan 24, 2025

**ATTACHMENT II: CERTIFICATIONS OF OFFEROR**

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

I also certify that I have read and understood all sections of this solicitation and will comply with all the terms and conditions as stated; and furthermore that I, Elisa Eguiarte certify that I am the Director of Business development & Talent 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):

Jovee, LLC

Signature of Authorized Representative:

Elisa Eguiarte

Date: Jan 24, 2025

**ATTACHMENT III: CERTIFICATION REGARDING DEBARMENT, SUSPENSION & 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):

Jovee, LLC

Signature of Authorized Representative:

Elisa Eguiarte

Date: Jan 24, 2025

## ATTACHMENT IV: RESTRICTIONS ON LOBBYING

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

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

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

Subcontractors are also required to file with NCTCOG a disclosure form, set forth in Appendix B.2, if the subcontractor or its employees have made or have agreed to make any payment using 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):

Jovee, LLC

Signature of Authorized Representative:

Elisa Eguiarte

Date: Jan 24, 2025

## ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

The Jovee, LLC. 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 Jovee, LLC. 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):

Jovee, LLC

Signature of Authorized Representative:

Elisa Eguiarte

Date: Jan 24, 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):

**Jovee, LLC** \_\_\_\_\_

Signature of Authorized Representative:

*Elisa Equiarte* \_\_\_\_\_

Date: Jan 24, 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.

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

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

\_\_\_\_\_  
Name of Officer

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

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

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

**7**

\_\_\_\_\_  
Signature of vendor doing business with the governmental entity

\_\_\_\_\_  
Date

## CONFLICT OF INTEREST QUESTIONNAIRE

### For vendor doing business with local governmental entity

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

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

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

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

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

...  
(2) the vendor:

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

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

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

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

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

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

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

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

(1) the date that the vendor:

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

(2) the date the vendor becomes aware:

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

**ATTACHMENT VII: CERTIFICATION OF FAIR BUSINESS PRACTICES**

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

Name of Organization/Contractor(s):

Jovee, LLC

Signature of Authorized Representative:

Elisa Equiarte

Date: Jan 24, 2025

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

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

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

Indicate the certification that applies to your corporation:

EE 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.

Elisa Eguiarte Director of Business Development & Talent  
(Printed/Typed Name and Title of Authorized Representative)

Elisa Eguiarte  
Signature

Date: Jan 24, 2025

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

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

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

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

State of Texas HUB Program  
 Texas Comptroller of Public Accounts  
 Lyndon B. Johnson State Office Building  
 111 East 17th Street  
 Austin, Texas 78774  
 (512) 463-6958  
<http://www.window.state.tx.us/procurement/prog/hub/>  
 North Central Texas Regional Certification Agency  
 624 Six Flags Drive, Suite 100  
 Arlington, TX 76011  
 (817) 640-0606  
<http://www.nctrca.org/certification.html>

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

**You must include a copy of your certification document as part of this solicitation to receive points in the evaluation. Vendor to Sign Below to Attest to Validity of Certification:**

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

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

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

☒ **Not applicable.**

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

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

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

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

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

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

SIGNATURE OF AUTHORIZED PERSON:

*Elisa Eguiarte*

NAME OF AUTHORIZED PERSON:

Elisa Eguiarte Director of Business Development & Talent

NAME OF COMPANY:

Jovee LLC

DATE:

Jan 24, 2025

-OR-

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

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

## DISCRIMINATION AGAINST FIREARMS ENTITIES OR FIREARMS TRADE ASSOCIATIONS

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

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

A) means, with respect to the entity or association, to:

- I. refuse to engage in the trade of any goods or services with the entity or association based solely on its status as a firearm entity or firearm trade association; and
- II. refrain from continuing an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association; or
- III. terminate an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association.

B) An exception to this provision excludes the following:

- I. contracts with a sole-source provider; or
- II. the government entity does not receive bids from companies who can provide written verification.

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

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

**SIGNATURE OF AUTHORIZED PERSON:**

*Elisa Eguiarte*

**NAME OF AUTHORIZED PERSON:**

Elisa Eguiarte Director of Business Development & Talent

**NAME OF COMPANY:**

Jovee LLC

**DATE:**

Jan 24, 2025

**-OR-**

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

**SIGNATURE OF AUTHORIZED PERSON:**

**NAME OF AUTHORIZED PERSON:**

**NAME OF COMPANY:**

**DATE:**

## BOYCOTTING OF CERTAIN ENERGY COMPANIES

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

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

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

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

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

*Elisa Eguiarte*

**SIGNATURE OF AUTHORIZED PERSON:** \_\_\_\_\_

**NAME OF AUTHORIZED PERSON:** Elisa Eguiarte Director of Business Development & Talent

**NAME OF COMPANY:** Jovee LLC

**DATE:** Jan 24, 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:

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

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

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

Voicebot Minutes		Price per minute
1	60,000	\$0.2157
60,001	90,000	\$0.1576
90,001	120,000	\$0.1277
120,001	150,000	\$0.1102
150,001	300,000	\$0.1092
300,001	1,000,000	\$0.0806
1,000,001	3,000,000	\$0.0720
3,000,001	15,000,000	\$0.0650
15,000,001	30,000,000	\$0.0600

Chatbot Avatar minutes		Unit price
1	60,000	\$0.1667
60,001	600,000	\$0.1333
600,001	1,200,000	\$0.0833
1,200,001	3,000,000	\$0.0667
3,000,001	or more	\$0.0625

Avatar customization - one time	\$10,000
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**Considerations:**

- Pay as you go based on actual customer interaction volumes.
  - Per minute Voicebot and Chatbot Avatar: Means all minutes generated from customer engagement captured in our system. All minutes are rounded up to the next minute.
  - We will provide an interface that allows you to review the monthly usage.
- Our solution in this offering is based on Jovee AI handling 100% of the initial interactions.
- Regular maintenance and software updates are included.
- Advanced customizations or feature additions may incur additional costs, which will be scoped and quoted as needed.
- Monthly minimums are required based on forecasted volumes.
- Pricing is valid for 180 days, starting from 1/24/2025.

### EXHIBIT 3: SERVICE DESIGNATION AREAS

	Texas Service Area Designation or Identification		
<b>Proposing Firm Name:</b>	Jovee LLC		
<b>Notes:</b>	Indicate in the appropriate box whether you are proposing to service the entire state of Texas		
	Will service the entire state of Texas	Will not service the entire state of Texas	
	<input checked="" type="checkbox"/>		
	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>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)

(Exhibit 3 continued)

Nationwide Service Area Designation or Identification Form			
<b>Proposing Firm Name:</b>	<b>Jovee LLC</b>		
<b>Notes:</b>	Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.		
	Will service all fifty (50) states	Will not service fifty (50) states	
	<input checked="" type="checkbox"/>		
	<p>If you are not proposing to service to all fifty (50) states, then designate on the form below the states that you will provide service to. By designating a state or states, you are certifying that you are willing and able to provide the proposed goods and services in those states.</p> <p>If you are only proposing to service a specific region, metropolitan statistical area (MSA), or City in a State, then indicate as such in the appropriate column box.</p>		
<b>Item</b>	<b>State</b>	<b>Region/MSA/City (write "ALL" if proposing to service entire state)</b>	<b>Designated as a Service Area</b>
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