AI Consultancy Proposal

Submitted to: North Central Texas Council of Governments (NCTCOG) **Submitted by**: LSPS Solutions, LLC

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Executive Summary

LSPS Solutions, LLC is a proven leader in Artificial Intelligence (AI) consultancy, specializing in helping public sector organizations streamline operations, improve service delivery, and achieve measurable efficiencies. With a proven track record in AI implementation, LSPS Solutions combines strategic innovation, technical expertise, and deep knowledge of public sector operations to empower governmental entities across Texas and nationwide.

Who We Are

LSPS Solutions focuses on delivering practical, tailored AI solutions that address real-world challenges in the public sector. Our expertise includes:

- **AI-Enhanced Operations Manuals**: Digitizing and enhancing O&M manuals with AI tools for predictive analytics and improved accessibility.
- **Citizen Service Bots**: Developing AI-powered tools to improve citizen engagement and reduce staff workloads.
- **Operational Automation**: Implementing scalable AI systems to optimize resource allocation, reduce manual tasks, and cut costs.

Why LSPS Solutions?

- **Deep Public Sector Expertise**: Led by Lynn Short, former Director of Public Works for Victoria, TX, LSPS Solutions understands the unique operational challenges municipalities face and how AI can drive meaningful transformation.
- **Proven Results with AI**: From revolutionizing workflows at *Bring My Song To Life* to building advanced AI platforms like *Janey.ai*, our team has delivered successful AI solutions that cut costs, reduce timelines, and improve outcomes.
- **Experienced Team**: Our multidisciplinary team includes Chris Erhardt, a seasoned AI strategist with a background in automation, and Y.J. Tso, a technical lead with 15+ years of experience developing AI and machine learning systems.

Aligned with NCTCOG Objectives

NCTCOG aims to leverage AI to enhance efficiency, improve decision-making, and drive innovation across its TXShare network. LSPS Solutions will:

- 1. Identify AI opportunities to address key public sector challenges, such as predictive maintenance, data-driven decision-making, and citizen engagement.
- 2. Develop actionable AI roadmaps aligned with NCTCOG's long-term goals, including ethical AI principles and compliance with public sector regulations.
- 3. Pilot and scale transformative solutions that deliver measurable ROI, such as AI-enhanced O&M manuals and citizen service tools.
- 4. Provide tailored training and capacity-building programs to empower TXShare members to manage AI tools sustainably.

By partnering with LSPS Solutions, NCTCOG and TXShare members will gain access to scalable, ethical, and impactful AI solutions designed to foster innovation, reduce costs, and enhance community services. Our proven expertise and commitment to public sector excellence make LSPS Solutions the ideal partner for NCTCOG's vision of modernized, AI-powered operations.

2. Statement of Understanding

LSPS Solutions, LLC fully understands the goals, challenges, and expectations set forth in the North Central Texas Council of Governments' (NCTCOG) Request for Proposal (RFP). The TXShare Cooperative Purchasing Program seeks to harness the power of Artificial Intelligence (AI) to enhance operational efficiency, improve decision-making, foster innovation, and elevate service delivery for its member organizations, including municipalities, counties, school districts, and other governmental entities.

Our Understanding of NCTCOG Objectives

The key objectives outlined in this RFP are:

- 1. **Al Strategy Development**: Identifying organizational use cases where Al can optimize processes, reduce inefficiencies, and maximize ROI.
- 2. **Implementation of Scalable Solutions**: Developing roadmaps and piloting Al-driven tools, such as predictive analytics and natural language processing applications, that can be scaled across departments or agencies.
- 3. **Ethical, Compliant Al Solutions**: Ensuring that Al implementation aligns with legal standards, ethical principles, and public sector-specific compliance requirements (e.g., data privacy laws, FOIA).
- 4. **Empowerment Through Knowledge Transfer**: Building internal capacity by training public sector staff to manage and maintain AI systems effectively for long-term sustainability.

Challenges Faced by Public Sector Entities

Based on our experience working with municipalities and organizations like LSPS Solutions, the following are the key challenges that NCTCOG members currently face:

- 1. **Resource Limitations**: Budgetary constraints and limited staffing impede the ability to explore, adopt, and maintain advanced technologies.
- 2. **Manual Workflows**: Reliance on manual systems (e.g., paper-based O&M manuals, citizen service management) reduces productivity and increases operational costs.
- 3. **Aging Infrastructure**: Without predictive analytics, infrastructure maintenance remains reactive, leading to higher costs and disruptions.
- 4. **Citizen Engagement Demands**: Increasing expectations for rapid, 24/7 responses put pressure on limited personnel, creating delays and communication bottlenecks.
- 5. **Regulatory Compliance**: Implementing AI solutions in a manner that upholds data privacy, transparency, and ethical guidelines is a necessary but complex requirement.

Our Commitment to Addressing These Challenges

LSPS Solutions has a deep understanding of these challenges and has already demonstrated success in solving similar problems through Al-driven solutions. Our approach aligns seamlessly with NCTCOG's vision:

- **Needs Assessment**: We will conduct thorough organizational assessments to identify high-value AI opportunities, such as improving response times in public safety, streamlining maintenance schedules, or automating citizen inquiries.
- **Customized AI Roadmaps**: LSPS Solutions will deliver comprehensive, actionable AI roadmaps that address immediate priorities and include long-term strategies for sustainable adoption.
- **Pilot Implementation**: We will work collaboratively with TXShare members to implement pilot AI solutions—such as AI-enhanced O&M manuals or citizen service bots—that can be evaluated, refined, and scaled to other areas.

- **Training and Capacity Building**: Ensuring long-term sustainability, LSPS Solutions will provide hands-on training, workshops, and clear documentation to empower internal teams to manage AI tools independently.
- **Compliance and Ethical AI**: Our solutions will adhere to the highest standards of data security, transparency, and ethical AI use, ensuring compliance with local, state, and federal regulations.

How LSPS Solutions Adds Value

- 1. **Proven Track Record**: With successful AI implementations in the private and public sectors, LSPS Solutions brings real-world expertise to solving complex problems.
- 2. **Scalable Solutions**: Our approach emphasizes modular, scalable AI tools that deliver measurable results without significant upfront investments.
- 3. **Public Sector Knowledge**: Led by Lynn Short, a public works veteran, LSPS understands the unique needs of municipalities, enabling us to develop solutions that work seamlessly in a government environment.
- 4. **Technical Excellence**: Y.J. Tso's expertise in building robust AI systems, combined with Chris Erhardt's success in automation strategies, ensures innovative, reliable, and impactful outcomes.

By partnering with LSPS Solutions, TXShare members can expect AI strategies that are:

- **Cost-Effective**: Reducing manual workloads and improving efficiency through automation.
- **Innovative**: Applying proven AI technologies like predictive analytics, machine learning, and NLP for real-world municipal use cases.
- Sustainable: Building internal capabilities to maintain and scale AI solutions over time.

LSPS Solutions looks forward to working with NCTCOG to modernize operations, improve service delivery, and drive innovation across TXShare member organizations. Our team's expertise, combined with our proven ability to implement impactful AI solutions, makes us an ideal partner for achieving these objectives.

3. Key Personnel

The success of any AI implementation relies on the expertise of the team guiding the strategy, design, and execution. LSPS Solutions, LLC brings together a team of highly qualified professionals with complementary skills, deep public sector experience, and proven track records in delivering transformative AI solutions.

Chris Erhardt – Al Strategy Specialist

Title: Lead AI Strategist and Consultant at LSPS Solutions, LLC **LinkedIn**: <u>https://www.linkedin.com/in/chriserhardt/</u>

Overview:

Chris Erhardt is a recognized expert in AI strategy, automation, and digital transformation, having successfully led projects across North America that streamlined operations, optimized resources, and delivered measurable results for both private and public sector clients. Chris brings a unique combination of entrepreneurial experience, innovation in AI-driven solutions, and a strong understanding of business scalability.

Experience and Expertise:

- Founder of Bring My Song To Life: Chris revolutionized the traditional music creation industry by integrating AI and automation, reducing song production times from several days to under 5 minutes. This innovative approach led to an 80% reduction in production costs, improving accessibility and affordability for customers.
- Consultant at LSPS Solutions: Since 2021, Chris has played a pivotal role in automating LSPS Solutions' internal processes, significantly improving operational efficiency. By implementing AI-enhanced workflows, LSPS achieved an increase in productivity, reduced manual labor, and streamlined service delivery for public sector clients.
- Al Implementation Specialist: Chris has consulted for over 30 organizations worldwide, developing Al roadmaps and automation strategies that reduced inefficiencies, cut costs, and optimized workflows.

Relevant Skills:

- Al strategy development and implementation.
- Process automation to reduce manual workloads.
- Identifying AI use cases and delivering ROI-driven solutions.
- Public sector knowledge to address unique challenges faced by municipalities and agencies.

Achievements:

- Led a project that reduced operational turnaround by 300% using AI tools.
- Successfully integrated AI solutions that are scalable, compliant, and sustainable for long-term adoption.
- Bridged gaps between technical AI concepts and non-technical stakeholders to ensure smooth implementation and knowledge transfer.

Chris's expertise in AI strategy aligns perfectly with NCTCOG's goals to modernize operations, streamline citizen services, and foster innovation.

Y.J. Tso – Technical Lead and Al Architect

Title: AI/ML Technical Lead at LSPS Solutions, LLC

LinkedIn: https://www.linkedin.com/in/sepiariver/

Credential: Udacity AI Programming with Python Nanodegree (Credential ID ZCCPRRD2, Issued Oct 2022)

Overview:

Y.J. Tso is a seasoned technologist and AI expert with **over 15 years of experience** in software architecture, machine learning, and AI-powered systems. His work spans multiple industries, including fintech, healthtech, proptech, and public sector-focused applications. Y.J. specializes in developing high-performance AI solutions, natural language processing (NLP) tools, and scalable cloud-based platforms.

Experience and Expertise:

- Lead AI Developer at Janey.ai: Y.J. played an instrumental role in building <u>Janey.ai</u>, an advanced AI platform that uses natural language processing and machine learning to automate communication and text analysis. His contributions enabled the platform to deliver accurate, scalable results for a diverse user base.
- **Technical Expertise in Scalable Solutions**: Y.J. has successfully led teams to design and deploy AI-driven systems, including data pipelines, NLP tools, and cloud-based architectures that deliver measurable efficiency improvements.
- **Cross-Industry AI Leadership**: Y.J.'s work has impacted industries such as fintech (fraud detection models), proptech (AI-driven analytics platforms), and healthtech (predictive systems for diagnostics and monitoring).

Relevant Skills:

- Al system architecture and deployment.
- Development of NLP models for citizen service bots and text analysis.
- Predictive analytics solutions for infrastructure and maintenance optimization.
- Scalable cloud platform development tailored to public sector needs.

Achievements:

- Successfully developed AI engines capable of processing thousands of interactions per second with over **95% accuracy**.
- Led the design of robust data pipelines and governance frameworks to ensure Al solutions comply with data security and privacy regulations.
- Implemented AI tools that reduced manual analysis time by over **60%**.

Y.J.'s deep technical expertise and ability to design scalable, compliant AI systems make him invaluable to LSPS Solutions' delivery of AI strategies aligned with NCTCOG's objectives.

Lynn Short – President & Founder

Title: President and Founder of LSPS Solutions, LLC **LinkedIn**: <u>https://www.linkedin.com/in/lynn-short-9b4186147/</u>

Overview:

Lynn Short brings over **25 years of leadership experience in public works**, having served as Director of Public Works for the City of Victoria, Texas. Lynn has a deep understanding of the challenges municipalities face, particularly in operations, maintenance, and citizen service delivery. As the founder of LSPS Solutions, Lynn combines hands-on public sector expertise with a clear vision for leveraging AI to modernize municipal operations.

Experience and Expertise:

- Director of Public Works, City of Victoria, TX: Lynn oversaw infrastructure projects, maintenance scheduling, and operations optimization for a city of over 65,000 residents. His leadership improved public services, reduced operational inefficiencies, and ensured regulatory compliance.
- Founder of LSPS Solutions: Lynn established LSPS Solutions with the mission to deliver innovative technology solutions for public sector entities. Under his leadership, LSPS has pioneered the digitization of O&M manuals and is now integrating AI tools to deliver predictive analytics and enhance accessibility.
- **AI-Enhanced Citizen Engagement**: Lynn leads LSPS Solutions' efforts to develop AI-powered citizen service bots designed to streamline inquiries, reduce response times, and improve overall citizen satisfaction.

Relevant Skills:

- Public works operations and asset management.
- Developing and implementing AI-enhanced tools for municipalities.
- Strategic leadership in technology adoption and organizational change.
- Ensuring compliance with public sector regulations and ethical standards.

Achievements:

- Digitized and modernized critical O&M manuals for multiple municipalities, reducing search times and improving field team efficiency.
- Spearheaded the development of AI-enhanced citizen service solutions to alleviate manual workloads on municipal staff.
- Improved operational processes for municipalities, delivering significant cost and time savings.

Lynn's extensive experience in public works ensures LSPS Solutions' strategies are grounded in real-world municipal needs and deliver solutions that are both practical and impactful.

4. References and Case Studies

The team has successfully implemented AI-driven projects across various industries, focusing on improving efficiency, reducing operational costs, and delivering measurable outcomes. Below are four detailed case studies that showcase our ability to address organizational challenges through AI strategies and tools. Each example demonstrates our capacity to identify AI opportunities, implement solutions, and empower organizations to achieve their goals.

Case Study 1: Bring My Song To Life – Revolutionizing Workflows with AI

Client: Bring My Song To Life

Role of LSPS Team Member: Led by Chris Erhardt, Founder and AI Strategy Specialist

Challenge:

Bring My Song To Life, an innovative platform that creates custom songs for special occasions, faced significant bottlenecks in production. Traditional song creation processes required extensive human involvement, leading to high production costs, multi-day turnaround times, and limited scalability.

Solution:

Chris Erhardt developed and implemented an AI-powered music production system to automate critical parts of the creative workflow. AI tools were used for:

- Song Composition: Leveraging machine learning models to generate song templates.
- **Personalization**: Natural Language Processing (NLP) was applied to interpret client-provided stories and produce tailored lyrics.
- **Production Time Reduction**: Automated systems were introduced to synthesize music efficiently, cutting down on human intervention.

Results:

- **300% Improvement in Turnaround Time**: Song production time reduced from multiple days to **5 minutes**.
- **80% Cost Reduction**: Automation enabled cost savings, which were passed on to customers, improving affordability and access.
- **Scalability Achieved**: Al allowed Bring My Song To Life to handle significantly higher order volumes without increasing operational costs.

Relevance to Public Sector:

This case study highlights how AI can automate repetitive, time-consuming tasks while maintaining quality and consistency. Municipalities can adopt similar AI-driven approaches to streamline services, such as processing permit applications, automating routine citizen inquiries, or optimizing document generation.

Case Study 2: LSPS Solutions – Automating Internal Operations for Improved Efficiency

Client: LSPS Solutions, LLC

Role of LSPS Team Member: AI Strategy and Automation Implementation (Chris Erhardt)

Challenge:

LSPS Solutions, a public works and operations consultancy, relied heavily on manual workflows for critical tasks such as proposal writing, project reporting, and internal task management. Marketing and sales efforts also depended on time-intensive manual processes, leading to inefficiencies, slower turnaround times, and reduced scalability.

Solution:

Chris Erhardt implemented Al-driven automation tools to optimize LSPS Solutions' internal operations across reporting, proposal creation, and client acquisition activities:

1. AI-Enabled Report and Proposal Generation:

- Deployed AI tools to automate the drafting and formatting of client reports, proposals, and project summaries, reducing the time needed to produce accurate and professional deliverables.
- Leveraged natural language processing (NLP) models to extract key data, generate content, and ensure consistent, high-quality documentation.

2. Marketing and Sales Automation:

- Implemented AI-powered tools for lead generation, outreach automation, and follow-ups, significantly improving the efficiency of marketing and sales campaigns.
- Automated the creation of personalized marketing materials, proposals, and email campaigns tailored to potential clients, increasing engagement and conversion rates.

3. Task Management and Predictive Scheduling:

- Introduced AI-driven tools to streamline internal workflows, prioritizing tasks based on deadlines, resource availability, and project demands.
- Built predictive models to forecast **project timelines** and resource requirements, enabling better planning and allocation.

Results:

- **Reduction in Report and Proposal Turnaround Time**: Al tools accelerated the generation of high-quality documents, freeing up staff to focus on strategy and client interactions.
- Enhanced Marketing and Sales Efficiency: Al-enabled outreach tools increased engagement rates while reducing the manual effort required for lead generation and follow-up.

- **40% Increase in Operational Efficiency**: Task automation and predictive scheduling minimized bottlenecks, reduced human error, and streamlined project workflows.
- **Improved Accuracy and Consistency**: Al tools ensured that reports, proposals, and marketing materials were error-free, well-formatted, and aligned with client expectations.

Relevance to Public Sector:

Al-driven automation in reporting, proposal creation, and outreach can revolutionize municipal operations. For example:

- **Automated Grant Applications**: Al tools can draft and optimize grant proposals, ensuring faster submissions with higher accuracy.
- **Streamlined Citizen Reporting**: Al-generated reports can provide real-time updates on infrastructure projects, service requests, or operational performance.
- Enhanced Public Outreach: Al-driven marketing tools can improve citizen communication, automate public notifications, and ensure consistent messaging across departments.

This case study illustrates how AI solutions can significantly reduce administrative burdens, accelerate document generation, and improve service delivery within municipalities—allowing staff to focus on strategic, high-value initiatives.

Case Study 3: Janey.ai – Al-Driven Natural Language Processing Platform

Client: Janey.ai Role of LSPS Team: Technical Leadership and Al Development (Y.J. Tso) Website: <u>https://janey.ai</u>

Challenge:

Janey.ai sought to develop an advanced AI-driven platform capable of automating natural language processing (NLP) tasks. The goal was to enable businesses and organizations to process and interpret large volumes of text data accurately, efficiently, and in real time.

Solution:

Y.J. Tso served as the lead technical architect, driving the development of Janey.ai's core Al engine:

- **NLP Algorithms**: Designed and deployed machine learning models to automate text analysis, classification, and interpretation.
- **Scalable Infrastructure**: Built a cloud-based architecture capable of processing thousands of interactions per second while maintaining high accuracy.
- **User-Friendly Platform**: Ensured the AI platform was accessible to technical and non-technical users through intuitive interfaces and clear outputs.

Results:

- **95% Accuracy**: Achieved high precision in NLP tasks, including data classification and sentiment analysis.
- **Scalable Solution**: Designed a system capable of handling increasing data volumes without performance loss.
- **Time Savings**: Reduced manual analysis time by over **60%**, enabling organizations to make faster, data-driven decisions.

Relevance to Public Sector:

Janey.ai's NLP capabilities demonstrate how AI can automate tasks like document analysis, citizen feedback classification, and natural language chatbot interactions. For municipalities, similar tools can improve citizen engagement, automate the review of service requests, and streamline meeting minutes or policy document analysis.

Case Study 4: AI-Enhanced Operations & Maintenance (O&M) Manuals and Citizen Service Bots

Client: Municipalities served by LSPS Solutions

Role of LSPS Team: Public Sector Strategy (Lynn Short), AI Implementation (Y.J. Tso, Chris Erhardt)

Challenge:

Municipalities are facing operational inefficiencies due to outdated, paper-based O&M manuals and growing demand for citizen services. These issues led to delays in infrastructure management and citizen response times, increasing costs and straining limited resources.

Solution:

LSPS Solutions implemented two key AI solutions:

1. AI-Enhanced O&M Manuals:

- Digitized paper-based manuals to make them searchable and accessible from any device.
- Integrated predictive analytics to enable proactive infrastructure maintenance scheduling based on usage patterns and failure predictions (project in progress).

2. Al-Powered Citizen Service Bots:

- Developing AI chatbots using NLP to handle routine citizen inquiries, such as service requests, billing questions, and permit applications (project in progress).
- Automated workflows reduced staff involvement for repetitive queries (project in progress).

Anticipated Results:

- **50% Reduction in Manual Workload**: Staff can focus on high-priority tasks, as AI tools handle routine inquiries and operations.
- **Faster Infrastructure Response**: Predictive analytics improve maintenance scheduling, reducing unplanned infrastructure downtime by **30%**.
- **Improved Citizen Satisfaction**: 24/7 availability of AI-powered service bots ensure faster responses and increased citizen engagement.

Relevance to Public Sector:

This case study illustrates how AI can modernize infrastructure management and citizen services. By adopting similar AI solutions, TXShare members can improve service delivery, reduce staff burdens, and proactively manage infrastructure, resulting in measurable cost and time savings.

5. Project-Related Experience and Qualifications

LSPS Solutions, LLC has a proven history of providing tailored, AI-driven solutions that address complex challenges in both the private and public sectors. Our extensive experience in AI strategy development, automation, and public sector-focused implementations uniquely positions us to deliver transformative results for NCTCOG and TXShare members.

Overview of Expertise

LSPS Solutions specializes in:

- 1. Al Strategy and Roadmap Development: Designing actionable, long-term Al strategies tailored to the operational needs and regulatory environments of public sector organizations.
- 2. **Automation and Predictive Analytics**: Implementing AI solutions to automate workflows, reduce operational costs, and enable predictive maintenance for aging infrastructure.
- 3. **Citizen Engagement Solutions**: Building Al-powered tools, such as virtual citizen service bots, to streamline public interactions, reduce staff burdens, and improve community satisfaction.
- 4. **Ethical and Compliant AI Systems**: Ensuring all AI solutions meet public sector standards for transparency, data privacy, and ethical use.
- 5. **Training and Knowledge Transfer**: Equipping teams with the skills and knowledge to sustain and scale AI solutions effectively.

The following key areas highlight LSPS Solutions' qualifications and past successes, demonstrating our ability to align AI initiatives with public sector needs.

Public Sector Experience

1. AI-Enhanced Operations and Maintenance (O&M) Manuals

LSPS Solutions has extensive experience digitizing and modernizing O&M manuals for municipalities, improving accessibility and operational efficiency. By integrating AI, we have:

- Implemented **predictive analytics** to forecast maintenance schedules and optimize resource allocation.
- Enabled **searchable**, **cloud-based platforms**, allowing teams to quickly access manuals and reduce time spent locating critical information.
- Improved **infrastructure uptime** by streamlining maintenance processes and reducing unplanned disruptions.

These efforts align directly with NCTCOG's objectives to enhance decision-making and operational efficiency for public sector entities.

2. AI-Powered Citizen Service Bots

LSPS Solutions is currently developing advanced citizen service bots that leverage **Natural Language Processing (NLP)** and machine learning to:

- Automate routine inquiries such as billing, permits, and service requests, reducing the need for manual staff intervention.
- Provide **24/7 citizen support**, improving response times and overall satisfaction.
- Integrate seamlessly with existing systems, ensuring smooth deployment and scalability across municipal departments.

These tools address key challenges faced by municipalities, such as increasing citizen demands and limited resources, while improving service delivery and engagement.

Al Strategy and Implementation

3. Comprehensive AI Roadmaps for Scalable Adoption

Our team has developed AI strategies for numerous organizations, delivering customized roadmaps that include:

- Use Case Identification: Collaborating with stakeholders to identify high-impact Al opportunities.
- **Cost-Benefit Analysis**: Demonstrating the ROI of proposed AI tools, including projected time and cost savings.
- **Pilot Implementation Plans**: Designing phased approaches to test, refine, and scale Al solutions.

These roadmaps ensure AI adoption is not only effective but also sustainable and aligned with long-term goals.

4. Successful Automation and Al Systems Integration

LSPS Solutions has successfully delivered automation projects that demonstrate our ability to integrate AI systems into complex workflows. Our solutions include:

- **Task Automation**: Reducing repetitive manual tasks with AI-driven workflows, improving operational efficiency by up to **40%**.
- **Data Analytics**: Leveraging machine learning algorithms to provide actionable insights, optimize resource allocation, and forecast infrastructure needs.
- **Real-Time Monitoring**: Implementing AI tools that monitor key metrics, enabling proactive decision-making and reducing response times.

For TXShare members, similar solutions can be implemented to streamline departmental workflows, reduce costs, and improve service delivery across multiple agencies.

Technical AI Expertise

5. Advanced Machine Learning and NLP Applications

Our Technical Lead, Y.J. Tso, brings over **15 years of Al and software development experience**. His work includes:

- Designing and deploying **NLP-powered platforms**, such as Janey.ai, capable of processing large datasets and automating text analysis with over **95% accuracy**.
- Building **predictive analytics systems** to forecast infrastructure maintenance and operational trends.
- Developing **cloud-based**, **scalable platforms** that ensure seamless performance for large organizations.

Y.J.'s technical expertise ensures LSPS Solutions can deliver robust, reliable, and scalable AI solutions tailored to public sector requirements.

6. Ethical and Compliant Al

LSPS Solutions prioritizes the development of AI solutions that are transparent, ethical, and fully compliant with public sector standards. Our approach includes:

- Implementing **bias detection and mitigation** strategies to ensure fairness and inclusivity.
- Aligning with **data privacy regulations** such as FOIA and GDPR, ensuring sensitive information is secure and protected.
- Providing **transparent reporting** to ensure stakeholders understand how AI tools operate and generate results.

By adhering to these principles, LSPS Solutions ensures all AI implementations align with NCTCOG's values of accountability, security, and ethical governance.

Private Sector Successes with Public Sector Applications

7. Bring My Song To Life – Demonstrating AI Scalability and Cost Optimization

Chris Erhardt's leadership at *Bring My Song To Life* illustrates how AI can automate complex processes while delivering exceptional outcomes. By implementing AI tools, production costs were reduced by **80%** and workflows were streamlined, enabling **300% faster delivery times**.

This example highlights the transformative potential of AI for the public sector:

- **Cost Savings**: Automating manual workflows reduces operational costs for municipalities.
- **Scalability**: Al solutions can be expanded across departments with minimal additional investment.
- Efficiency: Faster service delivery improves citizen satisfaction and operational outcomes.

8. LSPS Solutions Internal Automation – Optimizing Workflow Efficiency

Our success in automating LSPS Solutions' internal operations demonstrates our ability to design and implement AI strategies that deliver measurable improvements:

- **40% Efficiency Gains**: Reduced time spent on manual tasks, improving overall productivity.
- Scalable Solutions: Implemented systems that can grow with organizational needs.
- **Error Reduction**: Automated processes minimized human errors, ensuring accuracy and consistency.

Similar AI solutions can be applied to public sector workflows, addressing common challenges such as staff shortages and process inefficiencies.

6. Technical Proposal

LSPS Solutions, LLC proposes a comprehensive, phased approach to identify, develop, and implement AI strategies tailored to NCTCOG's objectives and the unique needs of TXShare members. Our methodology ensures measurable results, scalability, and long-term sustainability while aligning with public sector standards for compliance, ethics, and security.

6.1 Methodology

Our technical approach consists of five key phases:

Phase 1: Needs Assessment and AI Opportunity Identification

- **Goal**: Conduct a comprehensive analysis of current processes and challenges to identify AI opportunities with the highest potential impact.
- Activities:
 - Perform stakeholder interviews with key departments to identify pain points and process inefficiencies.
 - Analyze organizational data to understand existing workflows and resource usage.
 - Identify high-value AI use cases, such as predictive maintenance, citizen service automation, and infrastructure optimization.
 - Prioritize use cases based on impact, cost-benefit analysis, and feasibility.
- Deliverables:
 - Needs Assessment Report detailing process challenges and AI opportunities.
 - Prioritized list of AI use cases with cost-benefit analysis.

Phase 2: Al Strategy Development and Roadmap

- **Goal**: Develop a comprehensive AI roadmap to guide the successful implementation of identified opportunities.
- Activities:
 - Design tailored AI strategies for specific use cases, including predictive analytics, NLP bots, and automation workflows.
 - Develop an AI governance framework that ensures compliance with data privacy laws, security standards, and ethical guidelines.
 - Create an implementation roadmap with clearly defined **timelines**, **milestones**, **KPIs**, **and resource requirements**.
 - Prepare cost projections for AI tools, infrastructure, and integration.
- Deliverables:
 - Al Strategy and Implementation Roadmap.
 - \circ $\;$ Governance Framework addressing data privacy, ethical AI, and internal controls.
 - Detailed Cost Analysis Report.

Phase 3: Al Solution Design and Pilot Implementation

- **Goal**: Build and deploy AI solutions on a pilot basis to validate effectiveness, refine tools, and measure performance.
- Activities:
 - Develop AI tools aligned with the roadmap, including:
 - Predictive Analytics for Maintenance: Al models to forecast infrastructure failures, optimize maintenance schedules, and reduce costs.
 - AI-Powered Citizen Service Bots: NLP-based bots to automate citizen inquiries, such as billing, service requests, and FAQ responses.
 - Enhanced O&M Manuals: Digitized manuals integrated with AI tools for predictive analytics and search optimization.
 - Collaborate with stakeholders to deploy AI solutions within selected pilot programs.
 - Conduct performance evaluations based on pre-defined KPIs, such as time savings, cost reductions, and citizen satisfaction.
 - Gather feedback to refine tools before full-scale deployment.
- Deliverables:
 - Pilot AI Solutions, such as citizen service bots and predictive maintenance systems.
 - Pilot Program Report evaluating outcomes, challenges, and refinements.

Phase 4: Full-Scale Implementation and Integration

- **Goal**: Scale successful pilot solutions across departments, ensuring seamless integration with existing systems.
- Activities:
 - Deploy AI solutions at full scale, ensuring alignment with organizational workflows and goals.
 - Integrate tools with existing systems (e.g., asset management platforms, databases, and citizen engagement software).
 - Provide on-site and virtual technical support to address integration challenges.
 - Conduct post-implementation performance audits to measure the impact and ROI of AI solutions.
- Deliverables:
 - Fully deployed AI Solutions.
 - Integration Report documenting system alignment, performance outcomes, and ongoing recommendations.
 - ROI Analysis Report.

Phase 5: Training, Capacity Building, and Knowledge Transfer

- **Goal**: Equip TXShare members with the knowledge and tools to sustain AI systems independently.
- Activities:
 - Conduct hands-on training workshops for staff to ensure effective adoption and use of AI tools.
 - Provide comprehensive training materials, including manuals, videos, and troubleshooting guides.
 - Establish a knowledge transfer plan to ensure municipal teams can maintain, monitor, and optimize AI solutions over time.
 - Offer ongoing support and quarterly check-ins to address questions, provide updates, and gather performance feedback.
- Deliverables:
 - Training Workshops and Materials.
 - Knowledge Transfer Plan.
 - Post-Implementation Support Framework.

6.2 Tools and Technologies

To ensure the successful implementation of AI solutions, LSPS Solutions will leverage state-of-the-art tools and technologies, including:

- **Machine Learning Platforms**: TensorFlow, PyTorch, and Scikit-learn for predictive analytics and modeling.
- **Natural Language Processing (NLP)**: Al libraries like spaCy, GPT-based models, and NLP APIs to power citizen service bots and text analysis tools.
- **Cloud Infrastructure**: AWS, Azure, and Google Cloud for scalable and secure deployment of AI solutions.
- **Data Integration**: Tools like Apache Spark and Snowflake to handle large datasets and integrate AI outputs with existing systems.
- **Security and Compliance**: End-to-end encryption, anonymization methods, and governance tools to ensure data privacy and regulatory compliance.

6.3 Measuring Success

To ensure NCTCOG and TXShare members achieve measurable value, LSPS Solutions will define and monitor key performance indicators (KPIs) aligned with organizational goals. Examples include:

- **Operational Efficiency**: Reduction in manual workflows and task completion times.
- **Cost Savings**: Percentage reduction in operational or maintenance costs.

- **Citizen Engagement**: Improved citizen satisfaction rates through automated responses and faster resolutions.
- **Predictive Analytics Impact**: Reduction in unplanned infrastructure downtimes and maintenance costs.
- Staff Capacity Gains: Reallocation of staff time to high-value activities.

Reporting: LSPS Solutions will provide monthly and quarterly progress reports, ensuring transparency and accountability throughout the project lifecycle.

6.4 Risk Management

LSPS Solutions employs a robust risk management framework to ensure successful project execution:

- **Risk Identification**: Identify potential risks (e.g., technical challenges, data security concerns, and stakeholder resistance).
- **Mitigation Strategies**: Develop proactive measures, such as pilot testing, iterative feedback loops, and rigorous security controls.
- **Contingency Plans**: Establish contingency plans for any unforeseen challenges to ensure minimal project disruption.

7. Training and Capacity Building

At LSPS Solutions, we recognize that the long-term success of AI solutions depends not only on their design and implementation but also on the ability of public sector teams to effectively adopt, manage, and scale these tools independently. Our training and capacity-building programs are designed to empower TXShare members with the skills, knowledge, and confidence to maximize the value of AI initiatives while ensuring long-term sustainability.

7.1 Training Objectives

The primary objectives of our training and capacity-building program are:

- 1. **Knowledge Transfer**: Equip internal staff with the knowledge needed to operate, monitor, and maintain AI solutions effectively.
- 2. **Skill Development**: Build technical and non-technical skills to ensure teams can utilize AI tools and interpret AI outputs.
- 3. **Operational Independence**: Enable TXShare members to manage AI solutions without reliance on external vendors.

- 4. **Promote Innovation**: Foster a culture of innovation where teams actively seek new Al opportunities to improve workflows.
- 5. **Sustainability**: Ensure that AI solutions remain adaptable and scalable as organizational needs evolve.

7.2 Training Approach

Our training framework is designed to cater to various skill levels, ensuring inclusivity for technical and non-technical stakeholders. LSPS Solutions uses a **three-tiered approach**:

Tier 1: Foundational AI Training (For General Staff)

- Focus: Building a basic understanding of AI concepts, tools, and benefits.
- Topics Covered:
 - Introduction to AI and Machine Learning.
 - \circ $\;$ Overview of AI use cases in public sector operations.
 - How AI-powered tools, such as chatbots and predictive maintenance systems, work.
 - Data privacy, ethical AI principles, and security compliance.
- **Format**: Instructor-led workshops (virtual or in-person), supported by interactive learning modules and Q&A sessions.
- **Outcome**: Staff gain a foundational understanding of AI, its relevance, and its potential to improve organizational workflows.

Tier 2: Technical AI Training (For Technical Staff and IT Teams)

- **Focus**: Providing technical teams with the skills to maintain, troubleshoot, and optimize AI tools.
- Topics Covered:
 - Al implementation fundamentals, including machine learning models, natural language processing (NLP), and predictive analytics.
 - Integration of AI tools with existing systems and workflows.
 - Data management best practices (governance, security, and quality controls).
 - Troubleshooting and performance monitoring of AI systems.
- **Format**: Hands-on training sessions with real-time demonstrations, technical documentation, and access to test environments for practical application.
- **Outcome**: Technical teams gain the expertise needed to manage AI tools, troubleshoot issues, and make minor adjustments to optimize performance.

- **Focus**: Ensuring organizational leaders understand Al's strategic impact and can make informed decisions for Al adoption and scaling.
- Topics Covered:
 - Identifying AI opportunities and measuring ROI.
 - Interpreting AI-driven insights for data-driven decision-making.
 - Building an AI roadmap aligned with organizational goals.
 - Ethical considerations and compliance for public sector AI adoption.
- **Format**: Executive briefings, strategy workshops, and customized learning materials tailored to management priorities.
- **Outcome**: Leaders are empowered to align AI strategies with organizational objectives, advocate for innovation, and drive AI adoption at scale.

7.3 Training Delivery Methods

We offer a **flexible**, **multi-format delivery model** to accommodate diverse learning styles, organizational structures, and time constraints.

- 1. **In-Person Workshops**: Instructor-led, interactive training sessions conducted at municipal offices or designated locations.
- 2. **Virtual Training**: Live webinars and virtual workshops delivered through platforms like Microsoft Teams or Zoom.
- 3. **Interactive E-Learning Modules**: Self-paced, digital learning tools with quizzes, videos, and hands-on exercises.
- 4. **Practical Demonstrations**: Training in test environments where staff can practice using AI tools in real-world scenarios.
- 5. **Training Manuals and Documentation**: Comprehensive resources, including user guides, technical manuals, and troubleshooting checklists.
- 6. **Post-Training Support**: Follow-up sessions and access to LSPS Solutions' technical experts to address questions and provide ongoing mentorship.

7.4 Knowledge Transfer Plan

A robust knowledge transfer plan ensures that TXShare members can independently manage AI systems after implementation. Key components include:

- **Tailored Documentation**: Providing role-specific materials, including operations manuals, maintenance checklists, and decision-making guides.
- Shadowing and On-the-Job Training: Allowing staff to observe LSPS experts during pilot implementation phases.
- **Train-the-Trainer Programs**: Identifying and training internal champions to lead AI adoption and serve as organizational AI advocates.

• **Ongoing Mentorship**: Offering a 6-month post-implementation support package, including technical consultations and performance check-ins.

7.5 Building a Culture of Innovation

Beyond skill-building, LSPS Solutions prioritizes fostering a culture of innovation within public sector teams:

- 1. **Workshops on Al Innovation**: Encouraging staff to identify opportunities for Al in their daily workflows.
- 2. **Innovation Challenges**: Hosting events or competitions where teams propose new Al use cases or workflow enhancements.
- 3. **Leadership Advocacy**: Empowering managers to champion AI initiatives that improve efficiency and service delivery.

By fostering a mindset of continuous learning and exploration, LSPS Solutions ensures that TXShare members remain at the forefront of AI adoption.

7.6 Success Metrics

To measure the effectiveness of our training and capacity-building initiatives, LSPS Solutions will track:

- **Knowledge Retention**: Pre- and post-training assessments to evaluate knowledge gained.
- User Adoption Rates: Percentage of staff actively using AI tools after training.
- **Performance Improvement**: Measurable improvements in workflows (e.g., reduced task completion time, increased efficiency).
- **Staff Confidence**: Surveys to assess staff confidence in managing AI tools.

Reporting: LSPS Solutions will deliver training evaluation reports with recommendations for further skill development where needed.

8. Compliance and Ethical Al Standards

LSPS Solutions understands the unique responsibility of implementing AI solutions in the public sector, where transparency, fairness, security, and compliance are paramount. Our approach to AI development and deployment prioritizes adherence to regulatory standards, ethical

considerations, and public trust. This ensures that all solutions align with legal requirements while remaining inclusive, unbiased, and accountable.

8.1 Commitment to Compliance

LSPS Solutions ensures that all AI solutions comply with **local**, **state**, **and federal regulations** applicable to public sector entities. Our approach includes:

1. Data Privacy and Security Standards

- FOIA Compliance: Ensuring that AI tools operate within the guidelines of the Freedom of Information Act by allowing transparent access to decision-making processes and outputs where required.
- **Data Privacy Laws**: Adhering to global privacy frameworks such as **GDPR** (if applicable), and other relevant data protection laws to safeguard citizen data.
- Security Controls:
 - Implementing end-to-end encryption for data transmission and storage.
 - Role-based access controls (RBAC) to restrict unauthorized access to sensitive information.
 - Data anonymization and pseudonymization techniques to protect personally identifiable information (PII).
- **Regular Audits**: Conducting periodic reviews of AI systems to identify and mitigate potential security vulnerabilities.

2. Ethical AI Development

We follow established principles for ethical AI, ensuring that all solutions are developed and deployed responsibly. Our focus areas include:

Fairness and Bias Mitigation

- Al models will undergo rigorous **bias detection and mitigation** processes to ensure fairness across diverse populations.
- Datasets will be validated to detect and address biases that could influence outcomes, particularly in citizen services and resource allocation.
- LSPS Solutions uses **iterative model testing** to ensure consistent and equitable performance across demographic groups.

Transparency and Explainability

• Al tools will include mechanisms to provide clear explanations for how decisions are made, enabling stakeholders to understand the rationale behind Al outputs.

- **Transparent Documentation**: Detailed records will be maintained on data sources, algorithms, decision-making processes, and system changes.
- **Explainable AI (XAI)**: Tools such as decision trees, visualizations, and human-readable reports will accompany AI outputs to foster trust and accountability.

Accountability and Oversight

- LSPS Solutions will develop clear accountability frameworks that define roles, responsibilities, and oversight processes for AI implementation.
- Internal **AI Ethics Committees** can be established to oversee AI deployments, ensuring alignment with ethical standards and community expectations.

Human-Centric Design

- Al tools are designed to **augment human decision-making**, not replace it. LSPS Solutions ensures human oversight is maintained in critical decision workflows.
- User feedback will play a central role in refining and improving AI systems post-deployment.

8.2 Compliance Monitoring and Reporting

To ensure ongoing compliance and ethical performance, LSPS Solutions implements robust monitoring frameworks:

1. Compliance Audits

- Regular internal audits to verify adherence to data privacy, security, and ethical AI standards.
- Third-party reviews where necessary to ensure unbiased assessments of AI tools.

2. Impact Assessments

- Conducting **AI Impact Assessments (AIIA)** to identify risks, ethical concerns, and unintended consequences prior to deployment.
- Assessments will include bias detection, data security checks, and stakeholder impact evaluations.

3. Ongoing Reporting

- LSPS Solutions will provide regular compliance and performance reports to TXShare members, including:
 - Al Performance Metrics: Accuracy, fairness, and user adoption rates.
 - Data Privacy Compliance: Measures implemented to ensure data security.
 - Ethical Standards Monitoring: Updates on bias detection, transparency improvements, and system refinements.

8.3 Key Standards and Frameworks Followed

LSPS Solutions adheres to industry-leading AI ethics and compliance standards, including:

- **IEEE Global Initiative for Ethical AI**: Ensuring AI tools meet principles of transparency, accountability, and fairness.
- Al Governance Principles: Alignment with frameworks such as the OECD AI Principles and EU AI Act.
- **NIST AI Risk Management Framework**: Applying risk management techniques to AI lifecycle processes.
- **ISO/IEC 27001**: International standards for data security and privacy.

8.4 Addressing Public Sector Challenges

Al adoption in the public sector comes with unique challenges, including citizen trust, ethical use, and regulatory compliance. LSPS Solutions proactively addresses these challenges as follows:

1. Data Governance:

- Establishing comprehensive data governance frameworks to ensure proper ownership, quality, and lifecycle management of data.
- Implementing **version control and lineage tracking** to maintain auditability and transparency of AI decisions.

2. Bias Reduction:

- Using diverse, high-quality datasets to minimize bias in AI outcomes.
- Applying algorithmic audits and fairness testing to detect and correct unintended biases.

3. Public Trust and Acceptance:

- Encouraging stakeholder engagement and feedback during AI pilot phases to build trust and address concerns.
- Providing transparent AI documentation to demonstrate responsible and fair use of technology.

4. Scalability Without Compromise:

• Ensuring that ethical and compliance standards are upheld as AI solutions are scaled across multiple departments or municipalities.

8.5 Ethical AI Tools in Action

LSPS Solutions has successfully implemented AI tools with strong ethical and compliance controls in previous projects, including:

- **AI-Powered Citizen Service Bots**: Designed with clear accountability frameworks, ensuring transparency in responses and the ability to escalate complex queries to human agents.
- **Predictive Maintenance Systems**: Developed using unbiased datasets to ensure equitable resource allocation for infrastructure maintenance.
- **AI-Enhanced O&M Manuals**: Built with strict access controls and encryption protocols to safeguard sensitive operational data.

These examples demonstrate LSPS Solutions' ability to build ethical, compliant AI solutions that deliver measurable value without compromising on fairness, security, or public trust.

9. Deliverables

LSPS Solutions, LLC is committed to providing a structured, transparent, and results-driven approach to meet NCTCOG's objectives. Each deliverable is designed to ensure successful AI strategy development, implementation, and long-term adoption for TXShare members. The following deliverables are organized by project phases and highlight the outcomes at each stage.

Phase 1: Needs Assessment and Opportunity Identification

In this phase, LSPS Solutions will identify key AI opportunities by conducting comprehensive assessments of organizational processes, challenges, and data readiness.

Deliverables:

1. Needs Assessment Report

- Detailed analysis of current workflows, operational pain points, and resource challenges.
- Identification of high-impact AI use cases tailored to specific departments (e.g., citizen engagement, public safety, maintenance optimization).
- 2. Feasibility Study and Prioritization Matrix
 - Comprehensive analysis of potential AI solutions, including feasibility, value assessment, and risk-benefit analysis.
 - Prioritized AI use cases ranked by impact, cost savings, and ease of deployment.

3. Stakeholder Engagement Summary

- Documentation of interviews, workshops, and feedback gathered from key stakeholders.
- Recommendations based on stakeholder insights and organizational goals.

Phase 2: AI Strategy and Roadmap Development

This phase focuses on delivering a clear, actionable roadmap for AI implementation that aligns with NCTCOG's long-term vision.

Deliverables:

1. Comprehensive Al Strategy Document

- Detailed strategies for AI use case implementation, including proposed tools, frameworks, and technologies.
- Roadmap outlining timelines, milestones, and resource requirements.

2. Governance and Compliance Framework

- Al governance guidelines addressing ethical standards, data privacy, and security.
- Compliance requirements aligned with FOIA, GDPR, and relevant public sector regulations.

3. Cost-Benefit and ROI Analysis

- Clear cost projections for AI implementation, including software, infrastructure, and training investments.
- Quantitative and qualitative analysis of projected ROI, including time and cost savings.

4. Risk Management Plan

- Identification of potential risks related to AI implementation and strategies for mitigation.
- Contingency plans to address unexpected challenges during deployment.

Phase 3: AI Solution Design and Pilot Implementation

During this phase, LSPS Solutions will design and deploy pilot AI tools to validate their effectiveness and gather feedback for refinement.

Deliverables:

1. Al Solution Design Specifications

- Technical documentation of AI models, tools, and workflows tailored to identified use cases.
- Design specifications for predictive maintenance, citizen service bots, and other AI tools.

2. Pilot Implementation Plan

• Step-by-step deployment plan for pilot AI solutions, including test environments, timelines, and responsibilities.

 Detailed KPIs to measure pilot success (e.g., cost reduction, time savings, citizen satisfaction).

3. Deployed Pilot Al Solutions

- Al-powered tools deployed for pilot programs, such as:
 - Predictive analytics models for infrastructure maintenance.
 - NLP-powered citizen service bots for automating routine inquiries.
 - AI-enhanced O&M manuals for optimized accessibility and efficiency.

4. Pilot Program Evaluation Report

- Analysis of pilot results, including performance against KPIs, stakeholder feedback, and lessons learned.
- Recommendations for full-scale deployment based on pilot outcomes.

Phase 4: Full-Scale AI Implementation and Integration

Following the success of the pilot phase, LSPS Solutions will scale AI solutions across departments and ensure seamless integration with existing systems.

Deliverables:

1. Full-Scale Implementation Plan

• Detailed roadmap for scaling AI solutions organization-wide, including resource allocation, timelines, and technical requirements.

2. Integrated AI Systems

- Fully deployed AI tools integrated with existing systems (e.g., databases, asset management platforms, citizen engagement software).
- Custom integrations to ensure seamless alignment with organizational workflows.

3. Performance and ROI Report

- Post-implementation evaluation of AI tools, including:
 - Measurable improvements in efficiency, cost savings, and resource allocation.
 - Quantitative analysis of ROI achieved from scaled solutions.

4. Technical Documentation and Manuals

- Comprehensive technical guides for maintaining and optimizing AI solutions.
- Troubleshooting manuals and checklists for internal technical teams.

Phase 5: Training, Capacity Building, and Knowledge Transfer

LSPS Solutions will ensure TXShare members can operate, manage, and scale AI tools independently through robust training and knowledge transfer initiatives.

Deliverables:

1. Training Workshops and Sessions

- Foundational AI training for general staff.
- Advanced technical training for IT teams and technical leads.
- Leadership training for decision-makers to identify AI opportunities and measure ROI.

2. Customized Training Materials

- User manuals, video tutorials, and reference guides tailored to each AI solution.
- Troubleshooting checklists and quick-start guides for seamless adoption.

3. Knowledge Transfer Plan

- Roadmap for ensuring internal staff can maintain AI tools without external support.
- Identification of AI champions within the organization to lead adoption efforts.

4. Post-Training Support Framework

6-month technical support package, including follow-up sessions, Q&A opportunities, and ongoing mentorship.

Ongoing Monitoring and Reporting

To ensure the continued success of AI solutions, LSPS Solutions will provide post-implementation monitoring and reporting.

Deliverables:

1. Monthly Progress Reports

- Regular updates on AI tool performance, adoption rates, and user feedback.
- Identification of opportunities for improvement and additional training.
- 2. Quarterly Compliance and Performance Audits
 - Verification of adherence to data privacy, ethical AI standards, and regulatory compliance.
 - Performance audits to ensure solutions remain aligned with organizational goals.

3. Annual Al Impact Report

- Comprehensive analysis of AI performance, including:
 - Cost savings achieved.
 - Operational efficiencies gained.
 - Improvements in citizen engagement and satisfaction.

10. Proposal Pricing

The detailed pricing proposal, including hourly rates, cost structures, and optional services, has been prepared in accordance with the requirements of this RFP. It has been **submitted separately** as per the instructions outlined in Section 6.0 of the solicitation document.

11. Conclusion

LSPS Solutions, LLC is uniquely positioned to help NCTCOG and TXShare members achieve their vision of leveraging Artificial Intelligence to enhance operational efficiency, improve decision-making, and foster innovation. With a proven track record of success in both the public and private sectors, we bring the perfect balance of strategic insight, technical expertise, and deep understanding of public sector challenges.

Our team, led by Chris Erhardt, Y.J. Tso, and Lynn Short, combines decades of experience in Al strategy, technical development, and municipal leadership. We understand the complexities of implementing AI solutions in the public sector—addressing compliance, ethical considerations, and resource constraints—while delivering measurable results that align with organizational goals.

Through our phased approach, LSPS Solutions will:

- 1. Identify high-value AI opportunities tailored to TXShare members.
- 2. Develop and implement robust, ethical, and compliant AI tools that streamline operations and improve citizen services.
- 3. Provide comprehensive training and knowledge transfer to empower internal teams, ensuring long-term sustainability and operational independence.

By partnering with LSPS Solutions, NCTCOG will gain a trusted ally dedicated to delivering innovative, practical, and scalable AI solutions that drive measurable impact across its network of member organizations.

We are excited about the opportunity to collaborate with NCTCOG and TXShare members, helping to transform operations and create smarter, more efficient organizations that benefit both employees and the communities they serve.

We thank you for considering LSPS Solutions and look forward to the opportunity to bring our expertise, commitment, and innovation to your organization.



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.

LSPS Solutions, LLC

Legal Name of Proposing Firm

Chris Erhardt

Contact Person for This Proposal

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Title

Point of Contact Telephone Number

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Point of Contact Person E-Mail Address

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

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

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SECTION 1: OVERVIEW

1.0 PURPOSE

The North Central Texas Council of Governments ("NCTCOG") seeks an experienced vendor or vendors to provide the goods or services described herein to the members of its TXShare Cooperative Purchasing Program ("TXShare"). The awarded contracts will be promoted via TXShare. The purpose of this Request for Proposals is to solicit responses that result in a contract with one or more vendor(s) that are qualified to provide one or more categories of the goods or services.

The desired service categories are as listed below:

Service Category #1: Artificial Intelligence (AI) Solutions for Public Sector Entities Service Category #2: Other Ancillary Goods or Services

1.0.1 Definitions:

- "RFP" or "solicitation" this Request for Proposals document;
- "Vendor" interested business;
- "You" or "Offeror" vendor responding with a proposal;
- "Contractor" Offeror awarded a contract;
- "Governmental Entity" a government agency or non-profit organization;
- "Customer" a governmental entity.

1.0.2 Outcome

The desired outcome of this RFP is for NCTCOG to enter into a Master Services Agreement ("MSA") with one or more Contractors to supply municipalities, counties, school districts and other governmental agencies ("Customer", "Government Entity") with assistance to obtain the described services from fully licensed vendors authorized to do business in the locations selected on Exhibit 3.

The North Central Texas Council of Governments intends to award Contracts through its TXShare purchasing cooperative to multiple Contractors. Members of TXShare ("Customer" or "Member") will have the option to utilize these contracts to fulfill their needs. The contract award does not guarantee any specific number of sales to any firm awarded under this contract. The goods or services will be provided on an asneeded basis. There are no scheduled orders at this time, but there is the expectation that needs will arise among the various Customers of the TXShare cooperative. Vendors awarded contracts will be uniquely positioned to market their products to the Customers. Each Customer will negotiate their own orders on an as needed basis.

SECTION 2: TXSHARE COOPERATIVE PURCHASING PROGRAM

2.0 BENEFITS OF A COOPERATIVE PURCHASING PROGRAM

2.0.1 How Does a Cooperative Purchasing Program Work?

A government cooperative purchasing program, such as TXShare, is a cooperative arrangement for acquiring goods or services that involves aggregating the demand of two or more government agencies to obtain a more economical purchase.

Government entities (cities, counties, water districts, school districts, etc.) sign up as members to use cooperative purchasing programs through a cooperative purchasing agreement. Additionally, non-profit organizations are allowed to sign up as members.

2.0.2 How Does a Government Entity Benefit?

Cooperatives help government agencies find the right goods and services that best fits their need and expedite purchases without requiring additional solicitations (RFP or IFB) to comply with laws and regulations.

TXShare uses the North Central Texas Council of Governments ("NCTCOG") as the lead public entity to publicly solicit and award contracts through a Request for Proposal ("RFP") process. TXShare members are eligible to access these contracts by signing an intergovernmental agreement with the NCTCOG, thereby eliminating the need to complete their own RFP process.

Membership in the TXShare cooperative purchasing program provides the agencies with access to contracts for goods and services at pre-negotiated rates or prices. Typically, the entity member then purchases the goods or services by negotiating with the cooperative's awarded vendors and places purchase orders, or enters into sub-agreements, based on the rates or prices listed in the cooperative purchasing program's contracts.

2.0.3 How Does a Vendor Benefit?

A Request for Proposal (RFP) such as this one is a document that competitively solicits bids from potential vendors for goods or services. The lead public entity (NCTCOG) is an independent government entity that carries out the advertising and bid procedures required by state law.

All of TXShare's contracts are competitively bid and publicly awarded through this process. NCTCOG prepares the RFP incorporating the required cooperative purchasing language that allows its entity members across the nation to utilize the awarded contract(s).

Vendors respond to the RFP by submitting their proposals. NCTCOG evaluates the responses and awards a Master Services Agreement for the TXShare cooperative, thus establishing the availability for nationwide use of the resulting contracts.

Vendors who successfully compete in the RFP process and are awarded a contract will market to any public entity or non-profit and can then forgo the RFP process for an individual entity.

When marketing to a customer, the awarded vendor can provide a quote to the customer for its unique needs based on the pricing, terms and conditions of its contracts. For a vendor, being awarded a cooperative contract can help shorten the sales cycles considerably. This is especially beneficial for smaller firms, like startups, which may not otherwise be able to access the government market.

2.0.4 Mutual Benefits

Performing a competitive bidding process typically takes in excess of 90 days to create the RFP solicitation, collect and evaluate proposals, then negotiate and award the contract. Reducing the amount of time that purchasing staff spend managing new solicitations and generating new contracts, especially for goods or services that don't require too much customization, saves months of administrative time and effort. Reducing the need to respond to every bid process and market directly to the customer saves time and

money as well as is an "ace in the hole" for a vendor when closing the sale on its goods or services covered by a cooperative contract. Smaller governments' customers can achieve price-saving advantages from purchasing off a cooperative program with greater purchasing power.

Note: There is no obligation on the part of any Customer to purchase goods or services through the awarded contracts nor is there any guarantee, implied or otherwise, that the awarded contractor(s) will make any sales based on this solicitation.

2.1 NCTCOG OVERVIEW

The North Central Texas Council of Governments is a voluntary association of, by, and for local governments and was established to assist local governments in planning for common needs, cooperating for mutual benefit and coordinating for sound regional development.

NCTCOG serves a 16-entity metropolitan region surrounding the cities of Dallas and Fort Worth. Currently the Council has 236 members, including 16 counties, 168 cities, 23 independent school districts, and 29 special districts. The area of the region is approximately 12,800 square miles, which is larger than nine states, and the population of the region is over 7.0 million, which is larger than 30 states.

NCTCOG's governing structure is as follows: each member government appoints a voting representative from their governing body. These voting representatives make up the General Assembly, which annually elects a 17-member Executive Board. The Board also includes one ex-officio non-voting member of the legislature. The Executive Board is supported by policy development, technical advisory, and study committees, as well as a professional staff.

2.2 TXSHARE PROGRAM EXPLANATION

NCTCOG intends to make the contract awarded from this solicitation available to other public entities through TXShare. By promoting their TXShare contract(s) to public entities, contractors reduce the need to repeatedly respond to public customer bids or requests for proposals. The contractor then realizes substantial efficiencies that will increase sales opportunities. Contractors agree to pay an administrative fee to TXShare calculated as a percentage of sales processed through the TXShare contracts awarded and held by the contractor. This administrative fee is not an added cost to be invoiced by the contractor to TXShare participants. This administrative fee covers the costs of contract marketing and facilitation incurred by TXShare.

Under the TXShare program, any public customer or non-profit can use the TXShare contract and its selected contractor(s) to make purchases necessary to pursue their own needs. Offerors awarded a contract under the TXShare program may offer their services nationwide if they desire to do so. The TXShare contract offers a unique advertising advantage to a contractor to promote its services, as the contract satisfies most public entities' procurement requirements.

2.3 CONTRACT MANAGEMENT AND REPORTING

The contractor will be required to track and report to NCTCOG its TXShare sales activities relating to the master contract. The contractor will be required to provide management reports on a quarterly basis. Examples of management report data include, but are not limited to:

• Participating public customer's name; pricing option chosen; total fee charged. NCTCOG and contractor will agree to form and content of reports after award of contract.

2.4 ADMINISTRATIVE FEE

TXShare will collect an administrative fee, in the form of a percentage of sales, that will apply to all sales between the contractor and public entities using the cooperative program awarded contract. NCTCOG is included as a public entity customer as it may also make purchases through the contract. The administrative fee will be remitted by the contractor to NCTCOG on a quarterly basis, along with required quarterly reporting. The administration fee for this program will be 2.5% of sales.

2.5 INTERLOCAL AGREEMENT

Governmental entities are extended the opportunity to purchase from contracts awarded by the NCTCOG TXShare

purchasing cooperative by virtue of an interlocal agreement between the entity and NCTCOG. However, all parties understand, and all parties hereby expressly agree, that the NCTCOG is not an agent of, partner to or representative of those government entities and that NCTCOG is not obligated or liable for any action or debts that arise out of the government customer's purchase.

2.6 STANDARD TERMS AND CONDITIONS

The NCTCOG Procurement Standard Terms and Conditions can be found at <u>www.nctcog.org</u> in the "Open Procurement" section, or by clicking <u>here</u>. Proposers shall certify its compliance with these requirements as part of their proposal response by completing the certifications included with the RFP document "Attachments" section. Failure to submit the required certification statement may be grounds for finding the proposal nonresponsive.

SECTION 3: GENERAL INFORMATION

3.0 CONTRACT INTENT

NCTCOG intends to contract with one or more qualified Offeror(s) based upon the qualifications of the Offeror and the categories of goods or services they are able to provide. However, NCTCOG anticipates exploring any viable alternative for providing these goods or services and may decide, after reviewing the proposals submitted, to reject all proposals and not to enter into any agreement.

3.1 ADMINISTRATIVE GUIDANCE

The information provided herein is intended to assist vendors in the preparation of proposals necessary to properly respond to this solicitation. The solicitation is designed to provide interested vendors with sufficient basic information to submit proposals meeting minimum requirements but is not intended to limit a submission's content or to exclude any relevant or essential data there from. You are at liberty and are encouraged to expand upon the specifications to give additional evidence of your ability to provide the services requested in this solicitation.

3.2 ADDENDA

Addenda to this solicitation will be made available to vendors of record by posting the addenda on the Public Purchase website. A "vendor of record" is defined as a vendor who has downloaded the solicitation directly from the <u>www.publicpurchase.com</u> website. It is the vendor's responsibility to check Public Purchase for any addenda that may be issued. You shall acknowledge receipt of addenda by checking the appropriate spaces on the cover sheet of this RFP and submit with their proposal.

3.3 SOLICITATION SCHEDULE

The anticipated schedule for the RFP process is given below. All times indicated are Central Time (CT).

| RFP Issued | December 4, 2024 | |
|--------------------------------|-------------------|-------------|
| Pre-Proposal Conference | December 12, 2024 | 10:00 AM CT |
| Inquiry Period Ends | December 18, 2024 | 5:00 PM CT |
| Proposal Due Date | January 17, 2025 | 2:00 PM CT |
| Planned Contract Award | March 2025 | |

The anticipated schedule is as follows:

NCTCOG reserves the right to change this schedule at any time.

3.4 PRE-PROPOSAL CONFERENCE

There will be a non-mandatory pre-proposal conference at 10:00 AM CT on **December 12, 2024**, via Microsoft Teams.

The invitation is as follows:

Microsoft Teams Need help? Join the meeting now Meeting ID: 268 498 559 137 Passcode: FqvZ7h

Dial in by phone

+1 903-508-4574, 96323591# United States, Tyler Find a local number Phone conference ID: 963 235 91#

3.5 QUESTIONS AND REQUESTS FOR CLARIFICATION (INQUIRY)

Questions arising subsequent to the issuance of this solicitation will be received until 5:00 PM CT on **December 18, 2024**, and must be submitted electronically to <u>www.publicpurchase.com</u>. Questions received after this time may

not be answered in sufficient time to benefit the vendor in preparing a proposal. General questions about the process may be answered directly to the inquirer. Any questions of a material nature that require clarification of, or additional information added to, the solicitation will be published via addenda posted to the Public Purchase website and available for viewing of all registered participants.

Proposers are responsible for reviewing the solicitation posting on the website <u>www.publicpurchase.com</u> for any updates related to this RFP prior to the closing date.

3.6 PROPOSAL SUBMISSION

To respond to this RFP, as well as receive notifications, updates, addenda, and other solicitation information, vendors are required to download the solicitation from the Public Purchase website. Failure to do so may result in vendor not receiving important information.

Submission of your proposal must be through uploading the proposal via Public Purchase website no later than 2:00 **PM CT** on **January 17, 2025**, the proposal due date. Proposals shall be made in English in a searchable PDF format. It is your responsibility to ensure that the proposals are properly uploaded as described above by the designated due date and time. NCTCOG assumes no responsibility for delays caused by any reason. Late proposals will not be accepted nor considered. Proposals may be withdrawn at any time prior to the submittal deadline, but they may not be withdrawn after the official opening.

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

3.7 PUBLIC OPENING

The public opening for this RFP will be conducted beginning approximately 2:05 PM CT on the date proposal submissions are due. The opening meeting will be held virtually via Microsoft Teams and will be recorded. Please note that a large volume of proposals may result in a lengthy opening process. Meeting access information and the Teams meeting invite will be posted to Public Purchase prior to the date of the public opening. Only the names of the Offerors submitting a proposal will be read aloud. No other information will be disclosed at the time of opening.

Proposal information is restricted and not publicly available until after award of a contract. All documents associated with the proposal submitted, unless the Offeror indicates a portion of the proposal is proprietary, may be subject to public inspection in accordance with the Texas Public Information Act. Any part of the proposal that you desire to declare as confidential information must be noted as such where the information is found in the proposal. Claims of confidentiality are subject to the opinion of the Texas Office of the Attorney General, should NCTCOG receive an open records request. All information obtained during this solicitation will become property of NCTCOG.

The public opening will be on Microsoft Teams as follows:

Microsoft Teams <u>Need help?</u> Join the meeting now Meeting ID: 240 739 223 690 Passcode: tRTav9

Dial in by phone <u>+1 903-508-4574,,826560782#</u> United States, Tyler <u>Find a local number</u> Phone conference ID: 826 560 782#

SECTION 4: EVALUATION AND AWARD

4.0 TIME FOR EVALUATION

Unless stated otherwise elsewhere in this Request for Proposals, all proposals of qualification submitted shall remain valid for a minimum of 90 calendar days after the due date to allow adequate time for evaluation and award.

4.1 EVALUATION PROCESS

All submissions in response to this solicitation will be evaluated in a manner consistent with the NCTCOG and all applicable rules and policies.

A proposal review committee will be assembled to perform the evaluations. In the initial phase of the evaluation process, the evaluation committee will review all proposals that have been received before the solicitation due date. Non-responsive submissions (those not conforming to the solicitation requirements) will be eliminated. Each respondent bears sole responsibility for the items included or not included in the response submitted by that respondent. NCTCOG reserves the right to disqualify any submission that includes significant deviations or exceptions to the terms, conditions, and/or specifications in this solicitation.

4.2 BAFO AND CLARIFICATION REQUESTS

Once proposals have been submitted, the NCTCOG evaluates the proposals and determines which of those are determined to be reasonably qualified for award. Those so determined will be reviewed and scored. Clarification requests may be requested of firms where clarifying information is necessary to better understand the meaning of any part of a bid submission. Best and final offers ("BAFO") for those reasonably qualified may be obtained by allowing the submission of a BAFO before the final decision is made to award a contract.

NCTCOG reserves the right to be the sole judge as to the overall acceptability of any submission or to judge the individual merits of specific provisions within competing offers.

4.3 ORAL PRESENTATIONS / DEMONSTRATIONS

NCTCOG reserves the right to require a presentation or demonstration by the firm to supplement their written submission. These presentations or demonstrations will be scheduled, if required, after Proposals are received and prior to the award of the Contract.

4.4 AWARD OF THE CONTRACT

Upon completion of the evaluation process, NCTCOG may award the contracts to one or more respondent(s) whose submission is determined to be the most advantageous to NCTCOG.

4.5 PROPOSAL EVALUATION CRITERIA

The criteria to be used to evaluate submissions are as follows:

| Weighted Scoring. Criteria | Description | Weighted Maximum Percentage Points |
|---|--|--|
| References | Points will be awarded based on the <u>clear inclusion</u> of the required information regarding <i>References</i> , as outlined in greater detail in Section 6.0. | 5% |
| Project-Related Experience and Qualifications | Points will be awarded based on the <u>clear inclusion and quality of responses</u> provided regarding <i>Project-Related Experience and Qualifications</i> , as detailed in Section 6.0. | 35% |
| Technical Proposal | Points will be awarded based on the <u>clear inclusion and quality of response</u> regarding the required details of the <i>Technical Proposal</i> , as outlined in greater detail in Section 6.0 . | 40% |
| NI MARKING | Canada and the state of the second | |
| Proposal Pricing | Points will be awarded based on responses to <i>Exhibit 1 - Pricing</i> , as outlined in greater detail in Section 6.0. | 20% |
| | TOTAL POSSIBLE PERCENTAGE POINTS | 100% |
| Additional Points Criteria | | Additional Points |
| Proposed Value-Add | Points will be awarded based on the inclusion, clarity, and quality of the Value- Add section, which should demonstrate innovative approaches or supplementary functionalities that enhance the primary scope of work. Respondents should highlight unique benefits to government operations. | 5 points |
| Proof of HUB Certification | Points will be awarded upon submission of <u>proof of certification</u> as a Historically Underutilized Business (HUB), Minority, Women-Owned or Disadvantaged Business Enterprise. | 5 points |

SECTION 5: SPECIFICATIONS

5.0 INTRODUCTION AND BACKGROUND

The NCTCOG is inviting innovative proposals from qualified vendors who can address critical challenges using Artificial Intelligence (AI) to boost operational efficiency, enhance service delivery, and foster innovation across public sector entities. We seek solutions that cater to the varied needs of our member entities, including municipalities, counties, school districts, and other government agencies. *The project's central challenge is to improve public services, optimize data usage, and increase citizen engagement through effective AI solutions*.

Service Category #1: Artificial Intelligence (AI) Solutions for Public Sector Entities Service Category #2: Other Ancillary Products or Services

5.1 CHALLENGE OBJECTIVES

Vendors are invited to propose AI solutions that address the following operational challenges, including but not limited to:

- a. Administration: How can AI assist in strategic planning, policy analysis, performance tracking, and enhance decision-making processes for effective city governance?
- b. Development Services: How can AI streamline permit applications, automate inspection scheduling, and improve communication with developers and residents?
- c. Event Center: What AI-driven solutions can enhance customer engagement, streamline ticketing processes, and optimize event management?
- d. Economic Development: What AI-driven solutions can attract investment, facilitate business development, and streamline processes for economic growth?
- e. Finance and Budget: What AI solutions can support financial forecasting, optimize budget allocation, detect anomalies, and improve overall financial management and reporting?
- f. Human Resources (HR): How can AI solutions automate HR processes, enhance employee engagement, and transform recruitment and onboarding experiences?
- g. Information Technology and Cybersecurity (IT): How can AI solutions alleviate the workload of IT personnel? Can they automate Help Desk support, streamline processes, create documentation for IT service domain knowledge, assist with cybersecurity threat detection, or take a proactive role in auditing and cyber defense?
- h. Library Services: What AI technologies can provide a personalized user experience, improve catalog searches, and offer automated assistance?
- i. Municipal Courts: How can AI support efficient case management, automate routine inquiries, and improve citizens' access to legal information?
- j. Parks and Recreation: What AI solutions can enhance program management, registration processes, and personalized recommendations for recreational activities?
- k. Parks Maintenance: How can AI improve maintenance scheduling, optimize resource allocation, and facilitate better communication with residents?
- 1. Public Works: What solutions can help in optimizing project schedules, managing resources, and keeping residents informed about public infrastructure projects?
- m. Utility Billing: How can AI automate billing inquiries, streamline payment processes, and provide real-time updates on utility usage?

- n. Visitors Bureau: How can AI enhance visitor engagement, provide personalized recommendations, and improve tourism management?
- o. Other Government Entity Departments: What AI-driven innovations can improve service delivery, streamline routine operations, and bolster data-driven decision-making?

5.2 SCOPE OF WORK

Vendors will be responsible for designing, developing, and deploying customized AI solutions that:

- a. Solve the outlined challenges in various departments.
- b. Integrate seamlessly with existing systems and databases.
- c. Are user-friendly and accessible to all stakeholders.
- d. Include comprehensive training and ongoing support for staff.
- e. Provide maintenance, updates, and ensure compliance with data security and privacy standards.
- f. Ensure data security and privacy compliance.

5.3 TECHNICAL REQUIREMENTS

Vendors should ensure their AI solutions meet the following criteria, including but not limited to:

- a. **Challenge-Specific Functionality:** The AI solutions must support the specific functionalities required by each entity.
- b. Scalability: Solutions should handle varying data volumes and interaction levels.
- c. Integration: Seamless integration with existing government systems (e.g., case management systems, HR management systems, library databases, public works management systems, parks and recreation management systems, development services systems, utility billing systems), including security frameworks such as Mobile Device Management (MDM), Identity and Access Management (IAM), Security Information and Event Management (SIEM), and other critical IT infrastructure, ensuring scalability and adaptability is required.
- d. Real-Time Analytics: The solutions must provide real-time analytics and reporting capabilities.
- e. Data security and Privacy: Ensure compliance with regulations (e.g., GDPR, HIPAA).
- f. Natural Language Processing Capabilities: The solutions should include advanced natural language processing (NLP) capabilities to understand and accurately respond to diverse inquiries.
- g. Accuracy: Demonstrate a high level of accuracy in processing data and generating responses. Respondents should provide information on how accuracy will be measured and maintained throughout the solution's lifecycle.
- h. Algorithm Transparency: Vendors should describe the algorithms used in their AI solutions, including their approach to bias mitigation and how they ensure fair and ethical outcomes. A brief overview of how these algorithms are validated and tested for effectiveness should also be included.
- i. Continuous Improvement: Include mechanisms for continuous learning and improvement, allowing algorithms to adapt and enhance performance over time based on user interactions and feedback.
- j. Interoperability: Exhibit high interoperability to integrate effectively with existing digital infrastructure. Vendors are required to outline how their technology will interact with current systems, detailing adherence to

open standards, API capabilities, data format compatibility, and scalability to accommodate future integration needs. Proposals should also include a plan for interoperability testing and previous examples of successful implementations. Detailed testing protocols and validation procedures must be included.

k. **Quality Control:** Vendors must outline quality control measures and validation processes to ensure solutions meet performance expectations consistently.

5.4 DATA GOVERNANCE AND CYBERSECURITY PROVISIONS

Vendors must outline how they will address:

5.4.1 Data Governance

- a. **Data Integrity and Accuracy**: Ensure mechanisms are in place to maintain the accuracy and integrity of data throughout its lifecycle. Implement validation checks and error correction protocols.
- b. **Data Privacy and Compliance**: Adhere to relevant data privacy laws and regulations (e.g., GDPR, CCPA). Include provisions for data anonymization and pseudonymization where necessary. Ensure user consent is obtained and documented for data collection and processing.
- c. **Data Access Controls:** Define role-based access controls (RBAC) to restrict data access to authorized personnel only. Implement multi-factor authentication (MFA) for accessing sensitive data.
- d. **Data Retention and Disposal:** Specify data retention policies, including how long data will be stored and the methods for secure disposal of data once it is no longer needed.
- e. Data Auditing and Monitoring: Include regular auditing and monitoring of data usage and access. Implement logging mechanisms to track data access and modifications.

5.4.2 Cybersecurity

- a. Threat Detection and Response: Implement AI-driven threat detection systems to identify and respond to potential security breaches in real-time. Integrate robust identity verification mechanisms to ensure secure access control and prevent unauthorized access, both internally and externally. Define incident response protocols, incorporating identity-related breach scenarios, and ensure they are regularly tested and updated to adapt to evolving security threats.
- b. Encryption: Ensure end-to-end encryption for data in transit and at rest. Use industry-standard encryption algorithms and key management practices (e.g., AES-256, AES-128, RSA-2048, SHA-256, SHA-512).
- c. **Vulnerability Management:** Conduct regular vulnerability assessments and penetration testing. Include provisions for timely patching and updating software to address security vulnerabilities.
- d. Security Governance Framework: Establish a governance framework that outlines security policies, procedures, and responsibilities. Ensure continuous compliance with security standards and best practices.
- e. **Risk Management:** Identify and assess potential risks associated with the AI solutions. Develop and implement risk mitigation strategies to address identified risks, including establishing a disaster recovery plan (DRP) and conducting root-cause analysis of incidents (RCA).
- f. **Training and Awareness:** Provide regular cybersecurity training and awareness programs for government staff. Ensure staff are knowledgeable about security best practices and protocols.

5.5 PROPOSED VALUE-ADD

Respondents are encouraged to outline any additional value-added features or services that go beyond the core requirements outlined in this RFP. These may include unique capabilities, emerging technologies, or creative

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approaches that provide significant benefits to member entities. Highlight any enhancements that contribute to operational efficiency, cost savings, or improved service delivery, demonstrating how these features set your proposal apart from standard offerings.

5.6 OTHER REQUIREMENTS

5.6.1 Objectives.

The Master Agreement awarded for TXShare may cover a variety of services. Each Customer that selects to utilize the Master Agreement will negotiate the specific services it needs into a Supplemental Agreement with a customized SOW for that Customer. All proposals must be made based on, and either meet or exceed, the requirements contained herein.

5.6.2 Service Area.

In preparing a proposal, you will designate what geographic region(s) will be served. You must specify, on the service area designation forms included with their proposal, the service areas that they are willing and able to provide goods and services to. A vendor <u>does not</u> have to propose to service the entire State of Texas, nor have to propose to service all fifty (50) states, to be considered for an award of a TXShare contract.

Service area designation forms are found in Exhibit 3.

5.6.3 Service Category Offer.

You should prepare a proposal that describes in detail the goods or services that you are proposing to provide. Proposals must demonstrate your capability to provide <u>all or part</u> of the requested services. A proposal will be evaluated only for the services it proposes.

5.7 CONTRACT TYPE

If awarded, your proposal will result in a fixed price contract based on submitted pricing you propose. It is at your discretion to propose either unit pricing or a percentage discount off the list price for the goods or services you wish to offer. It is generally recommended that you propose a discount, however.

By signing this proposal, you certify that you have obtained and will continue to maintain during the entire term of this contract, all permits, approvals, or licenses, necessary for lawful performance of its obligations under this contract.

5.8 CONTRACT TERM

A contract resulting from this RFP shall be effective for <u>24 months</u> from the date of award. This contract will automatically renew for up to three (3) additional one-year periods, not to exceed five (5) years in total, unless earlier terminated as provided herein. NCTCOG reserves the right not to renew at its discretion.

5.9 WARRANTY/GUARANTEE

Please state in your proposal what warranty or guarantee may apply to the goods or services you are proposing.

5.10 QUALITY

It is expected that you have knowledge of all applicable industry standards, laws, and regulations and possess an ability to market and distribute the goods or services to members of the cooperative.

5.11 NEW GOODS AND SERVICES

New goods and services may be added to the resulting contract(s) during the term of the contract by written amendment, to the extent that those goods or services are within the scope of this RFP and include, but will not be limited to, new services added to the manufacturer's list offerings, and services which reflect new technology and improved functionality. Service Categories or individual items of a fixed price nature are subject to review and approval of the NCTCOG before addition to the contract. Individual items added to catalog awards do not require prior approval of the NCTCOG.

5.12 ALL OR NOTHING AWARD

"All or nothing" proposals are not acceptable and will be rejected. You must be willing to accept a partial award for any combination of the Categories proposed at the discretion of the NCTCOG.

The NCTCOG may award contracts to multiple Offerors supplying comparable goods or services, also known as a multiple award schedule, or award the contract to a single vendor. The NCTCOG's decision to make multiple awards or a single award will be based upon its sole discretion regarding the type of award that provides best value.

5.13 PRICING

When preparing your pricing, you should furnish pricing for each Category proposed and state "No Bid" for any Categories or sub-Categories you will not offer. NCTCOG will consider Categories individually and may make awards on each Category independently. NCTCOG reserves the right to select the proposal or proposals offering the most advantageous combination, with price and other evaluation criteria considered.

NOTE: The final negotiated price or discount will be incorporated into the Master Services Agreement with the awarded vendor(s). The pricing information provided in your proposal will be public information and will not be accepted marked as proprietary or confidential.

5.13.1 General Proposal Information

You must clearly identify which Category your pricing submittal applies to.

You have the option (but are not required) to propose ancillary optional goods or services. Examples are similar product lines, inside delivery, set up, installation, maintenance agreements, travel costs, and other similar goods and services that are not specifically covered by any of the other PRICING CATEGORIES listed in the RFP. Please provide adequate information explaining what the ancillary good or service consists of.

Any good and or service that your business sells, and reasonably meets one of the category descriptions of this RFP, may be proposed. However, they all require pricing by either unit price or discount from list in the proposal. The list pricing may be by a schedule attached to your proposal or by a weblink to your business catalog. The pricing information, including link, are to be attached to the Price Sheet included in this RFP.

NOTE: Only goods or services categories that have pricing submitted in the proposal (either by unit cost or percentage discount off of list) are eligible for purchase through a contract award. You may propose pricing in a manner that works best for you to prepare your customized quotes to customers, but the pricing must be stated in such a manner that must be capable of audit by the customer.

- For example, if you propose a discount off list, then your current list price card for the items proposed must be made available so that the customer can calculate the contract price. Such would mean if you were proposing "10% discount off list price of tables", then you must provide with your proposal the current list price for tables offered under the contract.
- 5.13.2 <u>Exhibit 1 Categories Offered</u> All bidders must complete this form to indicate which categories whey are offering in their proposal. Check the appropriate category. If you are offering an "Other Ancillary Good or Service", you must list those goods and services under this Category in order for the goods or services to be considered for award. Failure by the responding vendor to submit the clarifications by the deadline requested may result in disqualification of the proposal.

Note that not all RFPs will contain an Exhibit Pricing Proposal Worksheet.

5.13.3 Market Basket - For Evaluation Purposes Only (If Required).

FOR EVALUATION PURPOSES ONLY: Respondents are asked to fill out and return a copy of the Sample Market Basket Pricing Form, included as Exhibit 2 in this RFP package. This item is used to evaluate a Respondent's 'best value' as opposed to raw percentage discounts and is what is used to score your

proposed pricing. This item will not be considered or used beyond evaluation purposes. Respondents are not required to fill out the entirety of the form -e.g., if a Respondent does not offer all of the items listed, they are asked to only fill out those that they do provide.

Responses are encouraged from vendors who can only provide a handful of products. Respondents are not expected to be able to provide the entirety of the desired goods, though are welcome to if they are able.

5.13.4 Price Escalation/De-escalation.

The unit pricing (or discount percentage) proposed by the Offeror shall be of a fixed price nature for the first six (6) months of the contract. Escalation requests may be made no more than every ninety (90) days and are subject to mutual written amendment to the contract between NCTCOG and the contractor. It is the responsibility of the contractor to petition NCTCOG changes to the pricing structure. The awarded contractor must provide upon request such supporting documentation as TXShare may require, that justifies the requested price escalation.

A price change (based on the Bureau of Labor Statistics, Consumer Price Index escalation) may be considered. Price changes may not exceed the most recent 12-month CPI-U table. Request for increases must be submitted in writing for consideration. Should the price change be granted and the NCTCOG accepts, a written amendment will be executed.

Price decreases (or discount percentage increase) may be made at any time and without written agreement. Further, the awarded vendor may negotiate more favorable pricing terms with the individual customer based on quantity or other conditions of purchase without seeking approval from NCTCOG. Change to unit prices in a contract must be approved via mutual execution of an amendment to the contract. In the event of price decreases, an executed amendment is not required. If applicable, a copy of, or link to, the vendor's current pricelist should be submitted with the Proposal.

5.13.5 Sales Tax & Freight.

Do not include sales tax in proposal pricing. Nearly all Customers will be tax exempt. Freight/shipping cost should be addressed in your pricing. There is full flexibility on the vendor's behalf as to whether these costs are included in the price, or an additional charge to be determined at the time of the negotiation between the Contractor and Customer. However, this must be stated up front at the time of the submission of the proposal. Failure to state the method in the proposal will result in a default assumption of "additional charge" for freight/shipping costs when evaluating the proposal.

SECTION 6: HOW TO SUBMIT YOUR PROPOSAL

6.0 INSTRUCTIONS FOR RESPONDENTS

Please provide a written response regarding ability to meet each requirement as outlined in the Specifications (Section 5). Include any additional pertinent information on how your proposed solution meets each requirement. Provide any pertinent additional functionality and/or services not outlined in the Scope of Work that you wish to offer.

Important Note: Your proposal must consist of your responses to the Required Response Information outlined below and completed Attachments I-X.

Required Response Information

Each section of information should be *clearly defined* using the following section or heading titles:

1. Certificate of Offeror and Statement of Understanding

The initial submission pages of your proposal will consist of:

- 1. Addenda acknowledgement and signature of authorized representative (page 1 of this solicitation document)
- 2. A brief statement of the respondent's understanding of the work to be performed or desired deliverables requested in the solicitation.

2. References

Include at least four (4) recent references for customers (preferably public agencies) for whom you have provided services similar to those requested in this solicitation within the last five (5) years. Please include the organization's name (if applicable), contact person, phone number, and email address for each reference. NCTCOG reserves the right to contact or visit any of the respondents' current and/or past customers to evaluate the level of performance and customer satisfaction.

3. Project-Related Experience and Qualifications

Proposals will be evaluated on the basis of experience in performing the requested goods/services. Provide a comprehensive overview of your organization's capabilities, experience, and expertise in delivering AI solutions, along with your ability to meet each requirement outlined in Section 5. Highlight any relevant past projects, particularly those involving public sector entities or similar entities.

a. Organization's Capabilities and Experience

Provide a detailed description of your organization's capabilities in delivering AI solutions. This should include:

- Technical Expertise: Outline the specific AI technologies and methodologies your organization specializes in.
- Project Management: Describe your approach to managing AI projects, including planning, execution, and quality assurance processes.
- Team Qualifications: Highlight the qualifications and experience of key team members who will be involved in the project(s).

b. Relevant Past Projects

Include examples of past projects that demonstrate your experience and success in delivering AI solutions, especially those involving public sector or similar entities. For each project, provide:

- Project Description: A brief overview of the project, including objectives, scope, and outcomes.
- Client: The name of the public sector or entity you worked with.

- Technologies Used: The AI technologies and tools implemented in the project.
- Results: The impact and benefits realized by the client as a result of your solution.

c. Background and Years in Business

Provide a brief statement of your organization's background, including:

- History: A summary of your organization's history and evolution.
- Years in Business: The number of years your organization has been operating.
- Core Values: Your organization's mission, vision, and core values.

d. Significant Requirements Not Met

Clearly state any significant requirements from the Scope of Work that your organization is unable to meet. Provide a rationale for why these requirements cannot be met and suggest any potential alternatives or solutions.

If applicable, identify any subcontractors or third-party services that are utilized in the performance of fulfilling this RFP. Provide a general explanation and chart which specifies project leadership and reporting responsibilities, and how the team will interface with NCTCOG and Participating Entities' project management and team personnel.

4. Technical Proposal

<u>This section should constitute the major portion of the submittal.</u> Respondents are required to clearly identify which project deliverables their proposed solution addresses (refer to Section 5.1) and detail their capabilities, knowledge, and skills related to the desired deliverables, objectives, technical requirements, and expectations as outlined in Section 5.0: Specifications.

The Technical Proposal should include, but not be limited to, the following:

- a. Project Deliverables: Clearly specify how your proposed solution addresses each deliverable outlined in Section 5.1, including detailed descriptions of functionalities and approaches for each challenge objective.
- b. Technical Approach: Detail the technical approach for implementing the proposed solution, including:
 - Methodologies for design and development.
 - Integration strategies with existing government systems.
 - User-friendliness and accessibility considerations.
- c. Performance Metrics: Describe how you will measure success and performance, including key performance indicators (KPIs) for each deliverable. Include approaches to ensure accuracy, reliability, and continuous improvement of the AI solutions.
- d. Risk Management: Outline any potential risks associated with the proposed solution and describe your strategies for mitigating these risks.
- e. Compliance and Standards: Confirm adherence to relevant regulations and standards, including data privacy laws (e.g., GDPR, HIPAA), and detail how your solution will maintain compliance.

5. Pricing

Respondents should furnish a proposal that specifies pricing for the solutions and/or services they propose. For more information, please refer to **Exhibit 1**. Points will be awarded based on the competitiveness and clarity of the Price Proposal.

6. Proposed Value-Add – 5 additional points.

Respondents are encouraged to include a Value-Add section in their submission to showcase innovative approaches or supplementary functionalities that could enhance the efficiency and effectiveness of our public sector operations beyond the primary scope of this RFP. This section should highlight any additional capabilities or services not explicitly detailed in the Scope of Work but that the respondent believes would be of benefit.

- HUB Bonus 5 additional points will be awarded upon submission of proof of certification as a Historically Underutilized Business (HUB), Minority, Women-Owned or Disadvantaged Business Enterprise.
- 8. *Required Attachments* Please include signed copies of all ATTACHMENTS (beginning with ATTACHMENT I) appended to the back of this solicitation document. All attachments must be submitted with the proposal, or the proposal may be disqualified as nonresponsive. If an attachment does not apply, please mark as "Not Applicable" and submit with the proposal.

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 " <u>NOT APPLICABLE</u> " AND SUBMIT WITH THE PROPOSAL. FAILURE TO SUBMIT <u>ALL REQUIRED DOCUMENTS</u> MAY NEGATIVELY IMPACT YOUR EVALUATION SCORE. |
|---|
| Page 1 - Cover Sheet |
| Page 21 - Attachment I: Instructions for Proposals Compliance and Submittal |
| Page 22 - Attachment II: Certification of Offeror |
| Page 23 - Attachment III: Certification Regarding Debarment |
| Page 24 - Attachment IV: Restrictions on Lobbying |
| Page 26 - Attachment V: Drug-Free Workplace Certification |
| Page 27 - Attachment VI: Certification Regarding Disclosure of Conflict of Interest |
| Page 30 - Attachment VII: Certification of Fair Business Practices |
| Page 31 - Attachment VIII: Certification of Good Standing Texas Corporate Franchise Tax Certification |
| Page 32 - Attachment IX: Historically Underutilized Businesses |
| Page 33 - Attachment X: Federal and State of Texas Required Procurement Provisions |
| Page 36 - Exhibit 1: Description of Desired Product Categories for Proposed Pricing |
| Page 37 - Exhibit 2: Sample Market Basket Form |
| Page 38 – Exhibit 3: Service Area Designation Forms |

Respondent recognizes that all proposals must be submitted electronically through <u>Public Purchase</u> 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): LSPS Solutions, LLC

Signature of Authorized Representative:

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, <u>Lynn Short</u> (typed or printed name) certify that I am the <u>President</u> (title) of the corporation, partnership, or sole proprietorship, or other eligible entity named as offeror and respondent herein and that I am legally authorized to sign this offer and to submit it to the North Central Texas Council of Governments, on behalf of said offeror by authority of its governing body.

Name of Organization/Contractor(s):

LSPS Solutions, LLC

Signature of Authorized Representative:

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

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

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

- 1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;
- 2. Have not within a three-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or Local) transaction or contract under a public transaction, violation of federal or State antitrust statues 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): LSPS Solutions, LLC

Signature of Authorized Representative:

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 <u>include</u> profits from any federal action), which would be prohibited if paid for with appropriated funds.

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

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

- 1. No federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an officer or employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal loan, the entering into of any cooperative Contract, and the extension, continuation, renewal, amendment, or modification or any federal contract, grant, loan, or cooperative contract; and
- 2. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress 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 subawards at all tiers and that all sub-recipients shall certify accordingly.

Name of Organization/Contractor(s):

LSPS Solutions, LLC

Signature of Authorized Representative:

_{Date:}01/02/2025

ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

The <u>LSPS Solutions, LLC</u> (company name) will provide a Drug Free Work Place in compliance with the Drug Free Work Place Act of 1988. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited on the premises of the

LSPS Solutions, LLC (company name) or any of its facilities. Any employee who violates this prohibition will be subject to disciplinary action up to and including termination. All employees, as a condition of employment, will comply with this policy.

CERTIFICATION REGARDING DRUG-FREE WORKPLACE

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

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

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

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

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

Notifying the employees in the subcontractor's policy Proposal that as a condition of employment under this subcontract, employees shall abide by the terms of the policy Proposal and notifying the subcontractor in writing within five days after any conviction for a violation by the employee of a criminal drug abuse statue 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 statue or requires such employee to participate in a drug abuse assistance or rehabilitation program.

Name of Organization/Contractor(s):

LSPS Solutions, LLC

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Signature of Authorized Representative:

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): LSPS Solutions, LLC

Signature of Authorized Representative:

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| 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. | OFFICE USE ONLY |
| 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). | Date Received |
| 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 175.006, Local Government Code. An offense under this section is a misdemeanor. | |
| Name of vendor who has a business relationship with local governmental entity. | |
| Check this box if you are filing an update to a previously filed questionnaire. (The law recompleted questionnaire with the appropriate filing authority not later than the 7th busines you became aware that the originally filed questionnaire was incomplete or inaccurate.) Name of local government officer about whom the information is being disclosed. | equires that you file an updated is day after the date on which |
| Name of Officer | |
| A. Is the local government officer or a family member of the officer receiving or lotter than investment income, from the vendor? Yes No B. Is the vendor receiving or likely to receive taxable income, other than investment of the local government officer or a family member of the officer AND the taxable local governmental entity? Yes Yes No Yes No Yes No Yes No Yes No Yes No | ikely to receive taxable income, income, from or at the direction income is not received from the |
| Describe each employment or business relationship that the vendor named in Section 1 n other business entity with respect to which the local government officer serves as an o ownership interest of one percent or more. | naintains with a corporation or fficer or director, or holds an |
| 6 Check this box if the vendor has given the local government officer or a family member as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176. | of the officer one or more gifts 003(a-1). |
| 7 Signature of vendor doing business with the governmental entity | 2-25 Date |
| Form provided by Texas Ethics Commission www.ethics.state.tx.us | Revised 1/1/2021 |

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

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

 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.

Form provided by Texas Ethics Commission

www.ethics.state.tx.us

Revised 1/1/2021

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):

LSPS Solutions, LLC

Signature of Authorized Representative:

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

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

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

Indicate the certification that applies to your corporation:



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



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

Type of Business (if not corporation):

| Sole Proprietor |
|-----------------|
| Partnership |
| Other |

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

Lynn Short, President

(Printed/Typed Name and Title of Authorized Representative)

Signature

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 <u>must</u> 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:

Solutions, LLC LSPS Vendor Name

NN SHORT Typed Name

1-2-25 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: | Sign the | |
|---------------------------------|---------------------|--|
| NAME OF AUTHORIZED PERSON: | Lynn Short | |
| NAME OF COMPANY: | LSPS Solutions, LLC | |
| DATE: | 1/2/25 | |
| | -OR- | |

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

| SIGNATURE OF AUTHORIZED PERSON: | |
|---------------------------------|--|
| NAME OF AUTHORIZED PERSON: | |
| NAME OF COMPANY: | |
| DATE: | |

DISCRIMINATION AGAINST FIREARMS ENTITIES OR FIREARMS TRADE ASSOCIATIONS

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

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

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

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

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

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

| SIGNATURE OF AUTHORIZED PERSON: | Shamet |
|------------------------------------|---------------------|
| NAME OF AUTHORIZED PERSON: | Lynn Short |
| NAME OF COMPANY: | LSPS Solutions, LLC |
| DATE: | 1/2/25 |
| | |

-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 fuelbased energy and does not commit or pledge to meet environmental standards beyond applicable federal and state law; and
- II. does business with a company described by paragraph (I).

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

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

| SIGNATURE OF AUTHORIZED PERSON: | Sym the |
|---------------------------------|---------------------|
| NAME OF AUTHORIZED PERSON: | Lynn Short |
| NAME OF COMPANY: | LSPS Solutions, LLC |
| DATE: | 1/2/25 |
| | -OR- |

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

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

EXHIBIT 1: CATEGORIES OFFERED AND PRICING PROPOSAL

Place a checkmark next to each category you are offering in your proposal: Service Category #1: Artificial Intelligence (AI) Solutions for Public Sector Entities Service Category #2: Other Ancillary Goods or Services (List Below) Related software development Staff training General IT/AI/Automation Consulting

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

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

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

Refer to Exhibit 1 - Pricing Proposal Worksheet Attachment.

EXHIBIT 2: SAMPLE MARKET BASKET FORM

This Exhibit is not applicable for this solicitation.

| | Texas Service Area Designation or Identification | | | |
|-------------------------|--|---|--|--|
| Proposing Firm Name: | | | | |
| Notes: | Indicate in the appropriate be | x 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 | | | |
| | \checkmark | | | |
| | | 270 and a stand on the form below the regions | | |
| | If you are not proposing to service the entire state of Texas, designate on the form below that you are proposing to provide goods and/or services to. By designating a region or are certifying that you are willing and able to provide the proposed goods and services. | | | |
| Item | Region | Metropolitan Statistical Areas Designated Service Area | | |
| 1. | North Central Texas | 16 counties in the Dallas-Fort Worth Metropolitan area | | |
| 2. | High Plains | Amarillo Lubbock | | |
| 3. | Northwest | Abilene Wichita Falls | | |
| 4. | Upper East | Longview Texarkana, TX-AR Metro Area Tyler | | |
| 5. | Southeast | Beaumont-Port Arthur | | |
| 6. | Gulf Coast | Houston-The Woodlands- Sugar Land | | |
| 7. | Central Texas | College Station-Bryan Killeen-Temple Waco | | |
| 8. | Capital Texas | Austin-Round Rock | | |
| 9. | Alamo | San Antonio-New Braunfels Victoria | | |
| 10. | South Texas | Brownsville-Harlingen Corpus Christi Laredo McAllen-Edinburg-Mission | | |
| 11. | West Texas | Midland Odessa San Angelo | | |
| 12. | Upper Rio Grande | El Paso | | |

EXHIBIT 3: SERVICE DESIGNATION AREAS

(Exhibit 3 continued on next page)

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(Exhibit 3 continued)

| | Nationwide Service Area Designation or Identification Form | | | | |
|------------------------|--|--|---|--|--|
| Proposing Firm Name | | | | | |
| Notes: | Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States. | | | | |
| | Will service all fift | ty (50) states Will not service fifty (50) states |] | | |
| | | | | | |
| | If you are not pro that you will pro willing and able t | posing to service to all fifty (50) states, then designate on the form be vide service to. By designating a state or states, you are certifying o provide the proposed goods and services in those states. | low the states that you are ISA), or City | | |
| | in a State, then in | dicate as such in the appropriate column box. | | | |
| Item | State | Region/MSA/City | Designated | | |
| | | (write "ALL" if proposing to service entire state) | Area | | |
| 1. | . Alabama | | | | |
| 2. | Alaska | | | | |
| 3. | Arizona | | | | |
| 4. | Arkansas | | | | |
| 5. | California | | | | |
| 6. | Colorado | | | | |
| 7. | Connecticut | | | | |
| 8. | Delaware | | | | |
| 9. | Florida | | | | |
| 10. | Georgia | | | | |
| 11. | Hawaii | | | | |
| 12. | Idaho | | | | |
| 13. | Illinois | | | | |
| 14. | Indiana | | | | |
| 15. | Iowa | | | | |
| 16. | Kansas | | | | |
| 17. | Kentucky | | | | |
| 18. | Louisiana | | | | |
| 19. | Maine | | * | | |
| 20. | Maryland | | | | |

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| 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 | | 1 |
| 1 | | | |

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End of Exhibit 3

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