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Your Public Sector Solutions Center

REQUEST FOR PROPOSALS
For
Artificial Intelligence (AI) Solutions for Public Sector Entities
RFP # 2025-018

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

Kinetech Cloud LLC
_____
Legal Name of Proposing Firm

Craig Smith   Partner
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Contact Person for This Proposal   Title

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Contact Person Telephone Number   Contact Person E-Mail Address

8526 Vidor Ave. San Antonio, TX 78216
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Street Address of Principal Place of Business   City/State   Zip

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Craig Smith   Partner
_____   _____
Point of Contact for Contract Negotiations   Title

773-230-5157   craig.smith@kinetechcloud.com
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Point of Contact Telephone Number   Point of Contact Person E-Mail Address

Acknowledgment of Addenda (initial): #1 _[DS initialed]_ #2 _____ #3 _____ #4 _____ #5 _____

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

COVER SHEET

1. Certificate of Offeror and Statement of Understanding
The initial submission pages of your proposal will
consist of:
1. Addenda acknowledgment and signature of authorized representative (page 1 of this solicitation document)

– Completed and included.

2. A brief statement of the respondent's understanding of the work to be performed or desired deliverables requested in the solicitation.

Kinetech understands that the North Texas Council seeks a robust, adaptable, and AI-enabled solution to address critical operational challenges that local governments and public sector agencies face, as outlined in Section 5.1 of the RFP. The desired solution must integrate innovative technologies to enhance service delivery, increase operational efficiency, and enable data-driven decision-making.
The work to be performed will involve designing, implementing, and deploying an AI-powered, user-friendly platform that aligns with the Council's goals. Specifically, this platform will:

1. Automate processes such as eligibility determination, case management, and resource allocation.
2. Leverage predictive analytics to improve program performance and citizen engagement.
3. Ensure compliance with technical requirements in Section 5.3, including system interoperability, scalability, and data security.
4. Provide real-time insights and reporting capabilities to enable informed decision-making.
5. Deliver configurable and scalable solutions that meet the unique needs of North Texas communities while ensuring ease of use for both staff and citizens.

Kinetech is prepared to utilize its extensive experience in the public sector, its proven GovCloud platform, and Mendix's advanced low-code and AI capabilities to deliver a solution that meets and exceeds the Council's expectations.

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.

References
1. **Michigan State Housing Development Authority (MSHDA)**
   o **Contact**: Mark Whitaker, Director of Information Technology
   o **Phone**: 517-420-4878
   o **Email**: whitakerM@michigan.gov
   o **Contract Period**: March 2021 - Present

- o **Annual Contract Value**: ~$200,000
- o **Services Provided**: Built and maintains three separate programs (CERA, MIHAF, and HOPE). Features include portals, mobile apps, case management, and reporting.
- o **Key Achievements**:
  - Processed over 300,000 applications.
  - Distributed nearly $1 billion in emergency aid.
  - Met the mandate to distribute 65% of $660 million within the first six months.
- o **Public Dashboards**:
  - [MIHAF Dashboard](#)
  - [CERA Dashboard](#)

2. **City of San Antonio, Department of Human Services**
   - o **Contact**: Richard Keith, Human Services Administrator
   - o **Phone**: 210-207-4647
   - o **Email**: richard.keith@sanantonio.gov
   - o **Contract Period**: 2018 - Present
   - o **Annual Contract Value**: ~$150,000
   - o **Services Provided**: Customized utility assistance and reporting applications via Citizen Portal and Mobile Apps.
   - o **Key Features**:
     - Mobile-first, bilingual (English/Spanish) solution.
     - Document upload via phone's camera.
   - o **Notable Achievement**: Recognized by the White House for the Kinetech Application.
   - o **Application URL**: [San Antonio DHS Application](#)

3. **City of Dallas, Office of Community Care**
   - o **Contact**: Jessica Gallenshaw, Director, Office of Community Care
   - o **Phone**: 469-724-0750
   - o **Email**: jessica.galleshaw@dallas.gov
   - o **Contract Period**: March 2022 - Present
   - o **Services Provided**: EHAP (Emergency Housing Assistance Program). Features include a portal, mobile app, case management, reporting, and dashboards.
   - o **Application URL**: [Dallas EHAP Application](#)

4. **Utah Transportation Authority (UTA)**
   - o **Contact**: Clint Wilkinson, Project Manager
   - o **Phone**: 801-287-5836
   - o **Email**: CWilkinson@rideuta.com
   - o **Contract Period**: Recently started (1 month as of reference date)
   - o **Annual Contract Value**: ~$120,000
   - o **Services Provided**: Transportation application connecting clients, drivers, and program partners.
   - o **Features**: Web portal, mobile app, ride requests, driver registration, voucher management, and payment module.

5. **Texas Public Utility Commission (PUCT)**
   - o **Contact**: Nathan Lilie
   - o **Phone**: 512-423-7203
   - o **Email**: nathan.lilie@puc.texas.gov
   - o **Contract Period**: Three-year contract
   - o **Services Provided**: Deployment of Mendix platform for unlimited applications.

- o **First Application**: Workflow and reporting management for utility construction projects.
- o **Planned Applications**: CRM-type database for utilities and contacts.
- o **Deployment**: Azure Cloud

6. **Housing First San Antonio (HF Communitas)**
   - o **Contact**: Edward Gonzales, Executive Director
   - o **Phone**: 210-862-6897
   - o **Email**: edward.gonzales@hfcommunitas.org
   - o **Contract Period**: 2021 - Present
   - o **Annual Contract Value**: ~$50,000
   - o **Services Provided**: Resident Portal and Mobile App for permanent housing for the chronically homeless.
   - o **Features**: Client/case management, communications, property management, scheduling, activity and services management, and reporting module.
   - o **Application URL**: HF Communitas Application

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).

Description of Kinetech's Capabilities in Delivering AI Solutions
1. **Technical Expertise**
   Kinetech specializes in leveraging the Mendix low-code development platform to integrate and deploy cutting-edge AI solutions. The organization has extensive experience utilizing advanced technologies to deliver tailored solutions for public sector agencies. Key areas of technical expertise include:
   - o **Natural Language Processing (NLP)**: Enhancing citizen engagement through AI-powered chatbots and automated case management tools.
   - o **Predictive Analytics**: Implementing AI models to forecast resource allocation needs, detect fraud, and improve program outcomes.
   - o **Machine Learning (ML)**: Applying ML algorithms for dynamic eligibility determination, pattern recognition, and anomaly detection.
   - o **Cloud Architecture**: Delivering scalable, secure, and compliant solutions across AWS, Azure, and Google Cloud platforms.

- o **Integration with Data Systems**: Utilizing APIs (REST, SOAP, OData) to seamlessly connect AI models with existing systems and databases.
- o Generative AI Integration: Utilizing Large Language Models (LLMs) like OpenAI's GPT-4 and DALL-E to create conversational interfaces and dynamic content generation. These capabilities are enhanced with Retrieval Augmented Generation (RAG) for contextually accurate outputs2
- o Conversational User Interfaces (UI): Developing chat-based and voice-enabled interfaces using Mendix's Conversational UI Kit, enabling natural, human-like interactions for customer support and virtual assistants2
- o Cognitive Services Integration: Seamlessly connecting applications to third-party AI services such as Amazon SageMaker, Textract, Rekognition, Translate, and Polly for tasks like image recognition, document processing, language translation, and text-to-speech functionalities2
- o Embedded Machine Learning Models: Integrating custom ML models directly into applications using Mendix ML Kit for predictive analytics, fraud detection, anomaly detection, and recommendation engines2
- o AI for Social Assistance Programs: Automating key processes like eligibility determination, fraud detection, case management, and predictive analytics to enhance program performance and citizen engagement.

2. **Project Management**
   Kinetech follows a structured approach to manage AI projects efficiently and effectively, ensuring high-quality outcomes:
   - o **Planning**: Comprehensive needs assessments and stakeholder workshops to define objectives, KPIs, and success metrics.
   - o **Agile Development**: Utilizing Scrum and Agile methodologies to ensure iterative development, continuous feedback, and rapid delivery.
   - o **Quality Assurance**: Rigorous testing processes, including unit tests, performance benchmarks, and user acceptance testing (UAT), to ensure AI systems meet high standards of accuracy and reliability.
   - o **Deployment and Monitoring**: Phased rollouts, continuous monitoring, and proactive maintenance to ensure AI solutions adapt to evolving needs.
3. **Team Qualifications**
   Kinetech's team consists of highly qualified professionals with extensive experience in delivering AI-enabled solutions:
   - o **Michael Guido, CEO & Solution Architect**: An expert Mendix architect with a strong background in designing and deploying large-scale solutions, including $1 billion in housing assistance for Michigan and $60 million in emergency housing aid for San Antonio.
   - o **Jon Lamb, GovTech Lead**: With over five years of experience, Jon has led AI-powered application deployments, including automating eligibility determination for San Antonio and developing user-centric applications for Michigan.
   - o **Mario Arguello, Senior Manager**: A Mendix Certified Expert Developer with experience integrating AI-powered dashboards, RESTful data connections, and transparent reporting systems for clients like Dallas and NC State.
   - o **Jason Imeidopf Jr., Manager**: A Certified Expert Developer specializing in UI/UX optimization and integrating React Native components, including AI-based widgets for ArcGIS mapping.

- o **Cross-functional Development Teams**: Comprising certified Mendix developers, data scientists, and cloud architects, the team ensures seamless AI implementation and operational excellence.

With its proven track record, technical expertise, and an agile project management approach, Kinetech is uniquely positioned to deliver impactful AI solutions tailored to public sector needs.

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.

See References Above.

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.

Organizational Background

1. **History**

   Kinetech was founded in 2013 and is headquartered in San Antonio, Texas. Since its inception, Kinetech has become a leading provider of custom low-code, cloud-native, digital experience, automation, and core systems software applications. With a focus on serving public and financial sectors, the company has developed a strong reputation for delivering configurable, scalable, and impactful solutions. Over the years, Kinetech has partnered with over 150 clients, transforming their digital capabilities and empowering them to deliver exceptional outcomes for their communities.

2. **Years in Business**

   Kinetech has been in business for 12 years, consistently growing its expertise and presence in both the public and private sectors.

3. **Core Values**
   - o **Mission**: "To serve as a transformative catalyst for good to our clients through our people and our work."
   - o **Vision**: To empower communities and organizations through innovative technology, enabling improved service delivery and societal impact.
   - o **Core Values**:
     - **Collaboration**: Building strong partnerships with clients and stakeholders to achieve shared goals.
     - **Innovation**: Leveraging advanced technologies to create future-proof solutions.
     - **Integrity**: Maintaining the highest standards of ethical conduct and transparency.

- **Customer Focus**: Delivering user-friendly, agile solutions that exceed client expectations.

Kinetech's commitment to innovation and excellence has been demonstrated in projects such as managing over $1.5 billion in assistance for public sector programs and supporting critical modernization initiatives for state and local governments. The company's adaptable solutions and experienced team make it a trusted partner for long-term success.

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.

Kinetech has thoroughly reviewed the Scope of Work outlined in the solicitation. Based on our evaluation, we are confident in our ability to meet the requirements using the Mendix low-code platform and our Kinetech GovCloud suite of solutions. Nothing stood out as something not addressable with our skills or the technology we leverage.

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.

Kinetech leverages Mendix Low Code and major Cloud and AI Providers such as AWS and Microsoft.

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.

Kinetech's GovCloud platform, built on the Mendix low-code development framework, is designed to address the specific challenges outlined in Section 5.1 of the RFP. Below is a detailed response to each challenge objective:

1. Operational Efficiency and Automation

- **Proposed Solution**: Kinetech GovCloud automates repetitive and manual processes such as eligibility screening, case management, and reporting through configurable workflows and AI-powered tools.
- **Functionality**:
    - Automated eligibility determination using AI-driven decision trees.
    - Digital document management with mobile photo uploads and secure storage.
    - Streamlined workflows for application review, approval, and payment processing.
- **Approach**:
    - Implement robotic process automation (RPA) to eliminate manual data entry.
    - Provide role-based dashboards to enhance productivity for caseworkers.
    - Integrate AI to detect bottlenecks and suggest operational improvements.

2. Enhanced Citizen Engagement

- **Proposed Solution**: Deploy user-friendly web portals and mobile applications to enhance the citizen experience and increase accessibility.
- **Functionality**:
    - Self-service portals for eligibility pre-screening, document submission, and real-time application status updates.
    - Multilingual support (e.g., English and Spanish) for broader inclusivity.
    - AI chatbots for 24/7 customer service.
- **Approach**:
    - Ensure compliance with ADA and WCAG standards for accessibility.
    - Design intuitive mobile-first interfaces with real-time notifications for applicants.
    - Use geolocation services for context-aware assistance.

3. Data-Driven Decision Making

- **Proposed Solution**: Leverage advanced analytics and predictive modeling to provide actionable insights for program optimization.
- **Functionality**:
    - Real-time dashboards displaying key performance indicators (KPIs) for program management.
    - Predictive analytics to forecast demand for services and allocate resources efficiently.
    - Fraud detection through anomaly detection algorithms.
- **Approach**:
    - Centralize data from disparate systems for unified analysis.
    - Provide decision-makers with customizable reporting tools.
    - Use machine learning to identify patterns and trends for proactive program adjustments.

4. Improved Inter-Agency Collaboration

- **Proposed Solution**: Provide a unified platform that facilitates seamless data sharing and communication between agencies.
- **Functionality**:
    - Secure APIs for integration with existing agency systems.
    - Role-based access controls to protect sensitive information.
    - Real-time data synchronization across departments.

- **Approach**:
    - Enable interoperability using Mendix's standards-based APIs (REST, SOAP, OData).
    - Implement shared dashboards to provide visibility into inter-agency operations.
    - Offer configurable modules that cater to the needs of multiple stakeholders.

5. Enhanced Fraud Detection and Prevention

- **Proposed Solution**: Deploy AI and machine learning algorithms to identify and flag fraudulent activities across programs.
- **Functionality**:
    - Cross-referencing applicant information across datasets to identify inconsistencies.
    - Anomaly detection to flag suspicious behavior or irregular patterns.
    - Automated alerts and workflows for fraud investigation.
- **Approach**:
    - Leverage historical data to train AI models for fraud detection.
    - Provide auditors with tools to trace and validate flagged transactions.
    - Collaborate with agencies to continuously refine fraud-detection algorithms.

6. Scalability and Future-Readiness

- **Proposed Solution**: Kinetech GovCloud is designed to scale effortlessly to meet evolving program needs while remaining adaptable to new technologies and policies.
- **Functionality**:
    - Cloud-native architecture supporting horizontal and vertical scaling.
    - Modular design allowing for the addition of new features without disruption.
    - Regular updates to incorporate emerging technologies like AI and IoT.
- **Approach**:
    - Deploy solutions on cloud environments like AWS GovCloud for flexibility and resilience.
    - Design applications with microservices architecture for seamless upgrades.
    - Provide training and documentation to ensure staff can easily adapt to system changes.

7. Timely and Accurate Reporting

- **Proposed Solution**: Provide automated reporting and dashboard capabilities to ensure compliance with state and federal regulations.
- **Functionality**:
    - Pre-built and customizable report templates.
    - Integration with BI tools for in-depth analysis.
    - Automated grant and compliance reporting.
- **Approach**:
    - Generate reports in real-time to reduce manual effort.
    - Provide visualization tools to highlight key metrics.
    - Ensure reports meet the formatting and data requirements of oversight agencies.

Mendix Capabilities and how they apply to 5.1 Challenge Objectives:

Mendix is the leading AI development platform. All Mendix applications can leverage the capabilities below. Kinetech has the capability of incorporating and working with any of these capabilities:

- **Generative AI Integrations**:

  - **OpenAI Connector**: Integrates with GPT models (e.g., GPT-3.5, GPT-4) and DALL-E for text generation and image creation.
  - **Amazon Bedrock**: Provides access to generative AI models from AWS, Anthropic, Cohere, and others.

- **Machine Learning Embedding**:

  - **ML Kit**: Supports embedding TensorFlow, PyTorch, and ONNX models directly into Mendix applications, reducing latency and enhancing data privacy.

- **Cognitive Services Integration**:

  - Offers seamless integration with Microsoft Azure AI, AWS AI, and Google AI for features such as natural language processing, image recognition, and real-time translation.

- **Conversational UI**:

  - Includes reusable components for building AI-powered chatbots and conversational interfaces integrated with large language models.

By incorporating these built in AI tools, Kinetech GovCloud can address Seciton 5.1 Challenges, for example:

Administration

- **AI-Powered Tools**: Predictive analytics and real-time dashboards for strategic planning and policy analysis.
- **Impact**: Provides data-driven decision-making and performance tracking to enhance governance.

b. Development Services

- **AI Streamlining**: Automates permit processing, schedules inspections using AI scheduling, and provides 24/7 chatbot support for developers and residents.
- **Impact**: Reduces processing time and improves communication.

c. Event Center

- **Customer Engagement**: AI-driven ticketing systems predict demand, personalize event recommendations, and optimize event management.
- **Impact**: Enhances customer satisfaction and increases operational efficiency.

d. Economic Development

- **AI Insights**: Predictive models to identify investment opportunities and business trends.
- **Impact**: Streamlines business registration and facilitates economic growth.

e. Finance and Budget

- **AI Forecasting**: Supports financial modeling, budget allocation optimization, and anomaly detection in transactions.
- **Impact**: Improves financial management accuracy and efficiency.

f. Human Resources (HR)

- **AI in HR**: Automates recruitment workflows, uses sentiment analysis to enhance engagement, and provides AI-based onboarding tools.
- **Impact**: Streamlines HR operations and improves employee satisfaction.

g. Information Technology and Cybersecurity (IT)

- **AI-Driven IT**: Automates Help Desk ticket resolution, generates IT documentation, and detects cybersecurity threats proactively.
- **Impact**: Reduces IT workload and enhances security posture.

h. Library Services

- **Personalized Assistance**: Recommender systems and AI chatbots improve catalog searches and provide automated support.
- **Impact**: Enhances user experience and increases library resource usage.

i. Municipal Courts

- **AI for Legal Systems**: Automates case scheduling and routine inquiries while providing NLP tools for legal information access.
- **Impact**: Streamlines court operations and improves citizen engagement.

j. Parks and Recreation

- **AI-Enhanced Programs**: Offers personalized activity recommendations, streamlines registrations, and tracks program performance.
- **Impact**: Boosts program participation and operational efficiency.

k. Parks Maintenance

- **AI Optimization**: Predictive tools schedule maintenance and allocate resources efficiently.
- **Impact**: Improves service delivery and resident satisfaction.

l. Public Works

- **Project Management**: AI tools optimize project schedules, manage resources, and provide real-time updates to residents.
- **Impact**: Increases transparency and operational efficiency.

m. Utility Billing

- **AI Billing Tools**: Automates inquiries, detects anomalies in billing, and offers real-time usage updates.
- **Impact**: Reduces errors and enhances customer satisfaction.

n. Visitors Bureau

- **Tourism Management**: AI-powered recommendations and analytics improve visitor engagement and event planning.
- **Impact**: Enhances the overall tourist experience.

o. Other Government Entity Departments

- **Service Innovations**: AI automates routine tasks, improves data-driven insights, and optimizes workflows.
- **Impact**: Boosts overall efficiency and responsiveness.

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.

Technical Approach for Implementing the Proposed Solution
Kinetech's technical approach leverages its expertise in low-code application development, particularly through the Mendix platform, to deliver scalable, user-friendly, and highly integrable AI-driven solutions. Below are the details of our technical approach across the specified areas:

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1. Methodologies for Design and Development
- **Agile Development Framework**:
  Kinetech employs Agile methodologies to ensure iterative, collaborative, and adaptive development cycles. This approach minimizes risk and ensures solutions align with evolving project requirements.
    - o **Sprints**: Two-week development cycles for frequent delivery of functional modules.
    - o **Scrum Meetings**: Daily stand-ups and stakeholder reviews for alignment and feedback.
    - o **Continuous Testing**: Rigorous quality assurance through unit, integration, and user acceptance testing (UAT).

- **User-Centric Design**:
  - Employ a **human-centered design** approach to ensure that the application addresses the needs of end-users effectively.
  - Incorporate wireframes, prototypes, and usability testing in early stages to refine workflows.
  - Leverage AI tools for predictive modeling and decision support.
- **Rapid Deployment via Low-Code**:
  - Utilize Mendix's drag-and-drop interface for faster development and reduced technical complexity.
  - Build modular, reusable components to enable scalability and flexibility.

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2. Integration Strategies with Existing Government Systems
- **Standards-Based Integration**:
  - Leverage APIs (REST, SOAP, OData) to connect seamlessly with existing systems.
  - Ensure compliance with government standards for interoperability and data security (e.g., FedRAMP, SOC 2, ISO 27001).
-

- **Middleware and Data Adapters**:
  - Deploy middleware for integrating with legacy systems that lack modern APIs.
  - Use data adapters to facilitate smooth transitions between disparate systems.
  - **Real-Time Synchronization**:
    - Enable bi-directional data flows between the proposed solution and existing databases.
    - Use event-driven architecture to synchronize updates across platforms.
  - **System Agnosticism**:
    - Design solutions that are compatible with various government platforms, whether cloud-based (e.g., AWS GovCloud) or on-premises.
  - **Proven Integration Examples**:
    - Kinetech has successfully integrated with platforms such as GIS systems (e.g., Esri ArcGIS), financial systems, and legacy databases in public sector projects like San Antonio and Michigan.

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3. User-Friendliness and Accessibility Considerations
- **Intuitive User Interfaces**:
  - Mobile-first design to ensure seamless access across devices.
  - Simplified dashboards tailored to different user roles (e.g., administrators, citizens, caseworkers).
- **Accessibility Compliance**:
  - Ensure compliance with **ADA** and **WCAG 2.1** standards to support users with disabilities.
  - Provide multilingual support (e.g., English and Spanish) to ensure inclusivity.
- **Training and Support**:
  - Provide detailed user guides, training sessions, and a "train-the-trainer" model to empower staff.
  - Record training modules for future use and onboarding.

- **AI-Powered Assistance**:
    - o Integrate AI chatbots for 24/7 support to address common queries.
    - o Use predictive analytics to provide personalized recommendations and streamline navigation.
- **Proactive Error Handling**:
    - o Implement error detection and contextual help features within the application to enhance usability.
    - o Provide clear, actionable error messages to guide users.

Conclusion Kinetech's technical approach ensures a balance between robust functionality, seamless integration, and user accessibility. By leveraging Agile methodologies, proven integration strategies, and user-focused design principles, Kinetech will deliver a scalable, intuitive, and future-proof solution tailored to the specific needs of the government.

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.

Kinetech would work with Stakeholders on determining KPIs and we leverage our dynamic dashboards to present KPIs to all relevant stakeholders.

d. Risk Management: Outline any potential risks associated with the proposed solution and describe your strategies for mitigating these risks.

Risk Management

Kinetech understands the importance of proactively identifying and managing risks associated with implementing AI solutions. Our risk management approach combines thorough analysis, planning, and continuous monitoring to ensure successful project outcomes. Below are the key potential risks and our strategies for mitigating them:

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1. Data Privacy and Security Risks

- **Risk**: Breaches of sensitive data or non-compliance with privacy regulations (e.g., GDPR, HIPAA, or local laws).
- **Mitigation Strategies**:
    - o Utilize encryption (AES-256) for data at rest and in transit.
    - o Implement strict access controls with role-based permissions.
    - o Ensure compliance with industry standards, including FedRAMP, SOC 2, and ISO 27001.
    - o Conduct regular vulnerability assessments and penetration testing.

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2. Integration Challenges

- **Risk**: Difficulties integrating AI tools with legacy systems or incompatible platforms.
- **Mitigation Strategies**:
    - o Perform a comprehensive assessment of existing systems before development.

- o Use Mendix's robust API integration capabilities (REST, SOAP, OData).
- o Develop middleware to bridge gaps between legacy systems and modern applications.
- o Implement phased rollouts to minimize disruptions and test compatibility.

3. User Adoption and Change Management

- **Risk**: Resistance from staff or citizens in adapting to new AI-driven workflows.
- **Mitigation Strategies**:
  - o Conduct stakeholder engagement workshops during project design to address concerns and gather input.
  - o Provide comprehensive training and support using a "train-the-trainer" model.
  - o Design intuitive user interfaces with minimal learning curves.
  - o Create detailed user guides and conduct regular feedback sessions to ensure satisfaction.

4. AI Model Accuracy and Bias

- **Risk**: Potential inaccuracies in AI predictions or biased outcomes due to insufficient training data.
- **Mitigation Strategies**:
  - o Use diverse and representative datasets for training AI models.
  - o Conduct regular audits of AI models to identify and address bias or inaccuracies.
  - o Incorporate human oversight for critical decision-making processes.
  - o Continuously update models with new data to improve performance over time.

5. Scalability Risks

- **Risk**: The solution may not scale effectively to accommodate future growth or increased demand.
- **Mitigation Strategies**:
  - o Leverage Mendix's microservices architecture to ensure scalability.
  - o Deploy on cloud-native platforms like AWS GovCloud to handle scaling needs.
  - o Regularly monitor system performance and capacity to anticipate and address potential bottlenecks.
  - o Design modular components for seamless expansion without disrupting existing operations.

6. Implementation Delays

- **Risk**: Unexpected delays during development, testing, or deployment phases.
- **Mitigation Strategies**:
  - o Use Agile methodologies with two-week sprints to deliver incremental progress and address blockers early.
  - o Establish clear timelines, milestones, and deliverables during project planning.
  - o Conduct regular progress reviews with stakeholders to ensure alignment.

      o   Maintain a buffer in project schedules to account for unforeseen challenges.

7. Maintenance and Long-Term Support

- **Risk**: Insufficient ongoing support could lead to performance degradation or unresolved issues.
- **Mitigation Strategies**:
  - Provide Service Level Agreements (SLAs) for Tier 2 and Tier 3 support.
  - Set up automated monitoring tools to identify issues before they impact users.
  - Offer regular system updates to ensure compatibility with evolving technology.
  - Establish a clear escalation process for addressing high-priority incidents.

8. Stakeholder Misalignment

- **Risk**: Miscommunication or misalignment between project stakeholders could derail progress.
- **Mitigation Strategies**:
  - Assign a dedicated project manager to facilitate communication and manage expectations.
  - Use collaboration tools to provide real-time updates and ensure transparency.
  - Schedule regular check-ins with stakeholders to address concerns and refine objectives.

Conclusion

Kinetech's proactive risk management strategy ensures that potential risks are minimized and addressed efficiently. By leveraging industry best practices, continuous stakeholder collaboration, and cutting-edge technology, we are confident in delivering a secure, reliable, and impactful solution.

    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.

Compliance and Standards

Kinetech is committed to delivering solutions that adhere to all relevant regulations and standards, ensuring secure and compliant operations for government entities. Below is an overview of our adherence to key compliance requirements and the strategies employed to maintain them:

Adherence to Regulations and Standards

1. **Data Privacy and Protection**:
   - **GDPR**: Kinetech ensures compliance with the General Data Protection Regulation (GDPR) for handling personally identifiable information (PII) of European

residents. Data collection, storage, and processing are designed to meet GDPR principles such as data minimization, purpose limitation, and user consent.
- o **HIPAA**: For healthcare-related projects, Kinetech implements all required safeguards, including data encryption, access controls, and audit trails, to protect protected health information (PHI) as per the Health Insurance Portability and Accountability Act (HIPAA).
- o **FERPA**: When dealing with educational data, Kinetech complies with the Family Educational Rights and Privacy Act (FERPA) to safeguard student records.
- o **State-Specific Privacy Laws**: Adherence to state regulations such as the California Consumer Privacy Act (CCPA) or Texas Privacy Protection Act is ensured through tailored compliance frameworks.
2. **Security Standards**:
- o **FedRAMP**: Mendix's cloud services are FedRAMP certified, ensuring that our solutions meet federal security requirements for cloud-hosted environments.
- o **SOC 2**: Kinetech adheres to SOC 2 standards, ensuring robust controls for security, availability, processing integrity, confidentiality, and privacy.
- o **ISO 27001**: Implementation of a formalized information security management system (ISMS) to protect data assets.
- o **NIST**: Align solutions with the National Institute of Standards and Technology (NIST) Cybersecurity Framework for risk management and threat mitigation.
3. **Accessibility Standards**:
- o **ADA**: Our solutions comply with the Americans with Disabilities Act (ADA) to ensure accessibility for all users.
- o **WCAG 2.1**: Kinetech adheres to Web Content Accessibility Guidelines (WCAG) to provide an inclusive experience for users with disabilities.

Strategies to Maintain Compliance

1. **Design and Development Processes**:
- o **Privacy by Design**: Incorporate data protection principles into the architecture and design of our solutions.
- o **Data Encryption**: Use AES-256 encryption for data at rest and TLS 1.2+ for data in transit.
- o **Access Control**: Implement role-based access controls (RBAC) to limit access to sensitive information.
2. **Ongoing Monitoring and Audits**:
- o Conduct regular compliance audits to ensure adherence to evolving regulations and standards.
- o Utilize automated monitoring tools to detect and respond to potential compliance issues in real time.
3. **Employee Training**:
- o Regular training for employees on data privacy, security standards, and compliance requirements.
- o Maintain certifications for all developers and support staff on relevant standards.
4. **Vendor and Partner Management**:
- o Evaluate and ensure third-party vendors comply with applicable standards and regulations.
- o Mandate data-sharing agreements to define clear responsibilities for compliance.

5. **Incident Response Plans**:
    o Develop robust incident response plans to handle data breaches or non-compliance issues swiftly and effectively.
    o Notify relevant authorities and affected parties in accordance with regulatory requirements.

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.

The published Kinetech Public Sector Pricelist is included in our submission. It is a superset of the spreadsheet provided.

Kinetech Pricing Overview

Kinetech's pricing is structured to deliver flexibility, efficiency, and value, supporting customers with a range of needs in both public and private sectors. The pricing model revolves around two primary approaches—**Custom Development Projects** and **SaaS (Software as a Service)**—both of which leverage Kinetech's proprietary **GovCloud platform**.

GovCloud Overview

GovCloud is a configurable suite of low-code modules designed to meet the majority of requirements outlined in Section 5.1. Built on the Mendix low-code platform, GovCloud accelerates development timelines, reduces costs, and provides robust solutions for applications in areas such as housing, transportation, energy assistance, and more.

- **For Custom Development Projects**: GovCloud is sold as an accelerator, enabling faster application development by significantly reducing the time and resources required to meet specific project requirements.
- **For SaaS Deployments**: GovCloud is delivered as a supported SaaS solution, including the Mendix runtime. Customers benefit from a fully managed environment where Kinetech handles hosting, updates, maintenance, and support.

Licensing Models

1. **Custom Development Projects (Full Use Model)**:
    o Customers retain full ownership of the Mendix model, giving them control over development, enhancements, and maintenance.
    o GovCloud is provided as a development accelerator, integrating prebuilt low-code modules to streamline the project while offering flexibility for customization.
    o This model suits organizations seeking autonomy in managing their applications while leveraging Kinetech's expertise during development.
2. **SaaS (Runtime License Model)**:
    o Applications are delivered as a fully supported SaaS solution through GovCloud, with Mendix runtime included.

- ○ Kinetech retains ownership of the Mendix model and manages all updates, hosting, and maintenance.
- ○ This model simplifies deployment and management, allowing customers to focus on using the solution without worrying about underlying infrastructure.

Additional Offerings

- **Cloud Resources**: Kinetech offers managed AWS cloud resources to support application hosting, ranging from standard to premium configurations for varying performance needs.
- **Expert Services**: Customers can access Kinetech's team of experts, including architects, engineers, and project managers, to support development, customization, and ongoing improvements.
- **Training and Support**: Options include developer training and certification programs to help organizations build internal capabilities on the Mendix platform.

This structure ensures Kinetech's solutions can adapt to various customer needs, from those seeking full development control to those preferring a managed SaaS experience. GovCloud's modular design and low-code capabilities provide an efficient, scalable, and cost-effective path to achieving organizational goals.

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.

Value-Add: Composable, Agile, and Future-Ready Solutions

Kinetech's approach leverages the Mendix low-code platform to deliver a modular, adaptable, and future-proof solution tailored to meet evolving public sector needs. Below are the core value-added features of our offering:

---

1. Composable and Modular Architecture with Flexible Pricing Models

- **What It Adds**: Our composable design ensures an exact fit to your unique requirements, enabling rapid deployment and ongoing adaptability.
- **How It Helps**:
  - ○ **Fast Implementation**: Modular components reduce development time, ensuring solutions are delivered quickly without sacrificing quality.
  - ○ **Agility for Change**: The architecture supports seamless updates and expansions to accommodate evolving program needs or policy changes.
  - ○ **Cost Efficiency**: Reusable modules minimize long-term development and maintenance costs. Flexibility in the pricing models - custom or SaaS. SaaS offerings that aren't tied to users.

2. FedRAMP-Compliant, Secure, and Scalable

- **What It Adds**: The Mendix platform is FedRAMP-compliant out of the box, ensuring the highest standards of security for government applications.
- **How It Helps**:
    - Provides peace of mind with pre-certified compliance for federal, state, and local agencies.
    - Scalability ensures the solution grows with program demand, whether deployed on AWS GovCloud, Azure, or other cloud environments.
    - Built-in data encryption, access control, and auditing tools safeguard sensitive information.

3. Technology Agnostic and Robust Integration

- **What It Adds**: Mendix's cloud-native platform is technology agnostic, enabling seamless integration with existing systems and future technologies.
- **How It Helps**:
    - Connects with legacy systems and modern tools through robust API support (REST, SOAP, OData).
    - Simplifies integrations with mainstream platforms like Esri GIS, financial systems, and CRM tools.
    - Ensures long-term compatibility with evolving IT ecosystems.

4. Leading Platform for Low-Code and AI Development

- **What It Adds**: Mendix is recognized as the leading low-code and AI application development platform, offering built-in integrations with AI technologies from leaders like AWS and Microsoft.
- **How It Helps**:
    - Facilitates the rapid development of AI-driven applications for predictive analytics, natural language processing, and machine learning.
    - Provides pre-built connectors to mainstream AI tools, accelerating implementation and reducing complexity.
    - Supports cutting-edge innovation with an intuitive interface, enabling both technical and non-technical users to collaborate.

Conclusion

Kinetech's use of the Mendix platform ensures a secure, adaptable, and future-proof solution. By combining a modular architecture with the industry's leading low-code and AI capabilities, our approach delivers unmatched efficiency, agility, and long-term value for public sector operations.

7. ***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.

Kinetech holds **Small Business Enterprise (SBE)** certification through the **South Central Texas Regional Certification Agency**.

- **Certification Number**: 244074470
- **Certification Expiration**: July 31, 2026

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.

Attached.

REQUIRED ATTACHMENT CHECKLIST

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

[X] Page 1 - Cover Sheet

[X] Page 21 - Attachment I: Instructions for Proposals Compliance and Submittal

[X] Page 22 - Attachment II: Certification of Offeror

[X] Page 23 - Attachment III: Certification Regarding Debarment

[X] Page 24 - Attachment IV: Restrictions on Lobbying

[X] Page 26 - Attachment V: Drug-Free Workplace Certification

[ ] Page 27 - Attachment VI: Certification Regarding Disclosure of Conflict of Interest   Not Applicable. No conflicts

[X] Page 30 - Attachment VII: Certification of Fair Business Practices

[X] Page 31 - Attachment VIII: Certification of Good Standing Texas Corporate Franchise Tax Certification

[ ] Page 32 - Attachment IX: Historically Underutilized Businesses   Not Applicable

[X] Page 33 - Attachment X: Federal and State of Texas Required Procurement Provisions

[X] Page 36 - Exhibit 1: Description of Desired Product Categories for Proposed Pricing

[ ] Page 37 - Exhibit 2: Sample Market Basket Form   Not applicable

[X] Page 38 – Exhibit 3: Service Area Designation Forms

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

ATTACHMENT I: INSTRUCTIONS
FOR PROPOSALS COMPLIANCE AND SUBMITTAL

Compliance with the Solicitation

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

Compliance with the NCTCOG Standard Terms and Conditions

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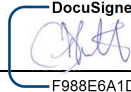
Acknowledgment of Insurance Requirements

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

Name of Organization/Contractor(s):

Kinetech Cloud LLC

Signature of Authorized Representative:

DocuSigned by:

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Date: 1/23/2025

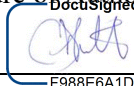# ATTACHMENT II: CERTIFICATIONS OF OFFEROR

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

I also certify that I have read and understood all sections of this solicitation and will comply with all the terms and conditions as stated; and furthermore that I, _____Craig Smith_____(typed or printed name) certify that I am the _____Partner_____ (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):

Kinetech Cloud LLC

_____

Signature of Authorized Representative:

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_____

Date: 1/23/2025

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

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

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

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;

2. Have not within a three-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or Local) transaction or contract under a public transaction, violation of federal or State antitrust 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):

Kinetech Cloud LLC
_____

Signature of Authorized Representative:

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_____

Date: 1/23/2025
_____

ATTACHMENT IV: RESTRICTIONS ON LOBBYING

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

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

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

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

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

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

1. No federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an officer or employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal loan, the entering into of any cooperative Contract, and the extension, continuation, renewal, amendment, or modification or any federal contract, grant, loan, or cooperative contract; and

2. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, and or cooperative contract, the undersigned shall complete and submit Standard Form – LLL, "Disclosure Form to Report Lobbying", in accordance with the instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers and that all sub-recipients shall certify accordingly.

Name of Organization/Contractor(s):

Kinetech Cloud LLC

Signature of Authorized Representative:

DocuSigned by:

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Date: 1/23/2025

ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

The _____Kinetech Cloud LLC_____ (company name) will provide a Drug Free Work Place in compliance with the Drug Free Work Place Act of 1988. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited on the premises of the
_____Kinetech Cloud 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,
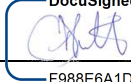
Taking appropriate personnel action against an employee convicted of violating a criminal drug statue or requires such employee to participate in a drug abuse assistance or rehabilitation program.

Name of Organization/Contractor(s):

Kinetech Cloud LLC
_____

Signature of Authorized Representative:
DocuSigned by:

_____
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Date: 1/23/2025
_____

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

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

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

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

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

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

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

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

The contractor has disclosed any interest, fact, or circumstance that does or may present a potential conflict of interest.
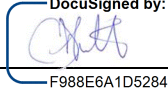
No member of the NCTCOG receives compensation from the contractor for lobbying activities as defined in Chapter 305 of the Texas Government Code.

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

Name of Organization/Contractor(s):

Kinetech Cloud LLC

_____

Signature of Authorized Representative:

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Date: 1/23/2025

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

FORM CIQ

	OFFICE USE ONLY
This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.	
This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).	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 176.006, Local Government Code. An offense under this section is a misdemeanor.	

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

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

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

_____
Name of Officer

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

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

         ☐ Yes   ☐ No

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

         ☐ Yes   ☐ No

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

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

7

_____   _____
Signature of vendor doing business with the governmental entity   Date

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

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

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:
    (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
    (B) a transaction conducted at a price and subject to terms available to the public; or
    (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):
    (a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:
        ***
        (2) the vendor:
            (A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds $2,500 during the 12-month period preceding the date that the officer becomes aware that
                (i) a contract between the local governmental entity and vendor has been executed; or
                (ii) the local governmental entity is considering entering into a contract with the vendor;
            (B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than $100 in the 12-month period preceding the date the officer becomes aware that:
                (i) a contract between the local governmental entity and vendor has been executed; or
                (ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)
    (a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:
        (1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);
        (2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or
        (3) has a family relationship with a local government officer of that local governmental entity.
    (a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:
        (1) the date that the vendor:
            (A) begins discussions or negotiations to enter into a contract with the local governmental entity; or
            (B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or
        (2) the date the vendor becomes aware:
            (A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);
            (B) that the vendor has given one or more gifts described by Subsection (a); or
            (C) of a family relationship with a local government officer.

ATTACHMENT VII: CERTIFICATION OF FAIR BUSINESS PRACTICES

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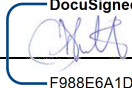
Name of Organization/Contractor(s):

Kinetech Cloud LLC

Signature of Authorized Representative:

F988E6A1D5284E7...

Date: 1/23/2025

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

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

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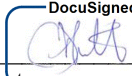
Indicate the certification that applies to your corporation:

[X]   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.

Craig Smith   Partner
_____
(Printed/Typed Name and Title of Authorized Representative)

DocuSigned by:
_____
Signature E988E6A1D5284E7...

        1/23/2025
Date:_____

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

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

NCTCOG recognizes the certifications of most agencies. HUB vendors <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

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

Vendor to Sign Below to Attest to Validity of Certification:

_____
Vendor Name

_____
Authorized Signature

_____   _____
Typed Name   Date

☐ **Not applicable.**

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

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

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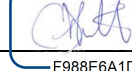CERTIFICATION**

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

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

[X] **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:	*DocuSigned by:* [signature] F988E6A1D5284E7...
NAME OF AUTHORIZED PERSON:	Craig Smith
NAME OF COMPANY:	Kinetech Cloud LLC
DATE:	1/23/2025

-OR-

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

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

DISCRIMINATION AGAINST FIREARMS ENTITIES OR FIREARMS TRADE ASSOCIATIONS

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

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

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

B) An exception to this provision excludes the following:
    I.   contracts with a sole-source provider; or
    II.   the government entity does not receive bids from companies who can provide written verification.

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

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

SIGNATURE OF AUTHORIZED PERSON:	*DocuSigned by:* Craig Smith [signature] F988E6A1D5284E7...
NAME OF AUTHORIZED PERSON:	Craig Smith
NAME OF COMPANY:	Kinetech Cloud LLC
DATE:	1/23/2025

-OR-

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

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

BOYCOTTING OF CERTAIN ENERGY COMPANIES

This contract is subject to the Texas Local Government Code chapter 809, Subtitle A, Title 8, prohibiting contracts with companies who boycott certain energy companies.
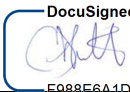
TLGC chapter Code chapter 809, Subtitle A, Title 8, identifies that "boycott energy company" means, without an ordinary business purpose, refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations with a company because the company:

    I.   engages in the exploration, production, utilization, transportation, sale, or manufacturing of fossil fuel-based energy and does not commit or pledge to meet environmental standards beyond applicable federal and state law; and

    II.   does business with a company described by paragraph (I).

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

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

SIGNATURE OF AUTHORIZED PERSON:	DocuSigned by: [signature] F988E6A1D5284E7...
NAME OF AUTHORIZED PERSON:	Craig Smith
NAME OF COMPANY:	Kinetech Cloud LLC
DATE:	1/23/2025

-OR-

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

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

EXHIBIT 1: CATEGORIES OFFERED AND PRICING PROPOSAL

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

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

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

_____

_____

_____

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

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

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

Refer to Exhibit 1 –Pricing Proposal Worksheet Attachment.

EXHIBIT 2: SAMPLE MARKET BASKET FORM

This Exhibit is not applicable for this solicitation.

EXHIBIT 3: SERVICE DESIGNATION AREAS

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

(Exhibit 3 continued)

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

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

End of Exhibit 3