

The North Central Texas Council of
Governments (“NCTCOG”)
Request for Proposals (RFP)

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

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1. Executive Summary

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 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. The administration fee for this program will be 2.5% of sales.

innoSoul, Inc. is honored to partner with the North Central Texas Council of Governments (NCTCOG) in advancing its vision for responsible and impactful artificial intelligence (AI) adoption.

We are pleased to submit our response to Request for Project Services (**RFP**) **2025-018**
Service Category #1: Artificial Intelligence (AI) Solutions for Public Sector Entities
Service Category #2: Other Ancillary Goods or Services

We 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?
- l. 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?

SCOPE OF WORK

innoSoul 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.

2. References

Customer/client name	Department of Human Services, MN
Government (Y/N)	Y
Customer Organization Size	7000+ employees
Service Start Date/End Date	2020 – present
Contract Amount	\$768750
Reference name	Karla Spencer-George
Title	Systems Supervisor
Phone number	651.238.5268
Mailing address	540 Cedar Street, Saint Paul, MN 55155
Email Address	Karla.Spencer-George@state.mn.us
Service Description	AI Software Development Services

Customer/client name	Paul Mitchell The School, FL
Government (Y/N)	N
Customer Organization Size	100+
Service Start Date/End Date	2023-present
Contract Amount	\$100,000
Reference name	Giuseppe Veglio
Title	General Manager
Phone number	518-370-4590
Mailing address	8000 W Broward Blvd #1101, Plantation, FL 33388
Email Address	gveglia@schenectady.paulmitchell.edu
Service Description	AI Chatbot Development services

Customer/client name	State of MN, Department of Human Services
Government (Y/N)	Y
Customer Organization Size	7000+ employees
Service Start Date/End Date	2020 – present
Contract Amount	\$600,000 per year
Reference name	Levi Reynolds
Title	Manager
Phone number	651-431-3102
Mailing address	540 Cedar Street, Saint Paul, MN 55155
Email Address	levi.reynolds@state.mn.us
Service Description	AI Integration Services

Customer/client name	State of NY, Department of Labor
Government (Y/N)	Y
Customer Organization Size	7000+ employees
Service Start Date/End Date	2020 – present
Contract Amount	\$500,000 per year
Reference name	Anitha Ramakrishnan
Title	Manager
Phone number	518-894-1640
Mailing address	Albany NY
Email Address	Anitha.Ramakrishnan@its.ny.gov
Service Description	AI Software Development Services

3. Project Related Experience and Qualifications

Proven Track Record

innoSoul, Inc. has a proven track record of delivering impactful solutions. We have successfully implemented AI-powered diagnostic tools in the healthcare industry, enhancing patient care and accuracy while reducing workload.

****Retail Optimization:** ** Implemented an AI-driven inventory management system, leading to optimized stock levels, cost reductions, and enhanced customer satisfaction.

Public Sector Success:

We've collaborated with municipalities and state agencies to develop strategic roadmaps for AI adoption, ensuring compliance with governance standards and delivering measurable outcomes. Notable achievements include AI-powered traffic management systems, improved citizen engagement platforms, and operational efficiency programs. With a deep understanding of public sector challenges and a strong commitment to ethical and responsible AI, innoSoul, Inc. is dedicated to assisting the NCTCOG Members in achieving its objectives during this transformative journey.

a. Organization's Capabilities and Experience

Founded in 2003, innoSoul, Inc. offers solutions based on the full IT staffing life cycle. innoSoul ensures planned, result-oriented and end-to-end staffing solutions focusing on planning, account management and change management with consistent monitoring and tracking of resources resulting in substantial reduction of implementation-related risks and disruptions. innoSoul provides high value solutions for various state and local governments in the USA using the proven staffing methodology. innoSoul utilizes the best practices allowing clients a chance to understand technical possibilities with the power of technology.

Core Capabilities

innoSoul, Inc. provides comprehensive AI services to support the entire AI adoption lifecycle, from Analytical Services to system integration and ongoing maintenance.

These core capabilities include:

- AI Analytical Services: Evaluating technical infrastructure, data management, governance, and skills readiness.
- Strategic AI Planning: Defining actionable AI strategies that align with organizational goals and values.
- Governance Framework Development: Establishing ethical AI policies and procurement guidelines.
- AI Training and Education: Empowering teams with the knowledge and skills required for AI adoption.

b. Relevant Past Projects

Some of innoSoul's current and past IT Consulting contracts are:

1. CA: DEPARTMENT OF GENERAL SERVICES PROCUREMENT DIVISION	12. SC: Master Contract for the State of South Carolina
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2. FL: Florida State: Miami-Dade County Bid 071-LL04, Information Technology Services 3. NC: Master Contract for the State of NC 4. MI: State of Michigan IT Staff Augmentation Contract 5. MN: IT Professional Technical Services Master Contract Program (MCP) - 902TS 6. MS: State of Mississippi General RFP – Information Systems Consulting Services 7. MT: Master Contract for IT Services Term Contract SPB06-1263B-17F 8. NY: INFORMATION TECHNOLOGY TEMPORARY PERSONAL SERVICES BACKDROP CONTRACT 9. NY Project based IT Consulting Services 10. OK: University of OK Annual IT Staffing 11. PA: State of Pennsylvania Vendor Management System (VMS) by Compaid, Inc.	13. UT: Information Technology Consulting Services for DTS--DWS 14. VA: VA IT Contingent Labor contract vendor 15. WA: Washington State Department of Enterprise Services (DES) Information Technology: Professional Services 16. MD:MHBE Information Technology: IDIQ Consulting & Technical Contract 17. FL: State of Florida 18. TX: Approved ITSAC Vendor for the State of Texas 19. NM: State of New Mexico IT Staff Augmentation contract 20. NY: INFORMATION TECHNOLOGY TEMPORARY PERSONAL SERVICES BACKDROP CONTRACT, OTDA NY 22. City of Minneapolis
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c. Background and Years in Business

innoSoul, Inc. is a leading IT solutions provider founded in 2003. With over two decades of experience, we specialize in delivering tailored and innovative technology solutions. Headquartered in Tallahassee, Florida (FL corporation), our expertise encompasses AI strategy, data analytics, software integration, and governance frameworks. We are committed to excellence and sustainability, ensuring that our offerings align with the specific needs of public sector clients, including government agencies, nonprofits, and educational institutions. innoSoul does not have a parent or subsidiaries.

4. Technical Proposal

Artificial Intelligence presents transformative opportunities to enhance public services, optimize resource allocation, and improve decision-making processes. Our goal is to help the NCTCOG Members harness these capabilities to deliver services more efficiently while ensuring transparency, accountability, and alignment with community values. We bring a customer-centric approach and deep technical expertise to support NCTCOG Members in developing its AI strategy, assessing current capabilities, benchmarking against peer municipalities, and crafting a governance framework that safeguards against risks while enabling innovation.

innoSoul, Inc. has been at the forefront of technology solutions for over 20 years, specializing in supporting public sector clients in navigating complex technological landscapes. Our proven expertise in AI Analytical Services, strategic planning, governance frameworks, and capacity-building initiatives uniquely positions us to fulfill NCTCOG Members's requirements. We are confident that our structured and inclusive approach will enable NCTCOG Members to establish itself as a leader in responsible AI adoption.

Our AI solutions will 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:** We will 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.

We will 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:** We will outline quality control measures and validation processes to ensure solutions meet performance expectations consistently.

We will address the following data security and cybersecurity provisions:

Data Governance Provisions:

- 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.

Cybersecurity Provisions:

- 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.

PROPOSED VALUE-ADD

We provide additional value-added services that go beyond the core requirements outlined in this RFP. These include unique capabilities, emerging technologies, and creative approaches that provide significant benefits to member entities. Our enhancements will contribute to operational efficiency, cost savings, and improved service delivery. Our features will set us apart from standard offerings.

VALUE-ADDED SERVICES:

1. **Comprehensive AI Analytical Services:** A detailed evaluation of NCTCOG Members's current technical, policy, and skills capabilities.
2. **Visionary Strategic Planning:** Development of a clear vision and guiding principles aligned with NCTCOG Members's mission and goals.
3. **Robust Governance Framework:** Best practices for AI use, risk assessment, and procurement guidance to ensure responsible AI deployment.
4. **Stakeholder Engagement and Capacity Building:** Inclusive engagement with the community, employees, and external experts, combined with tailored training plans to empower staff.

We are committed to delivering exceptional results within the proposed timeline and look forward to collaborating with NCTCOG Members to ensure the success of this initiative. Thank you for considering innoSoul, Inc. We are confident that our expertise and tailored solutions will exceed your expectations.

Sample Solution Proposal

Our *Four-Part* Methodology for Collaborating with NCTCOG Members and Key Stakeholders is outlined below:

1. Stakeholder Collaboration:

We will conduct introductory workshops to onboard stakeholders, including NCTCOG Members officials, community leaders, department heads, and front-line staff. These workshops will establish the project's framework, clarify expectations, and define success metrics for AI implementation. Then, we will develop targeted surveys to assess the needs, challenges, and existing knowledge of AI among stakeholders. This will ensure a comprehensive understanding of their requirements.

We plan to schedule one-on-one interviews with key NCTCOG Members officials, department heads, and IT personnel to gain deeper insights into technical, procedural, and organizational challenges. We also plan to utilize an AI Readiness Feedback Loop to provide stakeholders with interim findings and solicit feedback. This will ensure continuous alignment with NCTCOG Members objectives.

2. Data-Driven Benchmarking and Analysis:

We will conduct a thorough AI capability audit of NCTCOG Members's infrastructure, skills, governance, and data maturity. Compare findings to benchmarks established in

comparable agencies, to contextualize opportunities. We will Examine our case studies of AI utilization in public services, focusing on successes in areas such as traffic management, citizen engagement, and resource allocation.

3. Iterative Engagement and Refinement (AI Analytical Services):

We will **implement AI Analytical Services** for NCTCOG Members and hold biweekly workshops to present project progress, refine strategies, and incorporate stakeholder feedback. We plan on maintaining a comprehensive living document for deliverables to ensure that evolving insights are documented and reflected in the project output.

4. Capacity Building and Knowledge Transfer:

To ensure long-term sustainability, we will design and deliver tailored training programs for NCTCOG Members employees and stakeholders, focusing on building technical proficiency, AI literacy, and strategic implementation skills. These programs will include hands-on training sessions, interactive simulations, and knowledge-sharing forums to foster a culture of innovation and continuous learning. By embedding AI expertise within NCTCOG Members, we aim to empower stakeholders to independently manage and evolve AI solutions post-implementation.

This Four-Part Methodology outlines a structured, inclusive, and iterative path toward integrating AI into NCTCOG Members's operations and implement **AI Analytical Services**. By fostering open communication, leveraging data-driven analysis, and equipping stakeholders with the necessary skills, our approach ensures alignment with NCTCOG Members objectives and sustainable implementation. With a commitment to stakeholder engagement and transparency, we aim to deliver **AI Analytical Services** that enhances public services, addresses challenges, and empowers NCTCOG Members to innovate for years to come.

Technical Tools

Machine Learning Framework: We plan to utilize PyTorch (or TensorFlow, if preferred by NCTCOG Members IT environment) for model development. The chosen framework will support advanced text analytics and deep learning capabilities crucial for narrative interpretation.

Visualization Tools: We will develop a web-based dashboard powered by frameworks such as React/Node.js for the frontend, integrated with Power BI or Tableau (if licensing allows) for enhanced visualization. The final tool selection depends on NCTCOG Members's existing ecosystem and preferences.

Data Normalization Techniques:

Tokenization & Lemmatization: For free-form text fields to handle morphological variations.
Standardized Field Formats: Using consistent date/time formats (e.g., ISO 8601), address schemas, and naming conventions.

Scaling & Encoding: Where applicable, numeric or categorical variables will be normalized (e.g., min-max scaling or standard scaling) for consistent model input.

Accuracy Reports:

Our *Three-Part* Proposed Communication Plan

1. Clear Communication Channels.

We will utilize dedicated communication platforms, such as Microsoft Teams or Slack, for real-time updates and document sharing. We will appoint a single point of contact (Project Manager) to address inquiries and facilitate seamless communication between InnoSoul, Inc. and NCTCOG Members.

2. Regular Meetings and Updates:

Weekly Updates:

Compose concise email summaries of key activities, milestones achieved, and potential risks. Communicate any changes to project scope or deliverables and suggest strategies to mitigate risks.

Biweekly Meetings:

Facilitate progress meetings with key stakeholders to present findings, address concerns, and substantiate decisions.

3. Reporting and Community Engagement

For reporting purposes, we plan on submitting monthly comprehensive reports detailing activities, risks, findings, and next steps. Apart from that, we will also provide a dashboard-style set of updates for senior leadership, summarizing progress at a glance for a quick overview. For community engagement purposes, we plan to organize public-facing webinars and Q&A sessions to inform and engage NCTCOG Members's community about the project's progress, goals, and responsible AI use principles.

Contractor Staff, Roles & Responsibilities

Key Personnel are show below in the table.

Project Manager, a Data Manager, and a Quality Assurance Resource are our Key Personnel

1.

Name	Role	Qualifications
Rashi Shamshabad	Project Manager	BS. in Finance 20+ years in public sector
Akshaj Tyagi	Developer	BS in Physics, Statistics, Computer Science Paul Robeson Scholar in AI
Sidharth Shamshabad	Developer	M.S. in Computer Science, 10+ years in AI
Johnny Vishnievskiy	Developer	J.D., 8+ years in governance and compliance

a. Resumes of Key Personnel assigned to Project

Sidharth (Sid) Shamshabad, CEH/CHFI

EDUCATION & CERTIFICATIONS

Stony Brook University — Undergraduate – Computer Science

Georgia Tech University – Masters – AI/ML

Key Courses:

Introduction to Object-Oriented Programming, Data Structures, System Fundamentals I & II, Natural Language Processing, Artificial Intelligence, and more.

Certifications :

- Certified Ethical Hacker (CEH)
- Computer Hacking Forensics Investigator (CHFI)

Key Points:

- **Project Type:** Full stack web application.
- **Technical Stack:** React, MongoDB, Express, Node, GraphQL, Material-UI, SASS, Wolfietools API, bcrypt, Google Auth.
- **Project Functionality:** Todo list management, custom application creation, Spotify player with user authentication.
- **Technical Skills:** Proficient in programming languages (C, Java, Python, OCaml, JavaScript, HTML, CSS, React, Redux, Firebase, Webpack, SASS, Node.js, Express), databases (SQL, MongoDB), and tools (Splunk Enterprise, Slack Bot Integration).
- **Work Experience:** CSIRT Intern at Salesforce (May 2022 – August 2022), handling internal incidents, developing training programs, and reducing onboarding time.
- **Other Experience:** Campus Residences RCC Consultant at Stony Brook University (August 2021 - March 2022), managing campus printers and ensuring student access.
- **Printer Room Management:** Orchestrated operations for multiple print rooms, ensuring optimal printer performance and implementing sanitization protocols.
- **Technical Support:** Provided technical support and troubleshooting assistance to students, contributing to a seamless printing experience.
- **Security Internship at Salesforce:** Worked with the Computer Security Incident Response Team (CSIRT), focusing on incident handling, developing applications, and coordinating information from various teams.
- **Technical Support Role:** Responsible for maintaining campus printers, fixing staff computers, and collaborating with other departments to resolve technical issues.
- **Student Technician Projects:** Developed the SBU Transit app and installed Scalas around campus to improve campus life.
- **Cybersecurity Internship:** Implemented a cybersecurity testbed, conducted threat and attack analysis, and developed defense techniques to minimize vulnerabilities.

Rashi Shamshabad, President

Experience Summary:

Ms. Rashi offers **over 20 years** of experience in the computer industry including 13 years in the specialized areas of Human Resources Development and Marketing. She is an experienced Manager and people person to implement Business Solutions. She is known as a leader around many facets of Business Circles. From a strong family business background and working as a Marketing Executive for various companies at the early stage of her career, Rashi was exposed to and began providing solutions with a confidence.

Focus:

Ms. Rashi provides real life experience in providing Business Solutions to add value to her clients. She focuses on reducing developmental cost through efficient outsourcing. Her soft skills are keys in her efforts to reproduce herself within client's resources pool. For years she has led projects through the full life cycle and support perspectives. Ms. Rashi is the President who works to enable clients to become self sufficient in the use of technology solutions.

Industry Knowledge:

As a Business Specialist, Ms. Rashi's skills allowed her to travel across Industries and countries that include India, Singapore, China, Europe, Malaysia and the United States. During her experience in Singapore, she has participated in various business meets.

Technical Expertise:

Ms. Rashi has led many initiatives that involve a variety of outsourcing projects. Among the many such projects, Ms. Rashi has hands on experience in dealing with partners and negotiating effectively. She is a well known negotiator when it comes to finalizing deals. She is also very proficient at using business productivity applications like Microsoft Office and internet tools that include social networking sites.

Recognition:

Services provided by Ms. Rashi have consistently met and exceeded the expectations of her clients. She has received numerous recognition and appreciations for outstanding performance in the IT and outsourcing field.

Leadership:

Ms. Rashi has performed in leadership roles for more than 10 years. In addition to leading multiple teams of technical professionals, she has been a leader in the application of soft skills and in managing the organizational changes necessary to get results. Currently, she leads inoSoul, Inc. at the difficult economic conditions prevailed all over the world. She also involves with local social and technical groups in a leadership role.

Skills

Management Skills and Qualities:

- Strong project management and team leadership abilities.
- Focused on client, team, and overall business success.
- Solid track record of goal-focused and value-add solutions.
- Excellent decision-making, problem analysis, and presentation skills.
- Outstanding multi-tasking ability, combining client and project tasks, managerial activities and business development efforts.
- Exceptional communication and relationship building skills.

Miscellaneous:

- Microsoft Office / Microsoft Project / Lotus Notes/QuickPlace

Professional Experience

innoSoul, Inc.

President

July 2003 to Current

- Designed various business plans; Partnered with NY state and IBM
- Developed outsourcing partners abroad; Recommended clients on best business practices
- Managed cash flows and financial stability of the company

- Ms. Rashi's tenure at innoSoul, Inc. consisted of developing business, establishing new partners, diversifying business in various industries, technologies and demographics.
- Supply a proposed strategy of an organizational structure to implement organization requirements; Provide HR leadership to the organization
- Translate business needs into HR requirements and work to ensure all needs are fulfilled
- Act as a liaison between technical business leaders and software vendors (specifically IBM).
- Serve as a key contributor in ensuring and creating strategy execution as it relates to the orchestration of multiple projects and deliverables.
- Provide expertise in determining the strategic business direction and goals
- Organize and conduct meetings and conference calls with teams that include senior leaders, business partners and vendors.
- Mentor and provide assistance, educational support and resource references to associates.
- Developing applicable training materials for associates.

G4 Technologies, Inc., Burlington MA**July 2002 to July 2003****HR Executive**

- Provide insight regarding strategic direction, planning and development (as well as the coordination and implementation) of the Human Resource Development plans
- Provide recommendations to senior management regarding the Agency's long-range HR strategy including cost/benefit analysis and sizing of new teams.
- Maintain a close working relationship with senior leaders to understand organizational goals and Business Requirements.
- Conduct technical and personal interviews of staffing resources for various teams. Prepared specific questionnaires for conducting technical interviews.

G4 Technologies, Pte Ltd., Singapore/Malaysia**July 2001 to July 2002****Marketing Executive**

- Designed solutions maintaining existing Business Plans using creative marketing techniques
- Identify and document various marketing solutions for department needs
- Mitigate lost customer down-time through the deployment of solutions based on proven best business practices
- Ensure availability of Marketing team to meet various organizational needs
- Manage and schedule team meetings
- Used Microsoft Office suite for documenting and monitoring the progress in addition to communicating with the team and management

Various Companies, Hyderabad/Mumbai India September 1999 to July 2001**Marketing Executive**

- Provided marketing support for various organizations
- Involved in customer calls
- Managed marketing teams and encouraged productivity improvements in teams
- Conducted surveys and in-house brain-storming sessions to come out with new ideas
- Involved in implementing plans to enhance customer satisfaction levels

Education

- Bachelor of Science (BS) in Commerce and Computers from Osmania University, Hyderabad
- Certification course in Microsoft Technologies from Aptech, Hyderabad, India

Relevant Training:

- Various Human Resources and Marketing training sessions
- Various conferences and seminars in HR and Marketing

AKSHAJ TYAGI (AK)

New York Metropolitan Area • (973)-307-7381 • Email: at1071@scarletmail.rutgers.edu • LinkedIn: [Ak](#)

SUMMARY:

- Technically proficient recent graduate with expertise in AI, Machine Learning, and Statistics.
- Adaptable, fast at learning new skills, and looking to solve complex problems.

EDUCATION:

Bachelor of Science, Rutgers University (NB), GPA: 3.4

Sep'19 – Aug'23

3 Majors + 1 Minor: Computer Science (BS), Statistics (BA), Physics (BA) || Philosophy (minor)

Languages: Python, C++, Java.

WORK EXPERIENCE:

Deloitte:

Sep'23 – NOW

Solutions Engineer, GPS consulting, Traditional model.

- **ARIES**: - Functional analyst in the maintenance and operations (M&O) team for Arkansas's integrated eligibility system.
- Built an AI for the M&O team that could write emails, fix code errors, and provide answers with citations.
- AI bot Link (free of project data, citing medical research instead): citegpt.vercel.app.

Chat Audio:

Jun'23 – Sep'23

Co-founder & CEO, AI music making startup.

- Developed a state-of-the-art ML model that composes original music clips language prompts (python).
- Built a separate model that remixed existing songs based on user preferences (python).
- Product link: chataudio.com (website made in JavaScript, inference no longer functional due to high costs).

Johnson and Johnson:

May'22 – Aug'22

Data Scientist (Co-op), Global Healthcare Company with \$450B Market Cap.

- Led an end-to-end project to classify unlabeled supplier carbon emissions data into desired categories.
- Used Principal Component Analysis (PCA) to reduce data dimensionality from 90 to 26 and variation from 388 to 6.
- Iterated multiple unsupervised learning algorithms such as *K-means Clustering*, *Scan-Loss Nearest neighbor* and *Clustered Decision Trees* to determine the optimal classifier to categorize supplier data (Python).
- Built a dynamic data visualization tool to depict the final model's classification results (Python + Tableau).

Rutgers University (NB):

Jan'22 – May'22

Instructor, Physics Courses: #203 + #204.

- Lectured college students on physics concepts such as: Electromagnetism, Wave-Particle Duality, Special Relativity.
- Managed two classes of 12 students by answering questions, helping with HW problems, and conducting quizzes.

Mentor, Women in Computer Science (WiCS).

- Conducted weekly one-on-one meetings (3 students) and group discussions (15 students) to guide mentees.
- Advised students on course selection, career planning, and effective study methods to manage CS workload.

College Circle:

Aug'20 – Dec'20

Co-Founder & CEO, Social media startup to improve college social life during COVID-19.

- Created a web-app that allowed users to post, comment, and share with fellow college students. (MERN stack)
- Learned many aspects of running a startup such as idea generation, product iteration and user feedback.

Estee Capital:

Aug'20 – Dec'20

Intern, Quant trading firm with \$50M+ assets under management.

- Created a new portfolio report for their global arbitrage fund that the company still uses.

RESEARCH IN AI / MACHINE LEARNING:

Understanding the Zero-Shot Capabilities of LLMs:

May'22 – May'23

Machine Learning Research under Prof. Karl Stratos and advisor Prof. Sesh Venugopal

- Deployed experiments on clusters of GPUs, performing data analysis on the datasets used in the training and testing.
- Engaged in prompt engineering and discovered new zero-shot tasks for major LLMs like ChatGPT, Llama-2, T0.
- Wrote a 50-page thesis, with co-author Alex Rashduni on the results of our yearlong research in LLMs.
- Reviewed and synthesized academic research on co-training, autoregressive transformers, and zero-shot learning.

Solar Energy Forecasting using Machine Learning:

Oct'22 – Feb'23

Machine Learning Researcher under Prof. Ahmed Aziz Ezzat.

- Designed and implemented ML models to forecast short-term solar energy using sky images (python).

ACHIEVEMENTS:

Paul Robeson Scholar: Awarded the title of Paul Robeson Scholar for my research in Large Language Models (LLMs).

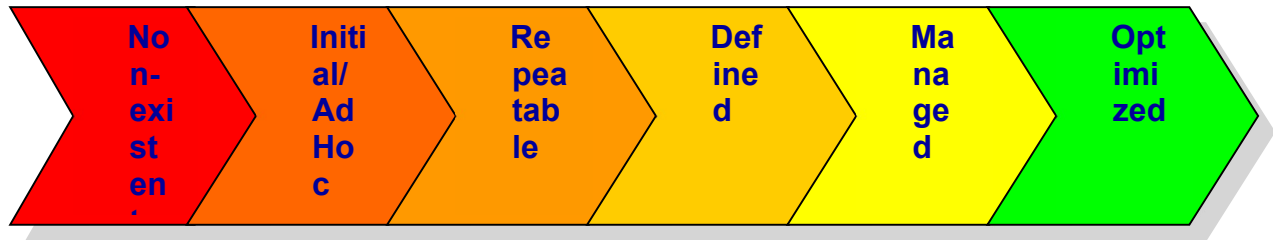
REU Fellow: Designated as an REU fellow by the Nation Science Foundation (NSF) for my research in ML solar energy.

Music: Independently produced 15+ original songs from scratch using digital instruments (drums, keys, bass).

Aerospace: Selected by NASA sponsored program to send an experiment into space (hydrogel diffusion in microgravity)

b. Project Planning and Approach

This explains how we will approach this work and describe the major activities, milestones, and deliverables required. Knowledge transfer to employees will occur continuously through formal and informal training/mentoring/presentations. Governance is defined as: “The leadership and organizational structures and processes that ensure that the organization's IT sustains and extends the organization's strategies and objectives” (ISACA). We believe in structured governance will lead in achieving the stated goal. We will embark on reviewing the current status and understanding the requirements as a first step. In doing so, we will be employing CoBIT Process Maturity Model and recognize the organization requirements standing.



Preliminary Work Plan

Below is our preliminary plan for implementing a typical AI Services project over an estimated six-month period. This plan includes key tasks, estimated hours, major milestones, and quality assurance checkpoints. Upon contract award, we will refine the plan in collaboration with NCTCOG Members to ensure alignment with project goals and timelines.

Phase	Key Tasks	Estimated Hours	Duration	Major Milestones	Quality Assurance Checkpoints
Phase 1: Project Initiation & Planning	<ul style="list-style-type: none"> - Finalize project scope and objectives - Conduct kickoff meeting with NCTCOG Members - Confirm data access and security protocols - Identify and confirm Key Personnel 	160	2 weeks	<ol style="list-style-type: none"> 1. Executed contract and project charter 2. Approved project plan 	<ul style="list-style-type: none"> - Formal approval of project plan - Confirm data security protocols - Stakeholder sign-off on scope

Phase 2: Data Assessment & Preparation	<ul style="list-style-type: none"> - Extract, load, and validate data- Perform data quality assessment- Cleanse data and address missing values- Implement data normalization procedures 	240	4 weeks	<ol style="list-style-type: none"> 1. Complete data inventory 2. Data preparation completion 	<ul style="list-style-type: none"> - Data profiling and validation report - Approval from NCTCOG Members data owner on data readiness
Phase 3: Model Development & Tuning	<ul style="list-style-type: none"> - Develop initial predictive model for abuse flagging- Incorporate “fuzzy matching” algorithms- Conduct iterative tuning based on feedback- Document model 	300	6 weeks	<ol style="list-style-type: none"> 1. Prototype AI model 2. Intermediate accuracy report (initial metrics) 	<ul style="list-style-type: none"> - Biweekly model evaluation - Accuracy metrics (precision, recall, F1-score) - Internal QA sign-off before pilot deployment
Phase 4: Pilot Testing & Validation	<ul style="list-style-type: none"> - Deploy pilot system in test environment - Validate results with historical cases - Generate interim Accuracy Report - Collect stakeholder feedback 	200	4 weeks	<ol style="list-style-type: none"> 1. Pilot system release 2. Pilot user acceptance 3. Second Accuracy Report 	<ul style="list-style-type: none"> - User acceptance testing (UAT) feedback- Performance reviews vs. baseline- Approval of pilot by NCTCOG Members steering committee
Phase 5: Production Deployment & Training	<ul style="list-style-type: none"> - Deploy final solution to NCTCOG Members environment - Provide system training and user documentation - Establish user support procedures- Generate final Accuracy Report 	240	4 weeks	<ol style="list-style-type: none"> 1. Production go-live 2. Completion of staff training 	<ul style="list-style-type: none"> - User training attendance and feedback- Final acceptance testing- Sign-off from NCTCOG Members on go-live readiness

Phase 6: Monitoring & Final System Acceptance	<ul style="list-style-type: none"> - Monitor system performance and model drift - Conduct final performance review - Obtain final acceptance from NCTCOG Members - Transition project to maintenance/support 	160	2 weeks	<ol style="list-style-type: none"> 1. Final system acceptance 2. Project closure and handover 	<ul style="list-style-type: none"> - Final Accuracy Report- Post-deployment review- Closure report and sign-off
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Total Estimated Project Duration: ~6 Months

Implementation Approach and Schedule

Project Initiation (Weeks 1–2)

- Conduct a formal kickoff meeting with NCTCOG Members stakeholders.
- Align on project objectives, governance structure, communication cadence, and success metrics.
- Establish secure channels for data transfer and define the role of each Key Personnel member.

Data Assessment & Preparation (Weeks 3–6)

- Collaborate with NCTCOG Members to extract relevant datasets from MACWIS (and/or Pathways).
- Perform data quality checks, cleaning, normalization, and transformation.
- Document the data pipeline and catalog any data limitations.

Model Development & Tuning (Weeks 7–12)

- Build the initial AI models to identify potential abuse.
- Incorporate “fuzzy matching” to handle variations in names, misspellings, and inconsistent data entries.
- Conduct iterative tuning based on performance metrics (precision, recall, F1-score).
- Document model architecture, hyperparameter settings, and planned improvements.

Pilot Testing & Validation (Weeks 13–16)

- Deploy the pilot system in a test environment for real-time or batch-level analysis.
- Evaluate model outputs against known abuse cases, collecting feedback from case workers and domain experts.
- Measure performance using interim Accuracy Reports, adjusting features or algorithms as needed.

Production Deployment & Training (Weeks 17–20)

- Migrate the validated model and dashboards to the NCTCOG Members production environment.
- Train end users (e.g., case workers, supervisors) on the platform's search, filtering, and reporting features.
- Provide best practices for interpreting model results and ensuring data integrity.

Final Acceptance (Weeks 21–22)

- Monitor model predictions in the live environment, ensuring minimal drift or performance degradation.
- Perform any final adjustments, produce the Final Accuracy Report, and obtain final acceptance.
- Transition the solution to a maintenance/support phase, documenting operational procedures.

c. Project Management

innoSoul has proven service delivery model in place where the staff follows predefined processes in delivering results to customers. The process is well documented and the staff is trained to follow the instructions to achieve best results. The system helps in delivering quality resources to the customer. There may be situations where client terminates a resource or resource has to leave the project before completion.

innoSoul keeps a database of quality resources and it has been enhanced year after year. In an adverse situation where the candidate fail to perform per the customer's expectations are need to leave for reasons out of organization's control, the candidate is replaced with no disruption in service. Our database of quality candidates comes in handy in a quick replacement in adverse situations. Interacting with our client we provide replacement consultant ahead of time so that the replacing consultant can have knowledge transfer from the consultant whom he is replacing, we make sure that both the consultants have at least 15 days of time, wherein both of them work simultaneously and complete the knowledge transfer.

Risks and their mitigation

Inadequate Specifications/requirements: Most of the times the customer fails to specify its requirements and, as a result of this, the project fails to meet actual requirements. The customer could either over-specify its requirements (which could result in the supplier failing to provide an

innovative solution), or under-specify them (which could lead to project delays, disputes and additional expenses being incurred).

Possible Mitigation: innoSoul has more than 13 years' experience with various state governments in the country. We recently completed a project for Minnesota State Department of Human Services that includes similar scope of work as mentioned in the reference section. As an IBM partner, innoSoul specializes in SOA technologies with singe focus on IBM WebSphere family products and their integration with other leading software products and tools. Our experience with the tooling along with exposure to government clients (NY/NC/SC/MN/WA) will help us manage risks associated with the project. Our technological expertise combined with industry knowledge (specifically Healthcare and Health Information Exchange) will help manage risks associated with such projects. Nothing can replace experience and innoSoul consultants bring that required experience and expertise to the table to complete the project on time, within budget and with quality output.

We will ensure that there is an ongoing flow of relevant information between the customer and supplier, which enables the supplier to put forward a suitable solution to the customer. The customer conducts an internal or external peer review of its technical requirements, to ensure that these are appropriate. Following above steps, both parties ensure that the contract fully and accurately reflects their understanding of the specifications for all deliverables.

Service Delivery

innoSoul has proven service delivery model in place where the staff follows predefined processes in delivering results to customers. The process is well documented and the staff is trained to follow the instructions to achieve best results. The system helps in delivering quality resources to the customer.

Quality Assurance

The candidate selection process is streamlined over a period of 8 years and candidates are reviewed for their past performance. In addition, candidates are verified for their past work performed by background checks. This ensures quality resources are sourced every time.

Problem Management

innoSoul believes in continuous monitoring of resources working on client assignment through periodic interventions. The process looks for any issues or scope for issues and tries to address them immediately through counseling. Our staff is experienced in identifying and resolving any issues.

Corrective Actions

innoSoul keeps a database of quality resources and it has been enhanced year after year. In an adverse situation where the candidate fail to perform per the customer's expectations are need to leave for reasons out of organization's control, the candidate is replaced with no disruption in service. Our database of quality candidates comes in handy in a quick replacement in adverse situations

Customer Interaction

innoSoul's interaction with the customer is limited to what is agreed upon in the contract. Our preferred mode of communication is either emails or phone calls. We make sure that the staff that is authorized to discuss on any issue is only contacted with required information. Wherever required, we participate in dialogue and/or training required to enhance our delivery and customer satisfaction.

Status Reporting

innoSoul believes in continuous improvement of our service levels and customer satisfaction. It is not possible to improve something that is not measured. We believe in maintaining all required status reports on our work with each customer and review them periodically. It helps in understanding the level of service we are providing to our customers and at the same time helps improve our performance.

Training Plan

During the implementation of our client projects, our IT employees are sent for new training. Both our employees are reimbursed in full for any successful professional certifications that they take. Our senior employees are reimbursed in kind for mentoring our junior employees/ sub-contractor consultants.

innoSoul also provides incentives like profit sharing, bonus, training/certification reimbursement etc. that makes our people to stay with us longer.

Confidentiality

innoSoul has a written policy for confidentiality, information security, non-discrimination, code of conduct, code of ethics, employee safety, etc. Our recruiting staff working in-house and technical staff deployed on client sites are required to review and sign such documents that protect client confidential information. We also maintain high level of insurance coverage for unforeseen events that will safeguard us and our clients. We conduct periodic sessions and/or communicate about our policies and policy changes that influence client confidentiality. In more than a decade of service to various government agencies we did not have a single incident of breach of confidentiality.

Key Points of how we will safeguard CUSTOMER data.

Encryption and Access Control:

All data at rest and in transit will be secured using AES-256 encryption and SSL/TLS protocols. Access is governed by role-based permissions.

Compliance with NIST Standards:

We will follow NIST 800-53 guidelines, implementing controls such as audit logging, continuous monitoring, and vulnerability assessment.

Secure Development Lifecycle:

We incorporate security checks (static code analysis, penetration testing) throughout the development cycle.

Data Confidentiality Agreements:

All personnel handling NCTCOG Members data will sign NDAs and pass background checks.

Data Retention & Disposal:

After project completion, data will be either returned to NCTCOG Members or destroyed according to state and federal regulations, unless otherwise requested.

Data Availability:

We assume NCTCOG Members will provide timely access to relevant datasets. Delays in data provision may push back subsequent project milestones.

Infrastructure Readiness:

We assume NCTCOG Members will provide the necessary environment (on-premises or cloud) for hosting the pilot and production deployments.

Stakeholder Availability:

We assume NCTCOG Members staff and subject matter experts will be available for scheduled reviews, workshops, and user acceptance testing.

Scope Changes:

Changes beyond the original scope (e.g., additional data sources, deeper integrations) will follow the standard change order process and may impact cost or schedule.

Potential Risks and Mitigation Strategies

Risk	Likelihood	Impact	Mitigation Strategy
Data Quality Issues	Medium	High	<ul style="list-style-type: none"> - Conduct thorough data profiling. - Implement data cleaning and normalization processes. - Collaborate with NCTCOG Members on data fixes.
Integration Challenges	Medium	High	<ul style="list-style-type: none"> - Work closely with NCTCOG Members's IT team to ensure compatibility with MACWIS/Pathways. - Develop robust APIs and data pipelines. - Allow buffer in schedule for testing.

Organizational Resistance to AI	Low	Medium	<ul style="list-style-type: none"> - Provide stakeholder and user training early in the project. - Offer clear documentation on AI explainability and ethics.
Resource Availability/Turnover	Low	Medium	<ul style="list-style-type: none"> - Maintain a flexible staffing model and cross-train team members. - Document project progress in real time to ease transitions.
Security or Privacy Breach	Low	High	<ul style="list-style-type: none"> - Enforce strict access controls and encryption. - Comply with NIST 800-53 standards. - Conduct recurring security audits and vulnerability scans.
Overruns in Cost or Time	Medium	Medium	<ul style="list-style-type: none"> - Maintain a comprehensive project management plan with regular status reporting. - Use agile iterations to monitor scope changes and budget utilization.

Other Requirements

Data Security and Compliance

NIST Compliance:

We will align our security practices with NIST standards. All data transfers are encrypted, and only authorized personnel may access the environment.

Restricted Access: Role-based access controls, multi-factor authentication, and continuous monitoring will be enforced throughout the project.

Sorting & Searching:

Users will be able to sort and filter results by multiple fields, as well as perform free-text searches in narrative data.

Reporting

Frequency: An Accuracy Report will be generated at each major project milestone: after the initial model build (Phase 3), after pilot testing (Phase 4), and again at final tuning (Phase 5/6).

Metrics:

We will include precision, recall, F1-score, confusion matrices, and false-positive/negative analyses.

Final Report:

A comprehensive accuracy and fail-rate report will be delivered upon project close, incorporating any final tuning outcomes.

Printable/PDF Format:

A reporting module will generate on-demand PDF or print-friendly reports for distribution or archival purposes.

REQUIRED ATTACHMENT CHECKLIST

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

- ☐ Page 1 - Cover Sheet
- ☐ Page 21 - Attachment I: Instructions for Proposals Compliance and Submittal
- ☐ Page 22 - Attachment II: Certification of Offeror
- ☐ Page 23 - Attachment III: Certification Regarding Debarment
- ☐ Page 24 - Attachment IV: Restrictions on Lobbying
- ☐ Page 26 - Attachment V: Drug-Free Workplace Certification
- ☐ Page 27 - Attachment VI: Certification Regarding Disclosure of Conflict of Interest
- ☐ Page 30 - Attachment VII: Certification of Fair Business Practices
- ☐ Page 31 - Attachment VIII: Certification of Good Standing Texas Corporate Franchise Tax Certification
- ☐ Page 32 - Attachment IX: Historically Underutilized Businesses
- ☐ 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 [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.

TXShare

Your Public Sector Solutions Center

REQUEST FOR PROPOSALS

For

Artificial Intelligence (AI) Solutions for Public Sector Entities

RFP # 2025-018

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

Legal Name of Proposing Firm

Contact Person for This Proposal

Title

Contact Person Telephone Number

Contact Person E-Mail Address

Street Address of Principal Place of Business

City/State

Zip

Mailing Address of Principal Place of Business

City/State

Zip

Point of Contact for Contract Negotiations

Title

Point of Contact Telephone Number

Point of Contact Person E-Mail Address

Acknowledgment of Addenda (initial): #1 _____ #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



Rashi Shamshabad, President

**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):

Signature of Authorized Representative:

Date: _____

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, Rashi Shamshabad (typed or printed name) certify that I am the President (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):

innoSoul, Inc.

Signature of Authorized Representative:

Date: 01/24/2025

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

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

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

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

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

Name of Organization/Contractor(s):

innoSoul, Inc.

Signature of Authorized Representative:

Date: 01/24/2025

ATTACHMENT IV: RESTRICTIONS ON LOBBYING

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

innoSoul, Inc.

Signature of Authorized Representative:

Date: 01/24/2025

ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

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

CERTIFICATION REGARDING DRUG-FREE WORKPLACE

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

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

innoSoul, Inc.

Signature of Authorized Representative:

Date: 01/24/2025

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

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

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

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

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

innoSoul, Inc.

Signature of Authorized Representative:

Date: 01/24/2025

ATTACHMENT VII: CERTIFICATION OF FAIR BUSINESS PRACTICES

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

Name of Organization/Contractor(s):

Signature of Authorized Representative:

Date:_____

**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.

(Printed/Typed Name and Title of Authorized Representative)

Signature

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 must submit a copy of their certification for consideration during the evaluation of their proposal. Please attach the copy to this form. This applies only to the Offeror and not a subcontractor.

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

State of Texas HUB Program
Texas Comptroller of Public Accounts
Lyndon B. Johnson State Office Building
111 East 17th Street
Austin, Texas 78774
(512) 463-6958
<http://www.window.state.tx.us/procurement/prog/hub/>

North Central Texas Regional Certification Agency
624 Six Flags Drive, Suite 100
Arlington, TX 76011
(817) 640-0606
<http://www.nctrca.org/certification.html>

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

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

Vendor to Sign Below to Attest to Validity of Certification:

Vendor Name

Authorized Signature

Typed Name

Date

☐ Not applicable.

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

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

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

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

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

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

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

-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:**

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

-OR-

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

**SIGNATURE OF AUTHORIZED
PERSON:**

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

BOYCOTTING OF CERTAIN ENERGY COMPANIES

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

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

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

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

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

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

-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)**

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	
	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 on next page)

Nationwide Service Area Designation or Identification Form							
Proposing Firm Name:							
Notes:	<p>Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.</p> <table border="1"> <tr> <td>Will service all fifty (50) states</td> <td>Will not service fifty (50) states</td> </tr> <tr> <td></td> <td></td> </tr> </table> <p>If you are not proposing to service to all fifty (50) states, then designate on the form below the states that you will provide service to. By designating a state or states, you are certifying that you are willing and able to provide the proposed goods and services in those states.</p> <p>If you are only proposing to service a specific region, metropolitan statistical area (MSA), or City in a State, then indicate as such in the appropriate column box.</p>			Will service all fifty (50) states	Will not service fifty (50) states		
Will service all fifty (50) states	Will not service fifty (50) states						
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

Category 1 - AI Solutions Pricing Format Request Example				
<div>Notes:</div> <div>1. This pricing sheet is an EXAMPLE of how pricing should be submitted for RFP 2025-018.</div> <div>2. Please provide unit pricing for each proposed item, including a percentage discount offering, if any.</div> <div>3. Use as many lines as necessary.</div> <div>4. Detail any additional information.</div>				
Description	Add additional description if necessary:	Unit Price	% Discount	Notes/Comments
1. Software Licensing and Subscription Costs: <i>Provide the cost breakdown for software licenses, subscriptions, or any other software-related fees.</i>	Monthly subscription charges per user	\$99		Any AI product developed per customer requirements will be offered as a Software As A Service (any COTS will be at the actual cost)
2. Implementation and Customization Costs: <i>Outline the costs related to the implementation of the AI solution, including setup, integration with existing systems, customization, and deployment.</i>	Fixed hourly rate for all resources	\$149		The hourly rate is valid for all levels/expertise services
3. Training and Support Costs: <i>Include costs for training government staff, technical support, and customer service, both during and after implementation.</i>	Fixed daily rate for all trainings per user	\$999		Any training provided will be charged at a fixed price
4. Ongoing Maintenance and Updates: <i>Provide costs for ongoing software maintenance, updates, and any regular services required to keep the AI system running smoothly.</i>	Fixed hourly rate for all resources	\$99		The hourly rate is valid for all levels/expertise services
5. Optional Add-Ons or Features: <i>List any additional features or services available that are not included in the core proposal but can be added at an additional cost.</i>	Fixed hourly rate for all resources	\$149		The hourly rate is valid for all levels/expertise services for any other service that is not listed
6. Total Cost of Ownership (TCO): <i>Summarize the Total Cost of Ownership (TCO), which includes all costs over a defined period (e.g., 3 years or 5 years). This should reflect software, implementation, support, maintenance, and optional add-ons.</i>	Annual cost of providing AI services	\$199,000		TOC
7. Additional Costs (if applicable): <i>List any additional costs not covered in the above sections that are relevant to the proposal, such as travel costs, setup fees, or other miscellaneous charges.</i>				
Category 2 - Ancillary Goods and/or Services				
Describe Below:			% Discount	Notes/Comments
Maching Learning Services	Fixed hourly rate for all resources	\$149		The hourly rate is valid for all levels/expertise services