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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.

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Legal Name of Proposing Firm

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

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

COVER SHEET

STATEMENT OF UNDERSTANDING

We, SearchBlox Software, Inc. acknowledge receipt of, and full understanding of the requirements outlined in Request for Proposal RFP # 2025-018, titled “Artificial Intelligence (AI) Solutions for Public Sector Entities.”

After thorough review and analysis of the RFP documentation, we hereby confirm our comprehension of the objectives, scope, deliverables, and requirements set forth in the document.

REFERENCES

Vendor Reference 1	
Customer Name	Orlando Utilities Commission
Contact Person	Jeff C. Hsu
Contact Phone Number	(407) 434-2803
Contact Email	jhsu@ouc.com

Vendor Reference 2	
Customer Name	City of Toronto
Contact Person	John Jerkovic
Contact Phone Number	(437) 335-3941
Contact Email	John.Jerkovic@toronto.ca

Vendor Reference 3	
Customer Name	The CollegeBoard
Contact Person	Kristie DeSousa
Contact Phone Number	(201) 906-3487
Contact Email	kdesousa@collegeboard.org

Vendor Reference 4	
Customer Name	Matrix Group International
Contact Person	David Hoernig
Contact Phone Number	(703) 838-9777 x 3003
Contact Email	dhoernig@matrixgroup.net

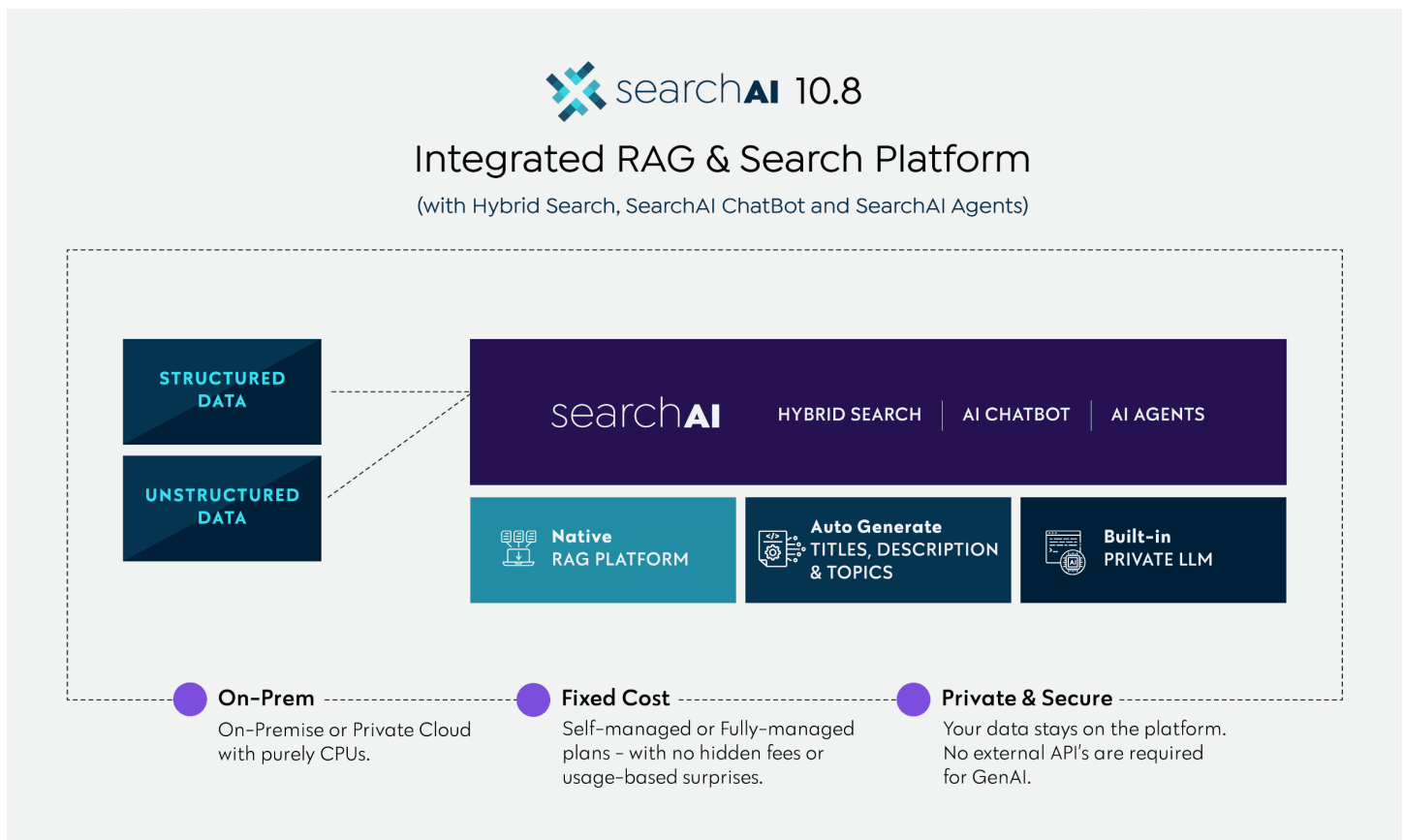
PROJECT-RELATED EXPERIENCE AND QUALIFICATIONS

A. Organization's Capabilities and Experience

Technical Expertise: Outline the specific AI technologies and methodologies your organization specializes in

SearchAI platform is the recommended solution for this RFP.

SearchAI is connecting the gaps – between disparate applications, structured and unstructured data sources, inaccurate knowledge retrieval, data privacy concerns, and cost fluctuation – all in a single, unified platform.



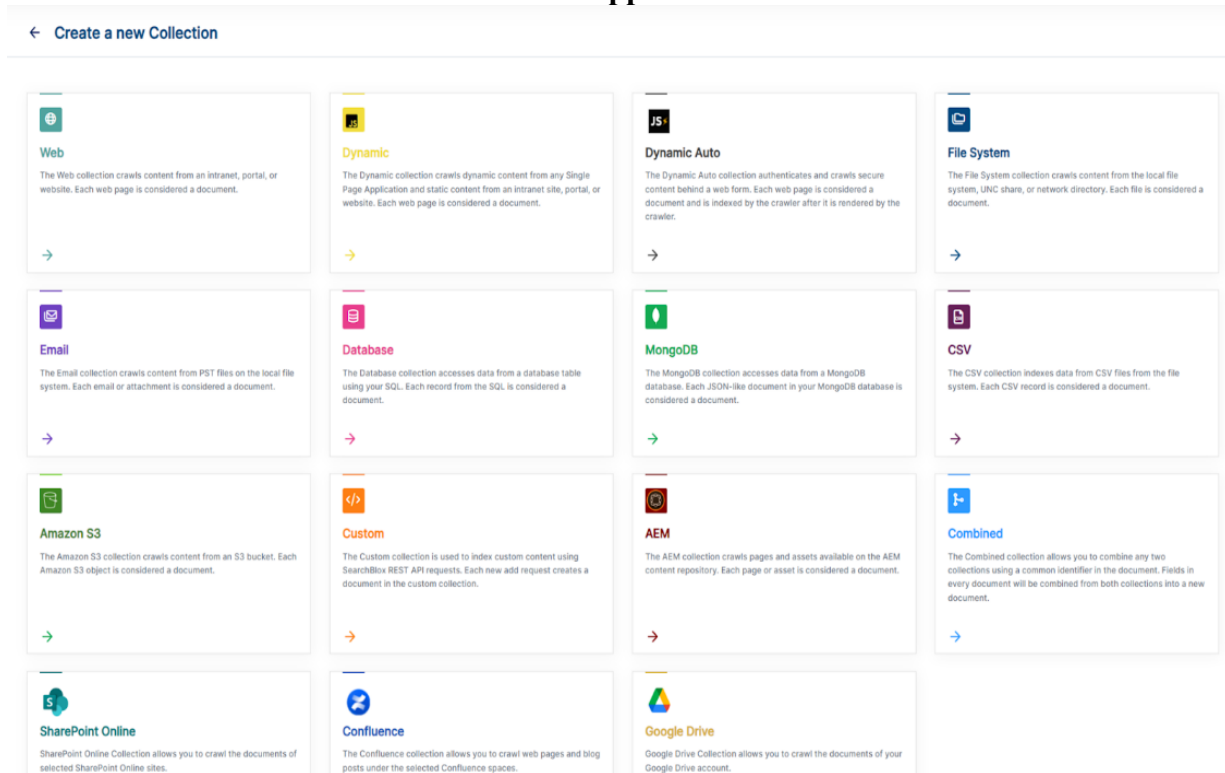
SearchBlox SearchAI is a platform that leverages the power of generative artificial intelligence to transform how we retrieve knowledge from unstructured and structured data to automate conversations. SearchAI can be deployed securely on your on-premises or cloud environments like AWS. It has built-in crawlers to access your documents from your websites or other repositories to create and deploy chatbots for your customers, call center agents, and employees. Other state agencies use SearchAI to answer questions involving unstructured information like documents, data from CSV or databases, and complex contracts or official information. SearchAI keeps your data secure using a Private LLM (Large Language Model) and ensures no sensitive data or conversation leaves your security perimeter.

SearchAI can crawl data from **any data source** like **websites**, file systems, Amazon S3, and structured databases and process any document or file type like **web content**, **PDF**, PowerPoint, **Word**, or Excel. Chatbots can be created from data that is available on the SearchAI platform.

The ChatBot can provide relevant answers from multiple repositories once the data is crawled and indexed. SearchBlox comes with built-in crawlers and connectors to get data directly from websites, databases, portals, and knowledge bases.

SearchBlox also has 300+ data connectors. SearchBlox can also build the required data source connectors.

Below is the screenshot of data sources which are supported out of the box.



SearchAI Agents

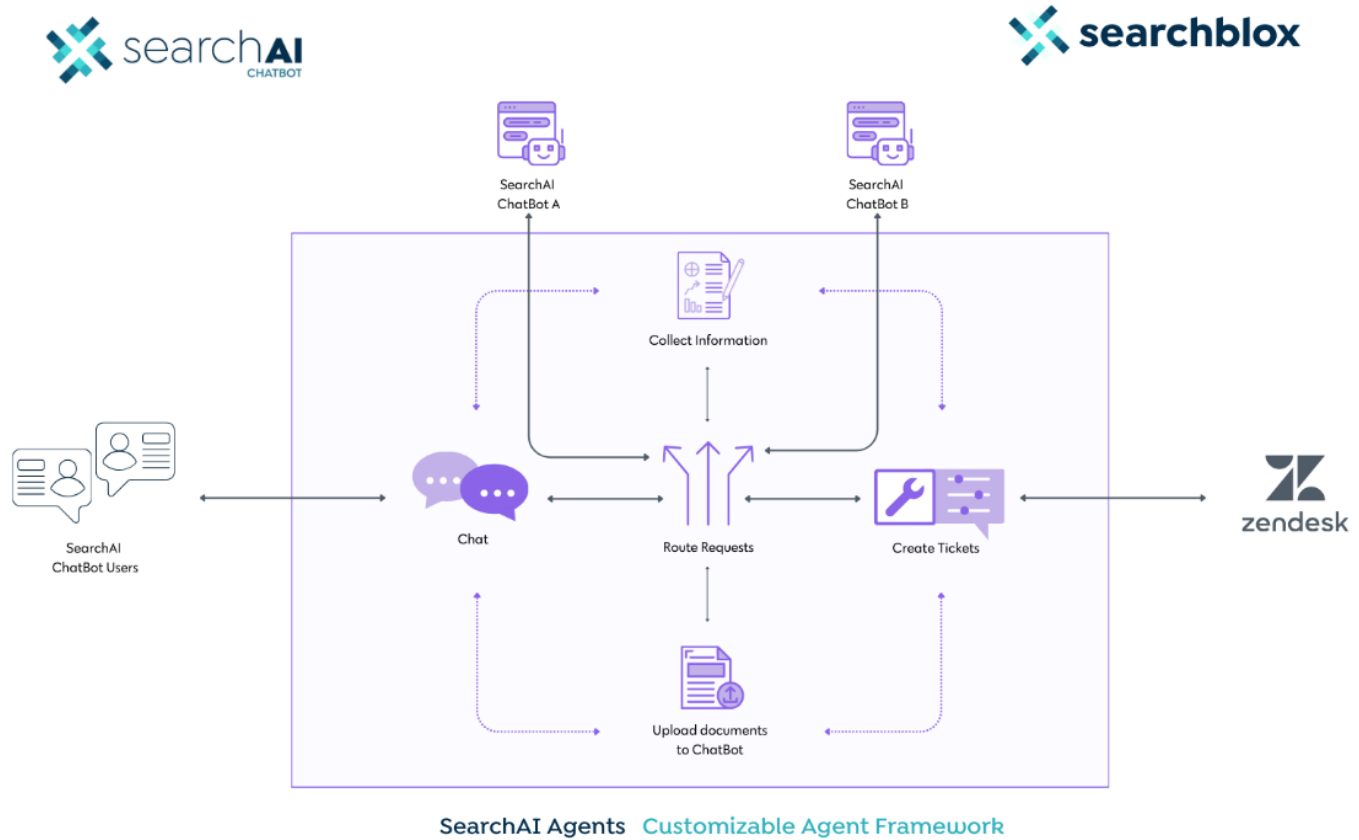
This capability allows you to design personalized conversation paths, guiding users seamlessly towards their desired outcomes. By integrating with internal and external systems, SearchAI Agents enable the chatbot to capture valuable user data, open and resolve tickets, and facilitate secure file uploads and downloads, creating a multi-faceted and interactive experience.

Manage Conversational Flow: Design conversation paths to route users to the right internal bot or knowledge base.

Data Collection & API Integration: Gather valuable user information and seamlessly pass it to external systems through API connections.

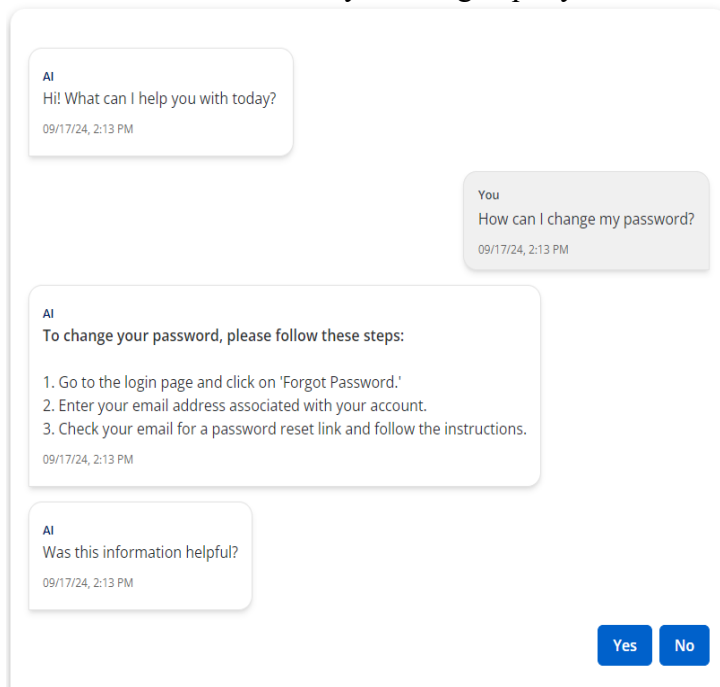
Secure File Handling: Enable users to upload and download files directly within the chatbot interface.

Leverage SearchAI Agents for Customer Support & Tracking, HR Onboarding, Lead Collection from Site, IT Ticket & Troubleshooting and Company Onboarding.

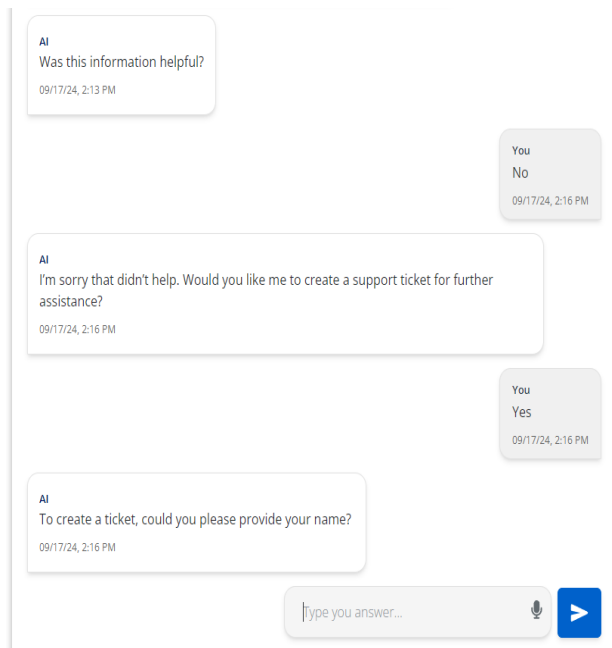


Attached below are screenshots demonstrating the Chatbot's capability to efficiently collect user information for submitting a **Zendesk ticket**.

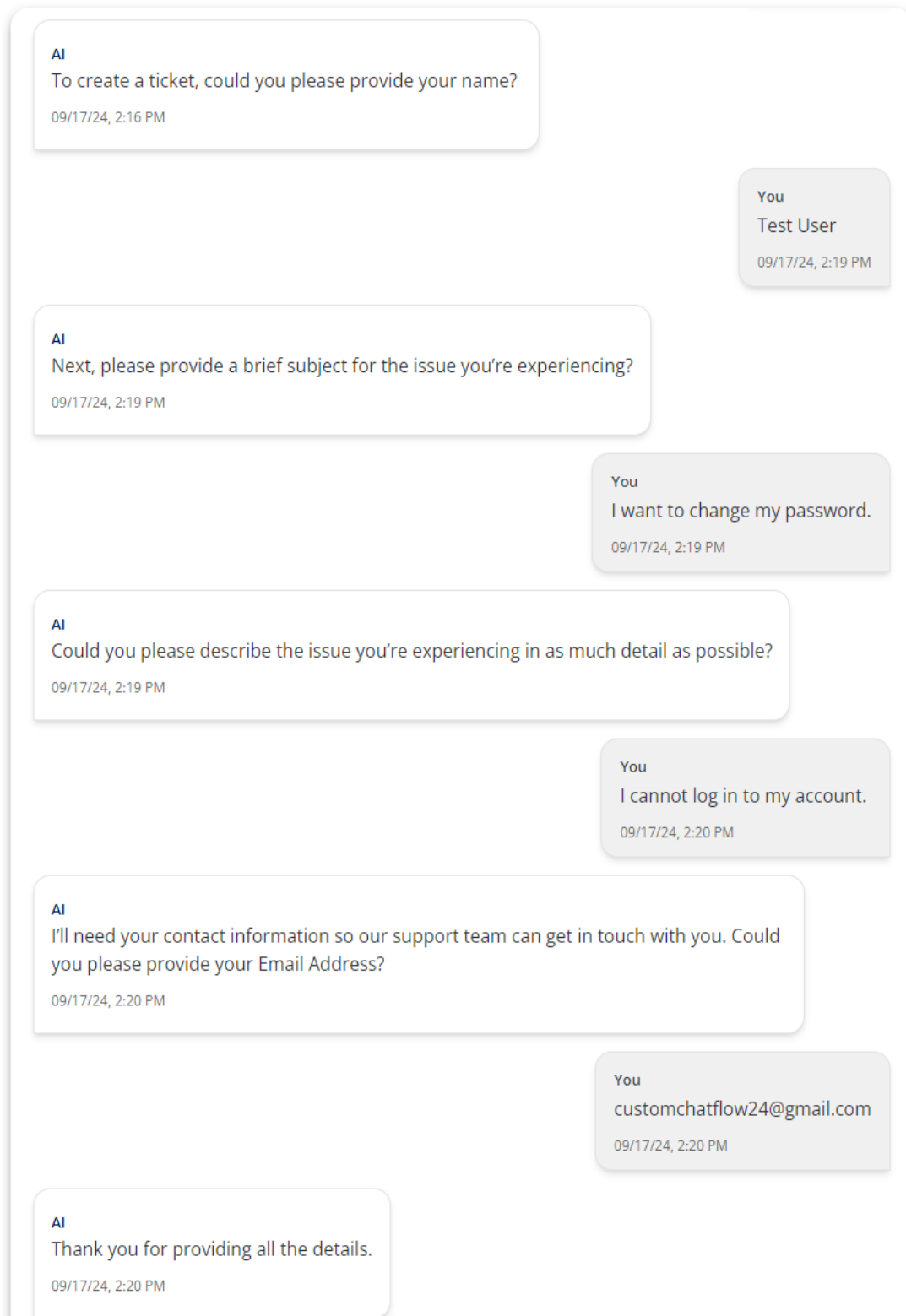
1. User initiates interaction by entering a query.



2. If the provided information is insufficient, user selects 'No' when prompted "**Was this information helpful?**"



3. ChatBot systematically gathers required details through a series of targeted questions.



4. User reviews and confirms details. Selecting "Yes" creates the ticket in Zendesk, which is visible to support teams.

AI

Thank you for providing all the details.

09/17/24, 2:20 PM

AI

Here's a summary of your ticket:

Subject: I want to change my password.

Description: I cannot log in to my account.

Contact Name: Test User

Contact Email: customchatflow24@gmail.com

09/17/24, 2:21 PM

AI

Is everything correct? If so, I'll go ahead and submit the ticket.

09/17/24, 2:21 PM

Yes

No,I need to make changes

I want to change my pas...
#6856

+ Add

No organization

Customchatflow24

NEW Ticket #6856

Requester

Customchatflow24

Assignee

Support

take it

CCs

cc me

I want to change my password.

Via API

Customchatflow24

I cannot log in to my account.

Customchatflow24 was not signed in when this comment was submitted. [Learn more](#)

Project Management: Describe your approach to managing AI projects, including planning, execution, and quality assurance processes.

SearchBlox is committed to delivering seamless and efficient project management. To ensure the successful completion of the Statement of Work (SOW), we utilize a structured, phased approach that aligns with the program's objectives. We emphasize transparency, stakeholder collaboration, and stringent adherence to deadlines, all while leveraging our experience with the providers. We employ an **agile project management framework** to allow flexibility, transparency, and continuous improvements throughout the project lifecycle.

Project tracking/support will be through **Basecamp**.
Production support will be through **Zendesk**.

Team Qualifications: Highlight the qualifications and experience of key team members who will be involved in the project(s).

List of Proposed Personnel

1. Robert Selvaraj

Position: Founder & CEO

Qualifications:

- MBA in Marketing (Analytics & Strategy) from London Business School

Relevant Experience:

- 30 years of leadership experience in the tech industry
- Expertise in strategic planning, Big Data, Predictive Analytics & Machine Learning.

2. Timo Selvaraj

Position: Co-Founder & Chief Product Officer

Qualifications:

- Masters of Fine Arts - Design from Virginia Commonwealth University
- Certified Scrum Master

Relevant Experience:

- 25 years of experience in product management and development
- Proven track record of bringing innovative products to market
- Skilled in agile methodologies and cross-functional team leadership

3. Sushmitha Inapanuri

Position: Director of Operations

Qualifications:

- Master's in Business Administration from Hyderabad Central University.
- Lean Six Sigma Green Belt

Relevant Experience:

- 14 years of experience in operations management
- Expertise in process optimization and operational efficiency
- Strong background in implementing lean manufacturing principles

4. *Narasimhan K G*

Position: Director of Client Services

Qualifications:

- Master's in Business Administration from Vellore Institute of Technology.

Relevant Experience:

- 10 years of experience in client services and customer success
- Proficient in managing client relationships and improving customer satisfaction
- Experience in leading customer support teams and driving service excellence

5. *Ashith Achappa*

Position: Account Manager

Qualifications:

- Bachelor in Commerce.

Relevant Experience:

- 8 years of experience in account management and client relations
- Strong skills in strategic account planning, upselling, and client retention

Proven ability to manage and grow key accounts

B. Relevant Past Projects

Vendor Reference 1	
Project Description	Deploying a chatbot for the Orlando Utilities Commission with multiple data sources built into a single chatbot to answer questions on purchase orders and website information.
Customer Name	Orlando Utilities Commission
Technologies Used	Java, React, JavaScript
Results	Successfully deployed for the Requirements

Vendor Reference 1	
Project Description	The Commonwealth of Virginia - Department of Tax is rolling out a chatbot to handle customer inquiries on tax questions to reduce the calls received by the VA Tax contact center.
Customer Name	Commonwealth of Virginia - Department of Tax
Technologies Used	Java, React, JavaScript
Results	Successfully deployed for the Requirements

C. Background and Years in Business

SearchBlox Software, Inc. has been in business since 2003 and has provided search solutions for Federal, State, and Local Government Agencies. SearchBlox is listed in the Gartner Magic Quadrant for Insight Engines, 2022, and IDC Marketscape for Knowledge Discovery Software, 2023. SearchBlox is also a KMWorld AI Top 50 company. SearchBlox has contracts with the following Federal, State and Local governments: United States Department of Justice, United States Senate, United States Department of Education, Virginia Department of Tax, Texas State Legislative Council, South Carolina General Assembly, Office of NY State Attorney General and other commercial customers: like Mayo Clinic Labs, College Board, GSK, Truist Bank and Charles and Schwab.

D.Significant Requirements Not Met

e. Finance and Budget: What AI solutions can support financial forecasting, optimize budget allocation, detect anomalies, and improve overall financial management and reporting?

TECHNICAL PROPOSAL

A. Project Deliverables

CHALLENGE OBJECTIVES

a. Administration: How can AI assist in strategic planning, policy analysis, performance tracking, and enhance decision-making processes for effective city governance?

The SearchAI platform (Hybrid Search, AI Chatbots and AI Agents) allows the city staff to access the both structured and unstructured information available on-demand for enhancing decision-making for effective city governance. The SearchAI platform can also create better titles of documents, create one line summaries of information and tag documents for easy access and understanding. Chatbots and agents can automate citizen customer service and information access.

b. Development Services: How can AI streamline permit applications, automate inspection scheduling, and improve communication with developers and residents?

SearchAI Agents can streamline permit applications, automate inspection scheduling, and improve communication with developers and residents by leveraging AI-driven capabilities. Here's how they can achieve these goals:

1. Streamlining Permit Applications

- **Natural Language Processing (NLP):** The agents can understand and process inquiries in natural language, guiding applicants through the application process with clear, easy-to-follow instructions.
- **Automated Document Handling:** AI can validate documents, extract relevant details, and auto-fill forms, reducing manual errors and saving time for both applicants and staff.
- **Status Tracking:** Applicants can check the status of their permit applications in real-time through interactive dashboards or by querying the agent.
- **FAQs and Guidance:** The agent can provide instant answers to frequently asked questions, clarifying application requirements, fees, or timelines.

2. Automating Inspection Scheduling

- **Dynamic Calendar Integration:** SearchAI Agents can check inspectors' schedules and propose the next available slots based on applicant preferences, minimizing delays.
- **Automated Reminders:** The agents can send notifications and reminders for upcoming inspections to applicants and inspectors, ensuring preparedness.
- **AI-Based Routing:** AI can optimize inspectors' routes to minimize travel time and improve operational efficiency.
- **Rescheduling Made Easy:** If an inspection needs to be rescheduled, users can do so seamlessly by interacting with the agent, avoiding the need for direct phone calls or emails.

3. Improving Communication with Developers and Residents

- **24/7 Availability:** SearchAI Agents can respond to queries at any time, ensuring timely assistance without waiting for office hours.
- **Personalized Updates:** Developers and residents can receive real-time updates tailored to their specific projects or inquiries.

- **Multilingual Support:** AI agents can communicate in multiple languages, improving accessibility for diverse communities.
- **Feedback Collection:** The agent can gather feedback about the permit and inspection process to identify areas for improvement.

By automating repetitive tasks, reducing processing times, and enhancing user interactions, SearchBlox SearchAI Agents empower government agencies and municipal bodies to provide a better user experience for both developers and residents.

c. Event Center: What AI-driven solutions can enhance customer engagement, streamline ticketing processes, and optimize event management?

SearchAI Agents can significantly enhance customer engagement, streamline ticketing processes, and optimize event management through several innovative features and functionalities:

1. Enhancing Customer Engagement

- **Personalized Interactions:** AI agents can leverage user data to provide tailored responses and product/service recommendations, creating a more personalized experience.
- **24/7 Availability:** By providing immediate answers to common queries through chatbots or search bars, AI agents ensure customers receive support any time, improving satisfaction and reducing frustration.
- **Content Discovery:** Advanced search algorithms help customers easily find relevant information, whether it's product details, FAQs, or troubleshooting guides.
- **Proactive Assistance:** Using predictive analytics, AI agents can anticipate user needs and offer suggestions, such as showing related products or articles based on browsing history.

2. Streamlining Ticketing Processes

- **Automated Ticket Generation:** AI can identify queries requiring human attention and automatically generate tickets with complete and relevant information.
- **Intelligent Routing:** AI agents analyze tickets and route them to the appropriate department or personnel, reducing resolution times.
- **Self-Service Options:** Customers can resolve issues independently with AI-driven resources, such as guided troubleshooting workflows, minimizing the number of tickets generated.
- **Prioritization:** AI can classify tickets by urgency and complexity, ensuring high-priority issues are addressed promptly.

3. Optimizing Event Management

- **Event Discovery:** AI-powered search engines can match users with events based on their preferences, past activities, and geographic location.
- **Efficient Resource Allocation:** AI helps organizers track attendance patterns and participant feedback, enabling better resource planning.
- **Real-Time Insights:** During events, AI agents can provide real-time insights through analytics dashboards, such as attendee engagement metrics or common feedback themes.
- **Improved Communication:** AI can send automated updates, reminders, and follow-ups, ensuring participants stay informed about schedules, changes, or post-event surveys.

d. Economic Development: What AI-driven solutions can attract investment, facilitate business development, and streamline processes for economic growth?

SearchBlox's content management and indexing capabilities can streamline internal processes, helping organizations optimize workflows. By automating manual tasks related to data processing, organizations can reduce operational costs and increase productivity.

As the organization grows, SearchBlox's scalability allows for the management of increased data volumes without compromising performance. This ensures smooth expansion and the ability to handle larger markets and more complex projects.

e. Finance and Budget: What AI solutions can support financial forecasting, optimize budget allocation, detect anomalies, and improve overall financial management and reporting?

Not met by SearchAI at this time.

f. Human Resources (HR): How can AI solutions automate HR processes, enhance employee engagement, and transform recruitment and onboarding experiences?

By automating workflows, improving data accessibility, and facilitating better communication, SearchBlox can transform the HR responsibilities at organizations, enhancing efficiency and employee satisfaction.

Automated HR Processes:

SearchAI can help centralize HR data, making it easier to access employee records, performance reviews, payroll, and benefits information via an intuitive search interface. HR staff can quickly retrieve relevant documents, policies, and history, reducing manual efforts.

Enhancing Employee Engagement:

By leveraging SearchAI, employees can quickly find relevant resources like HR policies, training materials, or company announcements, fostering a better self-service experience.

By using SearchAI for internal purposes, employees can search through company news, updates, and initiatives, increasing their engagement with corporate information.

Onboarding Experience:

New hires can use SearchAI Agents to easily find onboarding documents, training materials, and company policies, improving the clarity and efficiency of their onboarding journey.

New hires can use a SearchAI Chatbot to easily find onboarding documents, training materials, and company policies, improving the clarity and efficiency of their onboarding journey.

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?

1. Automate Help Desk Support

- **AI-Powered Chatbots:** SearchAI Agents can be deployed as intelligent chatbots to handle common IT help desk queries, such as password resets, account unlocks, or providing troubleshooting steps.
- **Knowledge Base Access:** They can access and retrieve answers from internal knowledge bases, enabling users to self-service for common issues.
- **Task Automation:** Repetitive tasks like updating tickets, assigning priorities, or escalating issues to relevant personnel can be automated.

2. Streamline Processes

- **Integration Across Tools:** By integrating with IT systems like ServiceNow or Jira, they can automate ticket management, reporting, and project updates.
- **AI-Driven Insights:** They can analyze usage patterns of IT resources to recommend changes or improvements, like resource reallocation or license optimization.

3. Create Documentation for IT Service Domain Knowledge

- **Summarization:** They can summarize meeting notes, tickets, and lengthy discussions into concise actionable insights for quick reference.
- **Content Discovery:** By indexing all IT documentation, they make it easier for team members to quickly find relevant resources.

4. Assist with Cybersecurity Threat Detection

Not met by SearchAI at this time.

5. Take a Proactive Role in Auditing and Cyber Defence

Not met by SearchAI at this time.

h. Library Services: What AI technologies can provide a personalized user experience, improve catalog searches, and offer automated assistance?

SearchAI Agents can significantly enhance library services by providing personalized user experiences, improving catalog searches, and offering automated assistance.

1. Providing Personalized User Experience

- **User Profiles and History:** SearchAI Agents can use user profiles and borrowing histories to recommend personalized resources such as books, articles, or multimedia content.
- **Contextual Understanding:** By leveraging Retrieval-Augmented Generation (RAG) and Large Language Models (LLMs), SearchAI Agents can understand the user's context and preferences during conversations, ensuring responses are tailored.

- **Real-Time Recommendations:** Suggest related resources, new arrivals, or trending items based on user interactions, creating a curated library experience.

2. Improving Catalog Searches

- **Semantic Search Capabilities:** Instead of relying on exact keyword matches, SearchAI can understand the intent behind search queries, delivering more relevant results.
- **Faceted Navigation:** Allow users to refine search results using filters like author, publication year, genre, language, or format.
- **Natural Language Queries:** Users can interact with the system using conversational language rather than structured search phrases.

3. Offering Automated Assistance

- **Round-the-Clock Support:** Provides 24/7 assistance for common queries such as membership details, borrowing rules, and library services.
- **Multi-Step Task Automation:** Handles processes such as library card applications, overdue fine payments, or reservation requests through guided workflows.
- **Language Support:** Assists users in multiple languages, catering to diverse user groups.
- **Digital Access:** Helps users access eBooks, journals, and other digital resources by providing step-by-step instructions or resolving access issues.
- **Knowledge Base Integration:** Integrates with the library's knowledge base to answer queries about library policies, operating hours, or special events.

i. Municipal Courts: How can AI support efficient case management, automate routine inquiries, and improve citizens' access to legal information?

SearchBlox's SearchAI Agents can significantly enhance case management, automate routine inquiries, and improve citizens' access to legal information through their AI-powered search and natural language processing (NLP) capabilities. Here's how they accomplish these goals:

1. Efficient Case Management

- **Centralized Knowledge Base:** SearchAI Agents can integrate and index legal documents, case files, and other resources, enabling legal professionals to access relevant information quickly.
- **Smart Search Capabilities:** Advanced NLP allows users to search using natural language queries. For example, "Show me recent precedents in trademark law" can return precise, context-relevant results.
- **Task Automation:** Repetitive tasks like document classification, tagging, and organization can be automated to save time.

2. Automating Routine Inquiries

- **Conversational AI:** SearchAI Agents can handle FAQs and repetitive citizen inquiries, such as "How do I file a complaint?" or "What is the status of my case?" via chatbots or voice interfaces.
- **Self-Service Portals:** Citizens can independently access information through user-friendly self-service platforms, reducing the load on human agents.
- **Workflow Integration:** Routine administrative workflows, such as appointment scheduling or form submissions, can be streamlined with AI-driven guidance.

3. Improving Citizens' Access to Legal Information

- **Intuitive User Interface:** With personalized search experiences and user-friendly interfaces, citizens can find relevant legal information without needing legal expertise.
- **Multilingual Support:** SearchAI Agents can support multiple languages, making legal information accessible to a diverse population.

- **Proactive Assistance:** AI-powered suggestions based on user behavior or queries help guide citizens to related resources or next steps.
- **Accessibility Features:** Voice search and other assistive technologies ensure inclusivity for individuals with disabilities.

j. Parks and Recreation: What AI solutions can enhance program management, registration processes, and personalized recommendations for recreational activities?

SearchBlox SearchAI Agents can significantly improve program management, registration processes, and personalized recommendations for parks and recreational activities through advanced search and AI-driven capabilities.

1. Enhanced Program Management

- **Centralized Searchable Repository:** Parks and recreation departments can store all program details in a centralized location. SearchAI Agents allow staff and users to quickly find specific programs, schedules, or facilities.
- **AI-Driven Insights:** Analyze trends in program participation using AI, enabling data-driven decisions about resource allocation or program offerings.
- **Real-Time Updates:** Automate updates for program information, ensuring that schedules, capacity, and new offerings are always accurate.
- **Search Filters:** Use filters such as age group, skill level, or program type to streamline user queries.

2. Streamlined Registration Processes

- **Intelligent Form Assistance:** AI Agents guide users through the registration process, ensuring all necessary steps are completed without errors.
- **Searchable Registration Options:** Users can search for available programs by name, location, or other criteria and view real-time availability.
- **Payment Integration:** Automate secure payment processing and confirmation notifications.
- **Waitlist Optimization:** Automatically manage waitlists, notifying users when a slot becomes available or suggesting similar programs.

3. Personalized Recommendations

- **AI-Powered Suggestions:** Use machine learning algorithms to recommend programs based on user preferences, past activity, and demographic information.
- **Contextual Search Results:** Deliver highly relevant search results based on user input, time of year, or location.
- **Behavior Analysis:** Continuously analyze user interactions to refine recommendations over time.
- **Push Notifications:** Notify users about upcoming activities or new programs that align with their interests.

4. Improved User Experience

- **Chatbots for Support:** SearchAI Agents can provide instant answers to user inquiries about program availability, registration requirements, or facility details.
- **Mobile-Friendly Access:** Allow users to search, register, and manage programs seamlessly via mobile devices.
- **Localized Information:** Suggest activities and resources near the user's location using geolocation capabilities.

k. Parks Maintenance: How can AI improve maintenance scheduling, optimize resource allocation, and facilitate better communication with residents?

SearchBlox SearchAI Agents can significantly enhance parks maintenance operations through advanced AI-powered search and analytics. Here's how they can specifically address maintenance scheduling, resource allocation, and communication with residents:

1. Improve Maintenance Scheduling

- **Predictive Analytics:** Analyze historical data, weather conditions, and seasonal patterns to predict when specific maintenance tasks (e.g., mowing, repairs) are most needed.
- **Automated Task Prioritization:** Use natural language processing (NLP) to process work requests and prioritize urgent tasks based on keyword analysis, location, or resident feedback.
- **Integration with Calendar Systems:** Integrate with scheduling software to automatically assign tasks to maintenance crews based on availability and workload.

2. Optimize Resource Allocation

- **Real-Time Inventory Management:** Keep track of tools, machinery, and spare parts through search and analysis of inventory data, ensuring resources are available when needed.
- **Crew Deployment:** Analyze crew performance and task durations to optimize team sizes and work shifts. AI can recommend the most efficient routes for crews to minimize travel time between sites.
- **Budget Analysis:** Use AI to analyze historical spending and predict costs for upcoming projects, enabling better financial planning.

3. Facilitate Better Communication with Residents

- **24/7 Virtual Agents:** Deploy AI-powered chatbots or agents to field inquiries from residents about park maintenance schedules, report issues, and provide updates on resolution timelines.
- **Feedback Analysis:** Collect and analyze resident feedback using sentiment analysis to identify trends and address concerns proactively.
- **Multichannel Engagement:** Offer easy access to updates and announcements via websites, email, and social media, ensuring residents stay informed about maintenance activities and park availability.

l. Public Works: What solutions can help in optimizing project schedules, managing resources, and keeping residents informed about public infrastructure projects?

1. Optimizing Project Schedules

Not met by SearchAI at this time.

2. Managing Resources

Not met by SearchAI at this time.

3. Keeping Residents Informed

- **Centralized Information Access:** SearchAI Agents can serve as intelligent chatbots or search platforms, providing residents with real-time information about project statuses, road closures, and expected completion dates.
- **Personalized Notifications:** By using location and preference data, agents can send tailored updates to residents about projects affecting their areas.
- **Engagement and Feedback:** They can gather public feedback through surveys or direct queries, helping authorities address community concerns quickly.

m. Utility Billing: How can AI automate billing inquiries, streamline payment processes, and provide real-time updates on utility usage?

SearchAI Agents can transform the way utility companies manage billing and customer service by leveraging advanced natural language processing (NLP) and AI-driven automation.

1. Automating Billing Inquiries

- **Understanding Common Queries:** The AI can be trained on historical data to handle common billing inquiries, such as "What is my current bill?", "Why is my bill higher this month?", or "When is my payment due?"
- **Self-Service Portals:** Customers can interact with chatbots or voice assistants 24/7 to retrieve billing information without needing a live agent.
- **Dynamic Interaction:** The AI can ask follow-up questions to refine its understanding, ensuring accurate and context-specific answers.
- **Multilingual Support:** By supporting multiple languages, SearchAI Agents can address inquiries from a diverse customer base.

2. Streamlining Payment Processes

- **Seamless Payments:** AI can guide users through the payment process, offering secure payment options directly through the chat or interface.
- **Payment Plans and Options:** Agents can suggest and set up payment plans based on customer needs or past payment history.
- **Proactive Payment Reminders:** Customers can receive personalized reminders about upcoming payments, ensuring timely action and reducing late fees.

3. Providing Real-Time Updates on Utility Usage

- **Live Data Integration:** By integrating with smart meters and IoT devices, the AI can provide customers with real-time updates on utility usage.
- **Usage Insights:** It can analyze consumption patterns and provide actionable recommendations, such as reducing usage during peak hours to save costs.
- **Threshold Alerts:** Customers can set thresholds for usage, and the AI will send alerts when these are exceeded.
- **Customizable Dashboards:** The AI can help customers create dashboards or reports summarizing their usage trends over time.

Key Benefits

- **Reduced Operational Costs:** By automating routine tasks, live agents can focus on more complex customer issues.
- **Improved Customer Experience:** Fast, accurate, and round-the-clock responses enhance customer satisfaction.
- **Increased Efficiency:** Streamlining payment and billing processes eliminates unnecessary delays or errors.
- **Proactive Engagement:** Real-time updates and notifications keep customers informed, reducing disputes and complaints.

n. Visitors Bureau: How can AI enhance visitor engagement, provide personalized recommendations, and improve tourism management?

1. Enhancing Visitor Engagement

- **Interactive Conversational AI:** SearchAI Agents act as conversational bots on websites or apps, answering visitor queries in real-time with relevant and accurate information.
- **Content Discovery:** They help visitors discover attractions, events, dining options, and activities by offering intelligent search and navigation tools tailored to the user's input.
- **Multilingual Support:** Support for multiple languages ensures non-native speakers can interact comfortably, fostering inclusivity and engagement.
- **Dynamic Content Updates:** The agents can integrate with live data sources to share real-time updates about events, weather, transportation, or availability of attractions.

2. Providing Personalized Recommendations

- **User Behavior Analysis:** By analyzing user interactions and search history, the system can recommend attractions or itineraries that align with individual preferences, interests, and demographic profiles.
- **Context-Aware Suggestions:** Leveraging geolocation and contextual data, the agents provide location-specific recommendations, ensuring visitors get the most out of their current or planned destinations.

3. Improving Tourism Management

- **Customer Support Automation:** SearchAI Agents can handle routine queries, freeing up staff to focus on more complex or high-priority tasks.
- **Feedback Collection:** Seamlessly integrated feedback mechanisms allow agents to gather user reviews or suggestions, aiding in continuous improvement of tourism services.

o. Other Government Entity Departments: What AI-driven innovations can improve service delivery, streamline routine operations, and bolster data-driven decision-making?

SearchAI Agents

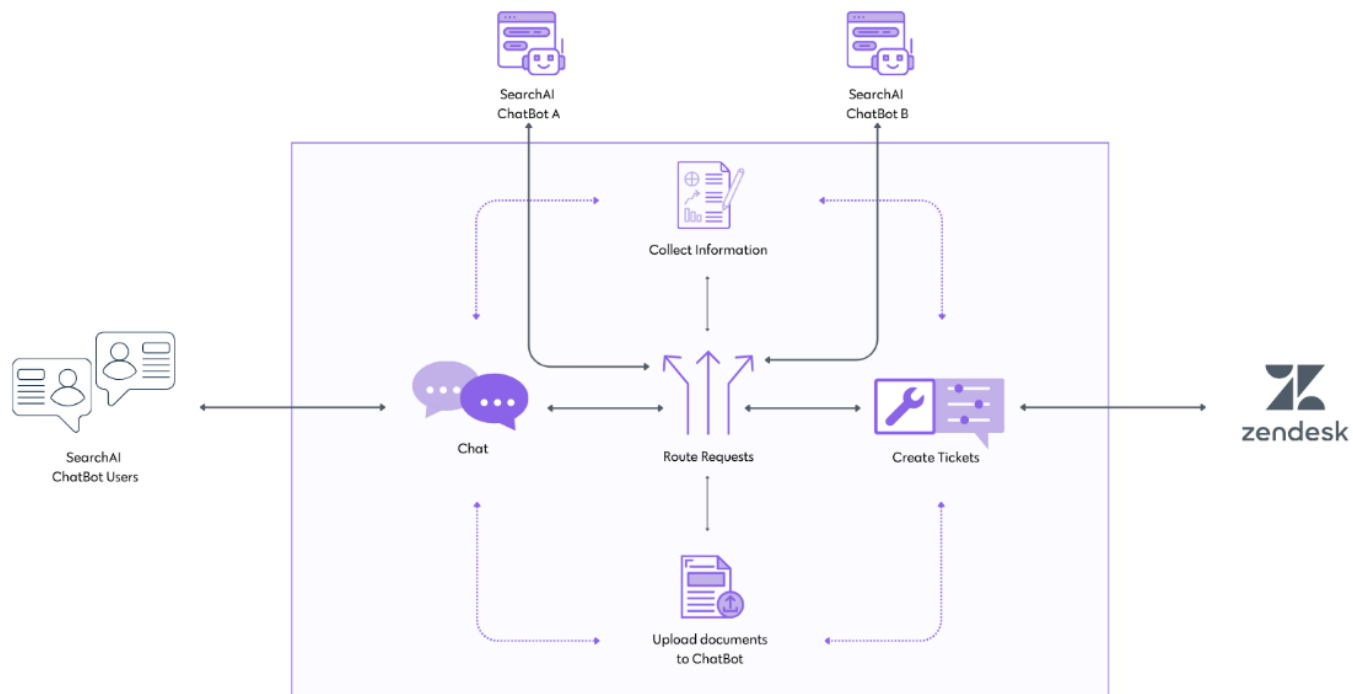
This capability allows you to design personalized conversation paths, guiding users seamlessly towards their desired outcomes. By integrating with internal and external systems, SearchAI Agents enable the chatbot to capture valuable user data, open and resolve tickets, and facilitate secure file uploads and downloads, creating a multi-faceted and interactive experience.

Manage Conversational Flow: Design conversation paths to route users to the right internal bot or knowledge base.

Data Collection & API Integration: Gather valuable user information and seamlessly pass it to external systems through API connections.

Secure File Handling: Enable users to upload and download files directly within the chatbot interface.

Leverage SearchAI Agents for Customer Support & Tracking, HR Onboarding, Lead Collection from Site, IT Ticket & Troubleshooting and Company Onboarding.



SearchAI Agents Customizable Agent Framework

B. Technical Approach

Methodologies for design and development.

SearchBlox is committed to delivering seamless and efficient project management. To ensure the successful completion of the Statement of Work (SOW), we utilize a structured, phased approach that aligns with the program's objectives. We emphasize transparency, stakeholder collaboration, and stringent adherence to deadlines, all while leveraging our experience with the providers. We employ an **agile project management framework** to allow flexibility, transparency, and continuous improvements throughout the project lifecycle.

Project tracking/support will be through **Basecamp**.

Production support will be through **Zendesk**.

Integration strategies with existing government systems

Integrating ready-to-use ChatBot within your website or application is made simple. Generate an HTML code from the console and place this HTML code between the header and footer section of your HTML page to set up chat.

Preview
Settings
Sources
Embed
Conversations
Actions ↗

```

<html>
  <head>
    <meta charset="utf-8">
    <meta name="viewport" content="width=device-width, initial-
scale=1, shrink-to-fit=no">
    <meta http-equiv="X-UA-Compatible" content="IE=edge">
    <title>SearchBlox: SearchAI ChatBot</title>
  </head>
  <body>
    <noscript>You need to enable JavaScript to run this app.
</noscript>
    <div id="sbChat"></div>
    <input type="hidden" id="chatBotName" value="ottawa" />
    <input type="hidden" id="sbDomain"
value="https://[redacted] />
    <script type="module"
src="https://[redacted] ></script>
  </body>
</html>

```

☒ Generate entire HTML
View widget ↗

User-friendliness and accessibility considerations.

The SearchAI platform is designed with a user-friendly interface, making it intuitive and easy to navigate. Its streamlined design allows users to configure, monitor, and analyze search functionalities with minimal effort.

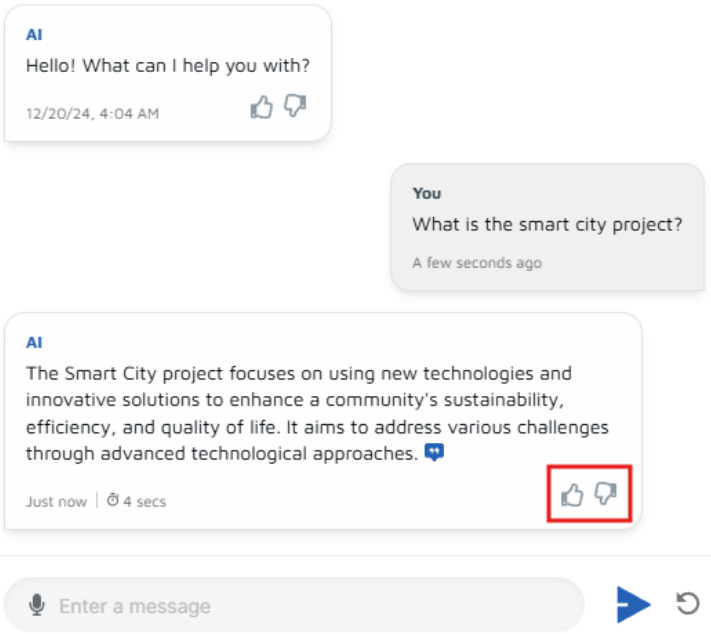
The SearchAI platform has been built for **Section 508** compliance with **WCAG 2.2 Level AA** standards. This is to ensure compatibility with assistive technologies for enhanced accessibility and inclusivity. SearchBlox will provide a Voluntary Product Accessibility Template (VPAT). SearchBlox ensures that any accessibility issues brought to our attention are resolved immediately.

C.Performance Metrics

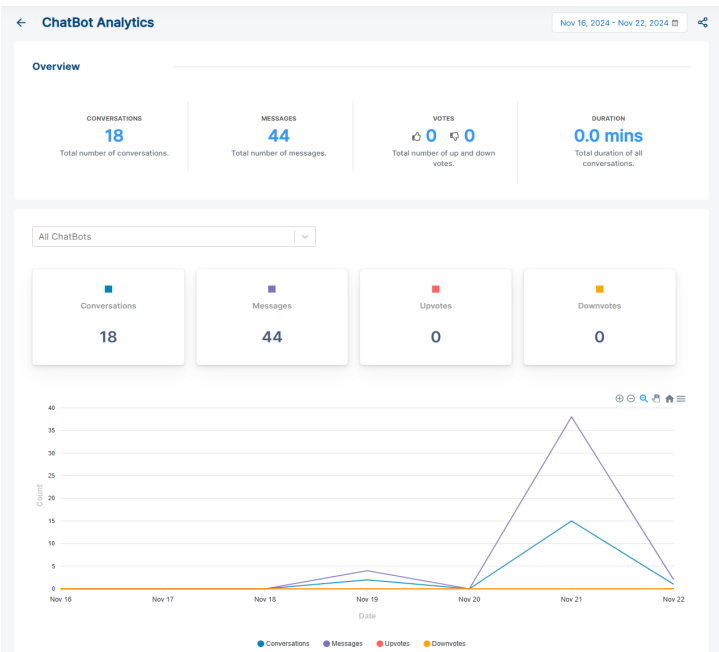
Describe how you will measure success and performance, including key performance indicators (KPIs) for each deliverable. Include approaches to ensure accuracy, reliability, and continuous improvement of the AI solutions.

SearchAI ChatBot utilizes an **in-built feedback system** to continually improve the responses.

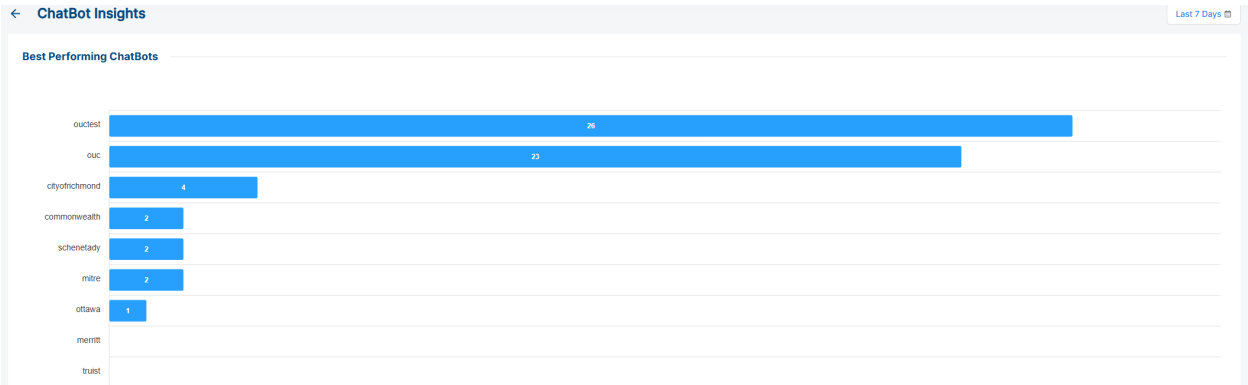
The user can either Upvote (👍) or Downvote (👎) a response to provide feedback.



SearchAI provides detailed analytics and insights for every conversation, which are captured for audit, risk management and compliance purposes.



SearchBlox analyzes collected data to provide valuable insights, enhancing the chatbot's performance and effectiveness.



D.Risk Management

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

Risk Identification Process

SearchBlox identifies potential risks through:

- Daily meetings to assess project progress.
- Having regular meetings with Clients to discover unseen risks.
- Risk identification sessions, ensuring all team members provide input on risks.

Risk Monitoring and Control

SearchBlox Risk Monitoring plan includes:

- Bi-weekly risk review meetings with the project manager and team lead.
- Updating the risk log as new risks are identified.
- Constant monitoring of high-priority risks like client requirement changes and delays.

Risks & Mitigation

Risk: System Downtime or Outage (High)

Mitigation Strategy

Regular system maintenance and testing to identify issues early.
Have a backup server for critical operations.
Coordinate with DevOps for real-time monitoring.

Contingency Plan

Switch to the backup system to ensure continuity.
Extend timelines if downtime severely impacts productivity.

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.

SearchBlox provides a comprehensive security architecture to help keep your data secure and compliant with regulations such as GDPR, HIPAA, CCPA, PCI, and ISO.

For data encryption, user authentication and authorization, or application monitoring and audit for all data access, SearchBlox offers the most secure enterprise platform with the ability to encrypt and search data.

SearchBlox is NIST CSF certified and plays a high level of importance in safeguarding the data privacy and integrity of City of Schenectady.

SearchBlox uses AWS infrastructure within the Rackspace Account Management system which provides the SOC 2 Type 2.

- **Data in Transit:** All data exchanged between the client (user browser, ChatBot, or API) and the SearchBlox server is encrypted using TLS 1.2/1.3 protocols to prevent interception or unauthorized access.
- **Data at Rest:** Sensitive information, including logs and analytics data, is encrypted using AES-256, ensuring that even stored data is secure.

PRICING

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**

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

PROPOSED VALUE-ADD

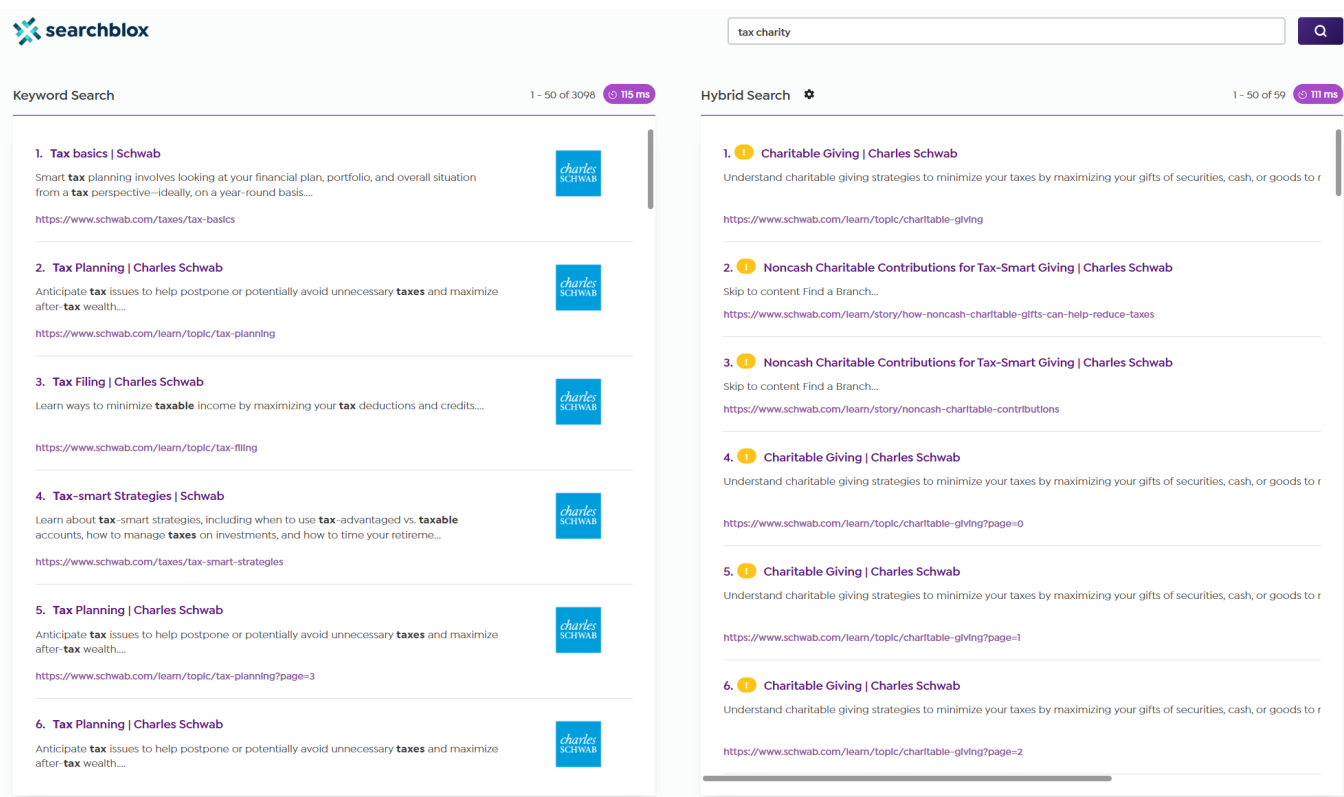
SearchAI Hybrid Search

SearchAI Hybrid Search is an out-of-the-box solution for site search, digital workplace search, and custom search applications.

SearchAI Hybrid Search combines vector search, keyword search and the power of a private LLM to provide a highly relevant search experience.

Hybrid Search takes search to a new level by combining our intelligent search capabilities with the benefits of semantic search, creating a model that gives you the best of both worlds. It essentially adds an additional layer on top of our intelligent search, producing unexpected but contextually relevant results.

Attached below is a screenshot showing the comparison between traditional Keyword search and Hybrid Search.



LLM Generated Fields

Generate Title, Description and Topics for all document types using the private LLM. Works well especially with PDFs which often do not have a proper title or description. By generating relevant meta fields, makes the document more findable.

Generate Using LLM**Title**

Generate concise and relevant titles for the indexed documents using LLM.

YES ☒**Description**

Use the LLM to generate a description for the indexed documents.

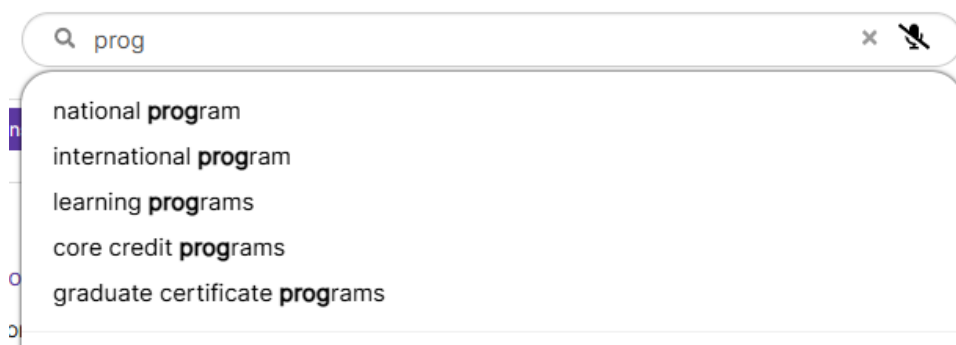
YES ☒**Topics**

Generate relevant topics using LLM for each indexed document based on the document's content.

YES ☒**SearchAI SmartSuggest:**

Users don't always know what they don't know, which means they sometimes struggle to choose the correct search terms or phrases.

Autocomplete only provides suggestions that start with a keyword or phrase. However, SearchAI SmartSuggest uses artificial intelligence to offer complete phrases associated with the keyword or phrase the user types.



The screenshot shows a search bar with the text 'prog' and a magnifying glass icon on the left, and a close button and a microphone icon on the right. Below the search bar is a dropdown list of suggestions:

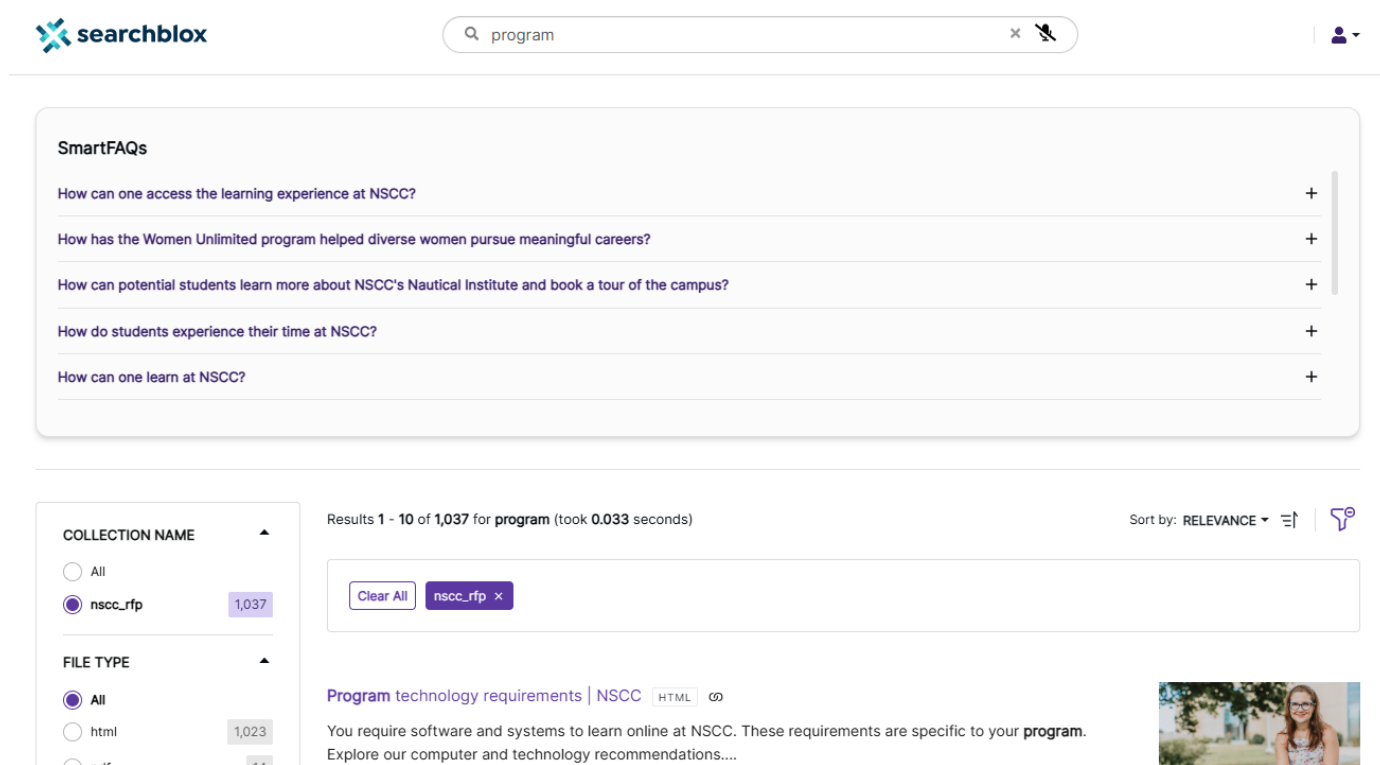
- national **program**
- international **program**
- learning **programs**
- core credit **programs**
- graduate certificate **programs**

SearchAI SmartFAQs:

SmartFAQs automatically creates FAQs from your content.

SearchAI crawls PDFs, web content, and more to generate context-rich questions curated for **relevancy**.

Whether the answer lies in your knowledge base, product pages, or customer portal, users can access it all in one place. Editors can review and approve the automatically generated FAQs and monitor user feedback and usage metrics in real-time. Attached is a screenshot of SmartFAQs.



SearchAI SmartSynonyms:

As it crawls your content, SearchAI SmartSynonyms™ creates customized context for the search terms – expanding its results to include broader terms in addition to exact synonyms. It eliminates the most tedious, time-consuming part of the content process but gives your team of experts the final say.

Stop guessing about what the users are thinking. SearchAI SmartSynonyms combine user query and your organization's content to deliver **predictive, contextual results**.

HUB BONUS

N/A

REQUIRED ATTACHMENTS

ATTACHMENT I: INSTRUCTIONS FOR PROPOSALS COMPLIANCE AND SUBMITTAL

Compliance with the Solicitation

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

Compliance with the NCTCOG Standard Terms and Conditions

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

Acknowledgment of Insurance Requirements

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

Name of Organization/Contractor(s):

SearchBlox Software, Inc.

Signature of Authorized Representative:

Timo Selvaraj

Date: 01/23/2025

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, Timo Selvaraj (typed or printed name) certify that I am the Chief Product Officer (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):

SearchBlox Software, Inc.

Signature of Authorized Representative:

Timo Selvaraj

Date: 01/23/2025

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 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):

SearchBlox Software, Inc.

Signature of Authorized Representative:

Timo Selvaraj

Date: 01/23/2025

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 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 subawards at all tiers and that all sub-recipients shall certify accordingly.

Name of Organization/Contractor(s):

SearchBlox Software, Inc.

Signature of Authorized Representative:

Timo Selvaraj

Date: 01/23/2025

ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

SearchBlox Software, 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 SearchBlox Software, 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):

SearchBlox Software, Inc.

Signature of Authorized Representative:

Timo Selvaraj

Date: 01/23/2025

**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):

SearchBlox Software, Inc.

Signature of Authorized Representative:

Timo Selvaraj

Date: 01/23/2025

CONFLICT OF INTEREST QUESTIONNAIRE For vendor doing business with local governmental entity		FORM CIQ
This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session. This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a). By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code. A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.	OFFICE USE ONLY Date Received	
1 Name of vendor who has a business relationship with local governmental entity.		
2 ☐ Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)		
3 Name of local government officer about whom the information is being disclosed. Name of Officer		
4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary. A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor? ☐ Yes ☐ No B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity? ☐ Yes ☐ No		
5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.		
6 ☐ Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).		
7 Signature of vendor doing business with the governmental entity Date		

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

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

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

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

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

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

(2) the vendor:

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

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

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

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

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

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

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

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

(1) the date that the vendor:

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

(2) the date the vendor becomes aware:

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

ATTACHMENT VII: CERTIFICATION OF FAIR BUSINESS PRACTICES

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

Name of Organization/Contractor(s):

SearchBlox Software, Inc.

Signature of Authorized Representative:

Timo Selvaraj

Date: 01/23/2025

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.

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

Type of Business (if not corporation): ☐ Sole Proprietor
☐ Partnership
☐ Other

Timo Selvaraj
Chief Product Officer
(Printed/Typed Name and Title of Authorized Representative)

Date: 01/23/2025

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

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

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

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

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

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

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

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

Vendor to Sign Below to Attest to Validity of Certification:

Vendor Name

Authorized Signature

Typed Name

Date

☒ Not applicable.

ATTACHMENT X: NCTCOG FEDERAL AND STATE OF TEXAS

REQUIRED PROCUREMENT PROVISIONS

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

PROHIBITED TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT CERTIFICATION

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

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

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

SIGNATURE OF AUTHORIZED PERSON: Timo Selvaraj

NAME OF AUTHORIZED PERSON: Timo Selvaraj

NAME OF COMPANY: SearchBlox Software, Inc.

DATE: 01/23/2025

-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.

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

**SIGNATURE OF AUTHORIZED
PERSON:**

Timo Selvaraj

NAME OF AUTHORIZED PERSON:

Timo Selvaraj

NAME OF COMPANY:

SearchBlox Software, Inc.

DATE:

01/23/2025

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

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

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

SIGNATURE OF AUTHORIZED PERSON: Timo Selvaraj

NAME OF AUTHORIZED PERSON: Timo Selvaraj

NAME OF COMPANY: SearchBlox Software, Inc.

DATE: 01/23/2025

-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:

☒ **Service Category #1: Artificial Intelligence (AI) Solutions for Public Sector**

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

EXHIBIT 3: SERVICE DESIGNATION AREAS

	Texas Service Area Designation or Identification		
Proposing Firm Name:	SearchBlox Software, Inc.		
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	
	Yes		
	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 WoodlandsSugar 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	
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(Exhibit 3 continued on next page)

(Exhibit 3 continued)

Nationwide Service Area Designation or Identification Form			
Proposing Firm Name:	SearchBlox Software, Inc.		
Notes:	Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.		
	Will service all fifty (50) states	Will not service fifty (50) states	
	Yes		
	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		