

# TXShare

## Your Public Sector Solutions Center

### MASTER SERVICES AGREEMENT #2025-018 Artificial Intelligence (AI) Solutions for Public Sector Entities

THIS MASTER SERVICES AGREEMENT ("Agreement"), effective the last date of signed approval ("Effective Date"), is entered into by and between the **North Central Texas Council of Governments** ("NCTCOG"), a Texas political subdivision and non-profit corporation, with offices located at 616 Six Flags Drive, Arlington, TX 76011, and

**Allganize ("Contractor")**  
**2700 Post Oak Blvd, Floor 21**  
**Houston, TX 77056**

#### ARTICLE I RETENTION OF THE CONTRACTOR

1.1 This Agreement defines the terms and conditions upon which the Contractor agrees to provide **Artificial Intelligence (AI) Solutions for Public Sector Entities** (hereinafter, "Services") to governmental entities participating in the TXShare program (hereinafter "Participating Entities"). The Contractor is being retained to provide services described below to Participating Entities based on the Contractor's demonstrated competence and requisite qualifications to perform the scope of the services described herein and in the Request for Proposals #2025-018 (hereinafter, "RFP"). The Contractor demonstrated they have the resources, experience, and qualifications to perform the described services, which is of interest to Participating Entities and was procured via the RFP. NCTCOG agrees to and hereby does retain the Contractor, as an independent contractor, and the Contractor agrees to provide services to Participating Entities, in accordance with the terms and conditions provided in this Agreement and consistent with Contractor's response to the RFP.

#### ARTICLE II SCOPE OF SERVICES

- 2.1 The Contractor will provide Services described in a written Purchase Order issued by NCTCOG or a SHARE Participating Entity. Any such Purchase Order is hereby incorporated by reference and made a part of this Agreement and shall be subject to the terms and conditions in this Agreement. In the event of a conflict between any term or provision in this Agreement and any term or provision in a Purchase Order, the term or provision in this Agreement shall control unless the conflicting term or provision in this Agreement is referenced, and expressly stated not to apply, in such Purchase Order.
- 2.2 All Services rendered under this Agreement will be performed by the Contractor: i) with due care; ii) in accordance with generally prevailing industry standards; iii) in accordance with Participating Entities' standard operating procedures and applicable policies, as may be amended from time to time; and iv) in compliance with all applicable laws, government regulatory requirements, and any other written instructions, specifications, guidelines, or requirements provided by NCTCOG and/or Participating Entities.
- 2.3 Any agreed-upon changes to a Purchase Order shall be set forth in a subsequent Purchase Order amendment. Contractor will not implement any changes or any new Services until a Purchase Order has been duly executed by Participating Entity. For the avoidance of doubt, the Contractor acknowledges that Participating Entity is under no obligation to execute a Purchase Order. Participating

Entity shall not be liable for any amounts not included in a Purchase Order in the absence of a fully executed amendment of Purchase Order.

- 2.4 Pricing for items in Appendix A represent the maximum cost for each item offered by the Contractor. Contractor and Participating Entity may mutually agree to a lower cost for any item covered under this agreement.

## 2.5 NCTCOG Obligations

- 2.5.1 NCTCOG shall make available a contract page on its TXShare.org website which will include contact information for the Contractor(s).

## 2.6 Participating Entity Obligations.

- 2.6.1 In order to utilize the Services, Participating Entities must have executed a Master Interlocal Agreement for TXShare with NCTCOG. This agreement with the Participating Entity will define the legal relationship between NCTCOG and the Participating Entity.
- 2.6.2 In order to utilize the Services, Participating Entities must execute a Purchase Order with the Contractor. This agreement with the Participating Entity will define the Services and costs that the Participating Entity desires to have implemented by the Contractor.

## 2.7 Contractor Obligations.

- 2.7.1 Contractor must be able to deliver, perform, install, and implement services with the requirements and intent of RFP #2025-018.
- 2.7.2 If applicable, Contractor shall provide all necessary material, labor and management required to perform this work. The scope of services shall include, but not be limited to, items listed in Appendix A.
- 2.7.3 Contractor agrees to market and promote the use of the SHARE awarded contract whenever possible among its current and solicited customer base. Contractor shall agree to follow reporting requirements in report sales made under this Master Services Agreement in accordance with Section 4.2.

## ARTICLE III

### TERM

- 3.1 This Agreement will commence on the Effective Date and remain in effect for an initial term ending on May 31, 2027 (the “**Term**”), unless earlier terminated as provided herein. This Agreement will automatically be renewed, unless NCTCOG explicitly desires otherwise, for up to three (3) additional one (1) year terms through May 31, 2030.
- 3.2 **Termination.** NCTCOG and/or Participating Entities may terminate this Agreement and/or any Purchase Order to which it is a signatory at any time, with or without cause, upon thirty (30) days’ prior written notice to Contractor. Upon its receipt of notice of termination of this Agreement or Purchase Order, Contractor shall follow any instructions of NCTCOG respecting work stoppage. Contractor shall cooperate with NCTCOG and/or Participating Entities to provide for an orderly conclusion of the Services. Contractor shall use its best efforts to minimize the amount of any non-cancelable obligations and shall assign any contracts related thereto to NCTCOG or Participating Entity at its request. If NCTCOG or Participating Entity elects to continue any activities underlying a terminated Purchase Order after termination, Contractor shall cooperate with NCTCOG or Participating Entity to provide for an orderly transfer of Contractor’s responsibilities with respect to such Purchase Order to NCTCOG or Participating Entity. Upon the effective date of any such termination, the Contractor shall submit a final invoice for payment in accordance with Article IV, and NCTCOG or Participating Entity shall pay such amounts as are due to Contractor through the effective date of termination. NCTCOG or Participating Entity shall only be liable for payment of services rendered before the effective date of termination. If Agreement is terminated, certain reporting requirements identified in this Agreement shall survive termination of this Agreement.

- 3.2.1 Termination for Convenience: Either party may terminate the agreement for its convenience in whole or in part at any time without cause, upon 30 days written notice. Upon termination for convenience, the contractor will be entitled to payment for goods or services satisfactorily performed or delivered.
- 3.2.2 Termination for Cause: Either party may immediately terminate this Agreement if the other party breaches its obligations specified within this Agreement, and, where capable of remedy, such breach has not been materially cured within thirty (30) days of the breaching party's receipt of written notice describing the breach in reasonable detail.
- 3.2.3 Termination for Breach: Upon any material breach of this Agreement by either party, the non-breaching party may terminate this Agreement upon twenty (20) days written notice to the breaching party. The notice shall become effective at the end of the twenty (20) day period unless the breaching party cures such breach within such period.

#### **ARTICLE IV COMPENSATION**

- 4.1 **Invoices.** Contractor shall submit an invoice to the ordering Participating Entity upon receipt of an executed Purchase Order and after completion of the work, with Net 30 payment terms. Costs incurred prior to execution of this Agreement are not eligible for reimbursement. There shall be no obligation whatsoever to pay for performance of this Agreement from the monies of the NCTCOG or Participating Entities, other than from the monies designated for this Agreement and/or executed Purchase Order. Contractor expressly agrees that NCTCOG shall not be liable, financial or otherwise, for Services provided to Participating Entities.
- 4.2 **Reporting.** NCTCOG intends to make this Agreement available to other governmental entities through its TXShare cooperative purchasing program. NCTCOG has contracted Civic Marketplace as a digital marketplace for selected TXShare awarded contracts and to serve as NCTCOG's collector of reports and remunerative fees referenced in Section 5.2 of the Master Services Agreement. Unless otherwise directed in writing by NCTCOG, Contractor shall submit to Civic Marketplace on a calendar quarterly basis a report that identifies any new client Participating Entities, the date(s) and order number(s), and the total contracted value of service(s) that each Participating Entity has purchased and paid in full under this Master Service Agreement. Reporting and invoices should be submitted to:

Civic Marketplace, Inc.  
6502 Glen Abbey  
Abilene, TX 79606  
Email: [support@civicmarketplace.com](mailto:support@civicmarketplace.com)

#### **ARTICLE V SERVICE FEE**

- 5.1 **Explanation.** NCTCOG will make this Master Service Agreement available to other governmental entities, Participating Entities, and non-profit agencies in Texas and the rest of the United States through its SHARE cooperative purchasing program. The Contractor is able to market the Services under this Agreement to any Participating Entity with emphasis that competitive solicitation is not required when the Participating Entity purchases off of a cooperative purchasing program such as SHARE. However, each Participating Entity will make the decision that it feels is in compliance with its own purchasing requirements. The Contractor realizes substantial efficiencies through their ability to offer pricing through the SHARE Cooperative and that will increase the sales opportunities as well as reduce the need to repeatedly respond to Participating Entities' Requests for Proposals. From these efficiencies, Contractor will pay an administrative fee to SHARE calculated as a percentage of sales processed through the SHARE Master Services Agreement. This administrative fee is not an added cost to SHARE participants. This administrative fee covers the costs of solicitation of the contract, marketing and facilitation, as well as offsets expenses incurred by SHARE.

**5.2 Administrative Fee.** NCTCOG will utilize an administrative fee, in the form of a percent of cost that will apply to all contracts between awarded contractor and NCTCOG or participants resulting from this solicitation. The administrative fee will be remitted by the contractor to Civic Marketplace on a quarterly basis, along with required quarterly reporting. The remuneration fee for this program will be 2.5% on sales.

**5.3 Setup and Implementation.** NCTCOG will provide instruction and guidance as needed to the Contractor to assist in maximizing mutual benefits from marketing these Services through the SHARE purchasing program.

## **ARTICLE VI RELATIONSHIP BETWEEN THE PARTIES**

**6.1 Contractual Relationship.** It is understood and agreed that the relationship described in this Agreement between the Parties is contractual in nature and is not to be construed to create a partnership or joint venture or agency relationship between the parties. Neither party shall have the right to act on behalf of the other except as expressly set forth in this Agreement. Contractor will be solely responsible for and will pay all taxes related to the receipt of payments hereunder and shall give reasonable proof and supporting documents, if reasonably requested, to verify the payment of such taxes. No Contractor personnel shall obtain the status of or otherwise be considered an employee of NCTCOG or Participating Entity by virtue of their activities under this Agreement.

## **ARTICLE VII REPRESENTATION AND WARRANTIES**

**7.1 Representations and Warranties.** Contractor represents and warrants that:

- 7.1.1 As of the Effective Date of this Agreement, it is not a party to any oral or written contract or understanding with any third party that is inconsistent with this Agreement and/or would affect the Contractor's performance under this Agreement; or that will in any way limit or conflict with its ability to fulfill the terms of this Agreement. The Contractor further represents that it will not enter into any such agreement during the Term of this Agreement;
- 7.1.2 NCTCOG is prohibited from making any award or permitting any award at any tier to any party which is debarred or suspended or otherwise excluded from, or ineligible for, participation in federal assistance programs under Executive Order 12549, Debarment and Suspension. Contractor and its subcontractors shall include a statement of compliance with Federal and State Debarment and suspension regulations in all Third-party contracts.
- 7.1.3 Contractor shall notify NCTCOG if Contractor or any of the Contractor's sub-contractors becomes debarred or suspended during the performance of this Agreement. Debarment or suspension of the Contractor or any of Contractor's sub-contractors may result in immediate termination of this Agreement.
- 7.1.4 Contractor and its employees and sub-contractors have all necessary qualifications, licenses, permits, and/or registrations to perform the Services in accordance with the terms and conditions of this Agreement, and at all times during the Term, all such qualifications, licenses, permits, and/or registrations shall be current and in good standing.
- 7.1.5 Contractor shall, and shall cause its representatives to, comply with all municipal, state, and federal laws, rules, and regulations applicable to the performance of the Contractor's obligations under this Agreement.

## ARTICLE VIII CONFIDENTIAL INFORMATION AND OWNERSHIP

- 8.1 **Confidential Information.** Contractor acknowledges that any information it or its employees, agents, or subcontractors obtain regarding the operation of NCTCOG or Participating Entities, its products, services, policies, customer, personnel, and other aspect of its operation (“Confidential Information”) is proprietary and confidential, and shall not be revealed, sold, exchanged, traded, or disclosed to any person, company, or other entity during the period of the Contractor’s retention hereunder or at any time thereafter without the express written permission of NCTCOG or Participating Entity.

Notwithstanding anything in this Agreement to the contrary, Contractor shall have no obligation of confidentiality with respect to information that (i) is or becomes part of the public domain through no act or omission of Contractor; (ii) was in Contractor’s lawful possession prior to the disclosure and had not been obtained by Contractor either directly or indirectly from the NCTCOG or Participating Entity; (iii) is lawfully disclosed to Contractor by a third party without restriction on disclosure; (iv) is independently developed by Contractor without use of or reference to the NCTCOG’s Participating Entity’s Confidential Information; or (v) is required to be disclosed by law or judicial, arbitral or governmental order or process, provided Contractor gives the NCTCOG or Participating Entity prompt written notice of such requirement to permit the NCTCOG or Participating Entity to seek a protective order or other appropriate relief. Contractor acknowledges that NCTCOG and Participating Entities must strictly comply with applicable public information laws, in responding to any request for public information. This obligation supersedes any conflicting provisions of this Agreement.

- 8.2 **Ownership.** No title or ownership rights to any applicable software are transferred to the NCTCOG by this agreement. The Contractor and its suppliers retain all right, title and interest, including all copyright and intellectual property rights, in and to, the software (as an independent work and as an underlying work serving as a basis for any improvements, modifications, derivative works, and applications NCTCOG may develop), and all copies thereof. All final documents, data, reports, information, or materials are and shall at all times be and remain, upon payment of Contractor’s invoices therefore, the property of NCTCOG or Participating Entity and shall not be subject to any restriction or limitation on their future use by, or on behalf of, NCTCOG or Participating Entity, except otherwise provided herein. Subject to the foregoing exception, if at any time demand be made by NCTCOG or Participating Entity for any documentation related to this Agreement and/or applicable Purchase Orders for the NCTCOG and/or any Participating Entity, whether after termination of this Agreement or otherwise, the same shall be turned over to NCTCOG without delay, and in no event later than thirty (30) days after such demand is made. Contractor shall have the right to retain copies of documentation, and other items for its archives. If for any reason the foregoing Agreement regarding the ownership of documentation is determined to be unenforceable, either in whole or in part, the Contractor hereby assigns and agrees to assign to NCTCOG all rights, title, and interest that the Contractor may have or at any time acquire in said documentation and other materials, provided that the Contractor has been paid the aforesaid.

## ARTICLE IX GENERAL PROVISIONS

- 9.1 **Notices.** All notices from one Party to another Party regarding this Agreement shall be in writing and delivered to the addresses shown below:

If to NCTCOG:	North Central Texas Council of Governments P.O. Box 5888 Arlington, TX 76005-5888 Attn: Purchasing Agent Phone Number: 817-704-5674 <a href="mailto:elittrell@nctcog.org">elittrell@nctcog.org</a>
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If to Contractor: Allganize  
 Attn: Adam Arafat  
 2700 Post Oak Blvd, Floor 21  
 Houston, TX 77056  
 281-687-4406  
[adam.arafat@allganize.ai](mailto:adam.arafat@allganize.ai)

The above contact information may be modified without requiring an amendment to the Agreement.

9.2 **Tax.** NCTCOG and several participating entities are exempt from Texas limited sales, federal excise and use tax, and does not pay tax on purchase, rental, or lease of tangible personal property for the organization's use. A tax exemption certificate will be issued upon request.

9.3 **Indemnification.** Contractor shall defend, indemnify, and hold harmless NCTCOG and Participating Entities, NCTCOG's affiliates, and any of their respective directors, officers, employees, agents, subcontractors, successors, and assigns from any and all suits, actions, claims, demands, judgments, liabilities, losses, damages, costs, and expenses (including reasonable attorneys' fees and court costs) (collectively, "Losses") arising out of or relating to: (i) Services performed and carried out pursuant to this Agreement; (ii) breach of any obligation, warranty, or representation in this Agreement, (iii) the negligence or willful misconduct of Contractor and/or its employees or subcontractors; or (iv) any infringement, misappropriation, or violation by Contractor and/or its employees or subcontractors of any right of a third party; provided, however, that Contractor shall have no obligation to defend, indemnify, or hold harmless to the extent any Losses are the result of NCTCOG's or Participating Entities' gross negligence or willful misconduct.

9.4 **Limitation of Liability.** In no event shall either party be liable for special, consequential, incidental, indirect or punitive loss, damages or expenses arising out of or relating to this Agreement, whether arising from a breach of contract or warranty, or arising in tort, strict liability, by statute or otherwise, even if it has been advised of their possible existence or if such loss, damages or expenses were reasonably foreseeable.

Notwithstanding any provision hereof to the contrary, neither party's liability shall be limited by this Article with respect to claims arising from breach of any confidentiality obligation, arising from such party's infringement of the other party's intellectual property rights, covered by any express indemnity obligation of such party hereunder, arising from or with respect to injuries to persons or damages to tangible property, or arising out of the gross negligence or willful misconduct of the party or its employees.

9.5 **Insurance.** At all times during the term of this Agreement, Contractor shall procure, pay for, and maintain, with approved insurance carriers, the minimum insurance requirements set forth below, unless otherwise agreed in a Purchase Order between Contractor and Participating Entities. Further, Contractor shall require all contractors and sub-contractors performing work for which the same liabilities may apply under this Agreement to do likewise. All subcontractors performing work for which the same liabilities may apply under this contract shall be required to do likewise. Contractor may cause the insurance to be effected in whole or in part by the contractors or sub-contractors under their contracts. NCTCOG reserves the right to waive or modify insurance requirements at its sole discretion.

9.5.1 Workers' Compensation: Statutory limits and employer's liability of \$100,000 for each accident or disease.

9.5.2 Commercial General Liability:

9.5.2.1 Required Limits:

\$1,000,000 per occurrence;

\$3,000,000 Annual Aggregate

9.5.2.2 Commercial General Liability policy shall include:

9.5.2.2.1 Coverage A: Bodily injury and property damage;

- 9.5.2.2.2 Coverage B: Personal and Advertising Injury liability;
  - 9.5.2.2.3 Coverage C: Medical Payments;
  - 9.5.2.2.4 Products: Completed Operations;
  - 9.5.2.2.5 Fire Legal Liability;
- 9.5.2.3 Policy coverage must be on an “occurrence” basis using CGL forms as approved by the Texas State Board of Insurance.
- 9.5.3 Business Auto Liability: Coverage shall be provided for all owned hired, and non-owned vehicles. Required Limit: \$1,000,000 combined single limit each accident.
- 9.5.4 Professional Errors and Omissions liability:
  - 9.5.4.1 Required Limits:
    - \$1,000,000 Each Claim
    - \$1,000,000 Annual Aggregate
- 9.6 **Conflict of Interest.** During the term of this Agreement, and all extensions hereto and for a period of one (1) year thereafter, neither party, shall, without the prior written consent of the other, directly or indirectly, whether for its own account or with any other persons or entity whatsoever, employ, solicit to employ or endeavor to entice away any person who is employed by the other party.
- 9.7 **Force Majeure.** It is expressly understood and agreed by both parties to this Agreement that, if the performance of any provision of this Agreement is delayed by force majeure, defined as reason of war, civil commotion, act of God, governmental restriction, regulation or interference, fire, explosion, hurricane, flood, failure of transportation, court injunction, or any circumstances which are reasonably beyond the control of the party obligated or permitted under the terms of this Agreement to do or perform the same, regardless of whether any such circumstance is similar to any of those enumerated herein, the party so obligated or permitted shall be excused from doing or performing the same during such period of delay, so that the period of time applicable to such requirement shall be extended for a period of time equal to the period of time such party was delayed. Each party must inform the other in writing within a reasonable time of the existence of such force majeure.
- 9.8 **Ability to Perform.** Contractor agrees promptly to inform NCTCOG of any event or change in circumstances which may reasonably be expected to negatively affect the Contractor’s ability to perform its obligations under this Agreement in the manner contemplated by the parties.
- 9.9 **Availability of Funding.** This Agreement and all claims, suits, or obligations arising under or related to this Agreement are subject to and limited by the receipt and availability of funds which are received from the Participating Entities by NCTCOG dedicated for the purposes of this Agreement.
- 9.10 **Governing Law.** This Agreement will be governed by and construed in accordance with the laws of the State of Texas, United States of America. The mandatory and exclusive venue for the adjudication or resolution of any dispute arising out of this Agreement shall be in Tarrant County, Texas.
- 9.11 **Waiver.** Failure by either party to insist on strict adherence to any one or more of the terms or conditions of this Agreement, or on one or more occasions, will not be construed as a waiver, nor deprive that party of the right to require strict compliance with the same thereafter.
- 9.12 **Entire Agreement.** This Agreement and any attachments/addendums, as provided herein, constitutes the entire agreement of the parties and supersedes all other agreements, discussions, representations or understandings between the parties with respect to the subject matter hereof. No amendments hereto, or waivers or releases of obligations hereunder, shall be effective unless agreed to in writing by the parties hereto.

- 9.13 **Assignment.** This Agreement may not be assigned by either Party without the prior written consent of the other Party.
- 9.14 **Severability.** In the event any one or more of the provisions contained in this Agreement shall for any reason be held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other provision(s) hereof, and this Agreement shall be revised so as to cure such invalid, illegal, or unenforceable provision(s) to carry out as near as possible the original intents of the Parties.
- 9.15 **Amendments.** This Agreement may be amended only by a written amendment executed by both Parties, except that any alterations, additions, or deletions to the terms of this Agreement, which are required by changes in Federal and State law or regulations or required by the funding source, are automatically incorporated into this Agreement without written amendment hereto and shall become effective on the date designated by such law or regulation.
- 9.16 **Dispute Resolution.** The parties to this Agreement agree to the extent possible and not in contravention of any applicable State or Federal law or procedure established for dispute resolution, to attempt to resolve any dispute between them regarding this Agreement informally through voluntary mediation, arbitration or any other local dispute mediation process, including but not limited to dispute resolution policies of NCTCOG, before resorting to litigation.
- 9.17 **Publicity.** Contractor shall not issue any press release or make any statement to the media with respect to this Agreement or the services provided hereunder without the prior written consent of NCTCOG.
- 9.18 **Survival.** Rights and obligations under this Agreement which by their nature should survive will remain in effect after termination or expiration hereof.

## ARTICLE X ADDITIONAL REQUIREMENTS

- 10.1 **Equal Employment Opportunity.** Contractor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, or national origin. Contractor shall take affirmative actions to ensure that applicants are employed, and that employees are treated, during their employment, without regard to their race, religion, color, sex, sexual orientation, gender identity, or national origin. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.
- 10.2 **Davis-Bacon Act.** Contractor agrees to comply with all applicable provisions of 40 USC § 3141 – 3148.
- 10.3 **Contract Work Hours and Selection Standards.** Contractor agrees to comply with all applicable provisions of 40 USC § 3701 – 3708 to the extent this Agreement indicates any employment of mechanics or laborers.
- 10.4 **Rights to Invention Made Under Contract or Agreement.** Contractor agrees to comply with all applicable provisions of 37 CFR Part 401.
- 10.5 **Clean Air Act, Federal Water Pollution Control Act, and Energy Policy Conservation Act.** Contractor agrees to comply with all applicable provisions of the Clean Air Act under 42 USC § 7401 – 7671, the Energy Federal Water Pollution Control Act 33 USC § 1251 – 1387, and the Energy Policy Conservation Act under 42 USC § 6201.
- 10.6 **Debarment/Suspension.** Contractor is prohibited from making any award or permitting any award at any tier to any party which is debarred or suspended or otherwise excluded from or ineligible for

participation in federal assistance programs under Executive Order 12549, Debarment and Suspension. Contractor and its subcontractors shall comply with the Certification Requirements for Recipients of Grants and Cooperative Agreements Regarding Debarments and Suspensions.

- 10.7 **Restrictions on Lobbying.** CONTRACTOR agrees to comply with all applicable provisions of 2 CFR §200.450. CONTRACTOR shall include a statement of compliance with the Lobbying Certification and Disclosure of Lobbying Activities in procurement solicitations exceeding \$100,000. Lobbying Certification and Disclosure of Lobbying Activities shall be completed by subcontractors and included in subcontractor contracts, as applicable. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. See Appendix C.
- 10.8 **Procurement of Recovered Materials.** Contractor agrees to comply with all applicable provisions of 2 CFR §200.322.
- 10.9 **Drug-Free Workplace.** Contractor shall provide a drug free work place in compliance with the Drug Free Work Place Act of 1988.
- 10.10 **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.

10.11 **Civil Rights Compliance**

Compliance with Regulations: Contractor will comply with the Acts and the Regulations relative to Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation (USDOT), the Federal Highway Administration (FHWA), as they may be amended from time to time, which are herein incorporated by reference and made part of this agreement.

Nondiscrimination: Contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, sex, or national origin in the selection and retention of subcontractors, including procurement of materials and leases of equipment. Contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 45 CFR Part 21.

Solicitations for Subcontracts, Including Procurement of Materials and Equipment: In all solicitations either by competitive bidding or negotiation made by Contractor for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplier will be notified by Contractor of obligations under this contract and the Acts and Regulations relative to Nondiscrimination on the grounds of race, color, sex, or national origin.

Information and Reports: Contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto, and will permit access to its books, records, accounts, other sources of information, and facilities as may be determined by the State or the FHWA to be pertinent to ascertain compliance with such Acts, Regulations or directives. Where any information required of Contractor is in the exclusive possession of another who fails or refuses to furnish this information, Contractor will so certify to NCTCOG, the Texas Department of Transportation (“the State”) or the Federal Highway Administration, as appropriate, and will set forth what efforts it has made to obtain the information.

Sanctions for Noncompliance: In the event of Contractor's noncompliance with the Nondiscrimination provisions of this Agreement, NCTCOG will impose such sanctions as it or the State or the FHWA may determine to be appropriate, including, but not limited to: withholding of payments to the Contractor under this Agreement until the Contractor compiles and/or cancelling, terminating or suspension of this Agreement, in whole or in part.

Incorporation of Provisions: Contractor will include the provisions of the paragraphs listed above, in this section 10.11, in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. Contractor will take such action with respect to any subcontract or procurement as NCTCOG, the State, or the FHWA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if Contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier because of such direction, Contractor may request the State to enter into such litigation to protect the interests of the State. In addition, Contractor may request the United States to enter into such litigation to protect the interests of the United States.

#### 10.12 **Disadvantaged Business Enterprise Program Requirements**

Contractor shall not discriminate on the basis of race, color, national origin, or sex in the award and performance of any U.S. Department of Transportation (DOT)-assisted contract or in the administration of its DBE program or the requirements of 49 CFR Part 26. Contractor shall take all necessary and reasonable steps under 49 CFR Part 26 to ensure non-discrimination in award and administration of DOT-assisted contracts. Each sub-award or sub-contract must include the following assurance: *The Contractor, sub-recipient, or sub-contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Agreement. The Contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by the Contractor to carry out these requirements is a material breach of this agreement, which may result in the termination of this agreement or such other remedy as the recipient deems appropriate.*

#### 10.13 **Pertinent Non-Discrimination Authorities**

During the performance of this Agreement, Contractor, for itself, its assignees, and successors in interest agree to comply with the following nondiscrimination statutes and authorities; including but not limited to:

- a. Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- b. The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects).
- c. Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), as amended, (prohibits discrimination on the basis of sex).
- d. Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.) as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27.
- e. The Age Discrimination Act of 1975, as amended, (49 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age).
- f. Airport and Airway Improvement Act of 1982, (49 U.S.C. Chapter 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex).
- g. The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, subrecipients and contractors, whether such programs or activities are Federally funded or not).
- h. Titles II and III of the Americans with Disabilities Act, which prohibits discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38.

- i. The Federal Aviation Administration’s Nondiscrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex).
- j. Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations.
- k. Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, the parties must take reasonable steps to ensure that LEP persons have meaningful access to the programs (70 Fed. Reg. at 74087 to 74100).
- l. Title IX of the Education Amendments of 1972, as amended, which prohibits the parties from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq.).

**10.14 Ineligibility to Receive State Grants or Loans, or Receive Payment on State Contracts**

In accordance with Section 231.006 of the Texas Family Code, a child support obligor who is more than thirty (30) days delinquent in paying child support and a business entity in which the obligor is a sole proprietor, partner, shareholder, or owner with an ownership interest of at least twenty-five (25) percent is not eligible to:

- a. Receive payments from state funds under a contract to provide property, materials or services; or
- b. Receive a state-funded grant or loan.

By signing this Agreement, the Contractor certifies compliance with this provision.

**10.15 House Bill 89 Certification**

If contractor is required to make a certification pursuant to Section 2270.002 of the Texas Government Code, contractor certifies that contractor does not boycott Israel and will not boycott Israel during the term of the contract resulting from this solicitation. If contractor does not make that certification, contractor state in the space below why the certification is not required.

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**10.16 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.

**10.17 Certification of Fair Business Practices**

That the submitter affirms 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.

**10.18 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 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.

**10.19 Prohibition on Certain Telecommunications and Video Surveillance Services or Equipment.**

Pursuant to Public Law 115-232, Section 889, and 2 Code of Federal Regulations (CFR) Part 200, including §200.216 and §200.471, NCTCOG is prohibited from using federal funds to procure, contract with entities who use, or extend contracts with entities who use certain telecommunications and video surveillance equipment or services provided by certain Chinese controlled entities. The Contractor agrees that it is not providing NCTCOG with or using telecommunications and video surveillance equipment and services as prohibited by 2 CFR §200.216 and §200.471. Contractor shall certify its compliance through execution of the “Prohibited Telecommunications and Video Surveillance Services or Equipment Certification,” which is included as Appendix D of this Contract. The Contractor shall pass these requirements down to any of its subcontractors funded under this Agreement. The Contractor shall notify NCTCOG if the Contractor cannot comply with the prohibition during the performance of this Contract.

**10.20 Discrimination Against Firearms Entities or Firearms Trade Associations**

Pursuant to Texas Local Government Code Chapter 2274, Subtitle F, Title 10, prohibiting contracts with companies who discriminate against firearm and ammunition industries. NCTCOG is prohibited from contracting with entities, or extend contracts with entities who have practice, guidance, or directive that discriminates against a firearm entity or firearm trade association. Contractor shall certify its compliance through execution of the “Discrimination Against Firearms Entities or Firearms Trade Associations Certification,” which is included as Appendix D of this Contract. The Contractor shall pass these requirements down to any of its subcontractors funded under this Agreement. The Contractor shall notify NCTCOG if the Contractor cannot comply with the prohibition during the performance of this Contract.

10.21 **Boycotting of Certain Energy Companies**

Pursuant to Texas Local Government Code Chapter 2274, Subtitle F, Title 10, prohibiting contracts with companies who boycott certain energy companies. NCTCOG is prohibited from contracting with entities or extend contracts with entities that boycott energy companies. Contractor shall certify its compliance through execution of the “Boycotting of Certain Energy Companies Certification,” which is included as Appendix D of this Contract. The Contractor shall pass these requirements down to any of its subcontractors funded under this Agreement. The Contractor shall notify NCTCOG if the Contractor cannot comply with the prohibition during the performance of this Contract.

10.22 **Domestic Preference for Procurements**


As appropriate and to the extent consistent with law, the CONTRACTOR should, to the greatest extent practicable, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products). Consistent with §200.322, the following items shall be defined as: “Produced in the United States” means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States. “Manufactured products” means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

10.23 **Trafficking in Persons**

Contractor agrees to comply with all applicable provisions of 2 CFR §175.15. NCTCOG, the Contractor, and its subcontractors are prohibited from (i) engaging in severe forms of trafficking in persons during the period of time that the award is in effect; (ii) procure a commercial sex act during the period of time that the award is in effect; (iii) use forced labor in the performance of the award or subawards under the award. The Federal award agency may unilaterally terminate the award, without penalty, if the Contractor (i) is determined to have violated an applicable prohibition; (ii) has an employee who is determined by the agency officially authorized to terminate the award to have violated an applicable prohibition of this award term. NCTCOG must notify the Federal award agency immediately if any information received from the Contractor indicates a violation of the applicable prohibitions.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the Effective Date.

Allganize

  
Signature Date 04/28/2025

Jay Tchakarov  
Printed Name  
CEO  
Title

North Central Texas Council of Governments

  
Signature Date 5/7/2025  
Michael Eastland  
Executive Director

## **APPENDIX A**

### **Statement of Work**

The Contractor agrees to provide AI Solutions in accordance with the scope of work outlined in Request for Proposal (RFP) No. 2025-018, and as further detailed in the Contractor's technical response, which is incorporated herein and made a part of this Statement of Work.

1. The Contractor shall be responsible for the design, development, deployment, and ongoing support of customized Artificial Intelligence (AI) solutions. These solutions must:
  - a. Address and solve specified operational and strategic challenges.
  - b. Integrate seamlessly with existing agency systems and databases.
  - c. Be intuitive, user-friendly, and accessible to a broad range of stakeholders.
  - d. Include end-user training, system documentation, and ongoing support for staff.
  - e. Provide ongoing maintenance, upgrades, and compliance assurance with applicable data security and privacy standards.
  - f. Ensure data security and privacy compliance in alignment with state and federal regulations.
2. Technical Requirements
 

The Contractor shall ensure that all AI solutions meet the following technical specifications:

  - a. Scalability: Must support growth in both data volume and user interaction without degradation of performance.
  - b. System Integration: Solutions must integrate with existing platforms.
  - c. Security frameworks: MDM, IAM, SIEM, and related infrastructure
  - d. Real-Time Analytics: Must provide real-time data analysis and reporting.
  - e. Data Security & Privacy Compliance: Adherence to standards such as GDPR, HIPAA, and CCPA are required.
  - f. Natural Language Processing (NLP): Advanced NLP capabilities must be embedded to support diverse and accurate user interactions.
  - g. Accuracy & Validation: Contractor must demonstrate and maintain a high level of system accuracy and describe methods for validation and quality assurance.
  - h. Algorithm Transparency: Solutions must include clear documentation of AI algorithms, approaches to mitigating bias, validation processes, and explainability.
  - i. Continuous Improvement: Solutions must include features for ongoing learning, with mechanisms to incorporate feedback and improve performance over time.
  - j. Interoperability: AI systems must comply with open standards and be capable of integrating with current and future digital infrastructure.
  - k. Quality Control: Contractor shall maintain rigorous quality control protocols to ensure consistent and reliable system performance.
3. Data Governance
 

The Contractor must implement the following data governance practices:

  - a. Data Integrity and Accuracy: Ensure reliable data quality through lifecycle validation checks and automated error correction.
  - b. Data Privacy Compliance: Adhere to all relevant privacy laws. Implement data anonymization and pseudonymization as needed and obtain/document user consent for data collection and use.
  - c. Access Controls: Implement role-based access controls and multi-factor authentication (MFA) for all sensitive data access.
  - d. Data Retention and Disposal: Define and adhere to policies for secure data retention and disposal.
  - e. Data Auditing and Monitoring: Regular auditing must be conducted, and access/modification logs must be maintained and made available upon request.
4. Cybersecurity Requirements
 

The Contractor shall maintain strong cybersecurity practices throughout the contract period:

  - a. Threat Detection & Response: Deploy AI-based threat detection tools. Define incident response plans and test them regularly.
  - b. Encryption: Utilize end-to-end encryption (AES-256, RSA-2048, etc.) for both data in transit and at rest.

- c. Vulnerability Management: Perform regular security assessments and penetration testing. Patch vulnerabilities promptly.
- d. Security Governance Framework: Establish and follow a documented governance model with defined policies, controls, and responsibilities.
- e. Risk Management: Identify risks, establish mitigation strategies, maintain a disaster recovery plan, and conduct root-cause analysis following incidents.
- f. Training & Awareness: Provide regular cybersecurity training to all relevant agency staff. Training must address both technical procedures and general awareness.

# Technical Proposal

## 1. Methodologies for Design and Development

Allganize follows an agile, iterative development process to ensure flexibility, scalability, and alignment with client needs:

- **Requirement Gathering:** Conduct workshops with stakeholders to gather business needs and define project scope.
- **Data Analysis and Model Training:** Use AI techniques such as machine learning, natural language processing (NLP), and generative AI to train models based on historical data and real-time inputs.
- **Prototyping and Validation:** Develop proof-of-concept (PoC) models to validate assumptions before full deployment.
- **Iterative Development:** Employ Agile methodologies with continuous feedback loops to refine AI capabilities and optimize solution performance.
- **Deployment and Monitoring:** Leverage cloud-based or on-premises deployment, ensuring continuous monitoring and updating of AI models to adapt to evolving requirements.

## 2. Integration Strategies with Existing Government Systems

Allganize's AI solutions are designed with interoperability and seamless integration in mind, ensuring minimal disruption to existing processes. Integration strategies include:

- **APIs and Web Services:** RESTful APIs for easy integration with government platforms such as ERP, CRM, HR, and financial management systems.
- **Data Interoperability:** Support for multiple data formats (e.g., JSON, XML, CSV) to ensure smooth data exchange across various platforms.
- **Security Frameworks:** Integration with security protocols such as Single Sign-On (SSO), Identity and Access Management (IAM), and Mobile Device Management (MDM) to ensure secure access control.
- **Custom Connectors:** Tailored connectors to link with legacy systems and facilitate data synchronization without system overhauls.
- **Cloud and On-Prem Compatibility:** Support for hybrid deployments to meet government IT infrastructure preferences.

## 3. User-Friendliness and Accessibility Considerations

Allganize's AI-driven platforms are built with a focus on ease of use and accessibility for diverse users, including government employees and the public:

- **Intuitive Dashboards:** Graphical user interfaces (GUIs) with customizable widgets to ensure ease of navigation.
- **Multilingual Capabilities:** Natural language processing (NLP) to provide support in multiple languages for diverse user bases.
- **Accessibility Compliance:** Adherence to WCAG 2.1 standards to ensure accessibility for users with disabilities, including screen reader support and keyboard navigation.
- **Mobile Optimization:** Responsive design to ensure functionality across desktops, tablets, and smartphones.
- **Self-Service Capabilities:** AI-powered virtual assistants and knowledge bases to

provide users with instant access to relevant information and support.

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## Performance Metrics

Success and performance of AI solutions will be measured using the following key performance indicators (KPIs):

- **Accuracy and Precision:**
  - NLP response accuracy (target:  $\geq 90\%$ )
  - Anomaly detection precision in financial transactions
- **Response Time:**
  - Average response time for chatbot queries ( $< 2$  seconds)
  - Data processing time for financial forecasting ( $< 10$  minutes for large datasets)
- **User Adoption:**
  - Percentage of stakeholders actively using the system within the first 6 months
  - User satisfaction scores from surveys ( $> 85\%$ )
- **Operational Efficiency:**
  - Reduction in manual processing time by at least 40%
  - Increase in successful task automation by  $> 50\%$
- **Compliance Adherence:**
  - Successful audits with zero compliance violations
  - Regular security assessments to meet industry standards
- **Continuous Improvement:**
  - AI model retraining frequency (quarterly updates)
  - Reduction in error rates over time

Allganize ensures continuous improvement by regularly analyzing system performance, gathering user feedback, and iterating AI models based on real-world interactions and feedback.

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## Risk Management

Potential risks associated with the implementation of AI solutions and mitigation strategies include:

1. **Data Security and Privacy Risks:**
  - **Mitigation:**
    - Implement end-to-end encryption (AES-256) for data in transit and at rest.
    - Strict access controls using role-based permissions (RBAC).
    - Regular security audits and vulnerability assessments.
2. **Integration Challenges with Legacy Systems:**
  - **Mitigation:**
    - Conduct thorough compatibility assessments before deployment.
    - Develop middleware solutions to bridge gaps between AI tools and legacy platforms.
3. **AI Bias and Accuracy Issues:**
  - **Mitigation:**
    - Implement fairness testing during model training and validation phases.

- Use diverse training datasets to minimize biases and ensure equitable outputs.
  - 4. **User Adoption and Resistance to Change:**
    - **Mitigation:**
      - Conduct training programs and workshops to educate stakeholders.
      - Provide comprehensive user documentation and 24/7 AI support.
  - 5. **Compliance Risks:**
    - **Mitigation:**
      - Implement automated compliance monitoring and reporting tools.
      - Stay updated with evolving regulatory frameworks through continuous legal consultations.
  - 6. **System Downtime and Failures:**
    - **Mitigation:**
      - Deploy redundant infrastructure for high availability.
      - Implement automated failover systems to ensure continuity.
- 

## Compliance and Standards

Allganize is committed to ensuring that all AI solutions adhere to relevant data privacy, security, and ethical standards, including:

1. **Data Privacy Regulations Compliance:**
  - **GDPR (General Data Protection Regulation):** Ensuring data subject rights, consent management, and data portability.
  - **HIPAA (Health Insurance Portability and Accountability Act):** For solutions involving healthcare data, ensuring patient privacy and secure access controls.
  - **CCPA (California Consumer Privacy Act):** Transparency and user control over personal data.
2. **Security Standards Adherence:**
  - **ISO 27001:** Information security management system compliance.
  - **NIST Cybersecurity Framework:** Risk assessment and mitigation strategies.
  - **SOC 2 Compliance:** Security, availability, processing integrity, confidentiality, and privacy.
3. **Ethical AI Frameworks:**
  - Ensuring AI fairness and bias mitigation by following AI ethics guidelines such as those provided by IEEE and OECD.
  - Transparency in AI decision-making through explainable AI models and clear documentation.
4. **Audit and Reporting:**
  - Implementation of regular audits to ensure compliance with all standards.
  - Automated reporting tools to track compliance-related activities.

By implementing these measures, Allganize ensures that its AI solutions are not only effective and efficient but also secure, compliant, and user-friendly, addressing the needs of government entities while maintaining regulatory standards.

# Administration

Allganize's Generative BI can significantly enhance city governance by assisting in various administrative functions such as strategic planning, policy analysis, performance tracking, and decision-making. Here's how Allganize can contribute in each area:

## 1. Strategic Planning

- **Data-Driven Decision Making:** AI can analyze vast amounts of historical and real-time data to identify trends, forecast future needs, and suggest strategic initiatives based on predictive analytics.
- **Scenario Modeling:** Generative BI can simulate different planning scenarios, such as budget allocations or infrastructure development plans, allowing administrators to assess potential outcomes before implementation.

## 2. Policy Analysis

- **Impact Assessment:** Allganize can evaluate the effectiveness of current policies by analyzing key performance indicators (KPIs) and public sentiment through data sources like social media, surveys, and public forums.
- **Automated Reporting:** Generative BI can generate easy-to-understand reports that provide insights into policy outcomes, highlighting areas that need attention or adjustments.
- **Comparative Analysis:** AI enables cities to benchmark their policies against similar municipalities, drawing actionable insights from comparative performance data.

## 3. Performance Tracking

- **Real-Time Dashboards:** AI-powered BI tools provide real-time visualization of key metrics across various departments (e.g., transportation, public safety, health services) to monitor progress toward strategic goals.
- **Predictive Monitoring:** Machine learning models can detect anomalies or patterns that may indicate future challenges, such as rising crime rates or infrastructure failures.

## 4. Enhanced Decision-Making

- **AI-Powered Insights:** By aggregating and analyzing multiple data sources, AI provides actionable insights that enable data-driven decision-making, reducing reliance on intuition or guesswork.
- **Stakeholder Engagement:** AI can facilitate better communication with citizens and stakeholders by providing data-backed insights that support transparency and informed discussions.
- **Risk Management:** AI-driven risk analysis helps city officials identify potential risks in governance initiatives, allowing for proactive mitigation strategies.

By leveraging AI and generative BI tools, city governance can become more efficient, transparent, and responsive to citizen needs, ultimately driving smarter urban management and policy-making.

## Event Center

Allganize's AI-driven solutions, such as its **Generative BI and AI virtual assistants**, can significantly enhance operations for event centers by improving customer engagement, streamlining ticketing processes, and optimizing overall event management. Here's how Allganize can address these key areas:

### 1. Customer Engagement Enhancement

- **AI-Powered Virtual Assistants:**
    - Provide 24/7 support to attendees via chatbots that answer FAQs, offer personalized event recommendations, and assist with directions or schedules.
    - Leverage natural language processing (NLP) to engage users in meaningful conversations, improving their overall experience.
    - Offer multilingual support to cater to a diverse audience, ensuring inclusivity.
  - **Personalized Marketing & Recommendations:**
    - Utilize AI-driven analytics to analyze customer preferences, past attendance data, and social media interactions to recommend relevant events and promotions.
    - Automate personalized email and notification campaigns to boost engagement and ticket sales.
  - **Sentiment Analysis & Feedback Processing:**
    - Analyze customer feedback in real-time from various sources (social media, surveys, reviews) to gain actionable insights and improve future events.
    - Identify key satisfaction drivers and areas that need improvement.
- 

### 2. Streamlined Ticketing Processes

- **Automated Ticketing Assistance:**
  - AI-powered bots can guide customers through the ticket purchase process, suggest the best seating options based on preferences, and resolve common queries instantly.
  - Integrate with existing ticketing systems to provide seamless booking experiences.
- **Fraud Detection & Prevention:**
  - AI can detect unusual purchasing patterns or scalping activities to prevent fraud and ensure fair ticket distribution.
  - Implement smart identity verification to enhance security.

- **Dynamic Pricing Optimization:**
    - AI algorithms can analyze demand, competitor pricing, and historical trends to recommend dynamic pricing strategies, maximizing revenue while ensuring accessibility.
- 

### 3. Event Management Optimization

- **Operational Efficiency Through Predictive Analytics:**
  - Generative BI can analyze historical event data to forecast attendance, staffing needs, and inventory requirements.
  - Optimize resource allocation (e.g., security, food vendors, parking spaces) based on real-time insights.
- **Crowd Management & Flow Optimization:**
  - AI can analyze foot traffic patterns and suggest optimal venue layouts to prevent overcrowding and enhance the attendee experience.
  - Provide real-time updates to event organizers to make data-driven decisions on the fly.
- **Automated Scheduling & Task Management:**
  - AI-driven scheduling tools can help coordinate vendor bookings, staff assignments, and stage schedules, reducing manual effort and minimizing errors.
  - Automated reminders and notifications ensure that all stakeholders stay informed.

By leveraging Allganize's AI capabilities, event centers can deliver **seamless, engaging, and efficient event experiences**, driving customer satisfaction, operational excellence, and increased profitability.

## Finance and Budget

Allganize's AI-driven solutions, such as **Generative BI and AI virtual assistants**, can revolutionize finance and budget management by enhancing **financial forecasting, optimizing budget allocation, detecting anomalies, and improving overall financial management and reporting**. Here's how Allganize can support these critical functions:

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### 1. Financial Forecasting

AI can provide data-driven insights to improve the accuracy and efficiency of financial forecasting by:

- **Predictive Analytics for Revenue & Expenses:**

- Generative BI can analyze historical financial data, market trends, and economic indicators to forecast revenue streams and expenditures accurately.
  - AI models can adjust forecasts in real time based on changing conditions, such as economic downturns or new policy implementations.
  - **Scenario Planning & Simulations:**
    - AI can simulate various financial scenarios, helping organizations prepare for best- and worst-case financial situations.
    - It enables finance teams to assess the potential impact of new initiatives or unexpected events (e.g., economic downturns, policy changes).
  - **Cash Flow Optimization:**
    - AI-driven insights can predict cash flow fluctuations and recommend strategies to maintain liquidity, ensuring financial stability.
- 

## 2. Budget Allocation Optimization

AI can ensure smarter, data-driven budget allocation by:

- **Resource Optimization:**
    - AI can analyze spending patterns across departments and recommend budget allocations that maximize efficiency and ROI.
    - Generative BI can identify underutilized resources and suggest reallocations to optimize financial performance.
  - **Priority-Based Allocation:**
    - AI can align budget allocation with strategic goals by analyzing departmental performance metrics and key initiatives.
    - It helps identify critical projects that require more funding while reducing waste in low-priority areas.
  - **Automated Budget Planning:**
    - AI-powered tools can automate budget planning processes, reducing manual effort and ensuring accuracy based on predefined financial objectives.
- 

## 3. Anomaly Detection & Fraud Prevention

AI-powered anomaly detection can safeguard financial integrity by:

- **Real-Time Expense Monitoring:**
  - AI can analyze financial transactions in real time, identifying suspicious patterns, unauthorized spending, or budget overruns.
  - Alerts and automated reporting can help finance teams respond proactively to anomalies.
- **Fraud Detection & Compliance:**

- Machine learning algorithms can flag potential fraudulent activities, such as duplicate invoices, unauthorized transactions, or unusual spending patterns.
  - AI helps organizations comply with financial regulations by ensuring proper documentation and audit trails.
  - **Risk Management:**
    - AI can evaluate financial risks by analyzing historical data and external economic factors, helping organizations mitigate potential threats.
- 

## 4. Improved Financial Management & Reporting

AI can streamline financial operations and enhance transparency by:

- **Automated Financial Reporting:**
    - AI can generate customized financial reports with visual insights, making complex data easy to understand for stakeholders.
    - Reports can be automatically updated in real-time with key performance indicators (KPIs) and budget tracking metrics.
  - **Smart Reconciliation Processes:**
    - AI can automate financial reconciliation by cross-checking transactions, invoices, and payments, reducing human errors and saving time.
  - **Performance Dashboards:**
    - Generative BI tools provide interactive dashboards that allow finance teams to monitor financial health at a glance and drill down into specific data points.
- 

## The Allganize Advantage for Finance & Budgeting

By leveraging Allganize's AI capabilities, finance teams can:

- **Enhance forecasting accuracy** through AI-driven predictive models.
- **Optimize budget allocation** by making data-driven funding decisions.
- **Detect and prevent financial anomalies** with automated monitoring.
- **Improve reporting transparency** with AI-generated insights and dashboards.

Allganize's AI solutions empower organizations to achieve **greater financial efficiency, transparency, and strategic financial planning.**

# Human Resources (HR)

Allganize's AI-driven solutions, such as **Generative BI and AI virtual assistants**, can significantly enhance **HR operations** by automating processes, improving employee engagement, and transforming recruitment and onboarding experiences. Here's how Allganize can support HR functions:

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## 1. Automating HR Processes

AI can streamline and optimize routine HR tasks, reducing manual efforts and improving efficiency by:

- **Automated Employee Queries & Support:**
    - AI virtual assistants can handle common HR inquiries related to policies, benefits, payroll, and leave management, providing instant responses 24/7.
    - Reduce HR workload by automating routine processes like updating personal information, issuing tax documents, and tracking attendance.
  - **Smart Workflow Automation:**
    - Automate approval workflows for leave requests, expense reimbursements, and performance evaluations, ensuring compliance and consistency.
    - AI-driven document processing can extract and verify employee data, speeding up paperwork and reducing errors.
  - **Performance Management Automation:**
    - AI can analyze employee performance metrics and provide actionable insights to HR for appraisals and improvement plans.
    - Track and recommend personalized learning paths for employee development based on their career goals and skill gaps.
- 

## 2. Enhancing Employee Engagement

AI-driven insights can help foster a more engaged and motivated workforce by:

- **Personalized Employee Experience:**
  - AI can analyze employee sentiment through surveys, feedback forms, and performance reviews to identify engagement drivers and potential concerns.
  - Provide personalized career development recommendations based on individual skills, interests, and company needs.
- **Virtual HR Assistants for Continuous Engagement:**
  - Employees can interact with AI assistants to receive personalized career advice, wellness program suggestions, and performance feedback.

- AI chatbots can proactively provide updates on company news, upcoming events, and policy changes to keep employees informed.
  - **Sentiment & Engagement Analysis:**
    - AI can monitor employee sentiment by analyzing communication patterns, survey responses, and feedback channels to identify morale trends.
    - Provide real-time dashboards to HR leaders for actionable insights on engagement levels and improvement areas.
- 

### 3. Transforming Recruitment & Onboarding

AI can revolutionize hiring and onboarding processes to create a seamless experience for candidates and new hires by:

- **AI-Powered Resume Screening:**
    - Automatically scan and rank candidates based on job descriptions, experience, and cultural fit, reducing time-to-hire.
    - Identify potential candidates from internal databases and external job boards, ensuring top talent acquisition.
  - **Bias-Free Hiring Decisions:**
    - AI can help eliminate unconscious bias in recruitment by evaluating candidates based on data-driven criteria, such as skills, experience, and competencies.
  - **Automated Interview Scheduling & Coordination:**
    - AI assistants can manage interview scheduling by coordinating availability between candidates and hiring managers, reducing administrative tasks.
    - Provide automated reminders and follow-up emails to improve the candidate experience.
  - **Seamless Onboarding Experience:**
    - AI can guide new hires through the onboarding process by providing personalized task checklists, company policy explanations, and required training schedules.
    - Offer virtual tours and automated introductions to team members to help new employees integrate faster.
  - **Continuous Learning & Development:**
    - AI-driven recommendations for training programs and certifications based on employee career aspirations and company goals.
    - Track progress and suggest skill-building activities tailored to individual roles.
- 

### The Allganize Advantage for HR

By leveraging Allganize's AI capabilities, HR teams can:

- **Automate repetitive tasks**, freeing up time for strategic initiatives.
- **Enhance employee engagement** through personalized support and proactive communication.
- **Improve recruitment efficiency** with AI-powered screening and onboarding processes.
- **Optimize HR decision-making** with data-driven insights and performance analytics.

Allganize's AI solutions empower HR departments to create **a more efficient, engaging, and employee-friendly workplace.**

# Information Technology

Allganize's AI-driven solutions, such as **Generative BI and AI virtual assistants**, can significantly alleviate the workload of IT personnel by automating routine tasks, enhancing cybersecurity measures, and improving IT service management. Here's how Allganize can support IT teams:

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## 1. Automating Help Desk Support

AI can streamline IT support processes, providing faster resolutions and reducing the burden on IT staff by:

- **AI-Powered Virtual Assistants:**
    - Handle common IT support queries related to password resets, software installations, VPN access, and troubleshooting, freeing up human agents for more complex issues.
    - Provide 24/7 support to employees with guided troubleshooting steps and self-service solutions.
    - Automate ticket creation and categorization, ensuring issues are routed to the correct departments efficiently.
  - **Intelligent Incident Prioritization:**
    - AI can classify and prioritize IT service tickets based on urgency and impact, ensuring critical issues are addressed first.
    - Detect patterns in recurring issues and suggest long-term fixes to reduce repeat problems.
  - **Automated Knowledge Base Management:**
    - AI can dynamically update FAQs and technical documentation based on past ticket resolutions, improving self-service capabilities for users.
    - Provide contextual answers to employee queries by analyzing previous interactions and IT manuals.
- 

## 2. Streamlining IT Processes

AI can optimize IT workflows, improve operational efficiency, and reduce manual effort by:

- **Predictive IT Maintenance:**
  - AI can analyze system performance logs and predict potential failures before they occur, allowing proactive maintenance and minimizing downtime.
  - Recommend optimal times for system updates and patch deployments based on usage patterns.
- **Automated IT Asset Management:**

- Track and monitor hardware and software assets, ensuring compliance with licensing requirements and reducing unnecessary expenditures.
  - Provide real-time insights into asset usage, helping IT teams make informed procurement decisions.
  - **Process Automation for IT Tasks:**
    - Automate repetitive tasks such as user provisioning, software updates, and access control approvals, reducing administrative overhead.
    - Integrate AI with ITSM platforms (e.g., ServiceNow, Jira) to automate workflows and improve service delivery.
- 

### 3. Creating IT Documentation & Domain Knowledge Management

AI can assist in capturing and organizing critical IT knowledge, ensuring that teams have access to up-to-date information by:

- **Automated Documentation Generation:**
  - AI can generate and maintain IT documentation, including system configurations, troubleshooting guides, and SOPs, based on real-time data and past incidents.
  - Automatically document changes made to IT systems to ensure compliance and provide an audit trail.
- **Context-Aware Search Capabilities:**
  - AI can enable IT staff to quickly find relevant documentation by understanding the context of queries and retrieving the most pertinent information.
  - Create an intelligent knowledge repository that continuously learns and updates based on new incidents and solutions.

## Library Services

### 1. Personalized User Experience

AI can enhance library services by offering tailored experiences to patrons, ensuring their needs are met efficiently.

- **Personalized Recommendations:**
  - AI can analyze borrowing history, reading preferences, and search behavior to suggest relevant books, articles, and digital content.
  - Offer customized reading lists based on user interests, age groups, or academic pursuits.
- **User Behavior Analysis:**
  - AI can track user engagement with library resources to predict future interests and recommend personalized content.

- Notify users about new arrivals, events, and resources related to their preferences.
  - **Accessibility Enhancements:**
    - AI can provide text-to-speech services, language translation, and adaptive interfaces to make library resources accessible to diverse user groups, including those with disabilities.
  - **Automated Learning Paths:**
    - Provide curated educational content based on user goals, such as research assistance, skill development, or exam preparation.
- 

## 2. Improving Catalog Searches

AI can enhance library catalog search capabilities, making it easier for patrons to find the information they need.

- **Natural Language Search Capabilities:**
    - AI can allow users to search the library catalog using natural language queries (e.g., “Find books on AI for beginners”), improving the search experience.
    - Offer intelligent suggestions and corrections for misspelled or incomplete search terms.
  - **Semantic Search and Contextual Recommendations:**
    - AI can understand the context and intent behind user queries, delivering more relevant search results by linking related materials and topics.
    - Suggest similar resources, such as eBooks, audiobooks, research papers, or multimedia content, based on search behavior.
  - **Voice-Enabled Search Assistance:**
    - Implement AI-powered voice search functionality, allowing patrons to interact with the catalog hands-free.
    - Enhance convenience for visually impaired users and those accessing the library on mobile devices.
  - **Real-Time Availability and Reservations:**
    - AI can provide real-time updates on book availability, suggest alternative locations, and allow users to place holds or reservations seamlessly.
- 

## 3. Offering Automated Assistance

AI-powered solutions can provide real-time support and guidance to library users, improving the overall experience.

- **AI Virtual Assistants for Library Inquiries:**

- Answer common questions such as operating hours, book renewal policies, and membership guidelines.
  - Guide users through library services, including digital resource access, interlibrary loans, and research assistance.
  - **Chatbots for Reference Support:**
    - AI chatbots can assist with research by recommending sources, citation guidelines, and library services based on user queries.
    - Direct users to relevant databases and suggest citation formats (e.g., APA, MLA) for academic purposes.
  - **Automated Notifications & Reminders:**
    - Send personalized alerts for due dates, overdue items, upcoming events, and reading challenges to keep users engaged.
    - Provide recommendations based on borrowing patterns and seasonal interests.
  - **Self-Service Kiosks & Mobile Integration:**
    - AI can power self-service kiosks to allow patrons to check out and return books independently.
    - Mobile apps powered by AI can provide virtual assistance, search functionalities, and personalized dashboards for each patron.
- 

## 4. Enhancing Library Operations

AI can also help librarians and administrators optimize operations by automating key processes.

- **Automated Cataloging & Classification:**
    - AI can streamline cataloging by automatically classifying new materials based on metadata, subject matter, and keywords.
    - Improve the efficiency of indexing large volumes of resources.
  - **Collection Management Insights:**
    - Generative BI can analyze borrowing trends and patron behavior to help librarians make data-driven decisions about collection development and acquisitions.
    - Identify underutilized resources and suggest improvements for better circulation.
  - **Resource Utilization Analytics:**
    - Track foot traffic, resource usage, and service effectiveness to improve library planning and operational efficiency.
    - Provide data-driven insights to optimize space utilization and staffing.
- 

## The Allganize Advantage for Library Services

By leveraging Allganize's AI solutions, libraries can:

- **Offer a highly personalized experience** with AI-driven recommendations and engagement.
- **Improve search accuracy** with intelligent, context-aware catalog browsing.
- **Enhance user assistance** with 24/7 virtual support and self-service options.
- **Optimize library operations** through automation and data-driven insights.

Allganize's AI solutions empower libraries to provide a **modern, user-friendly, and efficient** experience for patrons and staff alike.

# Visitor's Bureau

Allganize's AI-driven solutions, such as **Generative BI and AI virtual assistants**, can transform the operations of visitors bureaus by **enhancing visitor engagement, providing personalized recommendations, and improving tourism management**. Here's how Allganize can support tourism initiatives:

---

## 1. Enhancing Visitor Engagement

AI can boost visitor engagement by offering interactive and dynamic experiences that cater to their needs.

- **AI-Powered Virtual Assistants:**
    - Provide 24/7 instant assistance for inquiries about local attractions, events, accommodations, and travel tips.
    - Answer FAQs related to transportation, ticketing, and cultural guidelines to help tourists plan their visits efficiently.
    - Offer multilingual support to accommodate international visitors and provide seamless communication.
  - **Interactive Chatbots for Social Media and Websites:**
    - Engage with visitors through social media platforms and official tourism websites to provide real-time information and guidance.
    - Provide AI-driven chat interactions for booking tours, restaurant recommendations, and itinerary suggestions.
  - **Gamification & Interactive Content:**
    - AI can help create interactive content such as quizzes, scavenger hunts, and reward programs to enhance visitor engagement and encourage exploration of local attractions.
    - Offer personalized travel challenges or digital souvenirs to keep tourists engaged.
  - **Automated Feedback Collection:**
    - AI can collect feedback from tourists via surveys and sentiment analysis, providing actionable insights to improve services and experiences.
- 

## 2. Providing Personalized Recommendations

AI can analyze visitor preferences and behaviors to offer tailored recommendations that enhance their travel experience.

- **Personalized Itineraries:**

- AI can generate custom travel plans based on a visitor's interests, budget, time constraints, and past travel history.
  - Suggest a mix of popular attractions and hidden gems to create unique experiences for each visitor.
  - **Behavior-Based Recommendations:**
    - AI analyzes visitor behavior (such as search history, previous bookings, and social media activity) to suggest personalized recommendations for dining, entertainment, and sightseeing.
    - Provide suggestions based on real-time factors such as weather conditions, crowd levels, and local events.
  - **Event and Activity Matching:**
    - AI can recommend upcoming events, festivals, and local experiences that align with the visitor's profile, ensuring they don't miss key highlights.
    - Offer package deals and discounts based on visitor preferences and seasonal promotions.
  - **Real-Time Alerts and Notifications:**
    - Provide updates about local events, travel disruptions, and special offers through SMS, mobile apps, and email notifications.
    - Suggest alternate plans during unexpected closures or high traffic periods.
- 

### 3. Improving Tourism Management

AI can empower visitors bureaus with data-driven insights to optimize tourism operations and resource allocation.

- **Tourism Trend Analysis:**
  - Generative BI can analyze visitor trends, such as peak travel periods, spending behaviors, and demographic insights, to support strategic planning and marketing efforts.
  - Identify the most popular attractions and adjust resources accordingly to enhance visitor experience.
- **Crowd and Traffic Management:**
  - AI can analyze real-time foot traffic and provide recommendations to prevent overcrowding at popular sites.
  - Offer alternative routes and lesser-known attractions to distribute visitor flow evenly across a city or region.
- **Predictive Demand Forecasting:**
  - Use AI to predict seasonal travel patterns and adjust staffing, transportation, and accommodation availability accordingly.
  - Optimize pricing strategies for attractions, accommodations, and services based on demand forecasts.
- **Sentiment Analysis and Public Perception Monitoring:**

- AI can analyze online reviews, social media mentions, and survey responses to gauge public sentiment about a destination.
  - Provide actionable insights to address visitor concerns and improve the overall tourism experience.
  - **Smart Resource Allocation:**
    - AI can assist in planning tourism infrastructure by analyzing data on visitor numbers, economic impact, and resource utilization.
    - Help local authorities allocate budgets effectively to enhance tourism facilities and services.
- 

## 4. Enhancing Marketing and Promotion Efforts

AI can support targeted marketing campaigns that attract and retain tourists through personalized outreach strategies.

- **Audience Segmentation and Targeting:**
    - AI can segment tourists based on demographics, preferences, and spending behavior to enable highly targeted marketing campaigns.
    - Develop customized promotions for solo travelers, families, adventure seekers, and cultural tourists.
  - **Automated Content Creation:**
    - AI can generate personalized travel blogs, newsletters, and promotional materials to engage potential visitors with relevant content.
    - Use AI-driven content creation tools to craft compelling travel stories and social media posts.
  - **Multichannel Engagement:**
    - Ensure a consistent experience across websites, apps, and social media channels using AI to provide seamless communication.
    - Offer AI-powered chat support on various platforms, including Facebook, WhatsApp, and tourism websites.
- 

## 5. Sustainable Tourism Initiatives

AI can help promote sustainable tourism by encouraging responsible travel and supporting eco-friendly initiatives.

- **Eco-Friendly Travel Recommendations:**
  - Suggest green accommodations, sustainable tours, and responsible tourism activities to visitors.
  - Provide information about local sustainability efforts and encourage participation in community-driven initiatives.

- **Carbon Footprint Tracking:**
    - AI can provide insights into travel-related carbon footprints and suggest ways for tourists to offset their impact.
    - Recommend sustainable transportation options such as biking, walking tours, and public transit alternatives.
  - **Smart Energy and Waste Management:**
    - Use AI to analyze tourism-related resource consumption and propose solutions for reducing waste and energy usage in popular destinations.
- 

## The Allganize Advantage for Visitors Bureaus

By leveraging Allganize's AI solutions, visitors bureaus can:

- **Enhance visitor engagement** with interactive, real-time assistance and personalized experiences.
- **Provide tailored recommendations** based on visitor behavior and preferences.
- **Optimize tourism operations** using data-driven insights to manage crowds and resources efficiently.
- **Drive marketing efforts** with AI-powered audience segmentation and targeted outreach.
- **Promote sustainable tourism** by offering eco-friendly recommendations and resource management solutions.

Allganize's AI solutions empower tourism boards to **deliver smarter, more engaging, and highly efficient tourism experiences** while boosting local economies and ensuring long-term sustainability.

**APPENDIX A.1**  
**Pricing for TXShare Cooperative Purchase Program Participants**

Description	Add additional description if necessary:	Unit Price	% Discount	Notes/Comments
1. Software Licensing and Subscription Costs:	Alli Works AI Platform	\$ 36,000.00		
2. Implementation and Customization Costs: <i>Outline the costs related to the</i>		\$ 20,000.00		
3. Training and Support Costs: <i>Include costs for training government staff,</i>		-		Included in implementation costs
4. Ongoing Maintenance and Updates: <i>Provide costs for ongoing software maintenance, updates, and any regular</i>		-		Included in software licensing and subscription costs
5. Optional Add-Ons or Features: <i>List any additional features or services available</i>	Twilio (text to speech) and Whisper (Speech to Text)			
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</i>	For a 3 year agreement, including a 3% yearly increase on the software subscription, 10-Week onboarding and training program and system integrations	\$ 131,272.40		See BAFO pricing below for 3 year agreement.
7. Additional Costs (if applicable): <i>List any additional costs not covered in the above</i>	Customer Success team based in Houston, TX and does not include travel expenses. Any customer-requested travel			
Category 2 - Ancillary Goods and/or Services				
Describe Below:			% Discount	Notes/Comments
The ability for users to hear text being written by AI and the ability for a user to speak to an AI (ex. customer support AI agent on phone)	Twilio (text to speech) and Whisper (Speech to Text)			

## Exhibit 1: Pricing Proposal

Item		Year 1	Year 2	Year 3
Annual SaaS Fee		\$36,000	\$37,080	\$38,192
Initial setup or implementation fees		\$10,000	\$0	\$0
Ongoing maintenance and support costs		\$0	\$0	\$0
Integrations		\$10,000	\$0	\$0
TOTAL		\$56,000	\$37,080	\$38,192
TOTAL 3 YEAR CONTRACT VALUE	NCTCOG Discount	23.83%		\$100,000

- 1) Pricing Model is based on the consumption of LLM Credit Calls, a one time setup fee and a one time integration fee.
- 2) Price does not depend on the total number of active users, the state can have many users as they want.
- 3) The pricing above includes implementation and setup fees.
- 4) No additional cost for onboarding, continuing education, or training.
- 5) No hosting fees
- 6) No maintenance or update fees
- 7) No additional cost for standard support. Consulting charges \$300/hr for intermediary level AI Engineers and \$500/hr for senior level AI Engineers.
- 8) Premium Support: 24/7 support with a 1-hour response time and 6-hour resolution target for critical system outages affecting the entire chatbot system or a major functionality. 20% of total contract value.
- 9) There is not an extra cost for data storage or number of users.
- 10) All core features have been listed in the above pricing proposal.
- 11) There are no penalties if usage below a certain threshold.

**Explanation of pricing and Assumptions:**

**Annual SAAS Fee** - Based on consumption, not users. Assumes GPT4\_0 as the LLM of choice. Depending on the use cases supported by the chatbot, there may be more usage in the future. In those situations, an overage of \$2/100 questions applies. Traffic volumes based on our experience with similar size organizations, adoption rates and usage, configuration experience and selected LLM to balance quality of service versus cost. Standard yearly increase of 3%.

**Initial Setup and Implementation** - One-time setup of \$10,000 for standard 10-week implementation project, including requirements gathering, blueprint design, configuration, testing, admin training, user training support. Assumes standard remote project implementation by the Customer Success team based in Houston, TX and does

not include travel expenses. Any customer-requested travel expenses are approved by customer and paid as incurred.

**Ongoing maintenance and support** - included in SAAS fee.

**Integrations** - \$10,000 per system.

**Invoicing:** The annual subscription fee is billed at the start of the contract's effective date and is payable within 30 days of the invoice date.

**APPENDIX A.2**  
**Service Area Designation Forms**

**EXHIBIT 3: SERVICE DESIGNATION AREAS**

	<b>Texas Service Area Designation or Identification</b>		
<b>Proposing Firm Name:</b>	Allganize		
<b>Notes:</b>	<b>Indicate in the appropriate box whether you are proposing to service the entire state of Texas</b>		
	Will service the entire state of Texas	Will not service the entire state of Texas	
	<b>We will service the entire state of Texas</b> ✓		
	<b>If you are not proposing to service the entire state of Texas, designate on the form below the regions that you are proposing to provide goods and/or services to. By designating a region or regions, you are certifying that you are willing and able to provide the proposed goods and services.</b>		
<b>Item</b>	<b>Region</b>	<b>Metropolitan Statistical Areas</b>	<b>Designated Service Area</b>
1.	North Central Texas	16 counties in the Dallas-Fort Worth Metropolitan area	
2.	High Plains	Amarillo Lubbock	
3.	Northwest	Abilene Wichita Falls	
4.	Upper East	Longview Texarkana, TX-AR Metro Area Tyler	
5.	Southeast	Beaumont-Port Arthur	
6.	Gulf Coast	Houston-The Woodlands Sugar Land	
7.	Central Texas	College Station-Bryan Killeen-Temple Waco	
8.	Capital Texas	Austin-Round Rock	
9.	Alamo	San Antonio-New Braunfels Victoria	

10.	South Texas	Brownsville-Harlingen Corpus Christi Laredo McAllen-Edinburg-Mission	
11.	West Texas	Midland Odessa San Angelo	
12.	Upper Rio Grande	El Paso	

(Exhibit 3 continued on next page)

(Exhibit 3 continued)

Nationwide Service Area Designation or Identification Form			
<b>Proposing Firm Name:</b>			
<b>Notes:</b>	<b>Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.</b>		
	Will service all fifty (50) states	Will not service fifty (50) states	
	<b>We will service all fifty (50) states</b> ✓		
	<p><b>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.</b></p> <p><b>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.</b></p>		
<b>Item</b>	<b>State</b>	<b>Region/MSA/City (write "ALL" if proposing to service entire state)</b>	<b>Designated as a Service Area</b>
1.	Alabama		
2.	Alaska		
3.	Arizona		
4.	Arkansas		
5.	California		
6.	Colorado		
7.	Connecticut		
8.	Delaware		
9.	Florida		
10.	Georgia		
11.	Hawaii		

12.	Idaho		
13.	Illinois		
14.	Indiana		
15.	Iowa		
16.	Kansas		
17.	Kentucky		
18.	Louisiana		
19.	Maine		
20.	Maryland		

21.	Massachusetts		
22.	Michigan		
23.	Minnesota		
24.	Mississippi		
25.	Missouri		
26.	Montana		
27.	Nebraska		
28.	Nevada		
29.	New Hampshire		
30.	New Jersey		
31.	New Mexico		
32.	New York		
33.	North Carolina		
34.	North Dakota		
35.	Ohio		

36.	Oregon		
37.	Oklahoma		
38.	Pennsylvania		
39.	Rhode Island		
40.	South Carolina		
41.	South Dakota		
42.	Tennessee		
43.	Texas		
44.	Utah		
45.	Vermont		
46.	Virginia		
47.	Washington		
48.	West Virginia		
49.	Wisconsin		
50.	Wyoming		

End of Exhibit 3

## APPENDIX B

**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.**

### REQUIRED 2 CFR 200 CLAUSES

#### Uniform Administrative Requirements, Cost Principles & Audit Requirements for Federal Awards (Contractor)

1. **Equal Employment Opportunity.** CONTRACTOR shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, or national origin. CONTRACTOR shall take affirmative actions to ensure that applicants are employed, and that employees are treated, during their employment, without regard to their race, religion, color, sex, sexual orientation, gender identity, or national origin. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.
2. **Davis-Bacon Act.** CONTRACTOR agrees to comply with all applicable provisions of 40 USC § 3141 – 3148.
3. **Contract Work Hours and Safety Standards.** CONTRACTOR agrees to comply with all applicable provisions of 40 USC § 3701 – 3708 to the extent this agreement indicates any employment of mechanics or laborers.
4. **Rights to Invention Made Under Contract or Agreement.** CONTRACTOR agrees to comply with all applicable provisions of 37 CFR Part 401.
5. **Clean Air Act, Federal Water Pollution Control Act, and Energy Policy Conservation Act.** CONTRACTOR agrees to comply with all applicable provisions of the Clean Air Act under 42 USC § 7401 – 7671, the Energy Federal Water Pollution Control Act 33 USC § 1251 – 1387, and the Energy Policy Conservation Act under 42 USC § 6201.
6. **Debarment/Suspension.** CONTRACTOR is prohibited from making any award or permitting any award at any tier to any party which is debarred or suspended or otherwise excluded from or ineligible for participation in federal assistance programs under Executive Order 12549, Debarment and Suspension. CONTRACTOR and its subcontractors shall comply with the special provision “Certification Requirements for Recipients of Grants and Cooperative Agreements Regarding Debarments and Suspensions”.
7. **Restrictions on Lobbying.** CONTRACTOR of these funds is prohibited from using monies for lobbying purposes; CONTRACTOR shall comply with the special provision “Restrictions on Lobbying”. CONTRACTOR shall include a statement of compliance with the Lobbying Certification and Disclosure of Lobbying Activities in applicable procurement solicitations. Lobbying Certification and Disclosure of Lobbying Activities shall be completed by subcontractors and included in subcontractor contracts, as applicable.
8. **Procurement of Recovered Materials.** CONTRACTOR agrees to comply with all applicable provisions of 2 CFR §200.322.
9. **Anti-Israeli Boycott.** By accepting this work order, CONTRACTOR hereby certifies the following:
  1. CONTRACTOR’s Company does not boycott Israel; and
  2. CONTRACTOR’s Company will not boycott Israel during the term of the contract.

The following definitions apply to this statute:

- (1) "Boycott Israel" means 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 specifically with Israel, or with a person or entity doing business in Israel or in an Israeli- controlled territory, but does not include an action made for ordinary business purposes; and
- (2) "Company" means an organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or limited liability company, including wholly owned subsidiary, majority-owned subsidiary, parent company, or affiliate of those entities or business associations that exists to make a profit.

#### 10. Domestic Preference for Procurements

As appropriate and to the extent consistent with law, the CONTRACTOR should, to the greatest extent practicable, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products). Consistent with §200.322, the following items shall be defined as: "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States. "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

#### 11. Trafficking in Persons


Contractor agrees to comply with all applicable provisions of 2 CFR §175.15. NCTCOG, the Contractor, and its subcontractors are prohibited from (i) engaging in severe forms of trafficking in persons during the period of time that the award is in effect; (ii) procure a commercial sex act during the period of time that the award is in effect; (iii) used force labor in the performance of the award or subawards under the award. The Federal award agency may unilaterally terminate the award, without penalty, if the Contractor (i) is determined to have violated an applicable prohibition; (ii) has an employee who is determined by the agency officially authorized to terminate the award to have violated an applicable prohibition of this award term. NCTCOG must notify the Federal award agency immediately if any information received from the Contractor indicates a violation of the applicable prohibitions.

#### Check one of the following:

- ☒ The Contractor or Subrecipient hereby certifies that it **does** comply with the requirements of 2 CFR 200 as stipulated above and required by the NCTCOG.

-OR-

- ☐ The Contractor or Subrecipient hereby certifies that it **cannot** comply with the requirements of 2 CFR 200 as stipulated above and required by the NCTCOG.



Signature of Authorized Person

Jay Tchakarov

Name of Authorized Person

Allganize

Name of Company

04/28/2025

Date

## **APPENDIX C 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 and belief, that:

- (1) No federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any federal agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with 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.
- (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, or cooperative agreement, the undersigned shall complete and submit Standard Form - LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, US Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.



\_\_\_\_\_  
Signature

CEO

\_\_\_\_\_  
Title

Allganize

\_\_\_\_\_  
Agency

04/28/2025

\_\_\_\_\_  
Date

**APPENDIX D**  
**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.

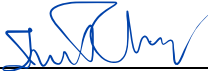
The entity identified below, through its authorized representative, hereby certifies that no funds under this Contract will be obligated or expended to procure or obtain telecommunication or video surveillance services or equipment or systems that use covered telecommunications equipment or services 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.

**Check one of the following:**

- ☒ The Contractor or Subrecipient hereby certifies that it **does** comply with the requirements of 2 CFR 200 as stipulated above and required by the NCTCOG.

**-OR-**

- ☐ The Contractor or Subrecipient hereby certifies that it **cannot** comply with the requirements of 2 CFR 200 as stipulated above and required by the NCTCOG.



\_\_\_\_\_  
 Signature of Authorized Person

Jay Tchakarov

\_\_\_\_\_  
 Name of Authorized Person

Allganize

\_\_\_\_\_  
 Name of Company

04/28/2025

\_\_\_\_\_  
 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.

**Check one of the following:**

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

**-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

Jay Tchakarov

\_\_\_\_\_  
Name of Authorized Person

Allganize

\_\_\_\_\_  
Name of Company

04/28/2025

\_\_\_\_\_  
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).

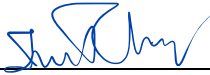
The entity identified below, through its authorized representative, hereby certifies that they do not boycott energy companies, and that they will not boycott energy companies during the term of the contract as prohibited by Chapter 809, Subtitle A, Title 8 of the Texas Local Government Code.

### Check one of the following:

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

**-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

Jay Tchakarov

Name of Authorized Person

Allganize

Name of Company

04/28/2025

Date

**APPENDIX E  
DEBARMENT CERTIFICATION**

Jay Tchakarov being duly  
(Name of certifying official)  
sworn or under penalty of perjury under the laws of the United States, certifies that neither

Allganize, nor its principals  
(Name of lower tier participant)  
are presently:

- debarred, suspended, proposed for debarment,
- declared ineligible,
- or voluntarily excluded from participation in this transaction by any federal department or agency

Where the above identified lower tier participant is unable to certify to any of the above statements in this certification, such prospective participant shall indicate below to whom the exception applies, the initiating agency, and dates of action.

Exceptions will not necessarily result in denial of award but will be considered in determining contractor responsibility. Providing false information may result in criminal prosecution or administrative sanctions.

**EXCEPTIONS:**

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Signature of Certifying Official  
CEO

Title  
04/28/2025

Date of Certification

Form 1734  
Rev.10-91  
TPFS