

REQUEST FOR PROPOSALS

For

Artificial Intelligence (AI) Solutions for Public Sector Entities RFP # 2025-018

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

Citibot, Inc.

Legal Name of Proposing Firm

W. Bratton Riley wpm CEO

Contact Person for This Proposal

843-324-6167

Contact Person Telephone Number

Contact Person E-Mail Address

City/State

City/State

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Title

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Same as above

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W. Bratton Riley

Point of Contact for Contract Negotiations

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Zip

Zip

843-324-6167

Point of Contact Telephone Number

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CEO

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

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

COVER SHEET



January 24, 2025

North Central Texas Council of Governments (NCTCOG) 616 Six Flags Dr., Ste 200, Arlington, Texas, 76011

Re: <u>RFP – 2025-18</u>: <u>Artificial Intelligence (AI) Solutions for Public Sector Entities</u>

To Whom It May Concern

Citibot appreciates the opportunity to respond to the above referenced RFP for AI solutions. Located in Charleston, SC., Citibot was founded in 2016 and is a software-as-a-service (SaaS) company providing a comprehensive full resolution enterprise AI chatbot and live chat solution available across multiple communication platforms. Capable of allowing the ability for NCTCOG to improve consistency and accuracy when responding to customer questions, Citibot enables NCTCOG member entities to conduct their business and not worry about building and supporting complex Bot type technologies. Citibot's solution can be implemented in less than sixty days, including integrations to other websites and third-party systems.

Citibot understands NCTCOG is seeking to integrate AI solutions into websites to provide prompt and efficient automated assistance to their users. Accessed through NCTCOG's members' websites, Citibot's goal through its use of AI chatbot services, is to make certain your customers get their questions answered, services taken care of, and unique messages responded to in a prompt, cost-effective manner. Citibot believes that NCTCOG goals and Citibot's are well-aligned in that both seek to advance professional local government worldwide, and advance local government through providing innovative technologies that service local government governments and improve customer service.

Citibot supplies solutions to 100+ customers in the government including Arlington, TX., Fort Worth, Mckinney, Bedford, McAllen, Aurora, CO., Denver, CO., New Orleans, LA., Long Beach, CA, Stockton, CA, and Monterey, CA. Additionally, Citibot was awarded an RFP issued by the State of Utah for NASPO ValuePoint, a state cooperative contracting vehicle that can function as a vehicle to obtain our services.

We build our solutions specifically for government because we know government. We thank you for this opportunity and look forward to meeting you soon and sharing our amazing story.

Sincerely,

4 pm

Bratton Riley CEO, Citibot, Inc. 843-324-6167 https://www.citibot.io/



January 24, 2024



North Central Texas Council of Governments (NCTCOG)

AI Solutions for Public Sector Entities RFP 2025-18

January 24, 2024

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1. Certificate of Offeror and Statement of Understanding

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

Citibot, Inc. understands that work to be performed or desired deliverables requested in the solicitation for the North Center Texas Council of Governments (NCTCOG) is to serve a 16-entity metropolitan region surrounding the cities of Dallas and Fort Worth with a population of over 7 million. Services requested in the RFP are for those members of the NCTCOG and include artificial intelligence (AI) solutions that service the various customer types serviced by these members both internal and external.

2. References

City of Arlington, TX Jay Warren Director of Communications and Legislative Affairs 101 W. Abram Street Arlington, TX 76010 Mob: 817.209.9592 Website: www.arlingtontx.gov

City and County of Denver

Laura Dunwoody, Director of Resident Experience 1437 Bannock Street Denver, CO 80202 303.916.1831 <u>laura.dunwoody@denvergov.org</u> Website: www.denvergov.org

Bexar County Appraisal District

Jennifer Rodriguez Communications Director Office: 210.242.2406| Mobile: 210.216.4398 jgarza@bcad.org Website: <u>www.bcad.org</u>

City of Bedford, TX

Molly Fox Communications Director 2000 Forest Ridge Drive Bedford, TX 76021 Mobile: 214.223.0534 Molly.fox@bedfordtx.gov Website: www.bedfordtx.gov

3. Project-Related Experience and Qualifications

a. Organization's Capabilities and Experience

Technical Expertise

Since July 2017, Citibot has built and launched approximately 150 AI powered chatbots for local and now state governments across the United States. Citibot was also the first AI company in the government technology industry that was vetted and validated by the Gov AI Coalition.

Citibot also has many customers in Texas like Arlington, Fort Worth, Bedford, Lewisville, Farmers Branch, McKinney, Trophy Club, McAllen, Bexar County Appraisal District, Mont Belvieu, Corpus Christy, Buda, Boerne, and many others.

Project Management

Citibot understands the expectation by NCTCOG that the RFP will be awarded by March 2025. Our project schedules consider any deviations from critical path tasks to ensure the project is completed on time. As previously mentioned, Citibot can implement its solution within 90 days, inclusive of some determined integrations. Furthermore, Citibot will ensure that the organizational change management activities are aligned with the overall project timeline and provide a schedule highlighting key change management milestones and their integration with software deployment phases.

Citibot will also work with NCTCOG to enhance the website, categorizing and ingesting and categorizing other knowledge type articles, i.e., FAQs as well. Deployment permits the system to be able to start to learn about the structured and non-structured data gathered from the website and other sources. This can be beneficial to NCTCOG and allow NCTCOG to get to know what end-users need. The Work Breakdown Structure (WBS) shows what can happen with a single website and integration to the NCTCOG's general mailbox or other sources, i.e., live chat, which would ascertain a service workflow.

Project Management

Citibot will facilitate a meeting with our project manager and NCTCOG. This will be the project kickoff meeting. In attendance will be Citibot's team responsible for executing the project and any NCTCOG stakeholders. Project schedule and tasks will be clearly outlined. Weekly meetings will be held throughout the project for updates, implementation, or ongoing support processes.

Citibot will need to have access to business and IT staff. The Citibot implementation process involves primarily three concurrent phases executed through an Agile approach prior to Go-Live. Minimal input is required from NCTCOG Staff in this process.

- Marketing/Branding
- Discovery/Q&A Chatbot Build Out
- Integration and Testing
- Go-Live

<u>Marketing/Branding</u>: In this phase, Citibot will meet with the NCTCOG's communications teams to obtain the chatbot name, how to build the marketing campaign with existing NCTCOG communication channels NCTCOG uses to connect with its users {social media, newsletters, events, press releases, etc.), and a selection of a number to use for the Text Message Chat Product. With the plan in place, Citibot will design the chat interface for the various NCTCOG websites and build the marketing campaign to promote the use of the platform.

<u>Discovery/Q & A Chatbot Build Out</u>: Citibot will ask for a frequently asked questions (FAQ) from NCTCOG and will build out the Q&A Chatbot, using the content of the NCTCOG websites as the knowledge base for the platform and other identified documents and databases, as required. Information needed from NCTCOG is any processes, procedures, websites, documentation, databases, and more that Citibot will use to teach its platform how to answer questions and service the user. Information is needed during the Discovery Phase of the project, but Citibot, because of its ML abilities, will be able to ingest information as needed.

<u>Integration/Testing</u>: Citibot will gather feedback from NCTCOG on which service requests are required. Citibot will build out the AI conversation flows for all relevant service requests to ask the questions that the departments need answered to resolve a service request issue. Citibot will then integrate into the system that NCTCOG uses to manage the service requests. Citibot will assess the system and then ask NCTCOG for testing feedback as well. Once the approvals are in place, then the chatbot platform will be launched.

Project Signoffs

Throughout the project management process and at the completion of each milestone, Citibot requires signoff on items in scope that were delivered by an NCTCOG designated responsible party. This signoff process ensures successful completion and acceptance of a milestone. As requested at minimum signoffs include the following and any delivery of in scope items.

- Knowledge transfer complete and signed off
- Documentation delivered and signed off
- Training delivered and signed off

Sample Project Timeline

Milestone Event	Associated Milestone	Schedule
	Deliverables	
Project Planning	Project Kickoff	Contract Execution +
	-	5 days
Requirements and Design	Validation sessions, Risk	Execution + 10
Validation	Assessment, Final	calendar days
	Requirement Validation	
	Document, Final Design	
	Document, Final	
	Implementation Document	
Provision Environments	Validate Test and Production	Execution + 10
	environments	calendar days
Installation and	Final Solution and Testing	Execution + 15 days
Configuration of Software	Document	
Testing and Acceptance –	Final Test Results Report,	Execution + 90 days
GO-LIVE	Final Training	
	Documentation, NCTCOG	
	Digital Standards Review and	
	Approval, Final Acceptance	
Postproduction Warranty	Included in the cost of	Production
	Solution	+90 days
Production Support	Ongoing after Final	Ongoing
Services	Acceptance	

Work Breakdown Structure (WBS) by Milestone

Milestones	Time (Days)	Start	End
Project Planning	5	3/3/2025	3/7/2025
Requirements and Design Validation	5	3/8/2025	3/14/2025
Provision Environments	21	3/17/2025	4/12/2025
Installation and Configuration of Software	14	3/24/25	4/13/2025
Testing and Acceptance– GO-LIVE	60	4/14/25	6/10/2025
Postproduction Warranty	90	6/11/2025 Included in subscription	9/11/2025

Milestones	Time (Days)	Start	End
Production	0	Annual Subscription	Ongoing
Support Services		Renewal	

Team Qualifications

Citibot is a privately held small business enterprise that has 14 employees and has as of 2024 an annual revenue of approximately \$2,000,000. Bratton Riley is the CEO. He oversees operations daily and is responsible for making critical decisions for the company. Currently, Citibot does not produce an annual report. Citibot was on the forefront of government AI services and over the past several years we have grown significantly, adding 75 customers in 2024 because of our unique technology platform tailored toward government, time to deploy, ease of use, and ability to service government clients 24/7.



Executive/Professional: Bratton Riley, CEO, Founder, and Project Lead:

Bratton Riley is the Co-Founder and CEO of Citibot in Charleston, SC, a software company that enhances the civic engagement experience by connecting citizens and their governments through interactive Text Message, Webchat, and Messenger App platforms. Bratton stays close to the business as the project lead. Bratton has deployed 100+ of the government implementations in this role. As the project lead, Bratton has successfully delivered to each of the cities and states previously mentioned, and the majority of all Citibot's customers.

Bratton was brought up in a family committed to public service and is enthusiastic for the betterment of our communities. As the son of longtime Charleston Mayor Joe Riley, Bratton brings a unique perspective to understanding issues facing government entities and the barriers of citizen communication. He previously spent 12 years heading development and legal practices for Maybank Industries, which handles more than 3.5 million tons of maritime cargo per year.

Bratton received a degree in history from the University of Virginia, an MBA in International Business from the University of South Carolina, as well as a JD from the same university. He is a Liberty Fellow and an incubator for exemplary leadership in South Carolina in conjunction with the Aspen Global Leadership Network.

Marie Davis, Implementation Manager

Marie Davis has implemented over 50 Citibot customers and pulls in the tech teams and marketing teams as needed to build, test, and launch the chatbot platform. Marie Davis is a highly accomplished project manager that has implemented over 50 Citibot customers and pulls in the tech teams and marketing teams as needed to build, test, and launch the chatbot platform. She works with the customer to gather all the intake needed to enable the Citibot Team to custom build the chatbot platform, and then she runs the customer through the testing and design process. If a third party integration is needed, she works with the customer and the Citibot Tech team to connect the two system APIs for a two-way integration between the platforms. She is worked with large and smal counties and cities around the United States with their technical and communications teams.

Brad Crysler, Technical Lead

Brad has over 15 years of software development experience and has overseen Citibot technology for 2.5 years. Brad is a full-stack, Senior Developer that has over 15 years of software development experience. He has overseen Citibot technology stack for 2.5 years and helps lead the product strategy and manages the more junior developers to build the Citibot chatbots with third party integrations. He also manages the security protocol for the platform and helps bring to life the product vision for Citibot. Brad collaborates with Marie Davis for the significant technical deployments for Citibot for each product implementation.

b. Relevant Past Projects

Citibot has extensive experience with the technology required to successfully implement NCTCOG, an enterprise webchat solution. Citibot has delivered projects on time and on budget over the past several years. Citibot has 100+ state and local government customers, notable mentions include:

- Monterey County, CA Treasurer's Office
- Charleston County, SC

- City and County of Denver, CO
- New Orleans/Orleans Parish, LA
- Polk County, FL
- Stafford County, VA
- Clay County, FL
- Aurora, CO
- Long Beach, CA
- Roseville, CA
- Fort Worth, TX
- Arlington, TX

Examples:

City of Arlington, Texas - Accela Public Stuff Integration - Website:

www.arlingtontx.gov

Arlington's CMS solution is called Civic Live, one used by many local government agencies, Citibot integrated into the Civic Live website easily with its html code and java script. Arlington's business requirements included the implementation of webchat with SMS, and integration into its service request system Accela's. Accela permits end users to submit and track work requests while geo-locating the service request type such as dead animal using Citibot's Esri integration.

City and County of Denver, Colorado – SUNNY

Launched in February 2024, the City and County of Denver branded its artificial intelligence chatbot, "SUNNY". Used to service residents through Denver's 311, call volumes during spring/summer increase as much as 500 percent between Memorial Day and Labor Day. Call wait times increase from a minute to more than 5 minutes. With Sunny no wait times exist, and Sunny is available 24/7 and responds in 75 languages. Configured to the denvergov.org website, FAQs, and 311 knowledge bases, Sunny responds quickly with relevant answers. People can text "Hi" to Hey311 or look for the popup chatbot on the city/county website. If the answer is not what they are seeking, SUNNY can escalate to a "Live Chat" and an agent can become engaged.

Since the launch of SUNNY in March, the amount of inbound digital communications as a percentage of overall communications that come into the City and County 311 has increased from **10% to 33%**!

County of Monterey, CA - Treasury - BIXBY

In June of 2024, Monterey County launched Bixby as its new virtual assistant for the Treasurer-Tax Collection office. Named after the iconic Bixby Bridge, the assistant enables residents and businesses to get information on a wide range of subjects related to the treasury and tax offices. It is available in various languages. Excited about Citibot's capabilities and its innovativeness, the County is expanding to other departments to increase efficiency throughout the organization. For a video testimonial from the Monterey County Treasurer's Office about their chatbot, BIXBY, please go to

this video link and see the first 10 minutes or so of the video. <u>https://www.youtube.com/watch?v=Ed-g82UptX0</u>

City of New Orleans/Orleans Parish, Louisiana (NOLA)

Implemented in June 2021, NOLA uses Citibot to enhance its 311-contact center experience. NOLA demonstrates the capability to brand the chatbot. NOLA311 branded the chatbot "**JAZZ**" and includes text and webchat services. NOLA uses Citibot AI for Q&A and submission of service requests. Website: <u>www.nola311.org</u>



c. Background and Years in Business

Citibot is a software-as-a-service (SaaS) based company headquartered in Charleston, SC. Founded in 2016, Citibot is a full resolution enterprise scalable and omnichannel turnkey system specifically designed to meet the needs of government agencies. The company was established for the purpose of providing services as identified in this RFP. Citibot is hosted by Amazon Web Services (AWS) and leverages generative artificial intelligence (GenAI), natural language processing (NLP), and large language models (LLM) to provide an automated and multi-channel chatbot government solution. Citibot has extensive experience with citizen and customer services communication platforms and is built for government by people who know government. Citibot's solution gets guestions answered, service requests taken care of, and responds in a timely, cost-effective manner. Citibot's core values are (1) to help make government more accessible regardless of socioeconomic status or disability; (2) to make customer service much easier; (3) to reduce the amount of communication volume processed through traditional communication channels; (4) to help streamline backend government operations; and (5) to generate and display data analytics to help government make faster and more well-informed decisions.

Citibot has been purpose building customer service AI chatbots specifically in the local government space since July 2017. Its customer base more than double in 2024, and it has been instrumentally involved with the GovAI Coalition, being the first company

vetted and approved by the Coalition. The way in which Citibot designs the branded chatbot interphase, builds the marketing campaign for the solution, custom builds each chatbot and fully implements it and provides high quality customer service makes it the market leader in the local government space.

Citibot CEO Bratton Riley is a product of the local government space, as his father was Mayor of Charleston for 40 years. Citibot is constantly winning RFP Awards in the space because of the uniqueness of the product and its competitive pricing. Citibot is also in 75 languages, which will help service the nature of NCTCOG. Citibot also is available in other channels like SMS and WhatsApp, and it is about to launch its voice product.

And as a reference, please reach out to the City and County of Denver, where they will tell you that Citibot is the best vendor with which they have ever worked.

Citibot's innovative omni-channel chat platform has been honored with multiple awards. These accolades highlight the exceptional chatbots we have implemented in collaboration with municipalities and agencies across the United States, all made possible by the remarkable individuals we partner with.

- Stafford County, Va Wins a Govx Award
- GovTech 100 2021, 2022, 2023, 2024, 2025
- NOLA 311 Wins 2021 Silver Anvil Award
- 2021 Haverford Award
- d. Significant Requirements Not Met

Not applicable. Citibot can meet all requirements as specified in the RFP.

4. Technical Proposal

a. Project Deliverables

Citibot is an Al-driven chatbot solution that can be implemented for a departmentspecific task or a government wide approach to external customer service, which is the primary use of Citibot, or an internal facing chatbot solution to help staff in particular departments or government wide.

When thinking of the primary use of Citibot, which is for external facing customer service in 75 languages for a government-wide, one-stop shop approach to resident customer service, Citibot can enhance the user experience to get what the resident needs in the moment that's convenient for them, streamline and make efficient the government customer service offering highly effective for residents. While this RFP takes a department-specific approach, which is understandable, the presumption that government needs to make is that residents do not know what each department is responsible for. So, when considering the resident experience, the best approach for

the resident is to take the one-stop shop approach with chat so that regardless of the question and regardless of which department, the resident will have their needs met. Thus, Citibot can help improve and streamline the processes *for all the departmental interfaces with residents* outlined in the challenge questions below.

To view these experiences, please look to the Citibot branded Chatbot, "SUNNY," on the City/County of Denver website or any of the examples provided for our Texas customers like Arlington, Bedford, McAllen, etc.

i. Administration: How can AI assist with strategic planning, policy analysis, performance tracking, and enhance decision-making process for effective city government?

Citibot chatbots have demonstrated for other local government customers that they can make better decisions based on the real conversational data that is generated by the chat experience to better understand what the specific residents' needs are. These decisions include opportunities to prioritize certain residents' needs as well as how information is presented to residents via the website(s). Citibot frequently helps governments add content to the website that the government has overlooked based on real resident feedback data.

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

Citibot chatbots have demonstrated for other local government customers that the resident customer can much more quickly find the permit application that they need to apply for without prior knowledge. The resident user experience is much faster through Citibot and can help the local government earn more revenue through permits. For example, please use the Citibot chatbot at <u>www.denvergov.org</u> and ask a question like, "How do I get a fence permit?" or "Do I need a permit to build a fence?" Citibot can also integrate into third party permitting software utilized by local government if necessary to streamline the process even further.

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

Citibot chatbots have demonstrated for other local government customers how residents and customers of ticketed events and event venues can have a much more streamlined user experience in quickly learning about future events and how to pay for them, just by showing up to these relevant websites and asking the questions to the chatbot in 75 different languages.

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

Citibot chatbots have demonstrated with other local government customers how the different personas in the economic development ecosystem will more rapidly understand development opportunities and incentives, projects landed and under construction, and any public process related to economic development. And since economic development goes hand in hand with development services, Citibot helps the developer answer all the holistic questions surrounding a development project, which includes the relevant permits needed for full approval.

v. Finance and Budget: What Al-driven solutions can support financial forecasting, optimize budget allocation, detect anomalies, and improve overall financial management and reporting?

Encapsulated GenAl models, like a Citibot chatbot, can access all the information and data that a local government has to not only query the data to provide direct answers to questions and also to present different budget planning options based on projected revenue scenarios that would help build annual budgets. These same chatbots can then track the actual performance of an approved budget to model whether actual performance aligns with the projections in the budget.

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

Citibot chatbots can be deployed for internal employee usage, like, for example, on an internal SharePoint site. The Citibot knowledge base for the chatbot can be all designated content by HR for employees to easily get answers to questions about policies, time off, and other relevant information. The Citibot Team is well-aware about how important retention is in the local government space, and it is tools like ours that can highly improve the employee experience.

vii. Information Technology and Cybersecurity (IT): How can AI solutions alleviate the workload of IT personnel? Can they automate Help Desk support, streamline processes, create documentation for IT service domain knowledge, assist with cybersecurity threat detection, or take a proactive role in auditing and cyber defense?

Citibot chatbots would dramatically reduce workload for IT personnel because internal staff can use the Citibot chatbot to get general IT questions answered and put in a ticket to the ticketing system that the IT Department might have in place with the Help Desk. Citibot has direct integrations into the ticketing system so that employees can report an IT issue through chat and not have to call the Help Desk, which makes the internal process of fixing IT issues so much more streamlined. viii. Library Services: What AI Technologies can provide a personalized user experience, improve catalogue searches, and offer automated assistance?

Citibot chatbots are excellent tools to help answer all the types of questions that its constituents have about hours of operation, events, book, and other material availability, as well as checking them out. The library system can feed all catalogue and relevant data into the Citibot chatbot knowledge base so that Citibot can answer all the specific questions that constituents have. The Dublin, Ohio Citibot chatbot has all information from the Franklin County Library website in its knowledge base for the one-stop shop chatbot that Citibot built for the city.

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

Citibot chatbots have clearly demonstrated how they are beneficial to the municipal court system. Many of Citibot's chatbot customers have the municipal court website in the chatbot knowledge base to answer as many relevant questions as possible like, for example, "What do I do if I miss my court date?" Citibot staff works directly with the municipal court clerk and staff to understand the types of questions that come in so that they can be directly answered in 75 different languages for residents and pirates to a court proceeding.

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

Citibot chatbots have clearly demonstrated for cities and counties across the country how they can improve the resident experience in dealing with the Parks and Recreations systems. All types of questions around booking and recommending specific sports programs for parents; helping future and existing volunteer coaches get answers to all the questions that they have; booking park facilities for special events and birthday parties; and all the other great services that these departments provide in 75 languages.

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

Citibot chatbots have clearly demonstrated how they can assist with resident reporting issues with park infrastructure or maintenance, and as is mentioned in the answer above, Citibot can improve the resident experience by making it much easier for the resident to learn more about park maintenance and upgrades, future project plans with opportunities for resident feedback, and special community events that might happen throughout the year in 75 languages.

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

Citibot chatbots have clearly demonstrated how they can assist with engagement around future projects and like in Fort Worth, TX, they can target engagement around Public Works infrastructure projects that impact traffic and/or the water system, for example. In addition, Citibot chatbots integrate into the service request software systems heavily used by the Public Works department to fix potholes and other road and street infrastructure, for example. The resident can easily report the service request through chat, and that service request and appropriate data associated with it will automatically be entered by Citibot's Api into the work order software system for that particular service request. This streamlines this entire process and saves the government time to field the request and enter it into the software system.

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

Citibot chatbots have been deployed across the country to assist with power, water, and sanitation customer service. Citibot works with many cities and counties that operate these utilities to reduce the call volume into the utility call center and answer relevant questions in 75 languages.

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

Like in the case of the Economic Development challenge mentioned above, Citibot can dramatically improve the visitor experience by pulling all the Visitors Bureau web content as well as other documents into the knowledge base to help answer visitors' questions in 75 languages. For example, Citibot is in active conversation as of this response with the City of Arlington, TX about the World Cup games and events in 2026. Citibot is adding the WhatsApp channel to its channel offering so that visitors from around the world can ask specific questions in 75 languages in advance of arrival to the Metroplex as well as during the visit. Citibot plans to do the same with Kansas City, Miami, and other venues for the World Cup in the US.

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

Citibot has clearly demonstrated, with its One Stop Shop, customer service for all residents who want or need to engage with local government. As is mentioned in the introduction, Citibot understands that residents do not know which department may provide a particular service or to whom to reach out. With the Citibot chatbot,

residents can just show up and ask any question about any of these challenges mentioned above or any other service not included in the above challenges. The Citibot outcomes are that more residents get directly served and we save government time and money in doing so. Additionally, the data is very clear that if a government creates a better digital experience for residents, the residents will trust the government more, which is the core element of the Citibot Mission.

b. Technical Approach

Citibot is a full resolution SaaS solution hosted at AWS. The platform enables our customers to focus on their business and not to have to focus on building and managing complex bots and AI technologies. As such the company's scope of services are all encompassing from the designing and marketing of the bot, configuration and implementation to the ongoing maintenance and support. Our technology and services are as follows:

Design/Marketing & Branding

Design features of the bot improve the overall user experience are included within the Citibot solution and go beyond industry best practices for ease of use and features below:

- Matching NCTCOG's branding requirements so that the web chat interface looks like it was always on the website (desktop and mobile), like, for example, the City of Ann Arbor's Chatbot, "ASK ANN" at www.a2gov.org.
- Customized Greeting to have the contextual "tone" and "tenor" of NCTCOG.
- Ability to change the Chat Greeting immediately upon request to account for important moments and emergencies that might occur.
- Customized Message Button on Web Chat for users to send in a message.
- SMS number selection to support the NCTCOG's brand. (Optional)

Product Roadmap

Out-of-the-box, Citibot integrates with Esri, QuickBase, Socrata (Tyler Data & Insights), and Trello. Other integrations include Accela, Motorola, Tyler MyCivic, GoGov Apps, Rock Solid, Granicus OneView, Cityworks, and GovQA. Citibot is also available on the following platforms with more to come in 2025.

Channels	Connectivity Availability	Product Roadmap
SMS	Yes	
Webchat	Yes	
Embedded Mobile	Yes	
App Chat		
Facebook Messenger	No	2025
Twitter Direct	No	2025
Messages		
WhatsApp	Yes	

Channels	Connectivity Availability	Product Roadmap
Voice	Yes	

Interactive Web Chat

Automated, fully integrated web assistant that interacts with web visitors, providing conversational customer service experience through the NCTCOG website. Users can submit a service request, ask a question, find information, and send a direct message into staff workflow 24/7.

Interactive Text Chat

Users interact through a dedicated phone number. No app download is needed. Automated chatbot allows users to submit a service request, ask a question, and send a direct message into staff workflow 24/7.

Interactive Text Alerts

NCTCOG employees can send interactive text alerts in English and other languages, leveraging translation API services, based on specified categories/topics that users opt-in to. Alerts provide the ability to send mass communications through push notifications to NCTCOG intended users.

Live Chat

Live chat is accessible as an escalation to a live agent when the answer is not sufficient or requires live service after using the chatbot. Live chat is fully customizable with seamless handoff from the chatbot. This includes the ability to customize notifications, away messages, and fallback options during off hours by department or area that needs to be serviced. A part of the overall Citibot solution, the live chat allows for transcripts, advanced routing rules, and the ability to have internal note options through the integrated system.

Reporting and Analytics

Citibot will set up a Citibot Analytic Dashboard for NCTCOG to use as a real-time decision-making tool regarding service requests and customer addresses. As questions come in and issues are reported, Citibot analytics stores the information, aggregates the information, and displays the data in a user-friendly format. The data is stored in a secured cloud storage system indefinitely or as determined by NCTCOG. Client receives monthly reports via email from Citibot.



Integrations

Citibot's Open API is easily customizable and accessible to bring data in and out of the system. Citibot easily integrates with Microsoft products including Office 365 and SSO via Azure SAML, email, and calendar.

Citibot will have seamless integration with the existing and future websites and content management systems (CMS). Citibot will integrate with NCTCOG's multiple web properties. Citibot integrates with the NCTCOG's websites CMS using custom html language and JavaScript and then leverages Google Search to begin searching and categorizing data through Citibot's proprietary software is non-obtrusive. Once integrated the Citibot search engine continues to crawl and navigate the site looking for changes to information and updating the system's knowledge base. This makes it easy to integrate into any type of website application including, but not limited to Drupal, HTML and ASP.net sites. Citibot has embedded its webchat into Granicus, CivicPlus, ReVize, Municode, Civic Live, and other website interfaces. Citibot will size and tune the system to be able to address the volume of data that number of questions asked per session. Citibot is fully scalable and works to categorize questions needing answered in a hierarchical manner.

<u>Scalability</u>

Citibot is a scalable solution that can meet the NCTCOG's use cases for types of users, access type, number of users, and number of concurrent users. Hosted in AWS, the capacity of the Citibot platform enables hundreds of thousands of users to access the system without any latency or performance issues. Currently, implemented across 100+ government customers with millions of potential users and thousands of concurrent ones, Citibot chatbot conversations generate highly relevant data analytics

to help government improve performance metrics and highlight the important work the department provides. Citibot can track performance metrics associated with system performance and the time it takes to address the end user's needs.

Access Control and Authentication

Citibot has single-sign-on (SSO) capabilities and can work with Active Directory (AD). With the application integration, Citibot will comply with specifications established by the NCTCOG that are specific to its use. Citibot also deploys Auth0 for multi-factor authentication and security. Auth0 is a market leader in the secure access software market. Additionally, in becoming an AWS Public Sector Partner Company, Citibot went through a well-Architected Review Process, which included adding layers of mufti-factor securitization process from within the Citibot software ecosystem. Finally, Citibot uses Google Apigee for its API Management Platform, which also has a multi-layered securitization system before anyone can access certain aspects of the Citibot APIs.

End User and IT Operating Environment

Citibot accommodates the latest browser editions including mobile browsers. It is also capable of supporting pre-existing browsers. It does not rely on any plugins or extensions. Citibot can work on any Windows/IIS/.Net Frameworks as it is network agnostic. Citibot is platform agnostic (Windows/Apple/Browser/iOS/Android and is compatible on all major web browsers and with all devices, desktop and mobile, including older versions. Accessible from any web browser on mobile and non-mobile devices as well as within a mobile app, Citibot leverages responsive design for mobile and non-mobile devices. The Citibot webchat assistant or chat icon appears in the lower right corner of the computer or mobile phone screen. By selecting the chat icon, the customer enters the solution and begins interacting with NCTCOG. Citibot's solution can also be embedded within an in-store mobile application from Apple or Android.

Platform and Cybersecurity

Citibot protects its customers through its ability to meet and exceed cybersecurity requirements adhered to by government agencies. The following information details how Citibot implements its cybersecurity plan. In isolating our systems from government systems to reduce exposure in the case of a breach In your systems, Citibot does not maintain any PII or PCI related information in the AI chatbot but instead retrieves data from the NCTCOG's websites it wishes to allow Citibot to scan and retrieves data through integration to other systems that house the information.

Citibot ensures the product meets or exceeds cybersecurity requirements at implementation and is on-going, protecting customer and NCTCOG data and equipment. Understanding the importance of protecting data, Citibot deploys a comprehensive approach to ensuring it follows security best practices and integrates into the NCTCOG's proxy environment and existing security applications as follows. The solution is FIPS 140-2 compliant and complies with laws and regulations such as PII, HIPAA, PCI, and more. Citibot meets the American with Disabilities Act (ADA) guidelines providing through SMS and web chat connectivity to hearing and vision impaired devices. Citibot does not store any PII data in its systems and the solution recognizes the input of privacy data, for example SSN# so that the data is removed from the chatbot.

Citibot isolates each customer into its own individual data store that is secured and isolated from other client customer data in the Citibot solution through the AWS Cloud as well as through the direct integration into CMS applications. The Citibot team treats security as the most critical attribute in the software development life cycle. Citibot's guiding principles focus on the following areas:

Zero-Trust Policy Management

Citibot interfaces and integrations produce a secure web token from a private key that is made available by OAUTH 2 client key and secret. These tokens are short-lived tokens that expire. API authentication is granted using the client credentials OAUTH2 grant flow, and specific scopes are authorized based on the application's role and responsibilities. Every interface and integration transaction are logged and tracked for auditing purposes. There is no trust between any remote applications, services, or processes, throughout the Citibot application suite.

End-to-End Encryption

Citibot processes leverage HTTPS/JSON protocols to communicate between applications and services providing end-to-end encryption from the edge application to the data center storage servers. No unencrypted data is passed through the Internet.

Encryption at Rest

Data stored in structured data stores are encrypted at rest. Backups are images of the encrypted data volumes and therefore are encrypted. The cloud vendor manages the encryption keys. Encryption keys are FIPS 140-2 compliant.

Asymmetric Key Authorization

Applications and services are required to access API and services using asymmetric key authorization. This process uses the standards OAUTH2, and OpenID Connect. Citibot utilizes the services of Auth0 and APIGEE to keep security authentication, authorization policies and practices as current as possible.

User Authentication

Resident: This type of user is not required to authenticate with the system because in many cases the user wishes to remain anonymous. Citibot's solution captures and maintains the users contact information including, name, email address, and phone so

that the system can easily engage with the user and maintain history on user interactions.

Citibot has single-sign-on (SSO) capabilities and can work with Active Directory (AD). With the application integration, Citibot will comply with specifications established by the NCTCOG that are specific to its use. Citibot also deploys Auth0 for multi-factor authentication and security. Auth0 is a market leader in the secure access software market. Additionally, in becoming an AWS Public Sector Partner Company, Citibot went through a well-Architected Review Process, which included adding layers of mufti-factor securitization process from within the Citibot software ecosystem. Finally, Citibot uses Google Apigee for its API Management Platform, which also has a multi-layered securitization system before anyone can access certain aspects of the Citibot APIs.

As a company, Citibot takes security seriously and is focused on continual improvement of its security practices. The next security that will be layered into the product includes key rotation, periodic key rotation, and chaos engineering. Adding these features into our security stack will allow Citibot to continue to develop a robust suite of services that are not only secure but resilient, future-proof, and antifragile. Citibot has a data security agreement that can be shared later.

BOT Training

Citibot is a pre-trained full resolution enterprise scalable and omnichannel turnkey solution. Citibot leverages Gen AI and conversational AI using large language models (LLM) to provide an automated and multi-channel chatbot government solution. Citibot allows NCTCOG not to need to learn to build bots, undergo training, or support and maintain a system.

System Training

Training on the Citibot solution can take place either in person or online. System documentation and training materials are provided online and can be customized to meet the needs of NCTCOG. Training on the solution is usually about two days. Citibot will supply an online searchable website location that has full documentation on the Citibot solution and all training guides. Training is included in the implementation fee.

Data Retention and Renewal

Citibot permits NCTCOG to delete or retrieve data, even data that may be stored offline or in backups. However, the Citibot solution does not store NCTCOG's data. Citibot's technology uses existing data sources, for example NCTCOG's website, databases, and service request systems to garner what it needs to respond to the end user effectively. Therefore, NCTCOG simply needs to maintain their existing applications and Citibot will present the most accurate data for answering end user questions.

Disaster Recovery Plan

Citibot guarantees availability and reliability 24/7. Citibot is hosted in the AWS cloud in Northern Virginia. Northern Virginia is the primary site. The system is configured to failover to multiple secondary sites spanned across the Citibot solution. Sites are located within the United States. Hosting of the solution in the Amazon cloud with multiple instances ensures 99.99% availability of the Citibot solution. To date, Citibot has not experienced any outages due to its design of high availability configured in cloud systems.

Citibot uses an encapsulated, secure Language Model that only will use publicly available government content in its knowledge base. Because of the evolution of GenAl technology, the implementation of the Citibot chatbot platform does not involve too much NCTCOG staff time to test or train. Citibot builds the platform and implements the platform. It also designs it and builds the marketing campaign to support the communications team at NCTCOG.

By clicking on the interphase in the bottom right corner, questions can be asked to NCTCOG, and our chatbot will respond with answers and provide the link sources of where the answers are coming from. The knowledge base is the NCTCOG website and related websites. Citibot can include other links and documents in the knowledge base if the customer desires. Those documents can also include PDFs.

The customer can share FAQs with Citibot, which can be used for testing, and Citibot can curate any specific answer to any question that the resident asks. But the system is not reliant on FAQs or any elaborate training that earlier Machine Learning and NLP models that were in the marketplace before the launch of the Large Language Models.

In addition to answering questions, if the customer desires, users can also report service requests through Citibot, and the Citibot Team will build those conversations in conversation AI within the Citibot, AWS secure environment.

As referenced earlier in this document, Citibot builds a data dashboard for its customers that tracks macro communication data, like how many users are communicating during a particular time frame, and micro data like what are the questions and the responses from the Citibot Chatbot. As a part of its customer service, Citibot sends monthly, quarterly, and annual data reports and its customers can designate the staff that has real-time access to the data dashboard.

All the Citibot data generated though its chat is stored in a highly secure environment within AWS s3 cloud, and each customer owns its data and has its own secure environment.

Citibot will deliver (1) a fully tested chatbot, to be embedded into NCTCOG website CMS system using html (JavaScript) code; (2) multi-language translation capability for

75 languages; (3) a data dashboard as discussed; (4) a secure cloud storage environment exclusive to NCTCOG; (5) and a branded chatbot interphase that is a brand extension of NCTCOG, along with a marketing campaign with a press release, social media designed posts, base Canva design files for other marketing usages like signage for events or where users are receiving walk-in customer service. If also desired. Citibot can implement an SMS enabled chatbot platform if NCTCOG so chooses. As referenced in this document, Citibot expects the implementation time to not last longer than 60 days.

On behalf of NCTCOG, Citibot will maintain and host the platform and provide proactive customer service to continuously improve the platform based on how users are using it. With Citibot, the NCTCOG staff will not have the responsibility to improve the system or carry the anxiety associated with the system needing to be fixed. This is the responsibility of Citibot.

Optional Features

- SMS Chat using a designated SMS number for NCTCOG
- Voice Chat using a designated number to call for Gen AI driven responses. As an example, call the Citibot Denver Demo Voicebot at 720.575.1355
- Multi-language translation in 75 languages
- WhatsApp Chat using the same designated number for SMS Chat

Customer Support

Customer support is offered 24/7. An example of a service level agreement (SLA) is provided in the Appendix. The cost for customer support is inclusive of the subscription fee.

Maintenance

No maintenance is required as Citibot manages that for NCTCOG. Costs for maintenance are inclusive in the subscription fee.

c. Performance Metrics

Citibot measures its success and performance, including key performance indicators (KPIs) for each deliverable by working closely with the team as it trains the BOTs to respond. This includes its approaches to ensure accuracy, reliability, and continuous improvement of the AI solution.

Citibot uses multiple GenAl Large Language Models (LLM) in its software engine and has its own unique methodology of gathering knowledge from each customer to achieve a remarkably high accuracy rate. For example, in Denver, CO, the Citibot accuracy rate is 95%, meaning that it is accurately answering 95% of the questions. That does not mean that the other 5% of the answers are inaccurate because that would be unacceptable. 0.01% of inaccurate answers are unacceptable.

With Citibot's unique technology, the questions that it cannot answer, which is because the data to back the answer is not in the chatbot knowledge base, Citibot will send over to the customer so that the customer can reach out to the resident to answer the question. Then Citibot tracks these questions with the customer to see if these are questions that should be answered, and then this content will be added to the knowledge base to answer the question the next time. Citibot strives with each customer to achieve this 95% success rate. For example, so far in January 2025, the accuracy rate for Arlington, TX is 99%!

Other KPIs that each customer will benefit from are:

- Major increase in the number of residents served.
- Hours of staff time saved per time year.
- Hours of resident time saved in waiting to receive a response from the government.

Finally, and very importantly, Citibot builds and implements its products for each customer, and then it provides high quality customer service for each customer and continuously reviews the data with each customer to continuously improve the system based on how the residents are using the system. The Citibot references, which include local governments like Arlington and Bedford, can provide direct feedback on the Citibot customer service.

d. Risk Management

As mentioned earlier in this response, Citibot was the first company vetted and validated by the GovAl Coalition. The Coalition reviewed Citibot's data governance, security, privacy, and anti-bias approach to building the GenAl Chatbots. Here are steps that Citibot takes for data governance:

- Only publicly available government generated content can be eligible for the Citibot knowledge base.
- All the conversational data generated by the chatbots are the exclusive property of each customer. This should be a mandatory requirement that a government should have that no vendor can transfer Al generated data to a third party.
- Additionally, Citibot regularly performs penetration testing and has a data backup plan with its cloud storage vendor, AWS.
- Finally, since Citibot only uses publicly available content, it cannot be used to generate incorrect or nefarious communications by a bad actor.
- e. Compliance and Standards

ADA Compliance

Citibot meets the American with Disabilities Act (ADA) guidelines providing through SMS and web chat connectivity to hearing and vision impaired devices. Citibot is well-versed in the accessibility standards of regulations like the Americans with Disabilities Act. Citibot launched its first product via SMS because it is accessible to 97% of U. S.

adults who send text messages, and because of the underlying technology that supports the reading and hearing of text messages over the phone.

Section 508

Citibot ensures disabled customers have the same access to anything NCTCOG provides that any abled customers have. Working with NCTCOG, Citibot makes certain data returned in the solution provides this access through the NCTCOG's website content, applications, and PDF versions of traditionally printed assets.

WCAG 2.x Accessibility Standards

Citibot adheres to the WCAG 2.x accessibility standards and launched its web chat system using WCAG 2.0. Citibot continues to comply with WCAG standards as these evolve. Citibot is audio-enabled for the vision-impaired. The vision-impaired can listen to what Citibot's web chat has to say. Additionally, Citibot connects to screen-reader technology for the hearing and vision impaired.

To ensure the Citibot solution adheres to ADA compliance, annually Citibot conducts a review of the solution to validate that Citibot continues to meet and exceed accessibility standards and guidelines.

<u>HIPAA</u>

Citibot is HIPAA compliant as it does not store any records within its system. Citibot will only return information provided to its platform through the website, FAQs, or databases as provided by the customer.

Generative AI and Data Privacy

Citibot takes the interaction between data and privacy and generative AI models very seriously, which is why we are the most trusted brand in the local government space. Citibot will only ingest government origin, publicly available content in its knowledge base. If the data does not support an answer, Citibot will not answer the question but allow the resident to submit their question to NCTCOG. The data that is generated through Citibot chat is safely stored in a designated AWS S3 cloud storage bucket that is exclusive to each customer. Thus, Citibot is different from the large companies that use data to generate other revenue. Our Mission is around building trust, and building trust means that we, as a vendor, safely store our customer's data; not transfer it to any third party and make it available should a FOIA request come in relative to the data.

Citibot was the first corporate member of the GovAl Coalition and continuously works with local government leaders around the country to facilitate safe adoption of Al as a true partner in this industry.

5. Pricing

See Attachment. Pricing is within the provided Excel Spreadsheet and is based on a population of 100,000. To appropriately price each implementation, Citibot will need to work with the organization to meet their business requirements.

6. Proposed Value-Add – 5 additional points.

- Citibot is the market leader in the government space for highly accurate and safe GenAl chatbots. It is the trusted company in this space. The Citibot existing customer base in the State of Texas shows our market presence and the continuity it has had with many local governments in the Metroplex.
- Because of its pre-existing customer base already in the NCTCOG, Citibot can leverage these relationships to help support coordinated efforts to collaborate across governments in the NCTCOG footprint to serve residents better and save resources at the same time.
- Citibot has integrated its chatbot platform already into over 16 CRM and gov tech software APIs, taking an enterprise approach to chat to fully support the government ecosystem and tech decisions that governments make. The practical effect of this is that Citibot can route communications into the government technology ecosystem through these integrations, which creates huge internal efficiencies.
- Citibot is rapidly expanding its product capabilities to serve the government market. As of January 2025, Citibot is launching its voice chatbot and has been independently reviewed by a reliable government source as the best performing voice system in the local government market.
- Citibot is built by people who understand government and know what it is like to be an IT Director, a Communications Director, a CIO, Administrator, Judge, Manager, and other leadership roles. For these reasons, Citibot custom builds and implements its products for each customer as opposed to asking the customer to maintain the chatbot platform and make sure it works, which is unfair to any government staff member. And it also designs the interface and marketing campaign for the government customer because Citibot knows how busy all the communications and IT staff are on a consistent basis. The purpose of the product is to serve all residents and build trust while taking time pressures and workloads off the government staff.

7. HUB Bonus

Citibot is not eligible for the HUB Bonus. Citibot is not a Historically Underutilized Business (HUB), Minority, Women-Owned or Disadvantage Business Enterprise.

8. Required Attachments

Documents are attached.

	Category 1 - Al Solutions Pricing Format Request Example - Citibot, Inc.			
Notes: 1. This pricing sheet is an EXAMPLE of how pricing should be submitted for RFP 2025-018. 2. Please privide unit pricing for each proposed item, including a percentage discount offering, if any. 3. Use as many lines as necessary. 4. Detail any additional information.				
Description	Add additional description if necessary:	Unit Price	% Discount	Notes/Comments
 Software Licensing and Subscription Costs: Provide the cost breakdown for software licenses, subscriptions, or any other software-related fees. 	Annual Subscription for Citibot Webchat for the Government Website - for unlimited communications pe	\$13,000		This number is based on a city customer with a population of 100,000. We charge based on anticipated consumption of communications through chat.
 Implementation and Customization Costs: Outline the costs related to the implementation of the AI solution, including setup, integration with existing systems, customization, and deployment. 	One custom-build GenAl customer service chatbot that's branded to the govenrment	\$9,500		
 Training and Support Costs: Include costs for training government staff, technical support, and customer service, both during and after implementation. 	NA	0\$		Citibot builds and implements its products for the customer.
4. Orgoing Maintenance and Updates: Provide costs for ongoing software maintenance, updates, and any regular services required to keep the AI system running smoothy.	N/A	0\$		This is included in the subscription fee.
5. Optional Add-Ons or Features: List any additional teatures or services available that are not included in the core proposal but can be added at an additional cost.	See list below			
e. Total Cost of Ownership (TCO): Summarize the Total Cost of Ownership (TCO), which includes all costs over a defined period (e.g., 3 years or 5 years). This should reflect software, implementation, support, maintenance, and optional add-ons.	Implementation cost (ne time) plus annual subscription fee for 5 years	\$81,500		Based on a five year basis with some annual price Increases.
7. Additional Costs (if applicable): List any additional costs not covered in the above sections that are relevant to the proposal, such as travel costs, set up fees, or other miscellaneous charges.				
	Category 2 - Ancillary Goods and/or Services			
Describe Below:			% Discount	Notes/Comments
Multilanguage Translation for Chat (75 totaal languages)	Subscription Price per year for unlimited communications per year	\$3,500		
SMS Chatbot Powered through a dedicated mobile number	Subscription Price per year for unlimited communications per year	\$7,500		
Voice-enabled chat through a dedicated mobile number	Subscription Prce Per year for	\$19,000		For 10,000 minutes of consumption per year
WhatsApp Chatbot Poweref through a dedicated number for WhatsApp	Subscription Price per year for unlimited communications per year	\$5,500		
Integration into Third Party Software API's	Citibot has 16 out of the box integrations into CRM's and service request mgt. software platforms	\$9,500		

ATTACHMENT I: INSTRUCTIONS FOR PROPOSALS COMPLIANCE AND SUBMITTAL

Compliance with the Solicitation

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

Compliance with the NCTCOG Standard Terms and Conditions

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

Acknowledgment of Insurance Requirements

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

Name of Organization/Contractor(s): **Citibot**, **Inc**.

Signature of Authorized Representative:

w pm

ATTACHMENT II: CERTIFICATIONS OF OFFEROR

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

I also certify that I have read and understood all sections of this solicitation and will comply with all the terms and conditions as stated; and furthermore that I, <u>W. Bratton Riley</u> (typed or printed name) certify that I am the <u>CEO</u> (title) of the corporation, partnership, or sole proprietorship, or other eligible entity named as offeror and respondent herein and that I am legally authorized to sign this offer and to submit it to the North Central Texas Council of Governments, on behalf of said offeror by authority of its governing body.

Name of Organization/Contractor(s):

Citibot, Inc.

Signature of Authorized Representative: \mathcal{W}

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

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

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

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

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

Name of Organization/Contractor(s):

Citibot, Inc.

Signature of Authorized Representative:

ATTACHMENT IV: RESTRICTIONS ON LOBBYING

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

Citibot, Inc.

Signature of Authorized Representative:

01 / 20 / 2025 Date:

ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

The <u>Citibot, Inc.</u> (company name) will provide a Drug Free Work Place in compliance with the Drug Free Work Place Act of 1988. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited on the premises of the <u>Citibot, Inc.</u> (company name) or any of its facilities. Any employee who violates this

prohibition will be subject to disciplinary action up to and including termination. All employees, as a condition of employment, will comply with this policy.

CERTIFICATION REGARDING DRUG-FREE WORKPLACE

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

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

Citibot, Inc.

Signature of Authorized Representative:

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

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

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

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

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

Citibot, Inc.

Signature of Authorized Representative:

CONFLICT OF INTEREST QUESTIONNAIRE For vendor doing business with local governmental entity	FORM CIQ	
This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.	OFFICE USE ONLY	
This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).	Date Received	
By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.		
A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.		
 Name of vendor who has a business relationship with local governmental entity. 	1	
Citibot, Inc.		
Check this box if you are filing an update to a previously filed questionnaire. (The law recompleted questionnaire with the appropriate filing authority not later than the 7th business you became aware that the originally filed questionnaire was incomplete or inaccurate.)	equires that you file an updated as day after the date on which	
3 Name of local government officer about whom the information is being disclosed.		
n/a		
Name of Officer		
A. Is the local government officer or a family member of the officer receiving or lother than investment income, from the vendor? Yes No B. Is the vendor receiving or likely to receive taxable income, other than investment of the local government officer or a family member of the officer AND the taxable local governmental entity? Yes No	ikely to receive taxable income, t income, from or at the direction income is not received from the	
 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more. 		
6 Check this box if the vendor has given the local government officer or a family member as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.0	of the officer one or more gifts 003(a-1).	
7 U Control of vendor doing business with the governmental entity 01 / 20	/ 2025	
Form provided by Texas Ethics Commission www.ethics.state.tx.us	Revised 1/1/2021	

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

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

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

 (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;

(B) a transaction conducted at a price and subject to terms available to the public; or

(C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

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

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

(2) the vendor:

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

 a contract between the local governmental entity and vendor has been executed; or

(ii) the local governmental entity is considering entering into a contract with the vendor;

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

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

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

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

 has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);

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

(3) has a family relationship with a local government officer of that local governmental entity.

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

(1) the date that the vendor:

 (A) begins discussions or negotiations to enter into a contract with the local governmental entity; or

(B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

(2) the date the vendor becomes aware:

(A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);

(B) that the vendor has given one or more gifts described by Subsection (a); or

(C) of a family relationship with a local government officer.

Form provided by Texas Ethics Commission

ATTACHMENT VII: CERTIFICATION OF FAIR BUSINESS PRACTICES

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

Name of Organization/Contractor(s):

Citibot, Inc.

Signature of Authorized Representative:

wpm ____

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

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

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

Indicate the certification that applies to your corporation:



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

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

Type of Business (if not corporation):

Sole Proprietor
Partnership
Other

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

W. Bratton Rilley

(Printed/Typed Name and Title of Authorized Representative)

Signature

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

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

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

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

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

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

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

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

Vendor to Sign Below to Attest to Validity of Certification:

Citibot, Inc.

Vendor Name

4/12

Authorized Signature W. Bratton Riley

Typed Name

01 / 20 / 2025 Date



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

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

PROHIBITED TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT CERTIFICATION

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

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

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

SIGNATURE OF AUTHORIZED PERSON:	wpm
NAME OF AUTHORIZED PERSON:	W. Bratton Riley
NAME OF COMPANY:	Citibot, Inc.
DATE:	01 / 20 / 2025
	-OR-

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

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

Citibot, Inc.

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

X

II. the government entity does not receive bids from companies who can provide written verification.

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

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

SIGNATURE OF AUTHORIZED PERSON:	4 Pm
NAME OF AUTHORIZED PERSON:	W. Bratton Riley
NAME OF COMPANY:	Citibot, Inc.
DATE:	01 / 20 / 2025

-OR-

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

SIGNATURE OF AUTHORIZED PERSON:	
NAME OF AUTHORIZED PERSON:	W. Bratton Riley
NAME OF COMPANY:	Citibot, Inc.
DATE	

BOYCOTTING OF CERTAIN ENERGY COMPANIES

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

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

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

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

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

SIGNATURE OF AUTHORIZED PERSON:	wpm
NAME OF AUTHORIZED PERSON:	W. Bratton Riley
NAME OF COMPANY:	Citibot, Inc.
DATE:	01 / 20 / 2025

-OR-

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

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

W. Bratton Riley	
Citibot, Inc.	

DATE:

EXHIBIT 1: CATEGORIES OFFERED AND PRICING PROPOSAL

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

~	Sei

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

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

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

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

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

Refer to Exhibit 1 – Pricing Proposal Worksheet Attachment.

EXHIBIT 2: SAMPLE MARKET BASKET FORM

This Exhibit is not applicable for this solicitation.

EXHIBIT 3: SERVICE DESIGNATION AREAS

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

(Exhibit 3 continued on next page)

(Exhibit 3 continued)

	Nationwide Service Area Designation or Identification Form				
Proposing Firm Name:	Citibot, Inc.				
Notes:	Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.				
	Will service all fifty (50) states Will not service fifty (50) states				
	If you are not proposing to service to all fifty (50) states, then designate on the form below th that you will provide service to. By designating a state or states, you are certifying that y willing and able to provide the proposed goods and services in those states. If you are only proposing to service a specific region, metropolitan statistical area (MSA), in a State, then indicate as such in the appropriate column hor				
Item	State Designate				
		(write "ALL" if proposing to service entire state)	as a Service Area		
1.	Alabama				
2.	Alaska				
3.	Arizona				
4.	Arkansas				
5.	California				
6.	Colorado				
7.	Connecticut				
8.	Delaware				
9.	Florida				
10.	Georgia				
11.	Hawaii				
12.	Idaho				
13.	Illinois				
14.	Indiana				
15.	Iowa				
16.	Kansas				
17.	Kentucky				
18.	Louisiana				
19.	Maine				
20.	Maryland				

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

End of Exhibit 3