



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

**Prepared by CogAbility on January 23, 2025**

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## **1.0 Certificate of Offeror and Statement of Understanding**

### **1.1 Addenda acknowledgement and signature of authorized representative**

NOTE: all required signed and executed forms, attachments, and exhibits are included in the APPENDIX section at the end of this document.

### **1.2. Statement of Understanding**

We appreciate NCTCOG's invitation to explain how we can address your objectives to use Artificial Intelligence (AI) to boost operational efficiency, enhance service delivery, and foster innovation across public sector entities in North Texas.

As we understand it, you seek a broad range of AI solutions that cater to the varied needs of your member entities, including municipalities, counties, school districts, and other government agencies.

These are the types of government organizations we serve today with a broad & ever-growing set of AI-powered solutions.

Your central challenge is to improve public services, optimize data usage, and increase citizen engagement through effective AI solutions.

These are the benefits our AI solutions deliver today.

This proposal addresses your needs and challenges related to **Service Category #1: Artificial Intelligence (AI) Solutions for Public Sector Entities**.

We feel confident that we can address all of your Challenge-Specific Functionalities using the following four types of AI solutions we provide:

- **AI Chatbot:** provide 24/7 conversational customer support for a single agency or an entire county via a website chat widget, text messaging, voice, email and more.
- **AI CoPilot:** provide staff with easy conversational access to critical information & policies, alert staff to issues, and provide recommendations.
- **AI Process Automation (RPA/IPO):** automate low-value and error-prone tasks to free staff time for more important work. Integrated with our AI CoPilot to support human-in-the-loop tasks, as needed.
- **AI Document Automation (IDC):** automatically review forms and documents, extract information, make decisions, generate reports, and automate communications to others using the latest GenAI models and techniques.

Note: these four solution types can be combined to support a single use case.

## 2.0 References (5%)

The following FL and GA counties have relied on our AI solutions for years and would be happy to speak with you about their experience.

### 1. Hillsborough County, FL Tax Collector (1.6mm pop.)

Since 2021, Nancy Millan's team has relied on their CogBot for customer support. Since going live, we've integrated Sofie with payment and appointment booking applications, built a machine learning based fee estimator, and provided other upgrades.

Nancy Millan, Tax Collector

[millan@hillstax.org](mailto:millan@hillstax.org)

(813) 612-6701

CogBot "Sofie" Internal Intro Video (7 mins):

<https://www.youtube.com/watch?v=2NxU8lhEdPo>

Quote from Nancy:

"Our CogBot, Sofie, has been an incredible addition to our team at the Hillsborough County Tax Collector's office. Sofie has positively impacted our call volume as fewer calls are coming into our call center, and she has helped us identify areas where information and resources were lacking on our website. With help from CogAbility, we've recently enhanced Sofie's capabilities to intuitively ask questions and gather information needed to provide customers with transaction fee estimates. We are very pleased with CogAbility and the value Sofie has brought to our organization."

### 2. Santa Rosa County, FL (200k pop.) - multiple county agencies

Since 2021, the Tax Collector, Property Appraiser, and Clerk of Court have relied on a single countywide AI CogBot for customer support.

Stan Collie Nichols, Tax Collector

[scnichols@srctc.com](mailto:scnichols@srctc.com)

850.983.1800 ext.410

Quote from Stan:

"CogAbility built our digital customer service employee Dela to serve three county agencies, and the results have been outstanding. Our staff is much less distracted by inbound calls and emails, and my constituents are getting exactly what they want: clear answers to their questions 24/7 – without the wait."

### 3. Hall County, GA Tax Commissioner (212k pop.)

Since 2022, Darla's team has relied on our AI CogBot for customer support. Several upgrades since.

Darla Eden, Tax Commissioner

[deden@hallcounty.org](mailto:deden@hallcounty.org)

Quote from Darla:

"When we decided to build Sydney, the first AI chatbot ever deployed for a Georgia Tax Commissioner's office, we knew we would be learning a lot. But CogAbility's full-service approach, CogUniversity, and our dedicated CogBot Advisor made the transition easy."

**4. Effingham County, GA Clerk of Superior Court (70k pop.)**

Since 2022, Effingham County's CogBot Thomas has been distributing court calendar notifications for the Superior Court Clerk. In addition, Thomas was trained to perform eDocketing of 4 types of case documents. Thomas was paused in December 2024 by the outgoing Clerk per the incoming officer's request to evaluate and resume Thomas' work for the county.

Jason Bragg, Clerk of Superior Court (outgoing)  
jbragg4126@gmail.com

### **3.0 Project-Related Experience and Qualifications (35%)**

Since 2017, CogAbility has delivered AI-powered solutions for 31 local government customers just like NCTCOG's members.

Our county government customers include tax collectors & commissioners, treasurers, property appraisers, clerks of court, and city/county seats serving counties with populations ranging from 70,000 to over 4 million.

Today, CogBots are performing a wide range of duties for our local government customers - including:

- Answering human questions & guiding them to resources
- Drafting content in many forms and languages
- Simplifying employee access to information when they need it
- Identifying process issues & errors
- Estimating fees
- Predicting outcomes
- Analyzing & approving documents
- Extracting information from content of any kind
- Automating complex business processes

In addition, we've delivered many customizations and upgrades.

#### **3.1. Organization's Capabilities and Experience**

Our team is led by Jim Hoskins, our company's CEO and Founder. Supporting him is our team of experienced employees and contractors.

Below is our typical staffing for a larger county with multiple automations:

**Jim Hoskins**

**Title/Position:** CEO & Founder

**Role:** Project Manager, Solution Architect (agentic & conversational solutions)

**Experience:** Led development of CogAbility's platform since inception. Over 24 AI chatbot deployments + many other AI applications.

**Vernon Niven**

**Title/Position:** Chief Operating Officer

**Role:** Program Manager, Project Manager, Solution Architect (process automation solutions)

**Experience:** Decades of experience building AI solutions for multiple companies. 13 years with Accenture. Experienced in process innovation, change management,

operations strategy.

**Legal Relationship:** Executive Officer & Employee

**Duncan Niven**

**Title/Position:** CogBot Developer

**Role:** Business Analyst & AI Engineer

**Experience:** Supported most CogAbility AI solutions since 2021. Led several process engineering projects as Sr. Business Analyst. Experience training and deploying a variety of AI models for customers.

**Legal Relationship:** Employee

**Kanhaiya Raturi**

**Title/Position:** Sr. Software Engineer

**Role:** Software Engineer

**Experience:** Lead backend engineer for CogAbility (>3 years). 10 years of backend software engineering experience.

**Legal Relationship:** Employee

**Tim Millett**

**Title/Position:** Dev Ops Engineer

**Role:** System Administrator, Process Automation Engineer

**Experience:** 14 years of DevOps and technical support experience for G1000 companies and other organizations. Over 1 year at CogAbility.

**Legal Relationship:** Full-Time Contractor

**Jen Dubois**

**Title/Position:** CogBot Advisor

**Role:** Customer Support

**Experience:** Ex-Chief Communications Officer for Palm Beach County FL Tax Collector. 4 years at CogAbility supporting our tax collector customers.

**Legal Relationship:** Contractor

### 3.2. Relevant Past Projects

Below is a list of the 31 current and prior customers we've served in local government.

Sponsor	Population
Maricopa County AZ Treasurer	4,500,000
Miami-Dade County Tax Collector	2,663,000
Hillsborough County Florida Tax Collector	1,500,000
Orange County Florida Tax Collector	1,400,000
Duval County Florida Tax Collector	1,000,000
Pinellas County Florida Tax Collector	960,000
Dekalb County Georgia Tax Commissioner	770,000

Lee County Florida Tax Collector	765,000
Brevard County Florida Tax Collector	608,000
Volusia County Florida Tax Collector	555,000
Seminole County Florida Tax Collector	470,000
Manatee County Florida Clerk of Court & Comptroller	412,000
Pulaski County Arkansas Tax Collector	400,000
Lake County Florida Tax Collector	396,000
Collier County Florida Tax Collector	380,000
St. Lucie Florida Property Appraiser	350,000
St. Lucie County Florida Clerk of Court & Comptroller	350,000
St. Lucie County Florida Tax Collector	350,000
Hall County Georgia Tax Commissioner	205,000
Coweta Georgia State Clerk of Court	200,000
Hernando County Florida Tax Collector	195,000
Bay County Florida Clerk of Court	191,000
Santa Rosa Florida Tax Collector	190,000
Santa Rosa Florida Clerk of Court & Comptroller	190,000
Santa Rosa Florida Property Appraiser	190,000
Newport News Virginia Treasurer	185,000
Citrus County Florida Tax Collector	160,000
Carroll County Georgia Tax Commissioner	121,000
Monroe County Florida Tax Collector	83,000
Effingham Georgia Clerk of Superior Court	65,000
City of Milton Florida	11,000

### **3.3. Background and Years in Business**

Founded by Jim Hoskins in 2017, CogAbility is a leading provider of AI-powered solutions for tax collectors, clerks of court, property appraisers, public universities, and other public service organizations.

CogAbility specializes in turnkey/pretrained AI-powered solutions we call *CogBots* that automate specific types of work and address common pain points shared by local government agencies in the US.

Today, CogBots are at work in local government agencies supporting more than 17 million citizens in GA, FL, VA, and AZ. They perform a wide range of duties for our customers

We've never failed to successfully get a CogBot into production, and no customer has fired us for poor performance.

Today, we offer a wide range of ready-to-use AI automations (CogUniversity courses) that empower your people in various ways.

Many of our AI automations go live within 90 days from contract signing, and we provide experienced customer support by dedicated CogBot Advisors who work with your staff to train & maintain your CogBot for the duration of our relationship.

From a technology standpoint, our team has decades of experience building production AI solutions using most types of modern AI including:

- large language models (LLMs) - with RAG, safety guardrails, & agentic capabilities
- robotic process automation (RPA) to automate clerical work on a computer
- intelligent process orchestration (IPO) - AI control and supervision of processes
- document review, analysis, and decisioning - using NLP and GenAI/LLMs
- custom-trained AI models for a variety of tasks including estimating, predicting, detecting anomalies, analyzing documents and images, and more.

Our company is 100% focused on delivering affordable, high-value AI solutions that pay for themselves several times over. For example, most of our customers enjoy a 2X-10X return on investment from their CogBots.

Finally, our platform integrates with leading government software providers including Tyler, Catalis, Grant Street, Point & Pay, QMatic, Qless, call center applications, and messaging and interactive voice applications. To accomplish integration, we rely on API and RPA methods.

### **3.4. Significant Requirements Not Met**

We believe we meet all significant requirements for the use cases noted in your RFP.

## **4.0 Technical Proposal (40%)**

### **4.1 Project Deliverables**

As a turnkey solution provider, your customized AI solution is our primary deliverable.

The following AI automations (we call them 'Courses') are available to purchase from our local government Course Catalog. Most come with training data and common deep-link integrations with third party systems included.

Additional uses of AI mentioned in Section 1.2. are available as a custom-built solution using one of our 4 basic solution types.

<b>County Tax Offices</b>
Tax Office Customer Service - TXC3100



Tax Office Employee Support - TXC3120
Tax Office Email Processing - EPA3200
Vehicle Registration & Title Fee Estimation - TXC6010
Tax Appointment Scheduling - TXC4005
Business Tax Lookup - TXC4010
Property Tax Lookup - TXC4020
Vehicle Registration Renewal - TXC4030
Threat Detection - TXC4040
Tax Office Process Automation - TXC7800
<b>County Clerks of Court</b>
Court Clerk Customer Service - CCC3100
Court Clerk Employee Support - CCC3120
Court Calendar Distribution - CCC4500
Court Clerk Process Automation - CCC7800
Court Clerk eDocketing - CCC7810 (beta)
<b>County Property Appraisers</b>
Property Assessor Customer Service - TXA3100
Property Appraiser Employee Support - TXA3120
Property Record Lookup - TXA4020
Property Appraisal Process Automation - TXA7800
<b>Municipal Governments</b>
Municipal Customer Services - MNG3100
Municipal Employee Support - MNG3120
City-wide Customer Service & Employee Support - MUN4311
<b>Other County / City Departments</b>
Local Government Customer Service - CGB3100
Local Government Employee Support - CGB3120

## 4.2 Technical Approach

### Challenge-Specific Functionality

We feel confident that we can address all of your Challenge-Specific Functionalities using the following four types of AI solutions we provide:

- **AI Chatbot:** provide 24/7 conversational customer support for a single agency or the entire county via any/all channels including messaging, voice, email and more.
- **AI CoPilot For Employee Support:** provide staff with easy conversational access to critical information & policies, alert staff to issues, and provide recommendations.
- **AI Process Automation (RPA/IPO):** automate low-value and error-prone tasks to free staff time for more important work. Integrated with our AI CoPilot to support human-in-the-loop tasks, as needed.
- **AI Document Automation (IDC):** automatically review forms and documents, extract information, make decisions, generate reports, and automate communications to others using the latest GenAI models and techniques.

Note: these four solution types can be combined to support a single use case.

The table below explains how these solutions can be used to accomplish your goals for every department and use case described in your RFP:

Use Case/Department	Description	How CogAbility AI Solutions Can Help
Administration	How can AI assist in strategic planning, policy analysis, performance tracking, and enhance decision-making processes for effective city governance?	Our AI Chatbot solution can provide the public and other external entities with simplified conversational access to policy information, FAQs, website information, and performance data. Our AI CoPilot for Employee Support can analyze trends, provide GenAI access to critical information, offer advice, and suggest improvements. Our AI Process Automation (RPA/IPO) solution can automate low-value and error-prone tasks to streamline workflows. Our AI Document Automation (IDC) solution can extract information and generate content for many purposes using GenAI.
Development Services	How can AI streamline permit applications, automate inspection scheduling, and improve communication with developers and residents?	Our AI ChatBot solution can answer FAQs about permits and status updates. Our AI CoPilot solution can help employees review applications faster. Our AI Process Automation (RPA/IPO) solution can automate scheduling and tracking work. Our AI Document Automation (IDC) solution can simplify generating and verifying required

		documents.
Event Center	What AI-driven solutions can enhance customer engagement, streamline ticketing processes, and optimize event management?	<p>Our AI Chatbot solution can offer personalized event recommendations and respond to ticket inquiries.</p> <p>Our AI CoPilot solution can assist staff with event scheduling and planning tasks.</p> <p>Our AI Process Automation (RPA/IPO) solution can automate ticketing workflows.</p> <p>Our AI Document Automation (IDC) solution can analyze event contracts and generate reports.</p>
Economic Development	What AI-driven solutions can attract investment, facilitate business development, and streamline processes for economic growth?	<p>Our AI ChatBot solution can engage potential investors by answering common questions with tailored information.</p> <p>Our AI CoPilot solution can provide staff with insights &amp; quick answers re. business &amp; economic trends.</p> <p>Our AI Process Automation (RPA/IPO) solution can automate project tracking, communications, and other clerical tasks.</p> <p>Our AI Document Automation (IDC) solution can analyze business proposals and help generate development agreements.</p>
Finance and Budget	What AI solutions can support financial forecasting, optimize budget allocation, detect anomalies, and improve overall financial management and reporting?	<p>Our AI ChatBot solution can address common public queries about budgets and forecasts.</p> <p>Our AI CoPilot solution can assist with anomaly detection and financial analysis.</p> <p>Our AI Process Automation (RPA/IPO) solution can automate routine financial work like reconciliations.</p> <p>Our AI Document Automation (IDC) solution can analyze and generate accurate budget reports.</p>
Human Resources (HR)	How can AI solutions automate HR processes, enhance employee engagement, and transform recruitment and onboarding experiences?	<p>Our AI ChatBot solution can answer employee and candidate queries 24/7.</p> <p>Our AI CoPilot solution can assist HR in screening resumes and performing interviews.</p> <p>Our AI Process Automation (RPA/IPO) solution can streamline everyday onboarding tasks.</p> <p>Our AI Document Automation (IDC) solution can analyze resumes and identify high/low points.</p>
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	<p>Our AI ChatBot solution can respond to common Help Desk queries, freeing up IT staff.</p> <p>Our AI CoPilot solution can support staff in technical support and threat analysis.</p> <p>Our AI Process Automation (RPA/IPO) solution can automate routine processes.</p> <p>Our AI Document Automation (IDC) solution can</p>

	service domain knowledge, assist with cybersecurity threat detection, or take a proactive role in auditing and cyber defense?	accelerate compliance and audit reporting.
Library Services	What AI technologies can provide a personalized user experience, improve catalog searches, and offer automated assistance?	Our AI ChatBot solution can assist users with catalog searches and inquiries. Our AI CoPilot solution can help librarians with curating collections. Our AI Process Automation (RPA/IPO) solution can track lending and returns. Our AI Document Automation (IDC) solution can streamline membership renewals, forms processing, and catalog updates.
Municipal Courts	How can AI support efficient case management, automate routine inquiries, and improve citizens' access to legal information?	Our AI ChatBot solution can update the public on case status and answer common legal & jury duty queries. Our AI CoPilot solution can assist staff in processing case records and ensure policy compliance. Our AI Process Automation (RPA/IPO) solution can automate case initiation, docketing, and court scheduling. Our AI Document Automation (IDC) solution can review e-filed case documents for approval.
Parks and Recreation	What AI solutions can enhance program management, registration processes, and personalized recommendations for recreational activities?	Our AI ChatBot solution can help residents find suitable programs and register. Our AI CoPilot solution can help staff in managing schedules. Our AI Process Automation (RPA/IPO) solution can automate workflows. Our AI Document Automation (IDC) solution can review forms and submitted documents and generate schedules and reports.
Parks Maintenance	How can AI improve maintenance scheduling, optimize resource allocation, and facilitate better communication with residents?	Our AI ChatBot solution can answer resident requests about park maintenance. Our AI CoPilot solution can support staff with scheduling and allocating resources and policy compliance. Our AI Process Automation (RPA/IPO) solution can automate common task scheduling. Our AI Document Automation (IDC) solution can analyze maintenance reports and help develop plans.

Public Works	What solutions can help in optimizing project schedules, managing resources, and keeping residents informed about public infrastructure projects?	Our AI ChatBot solution can update residents on project progress. Our AI CoPilot solution can assist staff in managing timelines and complying with policy. Our AI Process Automation (RPA/IPO) solution can automate scheduling and resource allocation tasks. Our AI Document Automation (IDC) solution can analyze & approve forms and documents.
Utility Billing	How can AI automate billing inquiries, streamline payment processes, and provide real-time updates on utility usage?	Our AI ChatBot solution can answer billing and payment-related queries. Our AI CoPilot solution can help staff resolve complex billing issues. Our AI Process Automation (RPA/IPO) solution can ensure timely bill generation. Our AI Document Automation (IDC) solution can analyze forms, documents, statements, and account summaries.
Visitors Bureau	How can AI enhance visitor engagement, provide personalized recommendations, and improve tourism management?	Our AI ChatBot solution can recommend activities and attractions tailored to visitors. Our AI CoPilot solution can support staff when dealing with visitor requests. Our AI Process Automation (RPA/IPO) solution can automate booking and communication workflows. Our AI Document Automation (IDC) solution can help analyze requirements and generate promotional materials and reports.
Other Government Entity Departments	What AI-driven innovations can improve service delivery, streamline routine operations, and bolster data-driven decision-making?	Our AI ChatBot solution can provide instant responses to citizen inquiries. Our AI CoPilot solution can help employees comply with policies and get work done with minimal oversight. Our AI Process Automation (RPA/IPO) solution can automate low-value and error-prone tasks to free staff for more important work. Our AI Document Automation (IDC) solution can review, analyze, and approve forms and documents.

### Scalability

Our platform was built from the ground up to support the needs of counties from 1,000 people to 10 million+. We currently support the production needs of counties from 70,000 to over 4 million people.

To make scaling as simple as possible, our technology utilizes a modern Kubernetes architecture hosted on AWS.

Scaling-up our solutions is simple to do and involves spooling-up new servers, processes, and other resources as needed.

In addition, we can split a process into multiple instances and run them in parallel to handle especially large transaction volumes, although so far we have not needed to do that.

Re. the AI models we rely on, there are no known practical limits to the use of these models at this time.

### **Integration**

We rely on our CAP middleware APIs to integrate your AI solution with API-enabled applications, knowledge stores, AI models, and communication channels to meet your needs.

If necessary, we can build new APIs for custom requirements, too.

If APIs are not available in your underlying systems, we can use robotic process automation (RPA) software to automate human mouse clicks and keyboard entries to accomplish the job.

All data we extract and process from other applications is stored in a secure AWS VPC configured to meet your specific requirements.

### **Real-Time Analytics**

Our technology uses a real-time cognitive computing platform that naturally generates real-time analytics as it does its job.

For end-user reporting, we build custom reporting dashboards in Google Looker Studio to match our customer's needs for information and alerts.

### **Data Security and Privacy**

Please see our response in section 4.5 "Compliance and Standards" for this section.

### **NLP Capabilities**

Our platform utilizes and works with all modern natural language processing models, including the following:

- Traditional label-trained NLP models including AWS Comprehend
- Third-party NLP models such as those from John Snow Labs (healthcare)
- Advanced LLM-augmented OCR models like AWS Textract
- Third-party API-based GenAI models like those from OpenAI, Anthropic, Azure, Google Cloud, AWS, and IBM.
- Self-hosted open source models such as Mistral 7B, Llama, and others.

We are also experienced in building NLP pipelines to accomplish complex tasks, for example to review court documents, extract key information, and compile or summarize knowledge.

**Accuracy**

For AI models, we strive to attain an F1 score of 85% or better, which equates to human-level performance for most common tasks.

**Algorithm Transparency**

When using any modern machine-learning-based AI algorithm or model, no one can definitively trace how decisions are made inside the model.

That said, when building AI solutions we limit the role of AI models in an automation/solution/course to performing small, discrete tasks that have a very high F1 score.

By building solutions this way, we maximize our control over & transparency into how major decisions are made within the workflow.

**Continuous Improvement**

For our conversational AI solutions, we use several methods to continuously learn, including:

- Leveraging sentiment analysis, user feedback and other signals collected during conversations with end-users.
- Auto-Training: we constantly update the weights of customer-specific training vectors based on faculty/staff training input in CogUniversity

For our process and document automation solutions, we typically do not utilize continuous improvement of the underlying models, because the purpose of these solutions is to automate work in a consistent, reliable, and non-varying manner. That said, we periodically test the AI models we depend on for accuracy (F1 scores) and we rely on log files and other forms of data exhaust to learn from and to adjust our model choices, model tuning requirements, and model performance.

**Interoperability****The CogAbility Platform**

Our platform is a modern API-first cloud-hosted stack built using the most secure open source technologies available and hosted in AWS to keep operating costs low. Hosting in AWS GovCloud is also available for CJIS and other high-security use cases.

We use the following 3 platform components to deliver every CogBot & AI automation:

1. **Your CogBot:** this is your agency's digital coworker, capable of doing anything that today's AI can do. Your staff will engage with your CogBot like any other employee trained to perform one or more tasks for them.

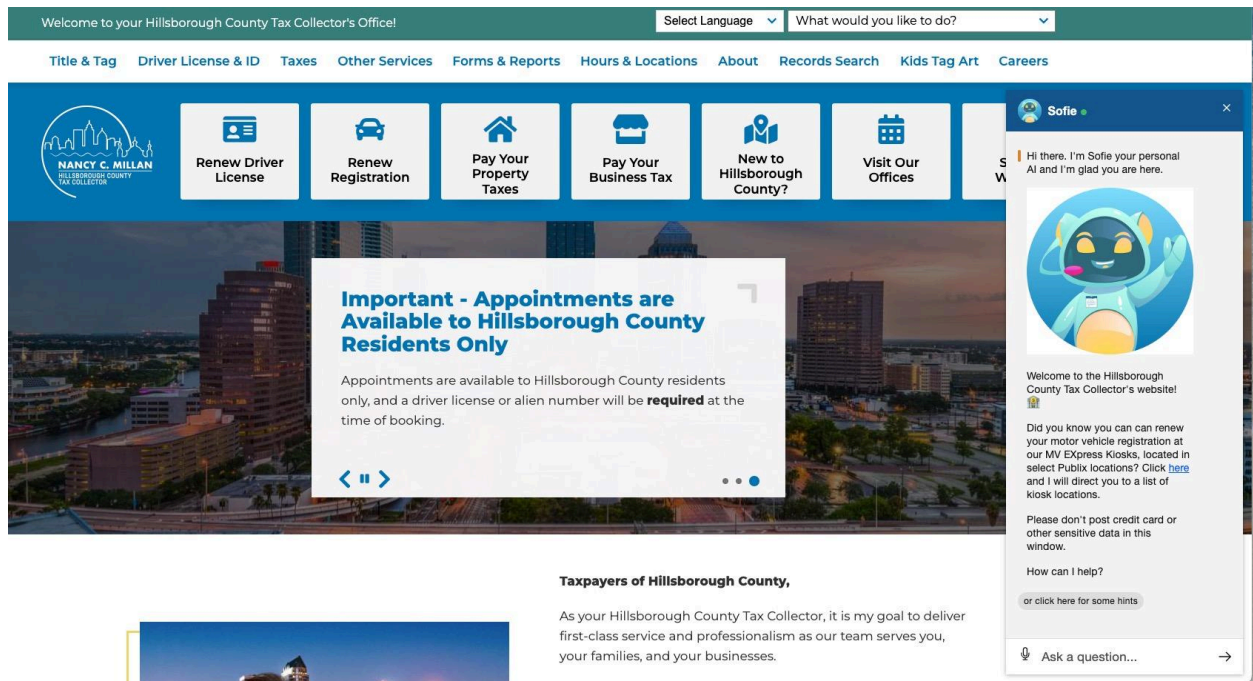
For example, one CogBot can serve as a customer service agent, an employee support agent, and a process automation agent. Most of our customers name their CogBot and think of them as their office-wide digital assistant.

2. **CogUniversity**: this is where your staff trains, maintains, and monitors your CogBot's work performance.
3. **CogAbility Acceleration Platform (CAP)**: this is our API-first cloud middleware platform that we use to integrate your CogBot with other applications, your knowledge stores, your communication channels, and the underlying AI models that power it.

Using CAP, our solutions can leverage any and all AI models from leading providers including OpenAI, Anthropic, AWS Sagemaker (w/ GovCloud option), Google, IBM, Microsoft, Azure, self-hosted models, and more. This flexibility is important, because AI models are evolving rapidly.

## How We Deliver AI Solutions

In this section, we describe how the three components work together to provide your customers and your staff with the highest-quality experience while minimizing the time your staff and IT personnel must spend to support your CogBot.



(image of Sofie, an AI CogBot working for the Hillsborough County FL Tax Collector since 2021)

Soon after signing, CogAbility AI engineers will work with your staff to create a customized & integrated [CogBot](#)® that typically comes pre-trained to automate a specific type of work for your office.

For example, if a Tax Collector chooses to use their CogBot as a public-facing chatbot, then your CogBot will come pre-trained on our *Tax Collector Quickstart AI Training Data Set* that includes hundreds of answers to the most common tax collector questions. Also included are



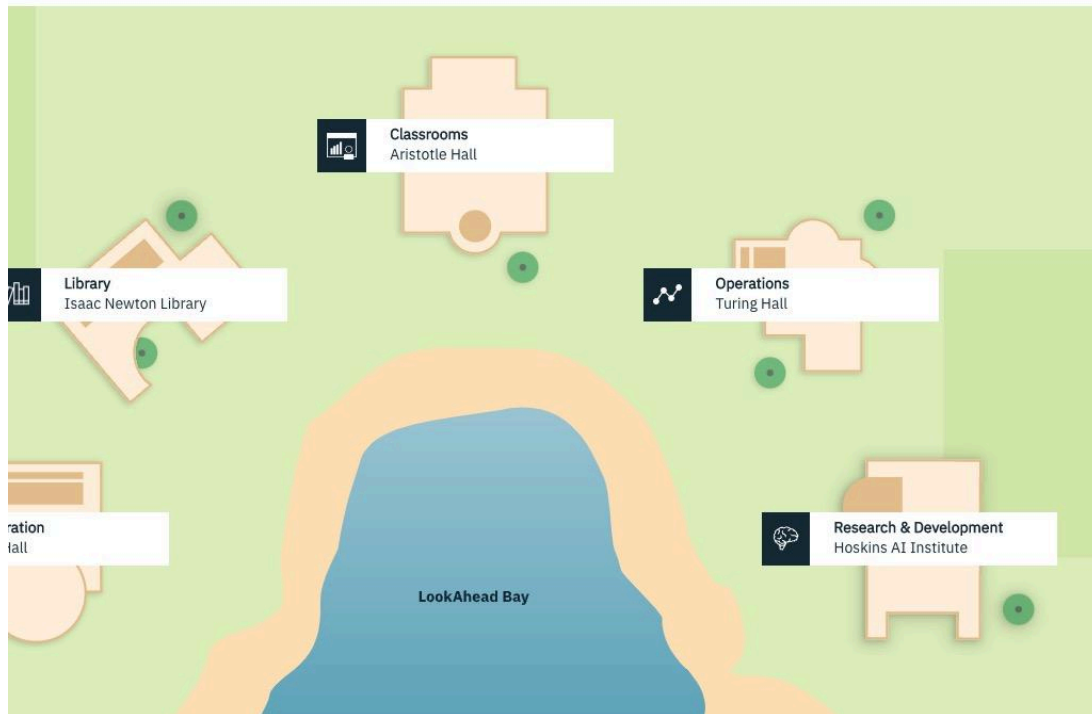
thousands of lines of AI training data shared by other county tax agencies. This helps your CogBot start delivering the right answers to citizens right away.

After editing your predefined answers, your CogBot will go live and immediately begin chatting with citizens on your website and other communication channels if desired. It will answer the vast majority of your visitors' most common/repetitive questions, freeing your employees to spend more time with citizens needing help on more complex issues.

## CogUniversity

### Campus Map

CogUniversity (Est. 2016) is the world's first university dedicated to teaching machines rather than humans.



Once your CogBot is live, your **dedicated CogBot Advisor** will work with your staff to continue your CogBot's training at [CogUniversity](#)® - the world's first university dedicated to teaching machines rather than humans.

CogUniversity is our unique cloud-hosted software platform that unites subject matter experts with the best AI technology to teach a CogBot how to do its job.

**CogUniversity classrooms** are where your subject matter experts teach your CogBot what it needs to know to perform a particular job in your organization.

Your faculty members don't need to know anything about AI or computer programming, but they do need to know everything about what they are teaching the CogBot.

Most of the work your staff will do at CogUniversity is **grade your CogBot's homework** using a simple 4-star grading system. For a chatbot, this means grading question-answer pairs that flow

into the Tax Collector's Customer Support classroom. For a process or document automation automation, your staff will grade other types of input and output pairs.

Because your CogBot comes pre-trained, the initial training process is typically quick. Most customers spend a few minutes a week monitoring & tweaking their CogBot's performance.

Every agency will get their own CogUniversity campus, and every department in that agency will get their own CogUniversity classroom.

But don't worry - in production, **your CogBot is context-aware**, meaning it automatically detects which agency's knowledge should be used to answer a given question or perform a specific task.

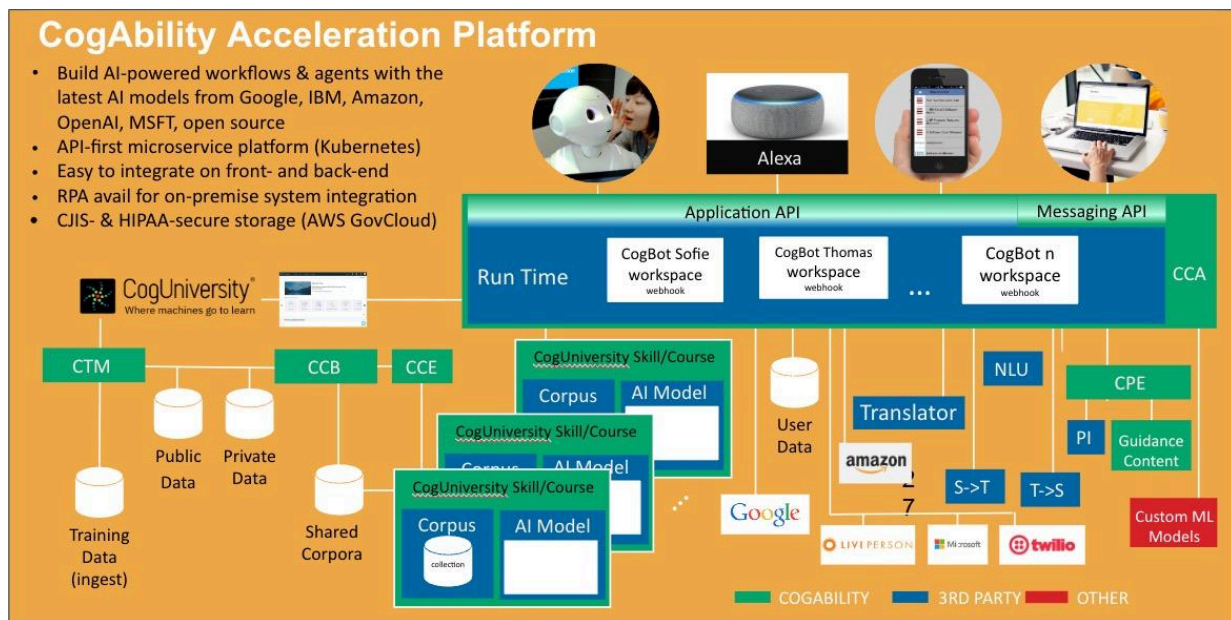
Where needed, faculty members can be assigned different levels such as Student Professor, Assistant Professor, and Full Professor to provide more control over who is authorized to teach what.

Finally, just like a human student needs a teaching advisor from time to time, **your CogBot is assigned a dedicated human CogBot Advisor** responsible for ensuring your CogBot learns what it needs, your staff faculty members get the support they need, and your CogBot continues to perform as expected.

**CogUniversity is loved by our customers** because it gives their staff complete control over their AI coworker and provides a simple way for them to continually deliver more value from their CogBot without having to go through IT.

Giving your staff this level of control builds buy-in from the beginning, which is critically important for the success of any AI deployment.

### CogAbility Acceleration Platform (CAP)



The **CogAbility Acceleration Platform (CAP)** is our cloud-hosted middleware AI orchestration layer that forms the technical foundation of your CogBot and CogUniversity.

CAP provides the underlying technology required for data specialists, AI engineers, and IT personnel to integrate your CogBot with the information systems, knowledge stores, and AI models it relies on to perform its job.

CAP is a highly secure enterprise-class platform built using a modern Kubernetes-based cloud architecture.

CAP is also an API-first application, making it quick & easy to integrate CAP with other applications, data stores, and communication channels as needed. We also build custom APIs as needed.

CAP is the result of a multimillion-dollar investment by CogAbility and ongoing collaboration with technology partners Google, Amazon, IBM, Microsoft, OpenAI, the University of Florida (UF) - plus a growing list of industry-specific partners.

Although most of our government customers have chosen not to use CAP features directly, we are more than happy to teach IT personnel how to use it.

### **CogAbility's Technology Stack**

For your information, our technology is built using the following components:

- AWS GovCloud or Commercial Cloud for storage and compute
- Foundational AI models from AWS, Anthropic, OpenAI, Cohere, Google Cloud & others
- Proprietary AI models developed and operated by CogAbility
- Google Cloud for certain AI services
- IBM Cloud for certain AI services
- Google Looker Studio for custom analytics
- Javascript for chat widgets and web app deployments
- React.js for front-end/UX development
- Node.js for backend and other features
- Java for high-performance backend processing
- Python for data pipelines, data processing, and other AI-related processes
- LangChain components for RAG and agentic applications
- Postgres, Cloudant and MongoDB for data storage
- Camunda for complex process orchestration (hosted in AWS)
- UIVision for robotic process automation (locally installed)
- Git for code repository and technical support ticket management.
- Google Business Apps for customer support groups, email, and calendaring.
- Several third party applications and services for language translation, security monitoring, system administration, et al.

Per your requirements, CogUniversity and your CogBot can be integrated with any SSO infrastructure. At this time, we do not see a need to integrate CAP with SSO, although we can do that if needed.

**Conversational AI Technology**

To deliver chatbots, AI copilots, and other conversational solutions our modern proprietary conversational AI stack is second to none for use by government agencies in terms of question coverage, language support, ease of integration, ease of deployment, ease of training, staff satisfaction, safety, and security.

Using our technology, your CogBot can answer more than 90% of questions given to it in multiple languages 24/7/365.

In addition, your CogBot can automatically detect the context of every user's question by analyzing the user, the topic discussed, the knowledge you provide to it, and the page or section of the website or application the user is working on at the moment. All of this is detected automatically, with no technical configuration required.

Because of this context awareness, one CogBot can support many users across many departments and different use cases.

Finally, you can control exactly how your CogBot responds to each type of question or topic in several different ways, including:

- respond with a stored answer created and approved by the County
- respond with an AI-generated answer with links to learn more
- respond with a custom dialog flow to collect information and to triage intent
- transfer the user into another web application (deep link integration)
- Interact programmatically with another application (API integration)
- transfer the user to a live agent, to another messaging interface, or to an AI voice agent
- and more.

This level of granular control over your CogBot's behavior is needed to fully comply with many government communication & AI policies today.

NOTE: Most competing conversational AI technologies including Microsoft CoPilot do not give you this level of control over their behavior.

**Process & Document Automation Technology**

To automate complex work processes that may also include document automation and AI agents, we use the following technologies:

- AWS Commercial or GovCloud for data storage and processing
- Camunda for complex process orchestration (self-hosted in AWS)
- UIVision for robotic process automation (locally installed)
- Foundational AI models from AWS, Anthropic, OpenAI, Cohere, Google Cloud & others
- LangChain components for RAG and agentic applications
- Postgres, Cloudant and MongoDB for data storage

**Staff Support & Training**

CogUniversity provides everything your staff needs to monitor, measure, and train your CogBot to do its customer support job.

Generally speaking, your staff will need minimal training to build, train, and support your CogBot. Staff training consists mostly of watching a few instructional videos on how to use the features of CogUniversity.

Over time, your staff's primary job is to grade your CogBot's homework in their assigned CogUniversity classroom. For a chatbot, this means grading a dozen or more question-answer pairs using a simple 4-star grading system. The time commitment for this training is minimal, at most a few hours per month across the entire faculty team.

Finally, we provide your team with a dedicated human CogBot Advisor to support your staff for the duration of our relationship. Your CogBot Advisor provides your staff with support, training on new features, and troubleshooting as needed. Your faculty team can meet with their Advisor as frequently as once a week.

**Technical Support**

For Level One support, we provide a dedicated online customer support group for your staff and IT personnel to receive announcements from us, report new issues, ask questions, and request assistance. You can add as many team members as you'd like to your support group, as well.

In addition, your team can meet with their CogBot Advisor as often as once a week.

When a new technical issue is reported to your customer support group, we convert the request into a Level 2 support ticket and assign it to a CogBot Developer (AI engineer) for resolution.

At all times, your CogBot Advisor is kept abreast of ticket status and remains your single point of contact for technical support.

When pushing major upgrades or changes to your CogBot, your CogBot Advisor will remain your single point of contact, and an assigned CogBot Developer will serve as your IT point of contact if needed.

Although this simple support methodology has worked well for us for years, we are more than happy to enter into a formal Service Level Agreement covering technical support, if you prefer.

**4.3 Performance Metrics**

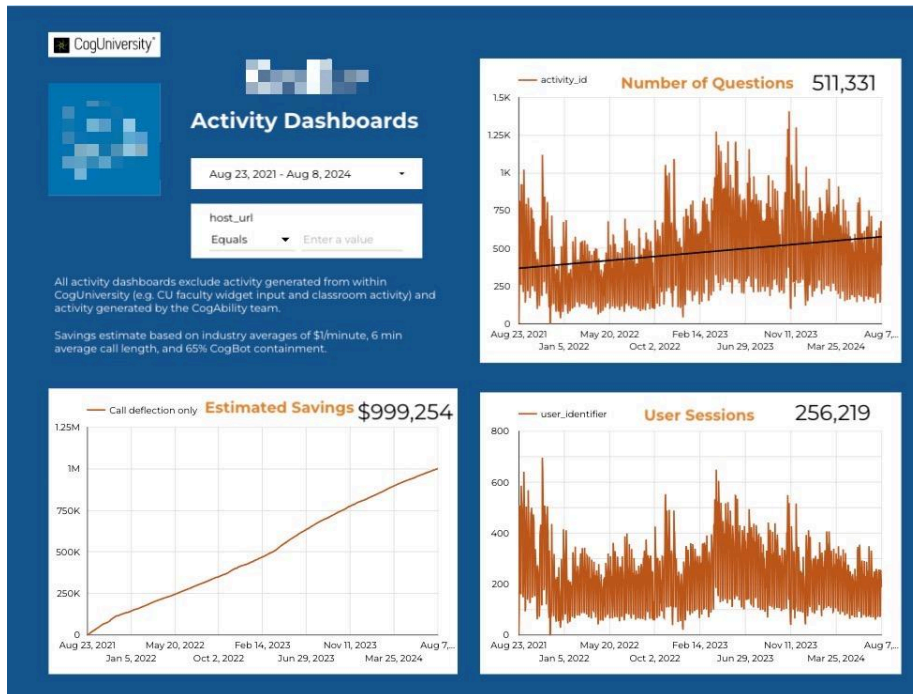
To monitor your CogBot's performance, your staff will log into the Operations module in CogUniversity to view a dashboard displaying relevant performance metrics for each automation.

Your dashboard can be configured to report any information you require. For example, below is a dashboard panel for one of our customers:

### Example: Large County Tax Collector in Florida (1.6mm population)

In late 2021, one of the largest counties in Florida replaced their existing Tax Collector virtual agent with a more powerful and flexible solution from CogAbility.

Since going live, the county has averaged \$350,000 in labor savings per year through inbound call deflection alone. Additional benefits include significant email deflection savings, 24/7/365 support, and a sharp reduction in wait time for call queues.



## 4.4 Risk Management

During the life of our engagement with North Texas counties, we will be happy to provide the following management effort to assist with risk management and mitigation.

- Submit to a security assessment upon request.
- Review training data for bias and safety concerns.
- Help staff create answers, build safety guardrails, and assist on other tasks to ensure AI risks are minimized.
- Demonstrate our proposed system/solutions with Information Technology personnel to show how our product meets their requirements.
- Our lead faculty advisor (project manager) can attend monthly meetings to present and review issues and updates.
- During design and implementation, we can submit a monthly progress report before the close of each month that covers:
  - The specific accomplishments achieved during the reporting period
  - The specific tasks completed pursuant to the provisions of the contract and the completion dates of such task

- The projected completion dates for the remaining specific tasks required by the contract
- If a county determines that our progress is unsatisfactory, we will be happy to submit a detailed recovery schedule at no additional cost to the county.
- No major scope changes will be made without prior approval by the county.
- A service level agreement can be provided for technical support, if requested.

#### **4.5. Compliance and Standards**

We comply with the requirements listed in your solicitation, as follows:

##### **Data Integrity and Accuracy**

All customer data in our applications are CRC-encrypted in flight and at rest, stored in AWS, and reviewed and maintained by customer staff as a general rule. We have full data recovery and logging activated in AWS to meet our customers' backup and retention strategies.

##### **Data Privacy and Compliance**

We adhere to all relevant data privacy laws and regulations for the use cases we automate.

We have not yet needed to implement sophisticated data anonymization and pseudonymization methods in our deployments, other than protecting and securing/masking data transferred between clouds and services.

We always ensure user consent is obtained and logged for any kind of sensitive data collection and processing.

Finally, we process and store all CJIS-sensitive data in an NIST-compliant hosting environment (AWS GovCloud).

##### **Data Access Controls**

We use role-based access controls (RBAC) to restrict data access to authorized personnel only in CogUniversity (MFA, proprietary RBAC), CAP (MFA, AWS IAMS), and CogBots (HTTPS, domain white listing, and AWS IAMS).

We use multi-factor authentication (MFA) for accessing sensitive customer data, for all of our core business applications, and for customer support and communication applications.

##### **Data Retention and Disposal**

In general, we customize data retention and disposal methods and policies per customer policy. For CJIS-sensitive data, we delete data & documents immediately after its use has expired. All of the data we process is in digital format, so we do not require paper-based retention and disposal.

##### **Data Auditing and Monitoring**

We utilize various AWS tools and services to audit and monitor data usage and access. Logging mechanisms are built into all of our applications to track data access and modifications.

##### **Threat Detection and Response**

We rely on MFA and IAMS to restrict access to our AWS hosting environment. AWS provides a set of basic security monitoring and warnings for all customers.

### **Encryption**

Both internally and externally, we use end-to-end encryption for data in transit and at rest.

To do this, we utilize industry-standard encryption algorithms and key management practices including FIPS 140-2 compliant 256-bit AES, LUKS1 with 256-bit Advanced Encryption Standard (AES-256), SSE-S3 (Amazon S3-managed keys), SSE-KMS (AWS Key Management Service), and SSE-C (customer-provided keys).

### **Vulnerability Management**

We do not currently perform regular penetration and vulnerability testing of our services and data stores, which reside in AWS.

That said, we rely on AWS tools and security systems to alert us to new issues & vulnerabilities.

Our policy is to always patch code upon security alerts and to update our open source components to the latest stable release when possible.

### **Risk Management**

Through our relationship with the GovAI Coalition and our research work with the University of Florida, we continue to develop new ways to prevent, mitigate, and manage the risks of using AI in public service.

Our company maintains a disaster recovery plan for each customer, and we maintain daily backups of all data, processes, and code used in our AI solutions.

### **Training and Awareness**

We provide annual CJIS/NIST cybersecurity training and awareness training for our staff.

In addition, our engineering team is constantly taking technical training courses to keep up with the latest AI frameworks, methods, and third party tools.

### **Security Governance Framework**

As a leading provider of AI solutions to healthcare, government, and higher education organizations, we take our customers' safety and security extremely seriously.

Our technology and solutions currently adhere to several broad security and regulatory frameworks including WCAG, CJIS/NIST, HIPAA and others.

For a more complete picture, listed below is where we stand on the most common security frameworks, protocols, and guidelines used by US government agencies today:

- **National Institute of Standards and Technology (NIST) [800-53 Rev. 4](#) - moderate baseline**

Our solutions can be deployed in a CJIS-safe mode, and most of our employees have been cleared for CJIS work by the state of Georgia's GBI and GCIC agencies.



We have not conducted a formal NIST security framework assessment. But our hosting environment complies, and we believe we comply with the most important requirements that we can control (at the moderate baseline level).

- **Federal Information Security Management Act (FISMA) and Federal Information Processing Standards (FIPS)**

We have not conducted formal FISMA or FIPS assessments. But our cloud hosting environment complies, and we believe we are generally compliant with both.

- **Open Web Application Security Project ([OWASP](#))**

We have not conducted a formal OWASP-WSTG assessment, although we believe we are compliant with most of the guidelines.

- **Web Content Accessibility Guidelines ([WCAG](#))**

Our conversational AI solutions (chatbots, CoPilots, agents) are WCAG v2.1 compliant.

- **[Center of Internet Security \(CIS\) Benchmarks](#)**

We have not conducted a formal CIS Benchmark (Framework) assessment of our [common architecture components](#), although we are happy to do so if needed.

- **[NIST Cyber Security Framework](#) as denoted by Executive Order 13636.**

We have not conducted a formal NIST Cybersecurity assessment, although we believe we are generally compliant with their [small business quick start guide](#). For example, we currently provide CJIS-safe AI solutions for Clerks of Court in the US.

NOTE: we carry \$2 million of cybersecurity insurance to protect our customers and our business continuity.

## **AI Safety & Security**

CogAbility was one of the first vendors to join the [GovAI Coalition](#), a group of more than 1,500 local and state government officials committed to ensuring that AI remains free of bias and is safe to use by public service organizations.

To help our government customers deliver AI-powered solutions safely, we have also developed a proprietary RAG infrastructure and a set of *GenAI Safety Guardrails* that prevent our GenAI-powered solutions from hallucinating, getting off track, or being hacked.

We are committed to doing whatever it takes to ensure that your use of AI remains safe, secure, bias-free, and as accurate and helpful as possible.

That said, today's GenAI models are constantly changing, and the issues of hallucinations and incomplete answers have not been solved 100%. This is why we provide multiple ways for your CogBot to retrieve critical information, generate content and answers, and analyze data - so you always remain in control.

## **5.0 Pricing (20%)**

To keep budgeting simple and predictable for North Texas counties, we propose using a **fixed-price annual contract** in which all cloud services, technical support, AI processing, data provisioning, and most other expenses are covered by us.

Our flat-fee annual pricing eliminates nickel-and-diming for minor change requests after your chatbot is built and has proven popular with counties of populations of less than 100,000 to greater than 4 million.

In the table below, we list not-to-exceed discounted prices for our most popular AI solutions.

The largest counties in NCTCOG should expect to pay at or near list price, and smaller counties should expect a discount from these prices.

In general, we price our solutions so that every county and agency can get at least a 2X return on investment from their CogBot.

In some cases, we may need to bundle several automations together to serve the smallest counties cost-effectively.

### **What's Covered By Our Annual Fee (Tuition)**

Our annual fee includes everything you need - including the following:

- cloud hosting (storage, network, and compute)
- The CogAbility platform: your CogBot, your CogUniversity campus, and CAP
- 3rd party software
- 24/7/365 technical support
- dedicated customer support (CogBot Advisor)
- API integrations
- AI model training and inference expenses
- dialog design and implementation
- topic and entity QA and editing
- corpus QA and editing
- project management
- management reporting
- security and compliance assessments
- support for audits as needed
- required activity logging, and
- upgrades and bug fixes as needed to meet RFP requirements.

All CogAbility technical support and engineering resources are included in our annual fee, which minimizes the need to hire rare & expensive IT and AI skills to support your CogBot.

### **Professional Services**

Some customers require professional services to build custom integrations, but it typically adds less than 20% to the first-year price.

## Price Table

The following prices are the discounted TX DIR prices that all NCTCOG's members can take advantage of today.

### NOTE:

- The prices below include customer's choice of one (1) CogUniversity course/automation.
- Each additional course/automation incurs a modest additional annual fee.

PRODUCT		TX DIR PRICE	Customer Discount % off MSRP	Customer Price	Unit
AI Chatbot or CoPilot w/ CogUniversity Campus (1 agency, up to 1,000 users/mo)	Lite Scholarship	\$35,000.00	10.00%	\$31,736.25	per yr
Process / Document Automation w/ CogUniversity Campus (1 process, up to 1,000 documents/mo)	Lite Scholarship	\$50,000.00	10.00%	\$45,337.50	per yr
AI Chatbot or CoPilot w/ CogUniversity Campus (1 agency, up to 5,000 users/mo)	Standard Scholarship	\$50,000.00	10.00%	\$45,337.50	per yr
Process / Document Automation w/ CogUniversity Campus (1-2 processes, between 1,000 and 10,000 documents/mo)	Standard Scholarship	\$75,000.00	10.00%	\$68,006.25	per yr
AI Chatbot or CoPilot w/ CogUniversity Campus (1 agency, up to 10,000 users/mo)	Advanced Scholarship	\$55,000.00	10.00%	\$49,871.25	per yr
Process / Document Automation w/ CogUniversity Campus (1-5 complex processes, between 10,000 and 100,000 documents/mo)	Advanced Scholarship	\$125,000.00	10.00%	\$113,343.75	per yr
Custom Machine Learning Model w/ CogUniversity Campus (1 use case)	Advanced Scholarship	\$75,000.00	10.00%	\$68,006.25	per yr
Prof. Services: Advanced Education Retainer AER - 40 hours (for integration, data labeling, dialog design, et al)	AER	\$6,000.00	10.00%	\$5,440.50	per yr
AI Corpus - Copy Editing Service (English corpus)	Copy Editing	\$3,500.00	10.00%	\$3,173.63	per yr
AI Corpus - Language Translation Support (non-English Corpus)	Language Translation	\$4,000.00	10.00%	\$3,627.00	per yr
AI Chatbot - additional 1,000 users/mo	Additional 1k Users/Mo	\$6,000.00	10.00%	\$5,440.50	per yr

## 6.0 Proposed Value-Add (Bonus 5%)

No answer provided.

## APPENDIX

The following documents are included in this section:

### REQUIRED ATTACHMENT CHECKLIST

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

- ☒ Page 1 - Cover Sheet
- ☒ Page 21 - Attachment I: Instructions for Proposals Compliance and Submittal
- ☒ Page 22 - Attachment II: Certification of Offeror
- ☒ Page 23 - Attachment III: Certification Regarding Debarment
- ☒ Page 24 - Attachment IV: Restrictions on Lobbying
- ☒ Page 26 - Attachment V: Drug-Free Workplace Certification
- ☒ Page 27 - Attachment VI: Certification Regarding Disclosure of Conflict of Interest
- ☒ Page 30 - Attachment VII: Certification of Fair Business Practices
- ☒ Page 31 - Attachment VIII: Certification of Good Standing Texas Corporate Franchise Tax Certification
- ☒ Page 32 - Attachment IX: Historically Underutilized Businesses
- ☒ Page 33 - Attachment X: Federal and State of Texas Required Procurement Provisions
- ☒ Page 36 - Exhibit 1: Description of Desired Product Categories for Proposed Pricing
- ☒ Page 37 - Exhibit 2: Sample Market Basket Form
- ☒ Page 38 - Exhibit 3: Service Area Designation Forms

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

# TXShare

**Your Public Sector Solutions Center**

## REQUEST FOR PROPOSALS

For

### Artificial Intelligence (AI) Solutions for Public Sector Entities

RFP # 2025-018

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

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Legal Name of Proposing Firm

---

Contact Person for This Proposal

---

Title

---

Contact Person Telephone Number

---

Contact Person E-Mail Address

---

Street Address of Principal Place of Business

---

City/State

---

Zip

---

Mailing Address of Principal Place of Business

---

City/State

---

Zip

---

Point of Contact for Contract Negotiations

---

Title

---

Point of Contact Telephone Number

---

Point of Contact Person E-Mail Address

Acknowledgment of Addenda (initial): #1 \_\_\_\_\_ #2 \_\_\_\_\_ #3 \_\_\_\_\_ #4 \_\_\_\_\_ #5 \_\_\_\_\_

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

**COVER SHEET**

**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):

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Signature of Authorized Representative:

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Date: \_\_\_\_\_

## ATTACHMENT II: CERTIFICATIONS OF OFFEROR

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

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

\_\_\_\_\_

Signature of Authorized Representative:

\_\_\_\_\_

Date:\_\_\_\_\_

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

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

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

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

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

Name of Organization/Contractor(s):

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Signature of Authorized Representative:

---

Date: \_\_\_\_\_



#### **ATTACHMENT IV: RESTRICTIONS ON LOBBYING**

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

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Signature of Authorized Representative:

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Date: \_\_\_\_\_

## ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

The \_\_\_\_\_ (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 \_\_\_\_\_ (company name) or any of its facilities. Any employee who violates this prohibition will be subject to disciplinary action up to and including termination. All employees, as a condition of employment, will comply with this policy.

### CERTIFICATION REGARDING DRUG-FREE WORKPLACE

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

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

\_\_\_\_\_

Signature of Authorized Representative:

\_\_\_\_\_

Date: \_\_\_\_\_

**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):

---

Signature of Authorized Representative:

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Date: \_\_\_\_\_

# CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

FORM CIQ

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

## OFFICE USE ONLY

Date Received

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

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

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

\_\_\_\_\_  
Name of Officer

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

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

☐ Yes

☐ No

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

☐ Yes

☐ No

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

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

7

\_\_\_\_\_  
Signature of vendor doing business with the governmental entity

\_\_\_\_\_  
Date

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

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

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

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

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

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

\*\*\*  
(2) the vendor:

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

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

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

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

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

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

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

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

(1) the date that the vendor:

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

(2) the date the vendor becomes aware:

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

## **ATTACHMENT VII: CERTIFICATION OF FAIR BUSINESS PRACTICES**

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

Name of Organization/Contractor(s):

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Signature of Authorized Representative:

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Date:\_\_\_\_\_

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

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

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

Indicate the certification that applies to your corporation:

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

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

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

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

\_\_\_\_\_  
(Printed/Typed Name and Title of Authorized Representative)

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_



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

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

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

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

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

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

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

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

**Vendor to Sign Below to Attest to Validity of Certification:**

\_\_\_\_\_  
Vendor Name

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Typed Name

\_\_\_\_\_  
Date

☐ Not applicable.

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

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

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

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

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

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

**SIGNATURE OF AUTHORIZED PERSON:**

\_\_\_\_\_

**NAME OF AUTHORIZED PERSON:**

\_\_\_\_\_

**NAME OF COMPANY:**

\_\_\_\_\_

**DATE:**

\_\_\_\_\_

-OR-

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

**SIGNATURE OF AUTHORIZED PERSON:**

\_\_\_\_\_

**NAME OF AUTHORIZED PERSON:**

\_\_\_\_\_

**NAME OF COMPANY:**

\_\_\_\_\_

**DATE:**

\_\_\_\_\_

## **DISCRIMINATION AGAINST FIREARMS ENTITIES OR FIREARMS TRADE ASSOCIATIONS**

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

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

- A) means, with respect to the entity or association, to:
  - I. refuse to engage in the trade of any goods or services with the entity or association based solely on its status as a firearm entity or firearm trade association; and
  - II. refrain from continuing an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association; or
  - III. terminate an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association.
  
- B) An exception to this provision excludes the following:
  - I. contracts with a sole-source provider; or
  - II. the government entity does not receive bids from companies who can provide written verification.

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

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

**SIGNATURE OF AUTHORIZED  
PERSON:**

**NAME OF AUTHORIZED PERSON:**

**NAME OF COMPANY:**

**DATE:**

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**-OR-**

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

**SIGNATURE OF AUTHORIZED  
PERSON:**

**NAME OF AUTHORIZED PERSON:**

**NAME OF COMPANY:**

**DATE:**

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## BOYCOTTING OF CERTAIN ENERGY COMPANIES

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

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

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

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

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

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

**-OR-**

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

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

## EXHIBIT 1: CATEGORIES OFFERED AND PRICING PROPOSAL

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

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

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

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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.**

**Artificial Intelligence (AI) Solutions for Public Sector Entities - Response to RFP # 2025-018**  
**Pricing Proposal**  
**Prepared by CogAbility on January 23, 2025**

PRODUCT		TX DIR PRICE	Customer Discount % off MSRP	Customer Price	Unit
AI Chatbot or CoPilot w/ CogUniversity Campus (1 agency, up to 1,000 users/mo)	Lite Scholarship	\$35,000.00	10.00%	\$31,736.25	per yr
Process / Document Automation w/ CogUniversity Campus (1 process, up to 1,000 documents/mo)	Lite Scholarship	\$50,000.00	10.00%	\$45,337.50	per yr
AI Chatbot or CoPilot w/ CogUniversity Campus (1 agency, up to 5,000 users/mo)	Standard Scholarship	\$50,000.00	10.00%	\$45,337.50	per yr
Process / Document Automation w/ CogUniversity Campus (1-2 processes, between 1,000 and 10,000 documents/mo)	Standard Scholarship	\$75,000.00	10.00%	\$68,006.25	per yr
AI Chatbot or CoPilot w/ CogUniversity Campus (1 agency, up to 10,000 users/mo)	Advanced Scholarship	\$55,000.00	10.00%	\$49,871.25	per yr
Process / Document Automation w/ CogUniversity Campus (1-5 complex processes, between 10,000 and 100,000 documents/mo)	Advanced Scholarship	\$125,000.00	10.00%	\$113,343.75	per yr
Custom Machine Learning Model w/ CogUniversity Campus (1 use case)	Advanced Scholarship	\$75,000.00	10.00%	\$68,006.25	per yr
Prof. Services: Advanced Education Retainer AER - 40 hours (for integration, data labeling, dialog design, et al)	AER	\$6,000.00	10.00%	\$5,440.50	per yr
AI Corpus - Copy Editing Service (English corpus)	Copy Editing	\$3,500.00	10.00%	\$3,173.63	per yr
AI Corpus - Language Translation Support (non-English Corpus)	Language Translation	\$4,000.00	10.00%	\$3,627.00	per yr
AI Chatbot - additional 1,000 users/mo	Additional 1k Users/Mo	\$6,000.00	10.00%	\$5,440.50	per yr

## **EXHIBIT 2: SAMPLE MARKET BASKET FORM**

This Exhibit is not applicable for this solicitation.

### EXHIBIT 3: SERVICE DESIGNATION AREAS

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

(Exhibit 3 continued on next page)



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

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

End of Exhibit 3