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**North Central Texas
Council of Governments**

Artificial Intelligence (AI) Solutions for Public Sector Entities

RFP#2025-018

To
Lisa Littrell
616 Six Flags Drive
Arlington, TX 76011

Subject: Response for **RFP#2025-018**

MVS360 LLC is committed to excellence in providing state-of-the-art technical solutions and services by collaborating with state agencies in Texas.

Our detailed solution and approach are enclosed with this response. Our approach at MVS360 is to understand that each client has unique needs. Therefore, we dedicate ourselves to providing tailored, innovative, and cost-effective solutions. Our commitment extends to delivering these services on time and within budget, ensuring maximum efficiency for our customers.

Our professional services are designed not just as a service offering but as an investment in agencies. We function as recruitment partners, guiding and supporting agencies towards their success. With our local service desk, specialized teams, and experienced project managers, we guarantee that client requirements will be expertly managed. This allows customers to focus their attention and resources on the core aspects of their business.

We also take great pride in our comprehensive after-sales client care. This includes guarantees, staff training, and both onsite and offsite support, ensuring the smooth and continuous operation of client systems.

Understanding the demands on your time, we appreciate your consideration of our proposal. We are confident that our services will significantly contribute to the efficiency of your agency.

Thank you for your attention to this matter. We look forward to the opportunity to work with you.

Kindly



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Your Public Sector Solutions Center

REQUEST FOR PROPOSALS
For
Artificial Intelligence (AI) Solutions for Public Sector Entities
RFP # 2025-018

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

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Acknowledgment of Addenda (initial): #1 PJ #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

Pardhasaradhi Jasti

01/23/2025

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1. INTRODUCTION

MVS360, rooted deeply in Austin as an IT solutions expert, stands out as a historically underutilized business that has grown and continues to define exemplary service in the IT sector. Our foundation and growth within Texas emphasize our unwavering commitment to championing the IT realm with dedication, innovation, and superior service.

MVS360's dedication extends beyond metrics, as evidenced by our proactive approach in addressing IT challenges. Our record of accomplishment with state agencies such as the Texas Department of Education, Texas Higher Education Coordinating Board, Department of Motor vehicles showcases our capabilities and unwavering commitment. With this submission to our client's success, we aim to offer more than the essential requirements. Our proposal encapsulates the added value we bring, including a plan for top-tier remote working solutions, robust onsite services, and a technology infrastructure primed for adaptability.

Understanding the core mission of our clients and with vast responsibilities spanning over decades of experience and oversight, our IT solutions are tailored to amplify our client success, further enabling service.

MVS360 LLC, an ISO 27001 & 9001 certified company has a proven record of success in implementing Enterprise grade solutions for a variety of government agencies, including the Texas Education Agency (TEA), Texas Higher Education Board (THECB), Department of Motor Vehicles (DMV), Texas Commission on Law Enforcement (TCOLE), Texas Department of Criminal Justice (TDCJ), Heartland Area Education Agency (HAEA) and local governments. We have partnered with PeritusHub and Parabola 9 to create Team MVS360.

Team MVS360 has extensive experience in developing and deploying robust enterprise software solutions that meet the specific needs of our government clients. We are confident that our expertise and experience make us the ideal partner for Application.

In summary, Team MVS360. is not just a service provider; we are a partner in growth, innovation, and success. Our core competencies reflect our dedication to excellence and our unwavering commitment to the success of our clients in the ever-evolving landscape of IT services. Our ISO 27001 and 9001 certifications underscore our unwavering dedication to maintaining the highest standards in information security and quality management. As we continue to evolve, our Team remains committed in our mission to empower government agencies with modern, efficient, and secure IT solutions.

2. OUR GOVERNMENT EXPERIENCE

Experience with State Agencies:

MVS360 Technologies has a proven record of developing secure applications that meet the stringent security requirements of the State of Texas. Our previous engagements with agencies such as the Texas Higher Education Coordinating Board, Texas Education Agency, Department of Motor Vehicle (CT), Hartland Area Education Agency We implemented solutions that met their operational needs and ensured that all data handled by these systems were secured against unauthorized access and breaches. Our approaches to these projects were grounded in best practices for data security, emphasizing encryption, secure connections, and rigorous access controls.

Texas Higher Education Coordinating Board (THECB) - Legacy Modernization

Our collaboration with the Texas Higher Education Coordinating Board (THECB) spanned several key areas of incremental modernization projects, which aimed at elevating their operational and technological capabilities. This

extensive engagement involved a strategic overhaul of legacy systems, transitioning from outdated frameworks to more contemporary, supported ones. We undertook significant upgrades to existing technologies, ensuring that THECB's digital infrastructure was not only up-to-date but also robust and scalable. A critical component of our modernization effort was cloud migration, which enabled enhanced flexibility, scalability, and security, facilitating a more efficient and reliable IT environment.

Texas Education Agency

MVS360 successfully designed and implemented a comprehensive solution to meet the Texas Education Agency's (TEA) evolving operational needs. This solution focuses on optimizing critical workflows, including instructional material procurement, funding allocations, and order management, to enhance efficiency and productivity. By automating processes such as voucher creation, reconciliation, and EDI X12 order transactions, the solution significantly reduces administrative overhead while ensuring exceptional data accuracy. This tailored approach enables TEA to streamline operations, improve resource management, and maintain a robust framework for compliance and scalability, ultimately empowering the agency to achieve its mission of advancing education across Texas.

Department of Motor Vehicle

The MVS360 team has been instrumental in modernizing the Connecticut DMV title and registration system by transitioning from a legacy mainframe to Microsoft technology. This comprehensive upgrade includes migrating critical functions such as title and registration, emissions management, insurance verification, and The National Motor Vehicle Title Information System (NMVTIS) integration. The core focus of the project is enhancing user experience for both customers and DMV staff. We implemented intuitive self-service portals and responsive web interfaces, significantly improving service accessibility and convenience. Automation of routine tasks like registration renewals, title transfers, and emissions testing has streamlined processes, reduced manual effort, and improved efficiency.

Furthermore, we integrated real-time data reporting and predictive analytics, empowering DMV administrators to make informed decisions, optimize workflows, and enhance system performance. This modernization not only transforms the operational capabilities of the DMV but also sets a new standard for customer service in public sector operations.

3. OUR CAPABILITY

Our Team's commitment to excellence extends beyond standard practices. We prioritize continuous improvement and innovation, regularly updating our methodologies and technologies to stay ahead of industry trends. By embracing emerging technologies and staying abreast of the latest developments, we ensure that our solutions remain cutting-edge and future-proof. Our collaborative approach fosters strong partnerships with our clients, enabling us to deeply understand their business processes, challenges, and goals. Through open communication and active engagement, we co-create solutions that not only meet immediate needs but also drive long-term success and growth. In addition to our technical expertise, we place a strong emphasis on ethics, integrity, and social responsibility. We are committed to conducting business ethically, upholding the highest standards of integrity, and giving back to the communities in which we operate.

As we embark on projects with our clients our focus remains steadfast on delivering value-driven solutions that make a tangible difference in their business activities. By leveraging our core competencies, industry experience, and client-centric approach, we are confident in our ability to exceed expectations and contribute positively to our client's mission and objectives.

- **Core Competencies:** We excel in providing bespoke IT services and turnkey solutions tailored to our clients' needs, ensuring unmatched service delivery.
- **Industry and Technology Experience:** With over a decade of experience in the public sector and tech industry, our team brings extensive expertise to every project, ensuring innovative and reliable solutions.
- **Project Management:** Our project management approach emphasizes precision, efficiency, and transparency, enabling seamless project delivery without compromising quality.
- **Strategic Delivery Models:** Our models align perfectly with client goals, ensuring solutions address immediate needs while contributing to long-term success.
- **Enterprise Solutions:** Specializing in state and local agencies, we offer modern platforms for digitalizing business processes within agencies like TEA, THECB, and TCOLE.
- **Client-Centric Approach:** We prioritize understanding client challenges and objectives, delivering innovative and cost-effective solutions tailored to exceed expectations.

4. OUR PRODUCTS & OFFERINGS

HR-Tech Innovation using AI (PWS 5.1 f)

AI View: HR-Specific LLMs: Tailored AI Solutions for Human Resources

Team MVS360 has developed and fine-tuned HR-specific Large Language Models (LLMs) that are designed to bring unparalleled efficiency, accuracy, and intelligence to HR operations. Our LLMs are contextual, grounded, and tailored specifically to HR-related tasks and knowledge, making them highly effective in addressing the unique challenges of the HR domain.

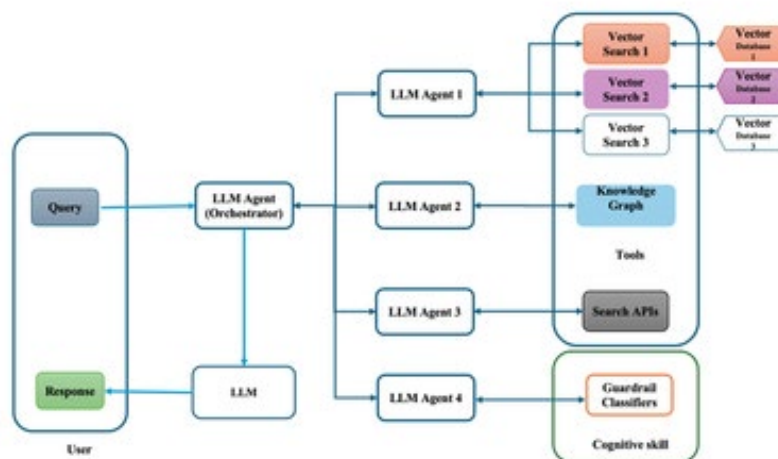


Figure 1 –LLM Model

Key Features of Our HR-Specific LLMs

1. **Contextual Understanding of HR:**
 - Our LLMs are fine-tuned to deeply understand HR processes, policies, terminology, and workflows. This ensures they remain highly relevant to HR use cases, delivering precise and actionable outputs.
2. **Grounded in Reliable HR Knowledge:**

- The LLMs are trained on a robust dataset of HR standards, best practices, and industry-specific content. This grounding ensures they provide **accurate**, compliant, and insightful responses, minimizing errors or ambiguities.
- 3. Customization for Specific Use Cases:
 - Beyond the foundational HR knowledge, we offer fine-tuning capabilities to adapt the LLMs to any client's unique business needs. Whether it is recruitment automation, performance management, or employee engagement, our LLMs can be tailored to fit seamlessly into existing workflows.

Our value-added benefit is our platform accelerates the development of use-case-specific solutions. For instance, imagine an HR Co-Pilot designed to assist managers in streamlining the new hire process—seamlessly, efficiently, and intelligently.

Our Capabilities in HR Tech Use Cases

1. Talent Acquisition & Recruitment:
 - Streamline hiring processes with AI-powered resume screening, sourcing, and candidate assessments.
 - Automate job description optimization and provide real-time predictive analytics to identify top talent.
2. Employee Engagement & Experience:
 - Deploy AI tools for pulse surveys, real-time sentiment analysis, and personalized engagement plans to foster a satisfied and motivated workforce.
 - Provide virtual assistants to deliver instant support for IT, HR, and wellness queries.
3. Learning & Development:
 - Create tailored learning paths using AI to analyze employee skills and aspirations.
 - Leverage gamified learning experiences and immersive training using VR/AR.
4. Performance Management:
 - Implement continuous feedback systems powered by real-time tracking and AI-based performance reviews.
 - Provide personalized development plans and predictive talent retention strategies.
5. Workforce Planning:
 - Optimize workforce allocation through demand forecasting, skills gap analysis, and succession planning.
 - Use AI to design diversity and inclusion strategies and manage remote work efficiently.
6. Compliance and Legal:
 - Automate compliance checks with real-time regulatory monitoring and ensure adherence to data privacy laws.
 - Manage contracts, audits, and legal documentation with AI-driven solutions.
7. Compensation & Benefits:
 - Build data-driven compensation plans that ensure equity and transparency.
 - Automate benefits administration with personalized recommendations and compliance tracking.
8. Offboarding:
 - Streamline employees exit with AI-powered exit interviews, knowledge transfer, and automated asset recovery.
 - Retain talent through alumni engagement and predictive attrition analytics.
9. Strategic Decision-Making:
 - Drive organizational growth with predictive analytics, scenario planning, and data-driven decision-making dashboards.

Gen AI-Powered Case Management for the Department of Motor Vehicles (DMV) (PWS 5.1 i)

Focus: The Department of Motor Vehicles (DMV) is responsible for managing a wide range of compliance, licensing, and registration cases for millions of vehicle owners. Efficiently handling these cases is critical to ensuring public compliance and smooth administrative operations. However, traditional manual processes hinder timely resolutions, personalized customer interactions, and proactive case management.

The Challenge: DMV faces several challenges in managing the high volume and complexity of compliance-related cases, including:

- Prolonged Resolution Times: Manual processes result in delays, impacting customer satisfaction.
- Limited Personalization: Difficulty in providing tailored guidance to vehicle owners with diverse needs.
- Lack of Proactive Insights: Limited access to trends and data prevents the DMV from addressing recurring compliance issues effectively.

The Solution: Gen AI for Intelligent Case Management

To address these challenges, the DMV implemented Gen AI-powered case management, leveraging artificial intelligence to automate workflows, enhance customer service, and gain actionable insights. The solution transformed the case management process by focusing on these key features:

1. Automated Case Classification and Prioritization

- Gen AI classifies incoming cases (e.g., insurance lapses or emissions failure) based on severity, deadlines, and complexity.
- High-priority cases are automatically flagged for faster resolution.

2. Intelligent Case Summarization

- Provides DMV agents with concise, AI-generated summaries of case histories, compliance statuses, and key details for quicker decision-making.

3. Dynamic Communication Generation

- AI generates personalized, multilingual notifications (emails, letters, or texts) for vehicle owners, detailing compliance requirements, deadlines, and next steps.

4. Virtual Assistant for Vehicle Owners

- A chatbot and voice assistant provide real-time guidance to vehicle owners, helping them:
 - Understand compliance requirements.
 - Navigate case submissions.
 - Resolve issues with step-by-step instructions.

5. Predictive Insights into Compliance Trends

- Gen AI analyzes historical data to predict seasonal trends (e.g., spikes in insurance lapses) and non-compliance patterns, enabling proactive measures.

6. Enhanced Workflow Automation

- Automates repetitive tasks like data entry, status updates, and reminders, freeing agents to focus on complex cases.

7. Document Processing and Analysis

- Uses AI-powered OCR to validate submitted documents (e.g., proof of insurance, emissions test reports), flagging discrepancies for quicker resolution.

8. AI-Powered Recommendations

- Provides agents with tailored recommendations for resolving complex cases, including applicable policies, required documentation, and escalation paths.

Our value-added benefit is Workflow: End-to-End Case Management

1. Case Creation:

- Vehicle owners submit cases through the DMV portal.
- Gen AI classifies cases and assigns priority levels.

2. AI-Powered Assistance:

- Vehicle owners receive real-time support from the virtual assistant for guidance and issue resolution.

3. Case Review:

- Gen AI summarizes cases for agents, highlighting critical details for swift action.

4. Document Submission and Validation:

- Vehicle owners upload necessary documents.
- Gen AI validates submissions and flags any issues.

5. Resolution and Communication:

- Cases are resolved, and Gen AI generates personalized notifications with follow-up instructions.

6. Insights and Proactive Management:

- Analyzes case data to identify compliance trends, improving policy and operational strategies.

The implementation of Gen AI-powered case management has revolutionized the DMV's operational efficiency and customer service. By addressing critical challenges like prolonged resolution times and limited insights, the DMV has not only enhanced compliance outcomes but also set a benchmark for intelligent case management in public sector operations.

Economic Development *(PWS 5.1 d)*

Customer Service AI-First Transformation

W.W. Grainger, a leading industrial supply company, sought to harness the transformative potential of AI to enhance customer experience, streamline internal operations, and stay ahead of the competition in an increasingly competitive landscape. The challenge was to establish best-in-class machine learning (ML) and AI practices that would not only solve current operational inefficiencies but also create scalable, future-ready solutions. We partnered with W.W. Grainger to deliver a comprehensive AI transformation strategy that combined strategic guidance, capacity building, and technical expertise. Our involvement focused on developing innovative AI solutions, setting up high-performing teams, and architecting scalable systems.

Key Accomplishments

1. Development of a Visual Search and Recommender Engine:

- Objective: Create an intuitive search and recommendation system to enhance customer experience and drive conversions.
- Outcome: The visual search feature improved ease of product discovery, resulting in increased customer satisfaction and higher conversion rates.
- 2. Establishment of an AI/ML Team:
 - Objective: Build a robust, in-house AI/ML team to ensure sustainable development and deployment of AI initiatives.
 - Outcome: Successfully set up and trained the initial team, empowering Grainger with the internal capability to scale their AI programs.
- 3. Solution Architecture:
 - Objective: Design scalable and efficient architecture to support Grainger's AI initiatives.
 - Outcome: Delivered a future-ready architecture that optimized performance while maintaining cost efficiency.

Our value-added benefit delivered

1. Cost Optimization:
 - Achieved a 10% cost reduction by streamlining processes and leveraging efficient AI solutions.
2. Revenue Growth:
 - The implementation of the Visual Search and Recommender Engine contributed to multi-million-dollar revenue generation through improved product discovery and higher customer engagement.
3. Competitive Advantage:
 - Enabled Grainger to maintain a competitive edge by staying ahead of industry giants such as Amazon, offering superior customer experience and innovative AI-driven features.
4. Enhanced Operational Efficiency:
 - Beneficiaries included:
 - Customer-Facing Teams: Improved tools and recommendations enhanced customer interactions.
 - Business Unit Executives: Data-driven insights provided better decision-making capabilities.
 - Internal Teams: Streamlined workflows and reduced operational redundancies.
5. Innovation at Scale:
 - Created scalable AI frameworks and systems, ensuring that Grainger's AI investments continue to deliver value in the long term.

Key Deliverables

1. Visual Search and Recommender Engine with measurable impacts on customer engagement and sales.
2. Comprehensive AI/ML solution architecture tailored to Grainger's needs.
3. High-performing in-house AI/ML team, fully equipped to scale AI initiatives independently.

Our collaboration with W.W. Grainger exemplifies our commitment to driving AI-first transformation for large enterprises. By combining technical excellence with strategic insight, we delivered solutions that optimized costs, enhanced customer experience, and created significant competitive advantages.

Dymax: Business Strategy Roadmap (PWS 5.1 d)

Dymax embarked on a transformative journey to integrate artificial intelligence (AI) and digital transformation strategies into its core operations. By addressing its unique challenges and leveraging a well-structured roadmap, Dymax successfully enhanced operational efficiency, drove innovation, and sustained a competitive edge. This document outlines how Dymax achieved its strategic objectives by implementing an actionable roadmap, focusing on scalability, integration, real-time

analytics, data security, natural language processing (NLP), algorithm transparency, and continuous improvement to foster growth and elevate its market position.

Strategy Roadmap Implementation

1. Assessment of Current Capabilities

- **Technological Audit:** Dymax conducted a comprehensive evaluation of its existing technological infrastructure, identifying key gaps in readiness for AI integration, particularly concerning scalability and interoperability.
- **Organizational Readiness:** The company assessed cultural and operational readiness to adapt to AI-driven workflows, emphasizing employee engagement and the capacity for continuous improvement.

2. Strategic Planning

- **Alignment with Objectives:** AI initiatives were aligned with core business objectives to improve operational efficiency, enhance customer satisfaction, and support scalability.
- **Phased Roadmap Development:** A detailed roadmap with clear milestones was created to address specific challenges, including integration, quality control, and real-time analytics capabilities.

3. Implementation Roadmap

- **Pilot Projects:** Initial small-scale AI projects demonstrated feasibility, provided early insights, and validated accuracy and algorithm transparency. These pilots also highlighted potential improvements in scalability and interoperability.
- **Phased Deployment:** AI solutions were incrementally deployed across departments to minimize disruption, facilitate smooth integration, and ensure robust quality control.

4. Change Management

- **Employee Training:** A robust training program that upskilled employees on AI tools, focusing on accuracy, data security, and the effective use of NLP capabilities to foster a culture of innovation.
- **Stakeholder Engagement:** Dymax actively involved stakeholders, ensuring transparency and alignment throughout the process while addressing concerns about algorithm transparency and data privacy.

Strategic Objectives and Achievements

Short-Term Goals:

- **AI Readiness Assessments:** Evaluated technological maturity, establishing a foundation for scalable and secure AI integration.
- **Skill Development:** Employees were equipped with training to leverage AI capabilities, including real-time analytics and NLP tools.
- **Governance Framework:** Established a robust AI governance framework to prioritize ethical use, algorithm transparency, and compliance with data security regulations.
- **Data Quality Improvements:** Enhanced data collection and management practices ensured accuracy, usability, and privacy.

Long-Term Vision:

- **Comprehensive AI Integration:** Seamlessly integrated AI across all business functions, ensuring interoperability and alignment with business processes.
- **Continuous Innovation:** Embedded AI advancements into daily operations, driving real-time analytics and fostering continuous improvement.
- **Customer-Centric Approach:** Leveraged AI-driven insights for personalized services and proactive trend anticipation.
- **Global Expansion:** AI-enabled market insights facilitated international growth and entry into new markets.

Challenges Overcome

- **Challenge-Specific Functionality:** Dymax implemented scalable and flexible AI solutions tailored to meet department-specific requirements.
- **Scalability:** Designed systems that could grow with the organization, ensuring future-proof integration of AI capabilities.
- **Integration:** Overcame integration challenges with a modular and interoperable architecture, enabling seamless collaboration across platforms.
- **Real-Time Analytics:** Enabled real-time data processing and decision-making to enhance agility and responsiveness.
- **Data Security and Privacy:** Established robust frameworks to protect sensitive information, ensuring compliance with industry standards and regulations.
- **Natural Language Processing Capabilities:** Deployed NLP technologies to improve customer interaction, automate repetitive tasks, and derive insights from unstructured data.
- **Accuracy:** Prioritized high data quality and validation measures to ensure reliable output from AI systems.
- **Algorithm Transparency:** Developed explainable AI models to build trust and ensure ethical decision-making.
- **Continuous Improvement:** Integrated mechanisms for iterative development and feedback to refine AI models and processes over time.
- **Interoperability:** Ensured AI tools worked seamlessly with existing systems and future technologies.
- **Quality Control:** Implemented rigorous quality control measures to monitor system performance and maintain high standards.

Our value-added benefit Realized

- **Operational Efficiency:** AI-powered automation streamlined workflows, eliminated redundancies, and enhanced productivity.
- **Improved Decision-Making:** Real-time analytics and data-driven insights supported both strategic and tactical decisions.
- **Competitive Advantage:** Innovative and scalable AI solutions positioned Dymax as a market leader.

- **Customer Satisfaction:** Personalized and predictive services fostered loyalty and increased customer retention.
- **Scalability:** The roadmap ensured AI systems could evolve alongside business growth, supporting both immediate needs and long-term objectives.
- **Data Security:** Enhanced data governance practices safeguard sensitive information and ensure compliance with regulations.
- **Continuous Improvement:** A culture of innovation and feedback-driven refinement kept Dymax's AI capabilities at the cutting edge.

By addressing challenges specific to scalability, integration, real-time analytics, data security, NLP, and continuous improvement, Dymax successfully executed its AI-driven transformation. Through a well-structured roadmap and commitment to quality, Dymax achieved operational excellence, sustained innovation, and a strong market position.

Dymax: Customer Support with Generative AI and Co-Pilot

Dymax, a global leader in advanced adhesive solutions, recognized the need to enhance its customer support operations to address increasing customer demands and ensure faster resolution of cases. By leveraging Generative AI and Co-Pilot technology, Dymax transformed its case management system, enabling a seamless and proactive support experience for its customers.

Challenges

1. **Increased Case Volume:** With a growing customer base, the Dymax support team faced challenges managing an influx of queries and cases.
2. **Delayed Resolutions:** Manual processes often led to longer resolution times, affecting customer satisfaction.
3. **Knowledge Accessibility:** Support agents struggled to access the right information quickly due to fragmented knowledge bases.
4. **Resource Utilization:** Repetitive tasks consume a significant portion of agents' time, limiting their ability to focus on complex issues.

Solution

To address these challenges, Dymax implemented a comprehensive case management solution powered by Generative AI and Co-Pilot technology. This implementation incorporated the following advanced features:

Challenge-Specific Functionality

1. **Scalability:**
 - The system was designed to scale Dymax's growing case volume, ensuring seamless performance even during peak periods.
 - Automated workflows adapted dynamically to fluctuations in caseloads.
2. **Integration:**
 - The AI-powered solution was seamlessly integrated with Dymax's existing CRM, ticketing, and support tools.

- Unified systems ensured a smooth exchange of data across platforms, eliminating silos.

3. Real-Time Analytics:

- Dashboards provided live insights into case trends, resolution times, and customer sentiment.
- Predictive analytics identified emerging issues and areas for improvement proactively.

4. Data Security and Privacy:

- Industry-standard encryption and access controls safeguarded customer data.
- The solution complied with GDPR and other data privacy regulations, ensuring customer trust.

5. Natural Language Processing (NLP) Capabilities:

- The AI categorized cases, extracted key details, and understood customer intent, enabling accurate prioritization.
- NLP facilitated multilingual support, broadening Dymax's global reach.

6. Accuracy:

- Machine learning algorithms continuously improved the precision of case categorization and routing.
- Regular audits and retraining ensured that the system maintained a high standard of accuracy.

7. Algorithm Transparency:

- Transparent AI algorithms provided insights into decision-making processes, fostering trust among support agents.
- Detailed logs allowed agents to trace and validate AI-recommended actions.

8. Continuous Improvement:

- Feedback loops were implemented to refine AI models based on user and agent interactions.
- Regular updates ensured the system adapted to evolving customer needs and challenges.

9. Interoperability:

- The platform worked seamlessly with third-party tools, enabling Dymax to leverage additional functionalities.
- Flexible APIs supported integration with future technologies.

10. Quality Control:

- Built-in validation processes ensured that AI-generated responses were reviewed for accuracy and relevance.
- Automated quality checks flagged inconsistencies, enabling timely corrections.
-

Key Features

1. AI-Powered Case Categorization:
 - Cases were automatically categorized based on content and urgency using NLP.
 - Prioritization rules ensured high-priority cases were addressed first.
2. Automated Knowledge Retrieval:
 - The Co-Pilot tool provided agents with instant, contextually relevant information from the Dymax knowledge base.
 - Dynamic FAQs and solution suggestions reduced manual searches, improving efficiency.
3. Intelligent Case Routing:
 - Cases were routed to the most suitable agents based on skillsets, workload, and past performance.
 - Automated reassignment workflows ensured timely follow-ups and resolutions.
4. Generative AI Assistance:
 - Draft responses were generated for repetitive inquiries, allowing agents to personalize replies.
 - The AI suggested troubleshooting steps and escalation paths for complex cases.
5. Customer Insights Dashboard:
 - Real-time analytics provided visibility into case trends and resolution performance.
 - Sentiment analysis identified customer satisfaction trends, guiding management decisions.

Implementation Process

1. Assessment and Customization:
 - Dymax worked closely with AI experts to align the solution with industry-specific requirements and challenges.
2. Integration:
 - Seamless integration with CRM, ticketing, and other support tools created a unified ecosystem for case management.
3. Training:
 - Comprehensive hands-on training ensured agents were equipped to maximize the system's potential.
4. Phased Rollout:
 - A phased deployment allowed iterative improvements and addressed agent feedback for optimal adoption.

Results

1. Improved Efficiency:

- Case resolution time decreased by 40%, from an average of 3 days to 1.8 days.
 - Repetitive task handling reduced agent workload by 50%, enabling a focus on complex issues.
2. Enhanced Customer Satisfaction:
- Customer satisfaction scores improved by 25% within six months of implementation.
 - Faster and more accurate resolutions received positive feedback from customers.
3. Streamlined Operations:
- AI autonomously managed 60% of low-priority cases, freeing agents to address high-impact issues.
4. Increased Knowledge Utilization:
- Knowledge base usage increased by 70%, ensuring agents accessed the most relevant information efficiently.

Encouraged by the success of the Generative AI and Co-Pilot implementation, Dymax plans to extend the system to other customer-facing teams, such as sales and technical support. They are also exploring advanced predictive analytics to proactively identify and resolve potential customer issues before they escalate.

AI-Powered Catalog Management with Dymax *(PWS 5.1 i)*

Focus: Streamlining catalog management using Dymax's AI-driven digital asset metadata capabilities to improve efficiency, collaboration, and decision-making.

The Challenge

Organizations are struggling to effectively manage and utilize their growing repositories of digital assets, leading to:

- **Inefficient File Retrieval:** Locating specific files across departments is time-consuming and prone to errors.
- **Unorganized Digital Assets:** Redundant or unstructured files result in wasted resources and confusion.
- **Lack of Insights:** Organizations have limited ability to analyze trends in asset usage for informed decision-making.

These challenges hinder productivity, collaboration, and resource optimization, especially in environments with diverse workflows and large volumes of digital assets.

The Solution: Dymax's AI-Powered Catalog Management

Dymax offers a centralized, AI-driven catalog management solution that uses advanced metadata processing and machine learning to organize, search, and provide actionable insights into digital assets.

Key Features

1. Automated Metadata Ingestion
 - Extracts and stores metadata like file names, paths, departments, and creation/modification dates.
2. AI-Driven Categorization
 - Leverages machine learning to classify and tag assets based on metadata, content, and contextual patterns.

3. Centralized Asset Catalog

- Creates a searchable, hierarchical structure tailored to organizational workflows.

4. Search and Discovery

- Uses NLP for intuitive search capabilities based on keywords, tags, or contextual descriptions.

5. Intelligent Recommendations

- Suggests related or frequently accessed assets to foster collaboration and reuse.

6. Access Control and Governance

- Ensures security with role-based access controls (RBAC) and audit trails.

7. Analytics and Insights

- Provides data on asset usage trends, redundancies, and potential resource gaps.

Workflow

1. Metadata Collection

- Metadata is extracted and stored in a centralized repository as assets are uploaded.

2. AI Categorization

- Assets are categorized by metadata (e.g., department, project, type). For example, a file named *Marketing_Brochure_2025.pdf* under the Marketing directory is tagged as:
 - Department: Marketing
 - Type: Brochure
 - Year: 2025

3. Catalog Creation

- A dynamic, real-time catalog is created and updated using AI insights.

4. Search and Recommendations

- Users search for assets (e.g., "2025 brochures"), and AI provides results along with related suggestions.

5. Asset Analytics

- Dashboards highlight asset usage patterns, redundancies, and underutilized resources.

Our value-added benefit

1. Enhanced Efficiency

- Reduces time spent locating assets with centralized cataloging and intuitive search.

2. Improved Collaboration

- Enables secure, cross-departmental access to shared resources.
- 3. Cost Savings
 - Minimize redundant asset creation by improving discoverability and reusability.
- 4. Data-Driven Decisions
 - Provides actionable insights into asset usage trends, improving resource allocation and planning.

Our COTS product

Empowering Recruiters: AI powered Interview Platform

Focus: AI-Powered Hiring and Recruitment Solutions

Another product that we have is <http://2ndSight.ai> is an innovative HR Technology platform revolutionizing the hiring process by leveraging cutting-edge Artificial Intelligence (AI) and Machine Learning (ML) capabilities. The platform's primary goal is to streamline recruitment workflows, enhance candidate assessment, and eliminate bias, enabling organizations to hire smarter, faster, and more inclusively. With a focus on improving efficiency, accuracy, and decision-making in talent acquisition, <http://2ndSight.ai> empowers businesses to optimize their hiring processes while ensuring a seamless experience for both recruiters and candidates.

Our team designed and developed groundbreaking technology powering 2ndSight.ai, an emerging startup revolutionizing the hiring process. Leveraging Vertical AI Agents and Large Language Models (LLMs), our solution automates interviews and streamlines candidate evaluations for industries as diverse as government and local authorities, helping them scale up hiring efficiently.

The Challenge: Recruiters face significant challenges during the hiring process, particularly in the initial screening and first-level interviews. These stages consume a considerable amount of time and energy while being prone to inefficiencies, such as scheduling conflicts and delays. The result is a fragmented and time-intensive workflow, detracting from the strategic aspects of talent acquisition.

The Solution: To address these challenges, AI technology was implemented to reimagine and streamline the hiring process. The solution focused on three key areas:

1. Automating the Interview Process: AI-driven systems simulate the behavior of a human recruiter, conducting interviews without requiring human intervention. This approach allows for scalable, consistent, and unbiased evaluations of candidates.
2. Resume Scoring: The AI automatically evaluates resumes submitted by candidates, scoring them based on their alignment with job descriptions and required skills. This feature provides recruiters with actionable insights, making it easier to shortlist candidates.

Streamlining Interview Scheduling: Scheduling interviews has traditionally been a logistical challenge. With AI, the process is simplified, enabling recruiters to focus on selecting top-tier candidates while the system handles scheduling seamlessly. Interviews are conducted without a human, which are completely personalized.



Figure 2 –Solution Overview & Screening

Key Attributes and Considerations in this solution

- Responsible AI
- Ethical Considerations
- Data Security: Granular Access

Value added Results and Benefits

By integrating AI into the hiring workflow, the process became more efficient, scalable, unbiased, and recruiter-friendly:

- Time Savings: Reduced the time spent on repetitive tasks like resume screening and interview scheduling.
Reduced time-to-hire by 60%.
- Enhanced Decision-Making: Improved candidate quality through data-driven insights and unbiased evaluations.
Improved candidate-job match accuracy by 50%.
- Simplified Scheduling: Resolved coordination headaches, allowing recruiters to focus on strategic hiring activities.
Enhanced user experience through streamlined scheduling and evaluation.

SPECTRA

Smart Processing and Evaluation of Critical Trends and Real-Time Alerting

SPECTRA, by Parabola9, is an advanced Generative AI-powered solution revolutionizing surveillance by automating the analysis of CCTV footage for near real-time incident detection. Leveraging cutting-edge Large Language Models (LLMs) and AI technology, SPECTRA provide human-like contextual understanding, actionable insights, and instant alerts for incidents such as traffic accidents, crimes, and safety violations.

By seamlessly integrating with existing surveillance systems, SPECTRA empower organizations to enhance safety, improve efficiency, and make informed decisions with unparalleled speed and accuracy.

Key Features

- Near Real-Time Alerts: Immediate detection and alerting for critical incidents, including accidents, crimes, and violations.
- Interactive Q&A: Enables users to query footage and receive precise, contextually relevant answers.

- **Human-Like Summaries:** Offers clear, actionable descriptions of incidents for better decision-making.
- **Proactive Incident Prevention:** Uses contextual intelligence to foresee and mitigate risks.
- **Contextual Intelligence:** Delivers deeper insights by understanding video footage with human-like cognition.
- **Map-Based Visualization:** Visualizes CCTV locations with priority highlights (Red, Amber, Green) for rapid response.
- **Scalability & Integration:** Adapts to systems of any scale and integrates seamlessly with APIs.
- **Flexibility & Customization:** Tailored to diverse industry needs with minimal training.

Business Value

- **24x7 Monitoring:** Always on, reducing the need for manual surveillance.
- **Incident Prevention & Safety:** Real-time detection and prevention of threats.
- **Operational Efficiency:** Automates processes and extracts actionable insights.
- **Safety Compliance:** Ensures adherence to safety and security regulations.
- **Scale for Any Need:** Supports applications from small businesses to large-scale smart cities.

Applications

Traffic & Smart Cities

- Detect traffic violations and accidents in near real-time.
- Optimize urban traffic flow with analytics-driven insights.
- Enhance public safety by monitoring high-risk zones.

Security & Surveillance

- Proactively identify unauthorized access and potential threats.
- Summarize extensive footage into key events for quicker reviews.
- Enforce compliance with safety and security protocols.

SENTRA

Smart Entity Neural Text Recognition and Automation

SENTRA is a cutting-edge, AI-powered platform that revolutionizes document digitization and automation. By seamlessly managing the entire document lifecycle—from digitization to secure storage and retrieval—SENTRA leverages Generative AI and advanced Document Management Systems (DMS) to deliver unparalleled accuracy, efficiency, and operational excellence. With accuracy rates of up to 99% for handwritten, typewritten, and printed documents, SENTRA sets a new global standard in intelligent document processing.

Key Features

AI-Powered Intelligent Document Processing (IDP)

- Utilizes advanced Generative AI and ensemble Large Language Models (LLMs) for precise data extraction from structured and unstructured formats.

- Excels in contextual entity recognition, enabling accuracy in processing complex document layouts.

Self-Learning AI Mechanism

- Adapts and evolves through usage, continuously improving its data extraction capabilities.
- Scales to handle high-volume document processing with unmatched efficiency.

Multi-Layered Quality Control

- Triple-check validation using independent LLMs ensures rigorous quality assurance.
- Confidence scoring, anomaly detection, and automated alerts guarantee superior accuracy.

Unmatched Accuracy Rates

- Handwritten Documents: 99%
- Typewritten Documents: 99%
- Printed Documents: 99%

Comprehensive Document Management

- Integrated, robust DMS for secure and organized storage.
- Advanced indexing and search capabilities ensure seamless document retrieval.

Use Cases

1. Government Document Digitization
 - Securely transform and manage public records for improved accessibility and accuracy.
2. Enterprise Document Storage and Retrieval
 - Simplify critical document storage, indexing, and retrieval for businesses of any size.
3. Public Records Automation
 - Streamline processes such as licensing, property records, and legal documentation to enhance operational efficiency.

SENTRA goes beyond digitization, offering a comprehensive platform for intelligent document processing and automation. With its industry-leading accuracy, self-adaptive AI, and robust document management capabilities, SENTRA ensures precision, reliability, and efficiency, empowering organizations to operate smarter and faster.

5. DATA GOVERNANCE AND CYEBRSECURITY

Application Management

We use various tool-based requirements such as Synopsis Black Duck Detect for open-source software management. Any new components with HIGH security vulnerability are disallowed in the product released. HIGH risk vulnerabilities are remediated as quickly as possible, where possible. We strictly follow the top 10 OWASP listed vulnerability list, security testing, and acceptance procedure for 3rd Party embedded software products. Our process for vulnerability remediation is to apply security patches and/or work with the other software/hardware providers to remediate. Our team also performs regular security assessments and penetration testing to identify and address potential

security risks. We aim to maintain the highest level of security for our clients by continuously monitoring and updating our security measures to stay ahead of evolving security threats.

Images are refreshed as needed based on security updates and updates to the Our products software itself. We contract with a 3rd party security firm to conduct external vulnerability tests for us on an annual basis. Our process for handling data breaches.

- Preparation
- Detection
- Analysis
- Containment
- Eradication
- Recovery
- Post-Incident Activity
- Notifications

The Team MVS360 is committed to ensuring full compliance with various IT security regulations, policies and mandates including FISMA 2014, FITARA, FedRAMP, CDM, and others. Our Internet System Security Officers (ISSOs) will follow all applicable NIST IT Security guidance and the NIST Risk Management Framework (RMF) to ensure systems are secure. We will categorize systems using the FIPS-199 process and determine the baseline risk categorization of Low, Moderate or High. Based on the baseline categorization, relevant security controls will be identified from NIST SP 800-53 Rev 4. Our staff will provide expert IT security interpretation of these regulations and policies to stakeholders at meetings and committees. We will continuously monitor systems to maintain situational awareness of risks and perform annual assessments by third parties. We utilize inheritable controls Service Organization Controls (SOC 2 Type II, ISO 27001, FedRAMP) wherever possible to gain efficiency. We will ensure that Our products application that connects to client's systems, and their control implementations are assessed by third party at least annually and when significant changes are made to the systems, we will assist in the development of the remediation actions for all assessment findings and have them integrated into a Plan of Action and Milestones (POAM). We will review assessment reports and communicate those findings to assist authorizing officials in making their decision to provide any kind of security approval or Authority to Operate. We will perform continuous monitoring of Our products systems and related control implementations to provide continual situational awareness of the risks presented to those systems. We will ensure that clients have sole and absolute authority in all matters pertaining to IT Security Program activities that can impact the security and privacy of client's data. Compliance with Laws, Regulations, Executive Orders, Professional standards: The Team MVS360 adhered to applicable executive orders, including Executive Order 13693, "Planning for Federal Sustainability in the Next Decade" (March 19, 2015); Executive Order 13221, "Energy-Efficient Standby Power Devices" (August 2, 2001); guidelines established by client's; and NIST Security Standards (NIST 800-34, 800-61, 800-70, and 800-47). The Team MVS360 strictly adhered to requirements for data destruction in accordance with National Archives and Records Administration (NARA) requirements, as outlined in TX Directive 6300 and standards for the protection of electronic PHI, in 45 C.F.R. Part 164, Subpart C, information and system security categorization level designations in accordance with FIPS 199 and FIPS 200, with implementation of all baseline security controls commensurate with the FIPS 199 system security categorization. During the development cycle a Privacy Impact Assessment (PIA) was completed in accordance with Directive 6508, Implementation of Privacy Threshold Analysis and Privacy Impact Assessment.

Incidents

Team MVS360 implements strong security measures to protect the Our products platform and sensitive information. The use of multi-factor authentication, SSL, and encryption ensures that information remains confidential and secure.

Our products are in the process of getting certification for ISO 27001 and SOC 2 Type 2, which provides additional assurance of information security and privacy.

Antivirus & Antimalware

Malicious code is one of today's top security threats, so we implement a multiplicity of measures to address it. Azure software components must go through a virus scan before deployment. Each virus scan creates a log within the associated build directory, detailing what was scanned and the results of the scan. The virus scan is part of the build source code for every component within Azure. Code is not moved to production without a clean and successful virus scan.

- All the scans are real time enabled and monitored continuously.
- Any data that is transmitted to the START application is scanned by the tool.

Contract End and Data Retention

The entire solution, including all source code, data, documentation, etc., will remain intact even after the contract has ended. Data retention policies will follow client's and legal requirements, and appropriate measures will be taken to ensure data security and privacy during and after the contract period.

The proposed architecture design for the Our products includes to implement in a secure and CJIS-compliant hosting environment, multiple methods for reporting convictions, user authentication and authorization, batch review and processing, adherence to client's IT and cyber security requirements, and data retention policies. The solution will provide a robust and secure platform for authorized Texas court personnel and client's personnel to report convictions accurately and efficiently.

Data specifications

Our team leverages expert knowledge in data management and client's business processes to effectively review and assess the development and update of data architecture. All relevant components will be derived from the client's Enterprise Architecture principles, standards, infrastructure, governance, operational processes, policies, and an array of application environments supporting the client's components. The team is also well versed in a variety of modeling standards such as IDEF, UML etc. We will stay abreast of developments within clients such as those in the Data Architecture Structure, Standards and Guidelines Working Group. Our product's data segregation policy ensures that each client's data is kept separate and private, whether the service is provided as a software-as-a-service or installed on the client's premises. Data security and encryption are a key component of the solution, using encryption algorithms and key management systems to secure data both in transit and at rest. Data is encrypted using a data encryption key (DMK), which is retrieved using an encrypted key management system and then used to encrypt the data before being removed from memory. This ensures that sensitive data is protected and only accessible by authorized users.

Our products encrypt data at the application level using envelope encryption. Envelope encryption is a better way to secure the data and the keys that protect it. It is also agnostic about the encryption algorithm used. When using envelope encryption, MVS360 uses two distinct keys:

- a) **Data Encryption Key (DEK)** - Our product's Data Encryption method is preserving confidentiality by transforming it into a ciphertext, which can only be decoded using a unique decryption key produced at the time of the encryption or prior to it.
 - The Data Encryption Key is the key used to encrypt the data itself.
 - DEK gets Generated locally and stored in the file system.
 - DEK Stored in an encrypted format.

b) Key Encryption Key (KEK) - The Key Encryption Key is the key used to encrypt (or wrap) the DEK.

- KEKs are Stored in Key Vault (KMS)
- Rotated regularly.
- Accessed only by authorized users.

Although envelope encryption is agnostic to the encryption algorithm, our products use an AES key-encryption key (KEK) with a length of 256 bits.

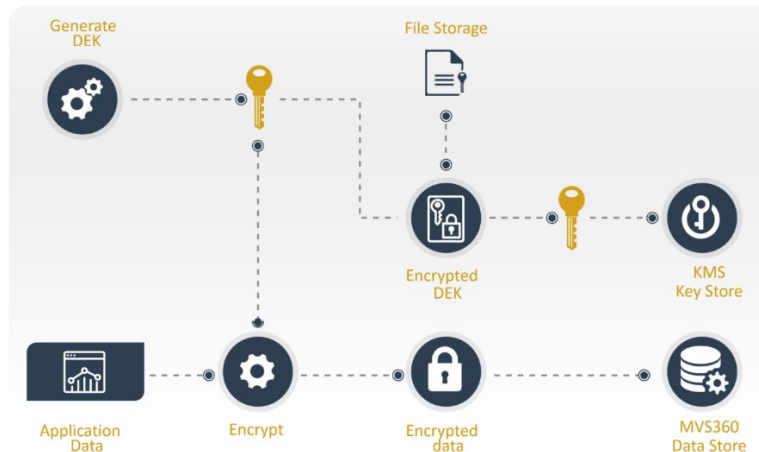


Figure 3 – Data Encryption

Data Decryption

The Data Decryption service will receive encrypted data to decrypt. The service will send encrypted DEK to KMS to get the plain DEK. Once plain DEK is received Data gets decrypted using DEK. DEK gets removed from memory and decrypted data is sent back to the calling program.

- Ability to encrypt data in transit/motion. Our API can be set up to use Transport Layer Security TLS to communicate with our core components.
- Ability to view or export historical data: A user can view the historical data from our application. There are also reports which can be run and exported concerning history.
- Ability to bulk load data: Our products adapters have been developed to transform data into native format and provide accelerated transformation features to massage and security store the data.
- Some sensitive data columns like SSN are encrypted using envelope encryption to protect from data breaches.

Separation of Keys and Data

Access to these keys is tightly controlled and granted only to authorized personnel using multi-factor authentication. Additionally, KMS is set up in a highly secure environment and is regularly audited for security vulnerabilities. Regular security audits and penetration testing are conducted to ensure the security and confidentiality of the encryption keys and encrypted data. The protection of data and keys is a top priority, and various controls are in place to prevent unauthorized access. Our products Data Encryption Keys are stored in a separate location from encrypted data. DEK keys are stored in the file system with restrictive access. KMK keys are stored in KMS as show in [Figure 3 – Data Encryption](#)

Our products can be configured to integrate with Identity (IdP) provider or use LDAP protocol to check a security group in Active Directory. This group will be populated as users or admins who are assigned to roles. Users can be created or

removed in the Active Directory and clients can assign certain groups/users to access the admin features. Our products handle password management (e.g., force an initial change after the first login, force passwords to be changed periodically, enforce use of minimum length, characters, forgotten passwords, etc. MVS360 Technologies fully understands the critical importance of adhering to the Security and Data Privacy Requirements as stipulated by our clients. Our commitment to implementing robust security measures is designed to protect the integrity, confidentiality, and availability of data in compliance with federal, state, and local regulations, including the Family Education Rights and Privacy Act (FERPA) and the Health Information Portability and Accountability Act (HIPAA).

Security Penetration Testing:

Our experience extends to conducting comprehensive security penetration testing for the This multi-faceted project involved internal, external, and web application security assessments, alongside the review of scans of public-facing critical agency applications. Our objective was to ascertain the potential vulnerabilities that could be exploited by attackers to cause harm, such as data breaches, service disruptions, or unauthorized access to further internal systems. Through various threat scenarios, we evaluated the risk of confidential client's data being stolen, applications being knocked offline, and unauthorized access to client's networks. Our detailed reports included an executive summary, approach details, and a thorough findings summary. Each identified vulnerability was documented with its impact, remediation guidelines, and external references from OWASP and CWE, adhering to industry standards in cataloging known security vulnerabilities.

Comprehensive Compliance Strategy

Our security protocol includes a stringent adherence to Texas HB8 (85R), codified in TGC 2054.516, which mandates vulnerability and penetration testing for all data agency websites or applications that process sensitive personal information. MVS360 Technologies commits to conducting these assessments at regular intervals and whenever significant changes are made to the system. This proactive approach ensures that vulnerabilities are identified and remediated promptly, safeguarding against potential breaches and ensuring the continuous integrity and confidentiality of our client's data.

Implementation of Secure Connection Standards

Recognizing the critical nature of securing data in transit, MVS360 Technologies will implement HTTPS-only protocols across all project-related websites, supplemented by HTTP Strict Transport Security (HSTS) and Transport Layer Security (TLS) version 1.2 or higher. This commitment extends to ensuring all digital interactions within our client's instructional materials procurement system are encrypted, thus protecting against interception and unauthorized access.

Secure Configuration and Development Practices

Tailored Secure Configuration Guidelines: Our delivery to our clients will include detailed secure configuration guidelines, encompassing all security-relevant configuration options and their implications for overall system security. These guidelines will cover the complete spectrum of dependencies on the supporting platform, including but not limited to operating systems, web servers, and application servers. MVS360 Technologies will provide precise configurations for enhancing security postures, thereby ensuring the robustness of the underlying infrastructure of the

6. OUR APPROACH

Challenge-Specific Functionality:

MVS360 focuses on creating AI solutions that address specific business challenges by tailoring algorithms and workflows to unique use cases. The process begins with comprehensive needs assessments, stakeholder consultations, and industry-specific research to ensure solutions align with client goals. Modular frameworks are then developed to enable rapid customization for varying operational needs. MVS360 ensures its solutions are purpose-built for each client by leveraging domain expertise and collaborative input. For example, in logistics, AI algorithms may optimize route planning, while in healthcare, models might enhance diagnostic accuracy. This approach ensures measurable outcomes and long-term impact.

Scalability:

Scalability is a cornerstone of MVS360's AI solutions. By leveraging cloud-native architectures like Kubernetes and Azure Kubernetes Service (AKS), MVS360 ensures systems can handle fluctuations in demand without compromising performance. Auto-scaling and load balancing allow dynamic allocation of resources, ensuring stability during peak loads. The solutions are designed to grow with the client's business, whether it is onboarding new users or processing larger datasets. This scalability allows businesses to future-proof their AI systems while minimizing infrastructure costs.

Integration:

MVS360 ensures seamless integration of its AI solutions with existing enterprise systems. By developing robust APIs, SDKs, and middleware, the company connects its tools to popular platforms like SAP, Salesforce, and Microsoft Dynamics. ETL (Extract, Transform, Load) processes enable efficient data integration from diverse sources. This approach reduces disruption during deployment and accelerates time-to-value. Clients can continue using their existing workflows while enhancing functionality through AI-powered insights and automation.

Real-Time Analytics:

MVS360 embeds real-time analytics into its AI solutions using advanced streaming technologies like Apache Kafka and Azure Stream Analytics. These platforms allow continuous ingestion, processing, and analysis of data, enabling real-time decision-making. Edge computing is often utilized to reduce latency by processing data closer to its source. This ensures that businesses can respond rapidly to changes, whether monitoring supply chains or delivering personalized customer experiences.

Data security and Privacy:

Data security and privacy are integral to MVS360's solutions. The company employs encryption protocols such as AES-256 for data in transit and at rest. Role-based access control (RBAC) and multi-factor authentication (MFA) safeguard against unauthorized access. MVS360 adheres to industry regulations like GDPR, HIPAA, and CCPA, ensuring compliance across regions. By anonymizing sensitive data and conducting regular audits, MVS360 builds trust and safeguards client data.

Natural Language Processing Capabilities:

MVS360 incorporates advanced NLP capabilities to power features like chatbots, sentiment analysis, and text summarization. By fine-tuning state-of-the-art models like GPT and BERT, the solutions deliver domain-specific accuracy and contextual understanding. Integration with voice-enabled tools and libraries like Hugging Face or spaCy further enhances NLP functionality. This allows businesses to improve customer interactions, automate workflows, and extract insights from unstructured data.

Accuracy:

Accuracy is achieved through rigorous training and validation of AI models. MVS360 employs techniques like cross-validation, hyperparameter optimization, and ensemble learning to enhance reliability. High-quality, labeled datasets are used to train models for specific domains. Performance is continuously monitored using metrics like precision, recall, and F1 score. This ensures models not only meet benchmarks but also maintain consistency over time.

Algorithm Transparency:

MVS360 prioritizes transparency through Explainable AI (XAI) frameworks like SHAP and LIME. These tools allow users to understand the decision-making process of AI models, fostering trust and accountability. Interactive dashboards visualize model insights and decision logic, making AI more accessible to non-technical users. Comprehensive documentation further ensures that clients are fully informed about their AI systems.

Continuous Improvement:

Continuous improvement is at the heart of MVS360's development philosophy. Feedback loops and performance monitoring systems collect real-world data to refine models over time. CI/CD pipelines enable frequent updates and optimizations. This iterative approach ensures solutions adapt to changing business needs and data patterns, maintaining their effectiveness and relevance.

Interoperability:

MVS360 designs interoperable AI solutions compatible with diverse platforms and infrastructures. By adhering to open standards like REST APIs and protocols like JSON and XML, the solutions ensure seamless connectivity across cloud, on-premises, and hybrid environments. This flexibility simplifies integration and allows clients to scale or pivot without being locked into a specific ecosystem.

Quality Control:

Quality control is embedded into every stage of MVS360's development process. Automated testing frameworks validate functionality, while manual user acceptance testing (UAT) ensures solutions meet client expectations. Version control systems like Git and real-time monitoring tools provide traceability and issue detection. These measures ensure high-quality, reliable deployments that deliver consistent performance.

7. BEST PRACTICES IN APPLICATION DEVELOPMENT

MVS360 Technologies is committed to implementing the best practices in application development, including but not limited to

- **Proactive Usage-Limiting Techniques:** Deploying advanced protective countermeasures to address vulnerabilities inherent in architecture that could potentially lead to denial-of-service or automated attacks.
- **Industry-Standard Strong Encryption:** Ensuring all confidential data, whether at rest within the system or in transit between the system and end-users, is encrypted using algorithms and protocols that meet or exceed industry standards.
- **Sophisticated Error Handling:** Developing error handling mechanisms that prevent the disclosure of detailed system information, thereby mitigating the risk of exploitation by malicious actors.

Incident Response and Notification Protocol

In alignment with best practices and regulatory requirements, MVS360 Technologies has established a rigorous incident response protocol. Upon detection of any actual or suspected security breach or denial-of-service attack, our client will be immediately notified. This notification will detail the nature of the incident, the scope of data potentially impacted,

and the corrective actions taken to address and mitigate the effects of the incident. Our Incident Response Team is trained to act swiftly and efficiently, minimizing the impact on our client's operations and the privacy of the data entrusted to the system.

Dedicated to Data Security

MVS360 Technologies brings to a wealth of experience in securing complex data systems for various state agencies, including TEA, TABC, DIR, and the Education Service Center, Region 20, as well as conducting in-depth security penetration testing for DSHS. This background equips us with the unique insights necessary to tailor our security measures specifically to the needs and requirements of our clients, ensuring that the instructional materials procurement system is not only robust and functional but also secure and compliant with all relevant regulations.

Certification and Documentation:

MVS360 Technologies will certify the completion of data destruction and sanitization processes, providing documentation that verifies these critical tasks have been executed according to the highest standards of data protection. This ensures that at the end of our contract or when data is no longer needed, all Confidential Information is handled with the utmost care and in compliance with all regulatory requirements. In conclusion, MVS360 Technologies is dedicated to ensuring the security, confidentiality, and proper handling of all Confidential Information throughout the duration of our contract and beyond. Our comprehensive approach to data protection reflects our commitment to our client's mission and the trust placed in us as a contractor.

8. AGILE METHODOLOGY IMPLEMENTATION

Team MVS360 has been Independently appraised for ISO-9001 (Quality system), ISO-27000 (Information technology-Security techniques - Information security management systems) and has been following CMMI DEV L3 practices. MVS360 implemented various using the following established industry standards: Scaled Agile Framework (SAFe) for agile software development and release deployments; PMI's PMBOK for project management; the ASQ Excellence (ASQE) Six Sigma methodology for quality programs, metrics, Lean-Agile, and process control; ITIL framework for service delivery and management; IEEE's Guide to the Software Engineering Body of Knowledge (SWEBOK) for software development and lifecycle practices; the Agile Alliance's Agile Companion to the PMBOK; DevSecOps approach to software development, Lean-Agile, cloud applications, and release management. Team MVS360 will follow our clients release process, implementing iterative and agile software development practices which seek to define outcomes based on delivered Veteran-focused services and capabilities.

MVS360 Agile Software Maintenance & Integration approach naturally extends from this integrated product backlog into a single software repair process to further streamline and management and participation in testing, training, security, and release management. Moreover, it provides our clients with significant efficiencies by eliminating duplication of effort associated with managing different agile software repair processes for each independent task (e.g., trouble tickets and enhancements; integrations; future tasks). This approach is capped by a robust Program Management methodology that fuses the tasks outlined project Meeting with our experience managing the numerous weekly projects and detailed information about which to base programmatic decisions.

MVS360 Technologies, with its deep-rooted expertise in the Scaled Agile Framework (SAFe) and a dedicated Agile Center of Excellence (COE), has been at the forefront of delivering complex IT solutions to various Texas State agencies. Our proficiency in employing Agile methodologies, coupled with a strong emphasis on DevOps practices, has enabled us to successfully navigate and fulfill the intricate needs of state agencies. This experience underscores our

capability to manage large-scale projects by ensuring alignment between technology development and business objectives, fostering a culture of collaboration and continuous improvement.

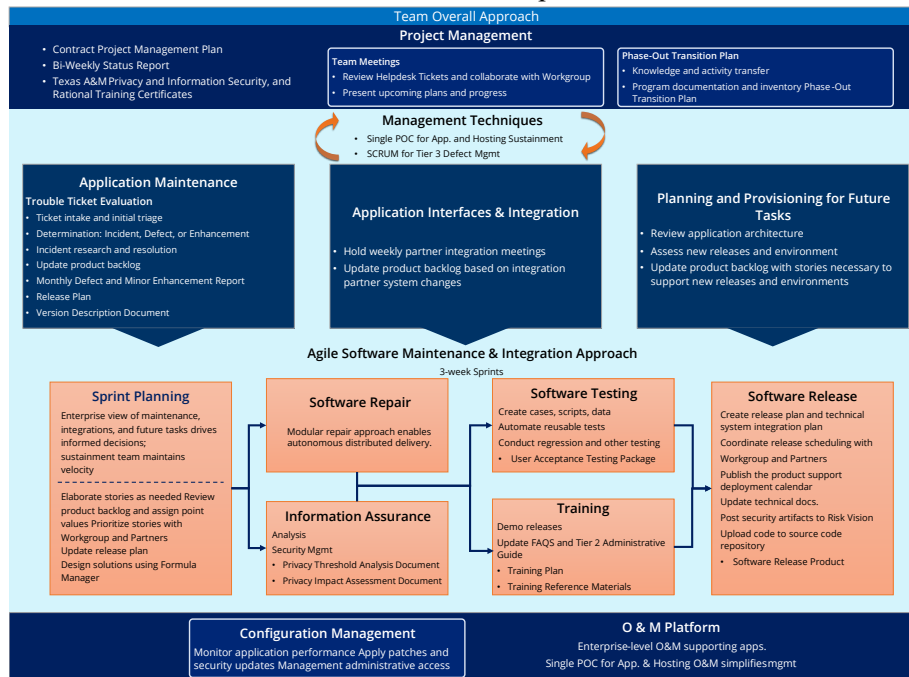
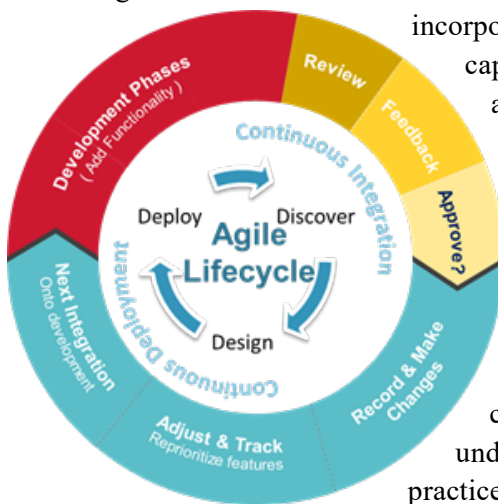


Figure 4 –Overall Agile & Technical Approach

Our approach integrates SAFe's principles with our Agile COE's strategic insights, allowing us to scale Agile practices across organizational boundaries and ensuring that projects are delivered efficiently, on time, and within budget. The incorporation of DevOps into our project lifecycle further enhances our delivery capability, bridging the gap between software development and IT operations to achieve higher efficiency, faster deployment, and superior quality in the final product. Through this integration, we have established a seamless, end-to-end project lifecycle that encompasses initial planning, continuous integration and delivery, to ongoing support and maintenance.



The application of these methodologies has not only propelled us to successfully undertake and execute projects for notable Texas State agencies but has also refined our ability to adapt to and meet the unique challenges and requirements each project presents. Our extensive experience, underpinned by SAFe and our Agile COE, alongside our proven DevOps practices, positions us uniquely to deliver a solution that is robust, user-centric, and aligned with strategic goals. This introduction sets the stage for a detailed discussion on how we plan to leverage our expertise and methodologies to meet our clients expectations and deliver a system that enhances the procurement and management of instructional materials across Texas.

Provide Application Software Development. Using our integrated agile DevOps methodology shown in the figure below, MVS360 has significant expertise developing enterprise-class systems that support millions of data records, hundreds of millions of transactions, and millions of users. We have performed significant roles enabling the interoperation of state agencies like the Texas Education Agency and as well as commercial entities. Using our CMMI

Level 3 assessed agile methodology based on the SAFe™ agile framework, we elaborate requirements at each iteration, identify redundancies from program requirements, and address product lines, project-level planning, and sprint-level execution. Our methodology has been successfully applied to many programs because it provides dynamic scalability, sequencing of execution, performance metric reporting capabilities, and full requirements traceability across Teams and work streams. We have provided software development, systems integration, production deployment, and post-deployment support. We document deliverables comprehensively, specifying the content in a manner that supports our client's archival and operational requirements. This includes not just the deliverable format but also its functional specifications, design documents, mock-ups, and wireframes, ensuring they are accessible for review, feedback, and future reference. Deployments, particularly website functionalities, are rigorously tested to meet documented specifications, with functionalities verified in a non-production environment before going live, following our client's IT Operations guidelines closely. *Figure 4* above is Teams overall approach to the entire project management including implementing Software development, Agile, Configuration Management, Operation & Management approach.

9. PROJECT MANAGEMENT

The application's implementation is set to be designed, developed, and launched as per the project timeframe after the purchase order is issued. To facilitate this process, the MVS360 Project Manager will take charge of creating a detailed project implementation plan. This plan will serve as a comprehensive roadmap, outlining key milestones, tasks, and timelines to guide the entire development and launch phases. A crucial aspect of this implementation involves close coordination with our client's Service PMO and business Team. The MVS360 Project Manager will collaborate extensively to gather requirements, understand business needs, and align the implementation with the overarching goals of the organization. This collaborative effort ensures that the developed application is not only technologically sound but also intricately tied to the specific needs and objectives of our client's.

Throughout the implementation, the MVS360 Project Manager will provide periodic updates to stakeholders. This ongoing communication serves to maintain transparency, allowing stakeholders to stay informed about progress, and providing opportunities for adjustments if needed. This iterative communication ensures that all parties involved are on the same page, fostering a collaborative and responsive development process. Working together with the MVS360 implementation Team, the Project Manager will oversee the execution of the implementation plan. This involves coordinating tasks, addressing challenges, and leveraging the collective expertise of the implementation Team to ensure seamless and successful execution.

Budget Management:

- **Initial Budget Allocation:** The project plan will include a detailed breakdown of the budget allocated for the development and launch phases.
- **Resource Allocation:** The PM will carefully allocate resources, including finances, workforce, and tools, to stay within the defined budget constraints.
- **Cost Tracking:** Regular monitoring of expenses will be conducted throughout the project lifecycle to ensure that expenditures align with the allocated budget.
- **Contingency Planning:** Contingency funds will be earmarked to address unforeseen expenses or scope changes without derailing the project's financial objectives.
- **Reporting and Accountability:** The PM will provide regular reports to stakeholders, detailing budget utilization and any deviations from the planned expenditure. This transparency fosters trust and enables proactive decision-making to mitigate budgetary risks.

Schedule Management:

- **Detailed Timeline:** The project plan will feature a meticulously crafted timeline, encompassing interim and final schedule goals for each phase of development and launch.

- **Task Dependencies:** Dependencies among tasks will be identified to optimize resource allocation and minimize delays.
- **Regular Monitoring:** Progress against the schedule will be monitored closely, with regular status updates provided to stakeholders. Any deviations from the timeline will be promptly addressed to keep the project on track.
- **Risk Mitigation:** The PM will proactively identify potential schedule risks and develop mitigation strategies to prevent or minimize their impact on project timelines.
- **Flexibility and Adaptability:** While adhering to the overall project timeline, the PM will remain flexible to accommodate changes necessitated by evolving requirements or external factors, ensuring that project milestones are met without compromising quality.

By integrating these strategies into the project implementation plan, the MVS360 Project Manager will effectively manage both budgetary and schedule aspects, ensuring the successful delivery of the application within the predefined constraints. Guidance is a key aspect of the MVS360 Project Manager's role during implementation. Our client's will be guided through every step of the process, in close collaboration with both the business and IT departments. This collaborative approach ensures that the implementation not only meets the business needs but also complies with security and other relevant standards. We shall

- **Backlog Management and Prioritization:**
 - Participate in project Scrum Team backlog grooming sessions.
 - Provide program-level guidance for prioritization of requirements.
 - Audit project backlogs against program and project requirements.
 - In the Delivery schedule, provide a breakdown of features and time required for development and delivery for each Sprint.
- **Reporting and Monitoring:**
 - Report regularly on progress toward completion of the requirements backlog.
 - Report regularly on the results of retrospectives.
 - Monitor implementation and testing schedules and report on status.
 - Review project quality assurance and quality control artifacts.
 - Review project costs and report status.
 - Monitor testing activities.
 - Provide weekly progress reports to the Agency Contract Manager.
 - Conduct weekly status meetings with the Agency, presenting work performed and to be performed, and identifying any problems encountered.
- **Change Management and Risk Mitigation:**
 - Participating in Change Control Boards (CCBs).
 - Contributes to the identification of project risks.
 - Escalate unmitigated risks as issues to program and portfolio levels.
 - Maintain the program and portfolio risk and issue logs.
- **Compliance and Security:**
 - Ensure proper use of enterprise services and design patterns.
 - Monitor and provide input into the systems security authentication and accreditation (A&A) processes.

As proactive members of project Scrum Teams, our responsibilities span across various domains crucial for project success. We facilitate effective backlog management, provide guidance for prioritization, and ensure alignment with program and project requirements. Through regular reporting and monitoring, we track progress, assess Team capabilities, and maintain quality standards. Additionally, we actively contribute to change management processes, identifying risks, and ensure compliance with security measures. This comprehensive approach fosters a culture of continuous improvement and enhances the overall success of the project.

10.OUR TEAM

The provided profiles showcase a diverse group of accomplished in Program, Product AI with unique expertise and contributions to the field of artificial intelligence. Collectively, they bring a wealth of experience in generative AI, machine learning, and large language models (LLMs), with a strong emphasis on innovation, strategic alignment, and impactful solutions across industries.

Pardha Jasti, President of MVS360, is a seasoned professional with over 25 years of experience in developing and managing enterprise applications across public and private sectors. He is an expert in leveraging Generative AI (GenAI) to deliver innovative enterprise solutions, particularly for public sector clients. Pardha specializes in integrating diverse GenAI engines into enterprise systems to drive digital transformation, improve operational efficiency, and achieve strategic business goals. His extensive expertise and commitment to utilizing cutting-edge technologies make him a leader in AI-powered enterprise innovation.

Fouad Bousetouane stands out as a visionary AI innovator, blending technical expertise with a strong leadership role. As Co-Founder and Chief AI Officer at 2ndSight.ai, he is transforming HR-Tech using generative AI and multimodal machine learning. Alongside his industry contributions, Fouad is shaping the future of AI through his teaching role at the University of Chicago's Data Science Institute. With a history of spearheading global AI strategies at W.W. Grainger and a prolific portfolio of over forty research papers and 25 patents, Fouad is a recognized thought leader committed to ethical AI development and industry transformation.

Raj Ganta with over 20+ years of experience as a highly accomplished Program & Project Manager, he possess strong skills in building robust processes, effective governance, and change management strategies. He excels at providing a high-level view of programs, strategically guiding projects for maximum efficacy, efficiency, and successful achievement of objectives. Leveraging market intelligence, he drives operational excellence, leads transformative initiatives, and support organizational vision from launch to ongoing success, with proven outcomes for Fortune 500 and public sector organizations.

Gopinath Balasubramaniam, with over 15 years of experience, is a results-driven senior AI manager who excels at aligning AI strategies with business objectives to achieve operational efficiency and competitive advantage. His expertise spans the development of AI solutions for voice, text, image, and video processing using advanced models like GPT, BERT, and T5. Gopinath's ability to deliver large-scale AI projects across healthcare, finance, and e-commerce underscores his leadership in leveraging AI for transformative business outcomes.

Varsha Bellamkonda brings a robust background in vision-language and multimodal large language models, coupled with a deep proficiency in AWS Cloud technologies. Her expertise in deploying advanced AI models like Qwen2-VL and Apollo for video analytics has enabled transformative solutions across industries. With experience in frameworks like TensorFlow, PyTorch, and Hugging Face, Varsha is skilled in end-to-end AI lifecycle management, ensuring seamless integration of AI innovations into production environments.

Ashwitha Kassetty, a performance-focused AI engineer, specializes in developing scalable AI solutions in computer vision and natural language processing (NLP). Her work with RAG-based technologies and cloud-based AI deployments has driven efficiency and enhanced user engagement. Ashwitha's contributions to workflow automation and CI/CD pipelines highlight her ability to streamline development processes, aligning AI-powered initiatives with measurable business goals.

Nikhil Naik is a highly skilled Machine Learning Engineer specializing in generative AI (GenAI) and large language models (LLMs). H has developed cutting-edge AI solutions for the healthcare and insurance industries, including real-time AI assistants, scalable inference systems, and Text-to-SQL agents. His innovations include fine-tuning LLMs to improve performance, building Retrieval-Augmented Generation (RAG) systems for enhanced relevance, and creating advanced data parsing tools using AWS Textract. Nikhil's work has significantly improved efficiency and demonstrated the potential of AI in delivering tailored, real-time insights.

Together, these professionals represent a spectrum of AI expertise, from strategic leadership to technical engineering, all committed to advancing AI innovation and delivering high-value solutions that benefit industries and society alike.

11.TRAINING AND DOCUMENTATION

Our team is committed to empowering end user's administrators and operations teams by providing comprehensive training and materials for both new and existing functionalities in infrastructure management and maintenance. Led by our Team PM, we will develop a tailored Training Plan for each audience, outlining schedules and approaches for approval by the client and or the contracting officer. To ensure effective end-user training and seamless user experience, the MVS360 Team will establish and maintain training environments mirroring production components, complete with workflows and configurations. These environments will feature practice scenarios and other training-specific elements crucial for mastering system workflows. Collaborating closely with our clients, we will develop the necessary tools and processes to facilitate training delivery. Our support extends to on-site and remote training during rollout, web-based sessions for remote users, and new-hire/refresher training. We take charge of coordinating training schedules, managing registrations, and tracking course completions for each implementation.

Our training materials will be meticulously curated to reflect the latest product releases, including Online Quick Reference Guides, FAQs, troubleshooting tips, and comprehensive User Guides. To ensure clarity and effectiveness, both users and staff review all materials. We maintain records of training activities and session minutes, including attendee lists. All training materials and related artifacts are version-controlled within our repository, with finalized versions published. Through our proven expertise in training and support, MVS360 demonstrates a commitment to empowering our clients with the knowledge and resources needed for successful system adoption and utilization.

12.HELPDESK SUPPORT

At the program start, Team MVS360 leverages clients exiting project's help desk activities to establish a robust, scalable support system and processes for defect intake and resolution, including triage, escalation, communication, documentation, technical analysis, regression testing, repair and replacement, post-deployment software support, and failure analysis/disaster recovery Team documents the processes as appropriate within the production incident escalation communication plan , help desk communication plan, production operations manual (POM), and information systems contingency plan (ISCP). As our dedicated and trained help desk personnel receive tickets from project's automated ticket tracking system, (e.g., ServiceNow), they confirm receipt, triage to validate categorization, perform RCA (root cause analysis), escalate as needed to Tier 3, resolve tickets, and update documentation, including incident and defect reports. Throughout the resolution process, we continuously update and track tickets for ongoing visibility and transparency into actions and progress. For ongoing operational and process improvements, we conduct pattern/trend analysis for tickets, defects, and incidents.

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.

MVS360, LLC

Legal Name of Proposing Firm

Pardha Jasti

President

Contact Person for This Proposal

Title

512-234-3567

pardha.jasti@mvs360.com

Contact Person Telephone Number

Contact Person E-Mail Address

14425 Falcon Head Blvd, E-100

Austin/Texas

78738

Street Address of Principal Place of Business

City/State

Zip

14425 Falcon Head Blvd, E-100

Austin/Texas

78738

Mailing Address of Principal Place of Business

City/State

Zip

Pardha Jasti

President

Point of Contact for Contract Negotiations

Title

512-234-3567

pardha.jasti@mvs360.com

Point of Contact Telephone Number

Point of Contact Person E-Mail Address

Acknowledgment of Addenda (initial): #1 PJ #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

Pardhasaradhi Jasti

01/23/2025

**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):

MVS360, LLC

Signature of Authorized Representative:

Pardhasaradhi Jasti

Date: 01/21/2025

ATTACHMENT II: CERTIFICATIONS OF OFFEROR

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

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

Name of Organization/Contractor(s):

MVS360, LLC

Signature of Authorized Representative:

Pardhasaradhi Jasti

Date: 01/21/2025

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

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

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

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

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

Name of Organization/Contractor(s):

MVS360, LLC

Signature of Authorized Representative:

Pardhasaradhi Jasti

Date: 01/21/2025

ATTACHMENT IV: RESTRICTIONS ON LOBBYING

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

MVS360, LLC

Signature of Authorized Representative:

Pardhasaradhi Jasti

Date: 01/21/2025

ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

The MVS360, LLC (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 MVS360, LLC (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):

MVS360, LLC

Signature of Authorized Representative:

Pardhasaradhi Jasti

Date: 01/21/2025

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

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

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

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

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

MVS360, LLC

Signature of Authorized Representative:

Pardhasaradhi Jasti

Date: 01/21/2025

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

FORM CIQ

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

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

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

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

OFFICE USE ONLY

Date Received

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

Not Applicable

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):

MVS360, LLC

Signature of Authorized Representative:

Pardhasaradhi Jasti

Date: 01/21/2025

**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.

Pardha Jasti

(Printed/Typed Name and Title of Authorized Representative)

Pardhasaradhi Jasti

Signature

Date: 01/21/2025

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

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

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

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

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

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

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

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

Vendor to Sign Below to Attest to Validity of Certification:

MVS360, LLC

Vendor Name

Pardhasaradhi Jasti

Authorized Signature

Pardha Jasti

Typed Name

01/21/2025

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: Pardhasaradhi Jasti
NAME OF AUTHORIZED PERSON: Pardha Jasti
NAME OF COMPANY: MVS360, LLC
DATE: 01/21/2025

-OR-

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

SIGNATURE OF AUTHORIZED PERSON: _____
NAME OF AUTHORIZED PERSON: _____
NAME OF COMPANY: _____
DATE: _____

DISCRIMINATION AGAINST FIREARMS ENTITIES OR FIREARMS TRADE ASSOCIATIONS

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

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

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

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

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

SIGNATURE OF AUTHORIZED PERSON:	<u>Pardhasaradhi Jasti</u>
NAME OF AUTHORIZED PERSON:	<u>Pardha Jasti</u>
NAME OF COMPANY:	<u>MVS360, LLC</u>
DATE:	<u>01/21/2025</u>

-OR-

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

SIGNATURE OF AUTHORIZED PERSON:	_____
NAME OF AUTHORIZED PERSON:	_____
NAME OF COMPANY:	_____
DATE:	_____

BOYCOTTING OF CERTAIN ENERGY COMPANIES

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

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

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

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

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

SIGNATURE OF AUTHORIZED PERSON:

Pardhasaradhi Jasti

NAME OF AUTHORIZED PERSON:

Pardha Jasti

NAME OF COMPANY:

MVS360, LLC

DATE:

01/21/2025

-OR-

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

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

EXHIBIT 1: CATEGORIES OFFERED AND PRICING PROPOSAL

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

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

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

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

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

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

Refer to Exhibit 1 –Pricing Proposal Worksheet Attachment.

EXHIBIT 2: SAMPLE MARKET BASKET FORM

This Exhibit is not applicable for this solicitation.

EXHIBIT 3: SERVICE DESIGNATION AREAS

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

(Exhibit 3 continued on next page)

(Exhibit 3 continued)

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

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

End of Exhibit 3

2. REFERENCES

Details	Reference 1
Organization Name	State of Connecticut DMV (CTDMV)
Contact Name	Naveen Prathikantam
Contact Title	Director of Information Technology
Contact phone number	860-257-7794
Contact E-mail	Naveen.Prathikantam@ct.gov
Start Date of Relationship	1/6/2020

Details	Reference 2
Organization Name	Texas Higher Education Coordinating Board (THECB)
Contact Name	John Michael Lewis
Contact Title	Client Coordinator
Contact phone number	512-902-3663
Contact E-mail	johnmichael@highered.texas.gov
Start Date of Relationship	1/3/2022

Details	Reference 3
Organization Name	Sistema Technologies
Contact Name	Jacob Lujan
Contact Title	Account Manager, IT Delivery
Contact phone number	210-838-6001
Contact E-mail	jacob@sistemattechnologies.com
Start Date of Relationship	January 15, 2024

Details	Reference 4
Organization Name	Heartland Area Education Agency (HAEA)
Contact Name	Sean Boyle
Contact Title	Information System Manager
Contact phone number	515-473-6655
Contact E-mail	sboyle@heartlandaea.org
Start Date of Relationship	1/5/2022

Texas Historically Underutilized Business (HUB) Certificate



Certificate/VID Number: 1863246931000
Approval Date: March 24, 2023
Scheduled Expiration Date: March 24, 2027

The Texas Comptroller of Public Accounts (CPA), hereby certifies that

MVS360, LLC

has successfully met the established requirements of the State of Texas Historically Underutilized Business (HUB) Program to be recognized as a HUB. This certificate printed **March 24, 2023**, supersedes any registration and certificate previously issued by the HUB Program. If there are any changes regarding the information (i.e., business structure, ownership, day to day management, operational control, business location) provided in the submission of the business; application for registration/certification as a HUB, you must immediately (within 30 days of such changes) notify the HUB Program in writing. The CPA reserves the right to conduct a compliance review at any time to confirm HUB eligibility. HUB certification may be suspended or revoked upon findings of ineligibility.

*Statewide HUB Program
Statewide Procurement Division*

Note: In order for State agencies and institutions of higher education (universities) to be credited for utilizing this business as a HUB, they must award payment under the Certificate/VID Number identified above. Agencies, universities and prime contractors are encouraged to verify the company's HUB certification prior to issuing a notice of award by accessing the Internet (<https://mycpa.cpa.state.tx.us/tpasscmblsearch/index.jsp>) or by contacting the HUB Program at 512-463-5872 or toll-free in Texas at 1-888-863-5881.

THIS CERTIFIES THAT

MVS360 LLC



* Nationally certified by the: **SOUTHWEST MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s) : 541511; 541519; 561330; 561320; 541512

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

01/23/2025

Issued Date

AU06710

Certificate Number

A handwritten signature in black ink, appearing to read "Ying", is positioned above the name "Ying McGuire".

Ying McGuire
NMSDC CEO and President

A handwritten signature in black ink, appearing to read "Karen Box", is positioned above the name "Karen Box".

Karen Box President/CEO

01/31/2026

Expiration Date

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: <http://nmsdc.org>

[Certify](#), [Develop](#), [Connect](#), [Advocate](#).

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®



www.sba.gov/wosbready

Women Owned Small Business Federal Contract Program | 409 Third St. SW | Washington, DC 20416

10/1/2024

Srilakshmi Jasti
MVS360 LLC
14425 FALCON HEAD BLVD
AUSTIN, TX

Dear Srilakshmi Jasti:

Congratulations! The U.S. Small Business Administration (SBA) has certified your firm as a Women-Owned Small Business (WOSB) eligible to participate in the Women-Owned Small Business Federal Contract Program (WOSB Program), as set forth in Title 13, Part 127 of the Code of Federal Regulations (CFR).

Your certification is valid for three years from the date of this letter. Thereafter, your firm must undergo a full program examination every three years conducted by SBA or a third-party certifier to maintain certification. Instructions for maintaining WOSB Program certification are available at 13 CFR 127.400 and at <https://wosb.certify.sba.gov/>.

Your firm must immediately notify SBA of any material changes that could affect its eligibility in accordance with 13 CFR 127.401. This notification must be in writing and must be uploaded into the firm's profile in [WOSB.Certify.sba.gov](https://wosb.certify.sba.gov). Your firm must not misrepresent its WOSB Program certification status to any other party, including any local or State government contracting official or the Federal government or any of its contracting officials.

As a certified WOSB Program participant, there are valuable free resources available to you. These include:

- SBA Resource Partners: For general assistance on various topics, information on SBA programs, and upcoming small business events in your area. You can find your local resource partner by visiting: <https://www.sba.gov/tools/local-assistance>.

- WOSB Program website: For specific resources on Federal government contracting and the WOSB Federal Contract Program, please visit: <https://www.sba.gov/wosbready>.

As a certified participant in the WOSB Program, **you CAN** use the [WOSB Program Icon](#) on your business' website, business cards, social media profiles, and in your capability statements and proposal bids. However, **you CANNOT** use the digital icon to express or imply endorsement of any goods, services, entities, or individuals. Thus, **the digital icon CANNOT be used** on a company's letterhead, marketing materials or advertising, paid or public service announcements, in traditional or digital format. The following are instructions to access your digital icon:

1. Visit the following link: <https://www.sba.gov/brand/for-partners/resource-partners-grantees/>;
2. Under General Materials, click on "Decals and Web Icons";
3. The Icons should download on your computer; select "Open File"; and
4. Select/use only the Icon(s) that reflect the Program(s) in which you are currently certified

If you have general questions regarding the WOSB Program, you may submit them to the SBA via the help tab at <https://wosb.certify.sba.gov/help/> or check the SBA web site, www.sba.gov/wosbready.

Wishing you much success!

Sincerely,



Alisa Sheard
WOSB Federal Contract Program Director
Deputy Director, Office of Government Contracting