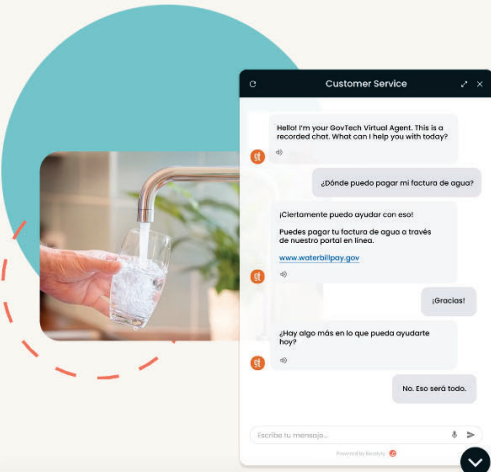


Readyly Proposal for TXShare Request for Proposal AI Solutions for Public Sector Entities RFP # 2025-018

January 24, 2025



Readyly is an AI agent network for scalable, secure, and multilingual support across industries and government. Readyly's AI platform transforms service delivery, boosts public engagement, and builds trust in government operations through modern, responsive, and secure communication solutions across websites, voice, and text—in over 200 languages.



**Accessible, Scalable, and Secure:
Transforming Government Services**

Readyly transforms government services with AI Agents that streamline inquiries, AI Co-Pilots that enhance staff support, and AI Analysts that optimize operations. Our platform offers voice AI and seamless translation in over 200 languages, making every interaction accessible, scalable, and secure—thereby building trust in public services.

[Start Automating](#)

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1. a. Certificate of Offeror

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.

Sunlight Technologies, Inc. (dba "Readyly")

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Acknowledgment of Addenda (initial): #1



#2



#3



#4



#5



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

COVER SHEET

1. b. Statement of Understanding

Readyly's understanding of AI Solutions for Public Sector Entities

Readyly understands that NCTCOG and TXShare Cooperative Purchasing Program members seek to implement AI solutions that enhance operational efficiency, improve decision-making, and elevate service delivery across public sector organizations. As demonstrated through our successful deployment of 29 AI Agent networks, we recognize the critical importance of delivering secure, compliant, and user-friendly AI solutions that align with public sector requirements. AI agent networks transcend traditional chatbots by working across many systems and modalities to solve complex problems, replicate human workflows and human decision making. The AI agents work together, orchestrated by AI decision agents and AI routing agents.

Our platform's ability to transform service delivery through modern, responsive, and secure communication solutions across websites, voice, and text—in over 200 languages—directly addresses NCTCOG's objectives. We understand that successful implementation requires not just technical excellence, but also careful attention to data privacy, security compliance, and seamless integration with existing systems while maintaining strict adherence to public sector regulations.

2. References

Customer Name	Contact Person	Contact Number	Contact Email
City of Arcadia	Justine Bruno	(626) 574-5433	jbruno@arcadiaca.gov
Sloomoo Institute	Sara Schiller	917-348-4693	sara@sloomooinstitute.com
Ginger Labs	Luis Guerra	510-847-9552	luis@gingerlabs.com
Innago	Elliott Mongenas	(513)-325-0633	elliott@innago.com

3. Project-Related Experience and Qualifications

a. Organization's Capabilities and Experience

Technical Expertise

Readyly specializes in cutting-edge AI technologies and methodologies, delivering solutions tailored to meet the unique needs of government and commercial organizations. Our platform is powered by an advanced AI Agent Network, designed to handle a wide array of tasks with precision, scalability, and security. Key areas of expertise include:

- **AI Agent Network:** Readyly's system comprises specialized AI Agents that collaborate autonomously to manage complex workflows. These Agents are designed for specific tasks, such as:
 - **Perception:** Advanced Natural Language Processing (NLP) to interpret text, voice, images, and sentiment.
 - **Cognition:** Memory, reasoning, and goal-setting capabilities to provide accurate, context-aware responses.
 - **Action:** Execution of tasks via APIs, emails, or external system integrations (e.g., CRM, 311, municipal databases).
 - **Routing:** Intelligent inquiry routing to appropriate workflows or agents.
 - **Retrieval-Augmented Generation (RAG):** Combining structured and unstructured data to generate precise and relevant outputs.
- **Omnichannel Support:** Our AI solutions seamlessly operate across websites, voice, email, chat, and search bar interactions, supporting over 200 languages with auto-detection and translation capabilities.
- **Integration Framework:** Readyly integrates with external systems, such as Salesforce, Zendesk, OpenGov, 311, HR platforms, and municipal code databases, enabling seamless interoperability across government and enterprise environments. These integrations typically deploy in 1-2 weeks due to pre-built connectors.
- **Automation Methodologies:** We specialize in automating workflows, such as utility billing, public works management, HR processes, and citizen service requests, achieving autonomous resolution rates of up to 95% while reducing operational overhead.
- **Continuous Learning and Improvement:** Our platform incorporates fine-tuned small language models, large language models (e.g., OpenAI, Anthropic), and proprietary algorithms that enhance accuracy and efficiency through feedback loops and dynamic adjustments.

- **Robust Security and Compliance:** Readyly's AI technologies adhere to the highest standards of security, with certifications including SOC 2 Type 2, GDPR, HIPAA, and NIST AI RMF compliance, ensuring data protection, privacy, and regulatory compliance.

Project Management

Planning Phase:

Readyly's planning phase lays a strong foundation for successful AI implementation through structured discovery and preparation activities. We begin with collaborative stakeholder sessions to map current workflows, identify pain points, and define clear success metrics. Our team conducts detailed technical assessments of existing systems, data quality, and integration requirements, while ensuring compliance with **SOC 2 Type 2, HIPAA, and NIST AI RMF standards**.

During this phase, we establish a testing environment, typically a demo page connected to Readyly's AI, and initiate AI training using diverse data sources, including website content, PDFs, and client-specific documents. Each project is assigned a dedicated **Implementation Manager**, who acts as the primary liaison between Readyly and the client. They coordinate activities, set processes and deadlines, and establish communication protocols, such as a **dedicated support chat channel via Microsoft Teams**. A secondary point of contact is also designated to ensure continuity.

Execution Phase:

Our execution phase follows a structured six-week timeline, divided into three stages:

1. **Weeks 1-2:** Environment setup, initial AI training, and security protocol implementation.
2. **Weeks 3-4:** Configuration of workflows and customizations to meet client-specific needs, including integration with existing systems.
3. **Weeks 5-6:** Controlled soft launch followed by full deployment.

Throughout this phase, Readyly maintains regular project updates through weekly or bi-weekly meetings, minimizing operational disruptions while ensuring seamless system customization. Comprehensive employee training is provided, covering portal management, chat sessions, and analytics tools, enabling client staff to efficiently manage the system with minimal technical expertise.

Readyly is currently in the execution phase with **local governments in Woodstock, VA, and North Andover, MA**, and is actively planning launches in **Torrington, CT, Southern Pines, NC, Mount Vernon, NY, and Piscataway, NJ**.

Quality Assurance (QA) Process:

Our QA process spans both the implementation and operational phases to ensure reliability, performance, and security. During implementation, we conduct **User Acceptance Testing (UAT)** in a sandbox environment, where designated staff validate the AI's performance, including response accuracy, task execution, and accessibility features. Specific test cases are

developed for typical interactions, edge cases, and stress tests to ensure robust system performance.

Post-implementation, quality is maintained through:

- **Continuous monitoring** of performance metrics and KPIs.
- **Automated learning** from past interactions to improve accuracy.
- **Regular security reviews** and compliance checks.
- **Structured feedback collection** via forms and direct communication.
- **Performance optimization** using analytics data.
- **Regular system updates** and maintenance.

This rigorous QA process ensures reliable results, exemplified by **autonomous resolution rates of up to 95%**. Our experienced technical team oversees every deployment to maintain high standards of performance and security, while tailoring the system to meet each client's specific needs.

Team Qualifications

Our implementation team brings extensive expertise in NLP and custom AI model development. The team includes engineers and developers, implementation specialists, security compliance experts, and support staff who work collaboratively to ensure successful project delivery and ongoing optimization.

Readyly has a highly skilled team with extensive experience in deploying AI agent network solutions for diverse organizations. Below are expanded details on the qualifications and specific experience of the key personnel who will contribute to the project:

Kristofer Sandor, CEO

As CEO of Readyly, Kristofer Sandor has led 29 successful AI agent network deployments across government and commercial sectors, delivering transformative solutions that streamline operations and enhance engagement. His leadership combines technical expertise with a deep understanding of client needs, ensuring every deployment achieves measurable success. Notably:

- **City of Arcadia Deployment:** Directed the integration of Readyly's AI agent network with over 2,000 PDFs and the city's 311 work order system, enabling seamless automation of citizen service requests.
- **Sloomoo Institute:** Oversaw the development of tailored workflows that reduced visitor support workloads while ensuring brand consistency.
- **Palantir:** Leveraged cutting-edge automation to solve complex challenges for public sector clients, including leading the Securities and Exchange Commission deployment, where we reduced workflows from months down to minutes.

- **Citi Bike:** CEO of the public-private partnership with New York City, growing Citi Bike into the most successful bike-sharing system in North America. Citi Bike is an advanced technology system with automation across multiple departments.

Kristofer's track record of success reflects his ability to lead complex, high-impact technical projects across diverse sectors. His leadership ensures Readyly delivers solutions that are tailored, scalable, and delivered on time, setting a high standard for innovation and execution.

Vijay Jagoori, CTO

Vijay Jagoori has over 20 years of experience building AI/ML-driven platforms for service and support automation. He has successfully spearheaded the technical design and deployment of Readyly's AI agent network solutions, ensuring scalability and security. Key contributions include:

- Architecting the AI framework for Ginger Labs' "super agent," leveraging historical customer data for enhanced accuracy and efficiency.
- Developing advanced role-based access controls for Innago, allowing for personalized and secure interactions for both users and internal staff.
- **Proven Success:** Mr. Jagoori's technical expertise ensures Readyly's AI systems are robust, adaptable, and seamlessly integrated into existing client workflows.

Christian Vasko, Implementation Manager

Christian Vasko has managed 17 Readyly AI agent network deployments, overseeing all phases from setup to post-launch support. His technical background and methodical approach to implementation ensure smooth project execution. Highlights include:

- Coordinated the deployment for Sloomoo Institute, maintaining a 72% first-contact resolution rate for over 32,000 annual interactions.
 - Managed the integration of Readyly's agent network with Arcadia's 311 work order system, facilitating seamless service request automation.
- Proven Success:** Mr. Vasko's attention to detail and experience managing large-scale implementations ensure successful delivery tailored to client needs.

Prakhar Mangal, Lead AI Engineer

Prakhar Mangal, a graduate of IIT Delhi, has driven the development of Readyly's industry-leading AI Agent network. His experience includes creating AI models for complex workflows and optimizing agent performance for diverse use cases. Recent contributions include:

- Leading the development of Readyly's multilingual voice AI agent for the City of Arcadia, achieving a 95% first-contact resolution rate.
- Designing scalable workflows for Ginger Labs, addressing advanced troubleshooting scenarios for users operating across multiple devices and software versions.
- **Proven Success:** Mr. Mangal's ability to design innovative AI solutions ensures clients receive cutting-edge, efficient systems that meet their unique requirements.

The combined expertise of Readyly's leadership and technical team has consistently delivered successful AI agent network deployments. Their proven track record of integrating advanced features, ensuring scalability, and tailoring solutions to organizational needs makes Readyly the ideal partner for this project.

b. Relevant Past Projects

Project 1: City of Arcadia - Website AI Agent Network with Language Detection for Local Government

Project Description: The City of Arcadia required a chatbot to bridge language barriers and streamline access to city services for its 65,000 residents, 70% of whom speak Asian languages (predominantly Mandarin). Readyly deployed a solution that indexes 1,000 web pages and 2,000 PDFs nightly, integrates with the city's work order system to create "311" service requests, and provides two-way voice or text interaction in any language. During the Eaton Fire, the AI agent network handled nearly 500 multilingual queries, providing reliable, instant information on evacuation guidance, shelter locations, and service updates.

Client: City of Arcadia, CA

Technologies Used: AI agent network with multilingual support, API integration with work order system, nightly AI indexing of website for updated content.

Results:

- Maintained a 95% first-contact resolution rate.
- Reduced staff workload during high-stakes emergencies.
- Enhanced community trust and streamlined access to critical resources.

Project 2: Sloomoo Institute - AI Agent Network and AI Email

Project Description: The Sloomoo Institute, an interactive museum with 1 million annual visitors, needed AI solutions to enhance customer engagement while preserving brand identity. Readyly implemented an AI chatbot and AI email agent that automated workflows, supported

diverse visitor inquiries, and provided consistent, branded responses. The solution handled a high volume of interactions while improving operational efficiency and the visitor experience.

Client: Sloomoo Institute

Technologies Used: AI chatbot, AI email agent, API workflow automation, and integration with ticketing systems (Gorgias and Ticketure).

Results:

- Handled 29,000 interactions annually, achieving 84% first-contact resolution for chat and 70% for email.
 - Automated 650 workflows monthly.
 - Enabled 5x faster resolution for escalated tickets.
-

Project 3: Innago - AI Agent Network with Rich Media Integration

Project Description:

Innago, a property management software company, partnered with Readyly to deliver efficient, personalized support for users. Readyly's AI agent network managed high interaction volumes, provided role-based workflows, and included rich media integration to deliver engaging, informative responses directly within the widget.

Client: Innago

Technologies Used: AI agent network with role-based workflows, AI Copilot for staff, rich media integration (videos, images, GIFs), and user-role recognition.

Results:

- Managed 32,000 queries annually with a 72% first-contact resolution rate.
 - Reduced workload for human support staff.
 - Enabled tailored responses and improved self-service options with rich media content.
-

Project 4: Ginger Labs - "Super Agent" Model AI Agent Network

Project Description:

Ginger Labs required a sophisticated AI solution to handle 5 million global users' diverse support needs for their notetaking app, Notability. Readyly implemented a "super agent" model by analyzing historical interactions and integrating website content. The AI efficiently addressed advanced troubleshooting and routine inquiries in multiple languages, providing consistent and accurate responses.

Client: Ginger Labs

Technologies Used: “Super Agent” AI model, historical data analysis, and multi-device/software troubleshooting capabilities.

Results:

- Managed 25,000 queries annually (around 40% in Asian languages) with a 75% first-contact resolution rate.
- Improved precision in addressing advanced and routine inquiries.
- Enhanced efficiency for human agents by pre-collecting and organizing information.
- Delivered contextually relevant and accurate support for diverse user needs.

c. Background and Years in Business

History:

Readyly was founded with the mission to make advanced AI solutions accessible and impactful for organizations of all sizes. With roots in the tech industry and leadership experience spanning public and private sectors, Readyly initially focused on improving customer interactions for commercial enterprises. Over time, the company has expanded its offerings to include tailored AI-driven solutions for government agencies, addressing unique challenges in citizen engagement and public service delivery. By combining cutting-edge technology with a commitment to user-centric design, Readyly has evolved into a trusted provider of AI automation, serving diverse sectors with innovative and secure solutions.

Years in Business:

Readyly has been operating since 2021, delivering transformative AI solutions to clients across the private and public sectors. Our clients collectively have over 100M users.

Core Values:

1. **Innovation:** We are dedicated to pushing the boundaries of technology, developing creative and effective solutions that drive meaningful change.
2. **Accessibility:** Our goal is to make powerful AI tools available to organizations of all sizes, enabling them to achieve their objectives without the need for extensive technical resources.
3. **Customer-Centricity:** We prioritize the needs and experiences of our clients and their end-users, ensuring that our solutions provide real value and foster trust.
4. **Integrity:** Readyly operates with transparency and accountability, upholding the highest standards of ethics and security in every aspect of our work.
5. **Impact:** We are committed to creating solutions that not only enhance efficiency but also improve lives by streamlining services and fostering better engagement.

Mission Statement:

Empower every organization—whether private, public, or government—to revolutionize their interactions with citizens and customers through accessible, powerful, and affordable AI-driven solutions. Readyly is committed to simplifying complex processes, enhancing service delivery, and enabling organizations of all sizes to achieve superior efficiency, accessibility, and satisfaction without the need for extensive technical resources.

Vision Statement:

To be the leading provider of AI-driven automation solutions, transforming how businesses, governments, and public entities engage with their stakeholders. We envision a future where every organization, regardless of size, industry, or jurisdiction, can effortlessly integrate advanced AI technology to improve operational efficiency, elevate engagement, and drive sustainable growth and innovation.

d. Significant Requirements Not Met

Readyly meets all core requirements specified in the RFP.

4. Technical Proposal

Readyly solves departmental challenges through our AI-powered agents that achieve up to a 95% autonomous resolution rate. The system handles everything from permit applications to utility billing inquiries, with specialized workflows for each department's unique needs. Our platform supports text and two-way voice communication in over 200 languages, ensuring comprehensive service delivery.

Readyly transcends traditional chatbot limitations by operating as a comprehensive network of AI Agents that work seamlessly across multiple communication channels. While conventional chatbots typically operate in isolation on websites with ChatGPT-generated responses, Readyly's multi-channel AI Agent network represents a more sophisticated, interconnected system that handles complex interactions across websites, email, SMS, WhatsApp, and voice communications leveraging multiple AI models and algorithms.

The key distinction lies in the "agentic" nature of the platform. Unlike traditional chatbots that simply provide answers to basic questions, Readyly's AI Agents possess decision-making capabilities and can take autonomous actions across multiple systems. For example, when handling an email inquiry, the Email AI Agent can analyze the content, determine the appropriate response, create service tickets, and even initiate workflows in connected systems. This demonstrates the platform's ability to not just communicate, but to actually complete tasks and drive processes forward.

The "network" aspect is equally important. Readyly's AI Agents work in concert across channels, sharing knowledge and context. For instance, if a resident begins an interaction via website chat and later follows up via email, the AI Agents share context and history, maintaining

conversation continuity. This networked approach ensures consistent service delivery regardless of the communication channel chosen by the user.

As demonstrated in implementations like the City of Arcadia and Ginger Labs, this multi-channel AI Agent network approach delivers superior results compared to traditional chatbots. The platform achieves up to a 95% autonomous resolution rate across channels, with the ability to handle complex workflows and maintain context across interactions. This represents a fundamental evolution from simple question-and-answer chatbots to a truly intelligent, interconnected system capable of handling sophisticated service delivery needs across all communication channels.

Integration is accomplished based on the channel. To deploy an AI agent on a website, implementation is by inserting a simple code snippet. Readyly has 20 existing integrations with major platforms like Salesforce and can quickly integrate with other systems, like 311 service requests systems, library databases, and utility billing systems, with minimal effort. New integrations typically take a few days, and our cloud-based solution requires no additional hardware infrastructure. This enables The Readyly AI agent network to seamlessly connect with existing case management systems, HR systems, and other municipal databases.

User-friendliness is ensured through a mobile-responsive design compatible with all major browsers. The interface supports multiple accessibility standards and includes built-in translation services for diverse populations. Our implementation at the City of Arcadia demonstrates successful deployment for a 70% Asian-speaking population.

Training and support include comprehensive documentation, custom video tutorials, and live training sessions during weeks 3-4 of implementation. We provide 24/7 support via Microsoft Teams, WebEx, Slack, or similar platforms, and maintain a self-service knowledge base. Our approach minimizes technical burden on staff while ensuring effective system management.

Maintenance and security are handled through automatic updates and patches, with SOC 2 Type 2, HIPAA, GDPR, and NIST AI RMF certifications ensuring compliance. All data is encrypted in transit and at rest, with strict access controls and comprehensive audit logging. Regular penetration testing and security audits maintain system integrity.

a. Project Deliverables

Readyly's **AI-powered agent network** represents a transformative solution for public sector organizations seeking to **enhance citizen engagement and streamline operations** across multiple departments. With proven success across 29 AI Agent network deployments, including notable implementations at the City of Arcadia and Ginger Labs, our solution demonstrates exceptional capability in handling complex municipal service requirements while maintaining up to a 95% autonomous resolution rate.

Our AI agent network distinguishes itself through several key technological advantages. Unlike traditional chatbots that follow rigid question-and-answer scripts, Readyly's solution **employs advanced Natural Language Processing (NLP)** with sophisticated **follow-up questioning**

capabilities. This enables dynamic interactions where users can provide multiple pieces of information in one chat, and the system can process information in a non-linear manner, making **interactions more natural and efficient.** For example, when a user mentions "permits," the system intelligently follows up with specific options like "Are you looking for information on applying, fees, or something else?" This contextual understanding ensures precise and relevant responses while streamlining complex processes.

A significant differentiator is our platform's ability to **execute tasks via API connections**, going beyond simple question-and-answer functionality. The system can retrieve account information, process requests, and create service tickets directly in work order systems, as demonstrated in our City of Arcadia implementation. This integration capability, supported by over 20 existing integrations with major platforms like Revize, enables **true workflow automation** rather than just information delivery.

Our solution's **multilingual capabilities** set it apart in **serving diverse populations.** As evidenced by our successful deployment in Arcadia, where 70% of residents are Asian-language-speaking, the AI agent network supports text and two-way voice communication in all recognized languages. This comprehensive language support ensures equitable access to government services for all community members.

Security and compliance form another cornerstone of our solution's superiority. With SOC 2 Type 2, HIPAA, and NIST AI RMF certifications, Readyly's cloud-based platform ensures the **highest standards of data protection** while requiring minimal hardware infrastructure. This secure foundation allows for seamless integration with existing systems through a simple code snippet, making implementation straightforward and minimally invasive.

The platform's learning capabilities and continuous improvement mechanisms ensure that it **becomes more effective over time.** Through automated learning from past interactions and preset Q&A management, the system continuously refines its responses and adapts to new scenarios. This is complemented by our comprehensive analytics dashboard, which tracks sessions, success rates, customer satisfaction, and utilization rates, providing valuable insights for ongoing optimization.

In addressing the specific operational challenges outlined in the following table, Readyly's AI agent network demonstrates its versatility across various municipal functions. While acknowledging that certain complex functions like financial forecasting, comprehensive planning, water demand forecasting, and strategic planning require human expertise, our solution excels in automating routine interactions, streamlining workflows, and improving access to government services. This balanced approach allows government staff to focus on higher-value activities while ensuring citizens receive prompt, accurate assistance for their day-to-day needs.

The following table details how Readyly's AI agent network capabilities align with each operational challenge, highlighting areas where our solution can provide significant value and noting where certain functions remain better suited for human expertise.

5.1 Operational Challenges	Readyly's AI agent network Application, Functionalities and Approaches
a. Administration	The AI agent network can provide automated responses to policy inquiries, route administrative requests to appropriate departments, and maintain a knowledge base of frequently accessed documents. It offers 24/7 access to administrative information and forms, with built-in follow-up questioning to ensure accurate request routing.
b. Development Services	Through integration with existing permitting systems, the AI agent network streamlines application processes by guiding users through requirements, scheduling inspections, and providing real-time status updates. The system uses two-way voice and text communication to handle complex permit inquiries and automatically creates service requests in work order systems.
c. Event Center	The AI agent network facilitates event management by handling booking inquiries, providing venue information, processing basic ticket requests, and offering automated event updates. It can manage calendar availability, answer FAQs about facilities, and route complex inquiries to staff.
d. Economic Development	The AI agent network provides basic information about business development processes, permit requirements, and available resources. It can answer questions about zoning regulations, business registration procedures, and route-specific investment inquiries to economic development staff.
e. Finance and Budget	Limited application: The AI agent network can handle basic billing inquiries, provide payment processing assistance, and answer frequently asked questions about financial procedures. Complex financial operations like forecasting and budget allocation require human expertise.
f. Human Resources	The AI agent network streamlines HR processes by providing instant access to policy information, benefits details, and onboarding documents. It can answer common HR questions, guide employees through basic procedures, and route complex inquiries to HR staff, achieving up to 95% autonomous resolution for routine requests.
g. IT and Cybersecurity	The AI agent network provides tier-1 IT support, handling password resets, basic troubleshooting, and system access requests. It maintains a knowledge base of common IT solutions and can create support tickets automatically, though complex cybersecurity functions require human intervention.
h. Library Services	The AI agent network enhances library services through automated catalog searches, account management, program information, and resource location assistance. It can process basic service requests,

5.1 Operational Challenges	Readyly's AI agent network Application, Functionalities and Approaches
	provide personalized recommendations, and support multiple languages for diverse user populations.
i. Municipal Courts	The AI agent network provides basic legal information access, answers frequently asked questions about court procedures, and helps users locate appropriate forms and documentation. It can assist with simple scheduling inquiries while routing complex legal matters to appropriate staff.
j. Parks and Recreation	The AI agent network facilitates program registration, provides facility information, processes basic payments, and offers personalized activity recommendations. It handles scheduling inquiries and creates service requests directly in work order systems, as demonstrated in the City of Arcadia implementation.
k. Parks Maintenance	The AI agent network accepts and routes maintenance requests, provides status updates on ongoing work, and facilitates communication between residents and maintenance staff. It can create work orders and track basic maintenance schedules.
l. Public Works	The AI agent network handles service requests, provides project status updates, and maintains communication with residents about infrastructure projects. It can create work orders, provide estimated completion times, and route urgent matters to appropriate staff.
m. Utility Billing	The AI agent network excels in handling billing inquiries, processing payments, providing account information, and creating service requests. It supports multiple languages and can integrate with existing billing systems to provide real-time account updates and payment processing.
n. Visitors Bureau	The AI agent network provides comprehensive tourist information, personalized recommendations, and answers questions about local attractions and events. It supports multiple languages and can handle basic booking inquiries, demonstrating success in serving diverse populations.
o. Other Government Departments	The AI agent network provides department-specific information, handles routine inquiries, and routes complex requests to appropriate staff. It maintains a knowledge base of frequently asked questions and can be customized for specific departmental needs while maintaining consistent service quality.

Readyly's AI solution delivers comprehensive capabilities that transform how public sector organizations interact with and serve their constituents through intelligent automation and data-driven insights. Our platform's autonomous resolution capabilities have consistently achieved resolution rates up to 95% for citizen inquiries across multiple channels including web,

voice, and text interfaces. The solution addresses complex administrative challenges by automating policy documentation and regulatory compliance monitoring while maintaining strict security protocols and audit trails. For finance and budget operations, our platform processes real-time data streams to provide predictive analytics and automated reporting capabilities that enhance decision-making processes.

b. Technical Approach

Readyly uses a comprehensive approach to addressing key AI solution requirements. Our platform has demonstrated exceptional capability in handling diverse needs, from supporting multilingual populations (70% Chinese-speaking in Arcadia) to managing high-volume interactions (5M+ users at Ginger Labs resulting in thousands of interactions monthly). The following table details how Readyly's AI solution meets and exceeds each technical requirement while maintaining our commitment to security, accuracy, and user accessibility.

5.3 Technical Requirements	Readyly's Solution
a. Challenge-Specific Functionality	Readyly's AI platform is customized for each department's specific needs. The system handles diverse functions from permit applications to utility billing, achieving up to 95% autonomous resolution rates. The platform supports text and two-way voice communication in over 200 languages, ensuring comprehensive service delivery across all government departments.
b. Scalability	Readyly's cloud-based architecture handles varying workloads efficiently, demonstrated through successful deployments ranging from small municipalities to large metropolitan areas. The platform leverages serverless technology that allows Readyly to spin up additional resources on-demand. Readyly already handles thousands of webpages, documents, and user interactions daily.
c. Integration	Readyly offers seamless integration with websites through a simple code snippet and has over 20 existing integrations with major platforms like Salesforce and Zoho for API connections. Readyly has a live partnership with Catalis and Revize, is kicking off a partnership with Avenu, and is in discussions with OpenGov. New integrations typically take 1-2 weeks to implement. The platform connects with case management systems, HR systems, and other municipal databases while maintaining security compliance with MDM, IAM, and SIEM frameworks.
d. Real-Time Analytics	The platform provides comprehensive analytics through an admin portal, offering real-time monitoring of performance metrics, interaction patterns, and resolution rates. Analytics capabilities include detailed reporting on usage patterns, response accuracy, and system performance.

5.3 Technical Requirements	Readyly's Solution
e. Data Security and Privacy	Readyly maintains SOC 2 Type 2, HIPAA, GDPR, and NIST AI RMF certifications. All data is encrypted in transit and at rest, with strict access controls and comprehensive audit logging. The platform implements customizable data retention policies and regular security audits.
f. Natural Language Processing	The platform features advanced NLP capabilities supporting 200+ languages, with two-way voice and text communication. It demonstrates a sophisticated understanding of context and intent, as shown in the autonomous resolution rate achievement.
g. Accuracy	Readyly maintains high accuracy through continuous monitoring and optimization. The platform achieved a 95% autonomous resolution rate in the City of Arcadia implementation. Accuracy is measured through user feedback, resolution rates, and regular performance audits.
h. Algorithm Transparency	The platform uses transparent AI models with built-in bias mitigation strategies. Regular testing and validation ensure fair outcomes. The system maintains audit trails of all interactions and decisions, allowing for transparency in algorithm performance and decision-making processes.
i. Continuous Improvement	Readyly implements automated learning from past interactions and preset Q&A management. The system continuously adapts based on user feedback and interaction patterns, with regular updates and optimizations based on performance analytics.
j. Interoperability	The platform demonstrates high interoperability through its 20+ existing integrations. It supports various data formats and APIs, ensuring seamless connection with existing systems. Integration capabilities are validated through comprehensive testing protocols and successful implementations across multiple government entities.
k. Quality Control	Quality assurance measures include comprehensive UAT during implementation, continuous performance monitoring, and regular system audits. The platform maintains strict quality control through automated testing, performance benchmarking, and regular security assessments.

Methodologies for Design and Development

The **Design Phase** begins with a comprehensive requirements analysis, where stakeholders across departments collaborate to understand specific needs and

challenges. This process involves documenting detailed use cases and workflow requirements while mapping existing systems that will require integration. During this phase, success metrics and KPIs are established, and compliance requirements such as FOIA and HIPAA, and privacy standards such as GDPR, are carefully considered to ensure the solution meets all regulatory standards.

Solution architecture design follows, where appropriate AI models are selected based on identified use cases. This includes creating detailed data flow architectures and planning security frameworks that will protect sensitive information. The design phase also encompasses creating integration blueprints for existing systems and designing user interfaces that will facilitate natural interactions. Feature specification rounds out the design phase, where core functionality requirements are defined and user journeys are mapped to ensure a seamless experience. This includes determining language support requirements, designing analytics capabilities, and planning for scalability.

The **Development Phase** transitions from planning to execution, beginning with model development. This involves building and training AI models using selected frameworks, developing natural language processing capabilities for multiple languages, and implementing machine learning algorithms. Testing environments are created to validate functionality, and API integrations are developed to connect with existing systems.

Feature implementation follows, where the team builds user interfaces and interaction layers while implementing security protocols and encryption. Analytics modules and administrative dashboards are developed during this phase, along with workflow automation capabilities that will streamline operations.

The final stage of development focuses on testing and validation. This comprehensive process includes unit testing of individual components, integration testing across systems, and thorough validation of security and compliance measures. Performance and scalability testing ensure the solution can handle expected loads, while user acceptance testing confirms the solution meets stakeholder needs.

This structured approach ensures proper design before development begins, reducing risks and ensuring alignment with requirements throughout the implementation process.

Integration Strategies with Existing Government Systems

Readyly employs a streamlined approach to system integration that minimizes technical burden while ensuring seamless connectivity with existing government infrastructure. The foundation of their integration strategy is a simple code snippet implementation that enables quick deployment while maintaining security and functionality across all platforms and devices.

The company has developed over 20 pre-built integrations with major platforms including Salesforce, Zoho, and various case management systems. Readyly has a partnership with Catalis and Revize, is kicking off a partnership with Avenu, and is working with OpenGov to enhance some of their clients. This extensive integration library facilitates rapid deployment for common government systems. For new integrations, Readyly typically completes the process within a 1-2 week timeframe, with setup often beginning before the formal project kickoff to expedite implementation.

Their integration capabilities include:

- Direct API connections with work order systems, as demonstrated in the City of Arcadia implementation where the AI agent network creates "311" service requests automatically
- Seamless integration with existing case management systems, HR platforms, and utility billing systems
- Support for document management systems, allowing the AI to index and access up to 1,000 web pages and 2,000 PDFs nightly
- Integration with security frameworks including Mobile Device Management (MDM), Identity and Access Management (IAM), and Security Information and Event Management (SIEM)

Security and compliance are paramount in Readyly's integration approach. The platform maintains SOC 2 Type 2, HIPAA, GDPR, and NIST AI RMF certifications, ensuring all integrations meet strict government security standards. Data encryption is implemented both in transit and at rest, with comprehensive audit logging and access controls.

The integration process follows a structured methodology:

- Initial assessment of existing systems and integration requirements
- Configuration of secure API connections and data mapping
- Testing in a sandbox environment to ensure proper functionality
- User Acceptance Testing (UAT) with stakeholder involvement
- Controlled deployment with monitoring and optimization

This systematic approach has proven successful across 29 AI Agent network deployments, demonstrating Readyly's ability to integrate effectively with diverse government systems while maintaining high-security standards and operational efficiency.

User-Friendliness and Accessibility

Readyly's AI agent network platform prioritizes accessibility and user-friendliness through a comprehensive set of features designed to serve diverse populations.

Readyly's AI agent is available as a widget that can sit on a website, or as part of the site's search bar.

At the core of our accessibility approach is our unique two-way voice capability, which allows users to both speak to the AI and receive spoken responses. This feature has proven particularly valuable for users who prefer voice interactions or have visual impairments, as demonstrated in our City of Arcadia implementation where it serves a diverse population including 70% Asian-language speakers.

Our interface follows a clean, uncluttered design that adheres to WCAG compliance standards, ensuring that all users can easily navigate and interact with the AI agent network. The platform automatically adapts to any device or screen size, maintaining functionality whether accessed via desktop, tablet, or mobile phone. For users with visual impairments, our system includes built-in text-to-speech capabilities that can provide audio versions of content in the user's native language. This is complemented by speech-to-text functionality that accurately captures user input, supporting those who may have difficulty typing.

The platform's language capabilities are particularly robust, featuring automatic language detection that can identify and respond in over 200 languages. Users can either rely on this automatic detection or manually select their preferred language, ensuring accurate communication regardless of their linguistic background. This multilingual support extends across all interaction methods - text, voice, and system responses.

To enhance user experience, our AI agent network employs sophisticated follow-up questioning capabilities that help clarify user needs without requiring multiple separate interactions. For instance, when a user submits a vague query, the system intelligently asks for clarification while maintaining context, ensuring more accurate and efficient resolution of requests. This conversational approach allows users to provide information in whatever order feels natural to them, rather than forcing them to follow a rigid script.

All these features are wrapped in a secure, SOC 2 Type 2, GDPR, and HIPAA-compliant framework that ensures user privacy while maintaining high-performance standards. The result is an accessible, user-friendly platform that serves all users effectively, regardless of their technical proficiency, language preference, or accessibility needs.

c. Performance Metrics

Readyly implements comprehensive performance monitoring through multiple KPIs that track both technical and user experience metrics. Our AI agent network solution maintains strict NLP performance baselines, including a minimum 85% F1-score for named entity recognition and

95% autonomous resolution rate for customer inquiries. These metrics are automatically tracked and reported through our analytics dashboard, which produces model performance summaries including precision/recall breakdowns and confusion matrices at specified intervals.

For accuracy and reliability, we employ continuous validation through automated learning from past interactions and preset Q&A management. The system tracks key metrics including session completion rates, customer satisfaction scores, and utilization rates across departments. Our platform's built-in follow-up questioning capabilities help maintain high accuracy by clarifying user intent and ensuring proper request routing.

To ensure continuous improvement, our solution features automated learning mechanisms that adapt to new scenarios and refine responses based on user interactions and feedback. The system integrates these compliance metrics directly into existing quality assurance dashboards without manual intervention. Regular performance reviews analyze user interaction patterns, identify areas for optimization, and implement automated updates to enhance response accuracy and relevance.

This data-driven approach allows us to maintain high-performance standards while continuously evolving to meet changing user needs and organizational requirements.

d. Risk Management

Technical Risks and Mitigations: Readyly's sophisticated platform performs highly technical operations that require careful management. Integration complexity with legacy systems, while streamlined through our existing 20+ platform connections, still presents risks during new implementations. To mitigate this, we employ a staged integration approach during our six-week implementation process, with dedicated testing environments and rollback capabilities. Network dependency concerns are addressed through robust offline caching mechanisms and failover systems that maintain basic functionality even during connectivity issues. Data quality risks are mitigated through our comprehensive AI training process that includes automated validation of training materials and continuous performance monitoring.

Operational Risks and Mitigations: While our platform maintains up to a 95% autonomous resolution rate, accuracy remains a critical concern. We address this through multiple safeguards: automated learning mechanisms that adapt to new scenarios, built-in follow-up questioning capabilities to clarify user intent and human oversight of AI responses. Language processing challenges, particularly in multilingual environments like the City of Arcadia where 70% of residents speak Asian languages, are managed through sophisticated language detection systems and regular updates to our translation engines. Implementation timeline risks are mitigated through our structured six-week methodology with clear milestones and contingency buffers.

Security and Compliance Risks and Mitigations: Data privacy concerns are addressed through our comprehensive security framework, including SOC 2 Type 2, GDPR, and HIPAA certifications. All data is encrypted both in transit and at rest, with strict access controls and regular security audits. API security risks are mitigated through robust authentication protocols

and continuous monitoring for potential vulnerabilities. To address evolving compliance requirements, we maintain regular updates to our security protocols and provide automated compliance reporting tools.

Resource Risks and Mitigations: The challenge of remote technical support is addressed through our 24/7 support channel via Microsoft Teams, WebEx, or Slack and comprehensive documentation. Training requirements are managed through our structured knowledge transfer program, including video tutorials and live training sessions. Cost variability risks are mitigated through transparent pricing models and regular usage analytics that help predict and manage interaction volumes.

e. Compliance and Standards

Readyly maintains rigorous security standards, holding certifications including SOC 2 Type 2, HIPAA, GDPR, and NIST AI RMF compliance. Our platform implements comprehensive data privacy protocols and secure API protection, ensuring all AI implementations meet public sector regulatory requirements. The system includes role-based access controls and robust data governance frameworks that protect sensitive information while enabling efficient service delivery.

Our security infrastructure includes:

- End-to-end encryption for all data transmission
- Regular security audits and penetration testing
- Comprehensive audit logging and monitoring
- Automated threat detection and response
- Regular security patches and updates
- Secure backup and disaster recovery protocols

At Readyly, security is a top priority, especially when it comes to handling sensitive information for public sector clients, giving our personnel deep experience in security compliance and infrastructure. We ensure that all aspects of our AI-powered solution adhere to the highest security standards, with robust protocols in place to protect client data.

Compliance and Certifications:

- **SOC 2 Type 2 Certified:**
Readyly's processes and infrastructure comply with **SOC 2 Type 2 standards**, ensuring ongoing protection of **data security, integrity, availability, and privacy**. This certification demonstrates that our systems meet stringent security and operational controls, offering assurance that Readyly's platform operates securely and effectively.
- **HIPAA Compliant:**
Readyly complies with the **Health Insurance Portability and Accountability Act (HIPAA)**, ensuring that any personal or health-related data is managed in accordance

with **strict privacy and security standards**. This is particularly valuable for government use cases where sensitive information might be handled.

- **NIST AI RMF Compliant:**

We follow the guidelines set forth in the **NIST AI Risk Management Framework (AI RMF)**, ensuring that our AI systems are **secure, reliable, and transparent**. This helps mitigate risks associated with AI use, particularly in sensitive or high-impact applications, and aligns with best practices for trustworthy AI.

- **GDPR Compliant:**

Readyly complies with the **General Data Protection Regulation (GDPR)**, recognized as the **gold standard for privacy globally**. This compliance ensures that our platform adheres to **strict data protection principles**, including user consent, data minimization, and the right to access or delete personal data.

- GDPR compliance is relevant even outside of Europe as it sets a **high benchmark for privacy** that reflects best practices and builds trust with users and organizations worldwide.

We strongly believe it is critical to ask the right security questions when evaluating AI solutions. Transparency in security practices is essential, and understanding the details behind compliance and risk management can prevent vulnerabilities that may otherwise go unnoticed. Readyly provides clear, specific documentation on all aspects of security, offering peace of mind for cities that need to ensure their systems are resilient against emerging threats.

Encryption and Data Security:

- **Encryption:** All data transmitted to and from Readyly's platform is encrypted using industry-standard protocols. Data is encrypted both in transit and at rest to protect against unauthorized access or breaches.
- **Access Controls:** Readyly implements multi-factor authentication (MFA) and strict access control measures to ensure that only authorized personnel can access sensitive data and system settings. Role-based access allows different levels of permission based on user responsibilities.

Data Retention and Audit Logs:

- **Data Retention Policies:** Readyly's platform includes customizable data retention policies that allow clients to define how long certain types of data should be stored. These policies ensure compliance with legal requirements while minimizing the risk of long-term data exposure.
- **Audit Trails:** We maintain comprehensive audit logs that track all interactions with the system. These logs are accessible to authorized users, enabling full transparency and accountability for system activities, from chat interactions to administrative changes.

Regular Security Audits and Updates:

- **Penetration Testing:** Readyly undergoes regular third-party penetration testing to identify potential vulnerabilities and ensure that our systems remain secure.
- **Automatic Updates:** Our platform is continually updated to address emerging security threats. Security patches and updates are automatically applied to ensure that your system is always protected against the latest risks.

By following these stringent security measures, Readyly ensures the protection of all data handled by the AI solution while maintaining full compliance with the highest standards in security and privacy.

5. Pricing

Readyly has developed a flexible and transparent pricing framework designed specifically for government entities, ensuring cost-effectiveness regardless of population size or interaction volume. Our hybrid pricing model combines predictable fixed costs with scalable usage-based fees, making our AI solution accessible to municipalities of all sizes.

Why Readyly’s Pricing is Competitive and Transparent:

- Cost-Effectiveness: Adjusted to client’s scale while maintaining high-quality service.
- Predictable Costs: Transparent pricing with no hidden fees or penalties.
- Flexible Options: Optional add-ons for enhanced functionality, with core features robust enough for most NCTCOG needs.

Description	Add additional description if necessary:	Unit Price	% Discount
1. Software Licensing and Subscription Costs: Provide the cost breakdown for software licenses, subscriptions, or any other software-related fees.	<p>\$0.25 per hour for every 10,000 residents,running 24/7/365. There is a volume cap based on \$0.50 per interaction.</p> <p>For example, a town of 8,000 residents would pay \$0.25/hour * 24 hours * 365 days = \$2,190 per year for the AI agent network. At \$0.50/session the max volume would be 4,380 sessions. Additional sessions would be \$0.50.</p>	<p>\$0.25 per hour for every 10,000 users or residents.</p>	<p>Volume discount if over 100K sessions annually.</p>

2. Implementation and Customization Costs: Outline the costs related to the implementation of the AI solution, including setup, integration with existing systems, customization, and deployment.	Onboarding fee based on population for every 10,000 residents or end users.	\$500 one-time fee for every 10,000 residents or end users.	Volume discount if over 100K sessions annually.
	Standard integrations included with every deployment. Custom integration fees can be waived if integration can be scaled to other clients.	One custom integration per 50K residents. \$3K one-time fee for additional custom integrations.	Volume discount if over 100K sessions annually.
3. Training and Support Costs: Include costs for training government staff, technical support, and customer service, both during and after implementation.	Training materials and videos included.	One live (remote via Zoom) training session per every 50,000 residents. In-person training sessions are \$2,500.	Volume discount if over 100K sessions annually.
	Customer service included.		
4. Ongoing Maintenance and Updates: Provide costs for ongoing software maintenance, updates, and any regular services required to keep the AI system running smoothly.	Included at no additional charge.		
5. Optional Add-Ons or Features: List any additional features or services available that are not included in the core proposal but can be added at an	Standard data storage is included with no additional cost for reasonable usage. Excess Storage: Priced upon request if client storage exceeds 10TB.		

additional cost.			
6. Total Cost of Ownership (TCO): Summarize the Total Cost of Ownership (TCO), which includes all costs over a defined period (e.g., 3 years or 5 years). This should reflect software, implementation, support, maintenance, and optional add-ons.	Assumes a 3-year period. Includes initial onboarding, training, and ongoing licensing.	\$7,070 for every 10K residents.	Volume discount if over 100K sessions annually.
7. Additional Costs (if applicable): List any additional costs not covered in the above sections that are relevant to the proposal, such as travel costs, setup fees, or other miscellaneous charges.	60-day paid trial with annual contract if trial approved.		

6. Proposed Value-Add

1. The Only Platform with Two-Way AI Voice

Readyly is the **only AI solution offering two-way voice capabilities**, allowing users to both speak to the AI and receive spoken responses. This feature significantly enhances accessibility, making services more inclusive and user-friendly, particularly for:

- **Voice-first interactions:** Beneficial for users who prefer speaking to typing.
- **Accessibility needs:** Supporting individuals with disabilities who rely on auditory interfaces.

This functionality has been successfully implemented for clients like the City of Arcadia, where two-way voice has supported a diverse population with varying accessibility requirements.

2. The Only AI with Follow-Up Questioning

Readyly is the **only conversational AI capable of asking follow-up questions**, a feature that dramatically improves response accuracy and user satisfaction.

- For instance, when a user inputs a vague query such as “*permits*,” our AI can follow up with “*Are you looking for information on applying, fees, or something else?*”
- This capability is particularly beneficial for users who type short or incomplete queries, ensuring the AI delivers precise and relevant answers.

Follow-up questioning has proven invaluable for streamlining complex processes like application submissions, where clarifications ensure tasks are completed correctly the first time.

3. Advanced Conversational AI for Natural Interactions

Unlike traditional AI agent networks that follow rigid question-and-answer scripts, Readyly’s AI offers true conversational capabilities:

- **Dynamic interactions:** Users can provide multiple pieces of information in one chat.
- **Out-of-order processing:** Allows the AI to handle tasks even when users supply information in a non-linear manner.

This level of conversational understanding enables Readyly to support complex workflows like completing forms or answering detailed inquiries efficiently.

4. Broad Workflow Automation Beyond 311 Requests

Readyly supports a wide range of automations beyond standard 311 integrations:

- **Completing forms and applications:** Automating routine processes to save time for both citizens and staff.
- **Checking the status of applications and requests:** Seamlessly integrating with permitting, licensing, and other systems.
- **Integrations with 20+ third-party platforms:** Ensures compatibility with NCTCOG’s existing systems and platforms like Salesforce and Revize.

5. Adaptability with Structured and Unstructured Data

Readyly’s platform excels at handling both structured and unstructured data, enabling more comprehensive AI interactions:

- **Extracting text from images:** Readyly can index text-based PDFs, scanned documents, and images, providing access to previously inaccessible information.
- **Dynamic response generation:** By combining structured data (e.g., databases) and unstructured content (e.g., reports or notes), the AI delivers contextually rich and accurate responses.

6. Internal Staff Support and Omnichannel Engagement

Readyly is highly adaptable for both **citizen-facing** and **internal staff** applications:

- **Role-based personas and access controls:** Tailored workflows and information access for departments like HR, Finance, and IT.
- **Omnichannel capabilities:** Supports text (SMS), WhatsApp, email, and (soon) phone AI agents, ensuring seamless engagement across channels.

7. Time-Aware Intelligence

Readyly's **time-aware AI** provides accurate responses to time-sensitive queries such as:

- "When is the next town council meeting?"
- "Are offices open this Friday?"

This capability ensures citizens receive real-time, contextually accurate information.

8. Robust Security and Privacy Measures

Readyly is among the most secure platforms available, adhering to rigorous industry standards:

- Certifications such as **SOC 2 Type 2, HIPAA, GDPR**, and compliance with **NIST AI RMF** guidelines.
- Unlike many competitors, Readyly ensures that APIs are securely protected to prevent potential breaches.

Why Readyly Stands Out

Readyly is the **only platform combining two-way voice AI, follow-up questioning, and advanced conversational capabilities** with robust automation, omnichannel engagement, and security compliance. Our ability to adapt to NCTCOG's needs both today and in the future—whether citizen-facing or internal—ensures a seamless, intuitive, and highly efficient solution.

Comparison w/ Examples	Readyly	Polimorphic	Frase	Citibot	CogAbility
Feature	Arcadia	Prospect Park	North Andover	Denver	Hillsborough Co.
Speech to Text	Yes	No Evidence	No	No	Yes
Text to Speech	Yes	No	No	Yes	Yes
Language detect speech	Yes	No Evidence	No	No	Yes
Language detect written	Yes	Yes	Yes	Yes	Yes
Provide links to sources	Yes	Yes	Yes	Yes	Yes
Surface sources in-app	Yes	No	No	No	No
Render PDF/image/video in-app	Yes	No Evidence	No	No	No

Comparison w/ Examples	Readyly	Polimorphic	Frase	Citibot	CogAbility
Conversational AI	Yes	No	Yes	No	No
Time awareness	Yes	No	No	No	No
Follow-up questions	Yes	No	No	No	No Evidence
AI training and customization	Yes	Yes	Yes	Yes	No Evidence
Text streaming	In R&D	No	Yes	Yes	No
Voice streaming	In R&D	Unknown	No	No	No
Vector Database	Yes	Unknown	Unknown	Yes	Yes
Graph Database	Yes	Yes	Yes	No Evidence	No Evidence
Create 311/work order records	Yes	Yes	No	Yes	No Evidence
Complete forms / applications	Yes	Yes	No	Yes	Yes
Sentiment Analysis	Yes	No Evidence	No Evidence	No Evidence	No Evidence
AI-based prediction	Yes	No Evidence	No Evidence	No Evidence	Yes
Self Learning - Email	Yes	Unknown	No	No	Unknown
Self Learning - Chat	In R&D	Unknown	No	No	Unknown
Textbot (SMS, WhatsApp)	Yes	No Evidence	No Evidence	Yes	No Evidence
Email AI Agents	Yes	No	No	No	No Evidence
Phone AI Agents	In R&D	Yes	No	No	No
SOC2 Type 2 Certified	Yes	Yes	No Evidence	No Evidence	No Evidence
NIST AI RMF Compliant	Yes	Yes	No Evidence	No Evidence	No Evidence
HIPAA Certified	Yes	Yes	No Evidence	No Evidence	Yes
GDPR/CCPA Certified	Yes	No Evidence	No Evidence	No Evidence	No Evidence
ISO 27001	In Progress	Yes	No Evidence	No Evidence	No Evidence

7. HUB Bonus - Not applicable

8. Required Attachments

Attachment I

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):

Sunlight Technologies, Inc. (dba "Readyly")

Signature of Authorized Representative:



Date: 01/24/25

Attachment II

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, Kris Sandor (typed or printed name) certify that I am the Chief Executive Officer (title) of the corporation, partnership, or sole proprietorship, or other eligible entity named as offeror and respondent herein and that I am legally authorized to sign this offer and to submit it to the North Central Texas Council of Governments, on behalf of said offeror by authority of its governing body.

Name of Organization/Contractor(s):

Sunlight Technologies, Inc. (dba "Readyly")

Signature of Authorized Representative:



Date: 01/24/25

Attachment III

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):

Sunlight Technologies, Inc. (dba "Readyly")

Signature of Authorized Representative:



Date: 01/24/25

Attachment IV

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):

Sunlight Technologies, Inc. (dba "Readyly")

Signature of Authorized Representative:



Date: 01/24/25

Attachment V

ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

The Sunlight Technologies, Inc. (dba "Readyly") (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 Sunlight Technologies, Inc. (dba "Readyly") (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):

Sunlight Technologies, Inc. (dba "Readyly")

Signature of Authorized Representative:



Date: 01/24/25

Attachment VI

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):

Sunlight Technologies, Inc. (dba "Readyly")

Signature of Authorized Representative:



Date: **01/24/25**

Attachment VII

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):

Sunlight Technologies, Inc. (dba "Readyly")

Signature of Authorized Representative:



Date: 01/24/25

Attachment VIII

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.

Kris Sandor, CEO

(Printed/Typed Name and Title of Authorized Representative)

Signature

Date: 1/24/25

Attachment IX

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

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

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

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

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

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

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

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

Vendor to Sign Below to Attest to Validity of Certification:

Vendor Name

Authorized Signature

Typed Name

Date

☒ Not applicable.

Attachment X

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

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

PROHIBITED TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT CERTIFICATION

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

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

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

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:


Kris Sandor

Sunlight Technologies, Inc. (dba "Readyly")

1/24/25

-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

DISCRIMINATION AGAINST FIREARMS ENTITIES OR FIREARMS TRADE ASSOCIATIONS

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

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

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

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

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

SIGNATURE OF AUTHORIZED
PERSON:



NAME OF AUTHORIZED PERSON:

Kris Sandor

NAME OF COMPANY:

Sunlight Technologies, Inc. (dba "Readyly")

DATE:

1/24/25

-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 Energy Companies

BOYCOTTING OF CERTAIN ENERGY COMPANIES

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

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

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

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

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

SIGNATURE OF AUTHORIZED PERSON:



NAME OF AUTHORIZED PERSON:

Kris Sandor

NAME OF COMPANY:

Sunlight Technologies, Inc. (dba "Readyly")

DATE:

1/24/25

-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

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 3

EXHIBIT 3: SERVICE DESIGNATION AREAS

Texas Service Area Designation or Identification			
Proposing Firm Name:	Sunlight Technologies, Inc. (dba "Readyly")		
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="" 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:	Sunlight Technologies, Inc. (dba "Readyly")		
Notes:	<p>Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.</p> <p>Will service all fifty (50) states <input checked="" type="checkbox"/> Will not service fifty (50) states <input type="checkbox"/></p> <hr/> <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