

TXShare

Your Public Sector Solutions Center

REQUEST FOR PROPOSALS
For
Artificial Intelligence (AI) Consultancy Services
RFP # 2025-023

Sealed proposals will be accepted until 2:00 PM CT, December 18, 2024, and then publicly opened and read aloud thereafter.

App Maisters Inc.

Legal Name of Proposing Firm

Michael Atkinson

Director

Contact Person for This Proposal

Title

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Contact Person Telephone Number

Contact Person E-Mail Address

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City/State

Zip

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Michael Atkinson

Director

Point of Contact for Contract Negotiations

Title

(832) 916-2288

michael@appmaisters.com

Point of Contact Telephone Number

Point of Contact Person E-Mail Address

Acknowledgment of Addenda (initial): #1 ☒ #2 ☐ #3 ☐ #4 ☐ #5 ☐

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

COVER SHEET



AI Consultancy Services **PROPOSAL** TXSHARE

Issued | 11.14.24

DUE | 01.13.25

Houston (Corporate Office)

11111 Katy Fwy, Suite 910, Houston, TX77079



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COVER LETTER

Date : 01/01/2025

Attention To:

Lisa Littrell
(817) 704-5674
elittrell@nctcog.org

Dear Lisa Littrell,

App Maisters Inc., in strategic partnership with **EGEN (This partnership will be addressed as AM-EGEN in the rest of document)**, is pleased to submit our proposal for providing **AI Consultancy Services** in response to **RFP #2025-023**. Together, we bring a comprehensive blend of innovation, technical expertise, and proven success in delivering AI-driven solutions tailored to enhance operational efficiency, decision-making processes, and service delivery for public-sector organizations.

With a strong foundation of over **10 years** in digital solutions and a track record of **400+ successful projects** across industries, App Maisters has consistently empowered public agencies and enterprises with **transformative AI, machine learning, and data solutions**. Our collaboration with **EGEN**, renowned for AI excellence and ethical deployment frameworks, enables us to deliver a robust strategy aligned with NCTCOG's objectives.

Our Strengths Aligned to Your Objectives

AI Strategy Development & Roadmap

- We will assess NCTCOG's organizational processes to identify high-impact AI use cases, ranging from **public safety response optimization** to **predictive maintenance**.
- Our team will craft a 5-year AI strategy and implementation roadmap that adheres to regulatory compliance (FOIA, state/federal guidelines) and **ethical AI principles**.

AI Tools and Framework Integration

- Leveraging our expertise in **machine learning, NLP, computer vision, and advanced analytics**, we will design secure, scalable, and bias-mitigated AI models tailored to your operations.

Comprehensive Data Strategy

- We prioritize **data governance**, privacy, and security by implementing robust frameworks for data quality, validation, and lifecycle management.

Capacity Building and Knowledge Transfer

- Our engagement includes **hands-on staff training** and **AI adoption workshops** to build sustainable in-house capabilities and a culture of innovation across NCTCOG teams.

Pilot Implementation and Support

- We will deploy, test, and refine pilot AI solutions, providing technical support to ensure seamless integration into NCTCOG's infrastructure.

We are confident that AM-EGEN's combined expertise in **AI consultancy** and our commitment to delivering measurable results position us as the ideal partner for NCTCOG's vision. We look forward to an opportunity to discuss our approach further and demonstrate how we can **drive operational excellence through AI solutions**.

Thank you for considering our proposal. We look forward to contributing to NCTCOG's transformative AI initiatives. Please do not hesitate to contact me at (832) 916-2288 or Michael@appmaisters.com should you have any questions or require additional information.

Sincerely

Michael Atkinson
Director Operations



EXECUTIVE SUMMARY

App Maisters Inc., a premier digital solutions provider headquartered in Houston, Texas, has established itself as a trusted partner in delivering transformative technology solutions across diverse industries, including public sector, healthcare, education, and enterprise systems. Since our inception in **2014**, we have successfully delivered **400+ projects** spanning **25 states**, empowering organizations with cutting-edge innovations in **AI/ML, business intelligence (BI), cloud platforms, and custom applications**.

We Teamed up with **EGEN**, a recognized leader in **Artificial Intelligence (AI)**, we bring unparalleled expertise in AI-driven solutions that are scalable, ethical, and tailored to complex operational challenges. EGEN's specialization in **machine learning, natural language processing (NLP), computer vision, and generative AI** ensures that our collaborative efforts align with **public sector compliance, data privacy**, and emerging AI governance standards. Together, **AM-EGEN** are poised to deliver AI strategies and frameworks that drive operational efficiency, informed decision-making, and innovation for NCTCOG and its members.

The project focuses on providing **AI consultancy services** to assist the **North Central Texas Council of Governments (NCTCOG)** and the TXShare Cooperative in:

☐ AI Strategy Development

- Conducting comprehensive organizational assessments to identify high-value AI use cases.
- Developing a **5-Year AI Roadmap** that aligns with NCTCOG's long-term goals, emphasizing ethical, secure, and scalable AI deployment.

☐ AI Framework and Solution Design

- Recommending AI tools and frameworks to address challenges such as **public safety response optimization, citizen engagement tools, and predictive infrastructure maintenance**.
- Designing AI solutions compliant with federal and state regulations, including data privacy.

☐ Feasibility Analysis and Implementation Support

- Conducting feasibility studies, including **risk-benefit analyses**, to prioritize AI projects based on impact and ease of implementation.
- Supporting pilot testing, deployment, and evaluation of AI solutions to ensure operational readiness and scalability.

☐ Data Strategy and Ethical AI Governance

- Establishing robust **data governance frameworks** to ensure data quality, privacy, and security.
- Implementing measures to mitigate algorithmic biases and adhere to ethical AI principles, ensuring fairness, transparency, and accountability.

☐ Training and Capacity Building

- Providing tailored **training sessions, workshops**, and a knowledge transfer program to empower internal teams with AI capabilities and foster long-term sustainability.

Through the combined strengths AM-EGEN will provide NCTCOG and TXShare members with a **comprehensive AI strategy** and solutions that optimize resources, enhance service delivery, and ensure **compliance with public sector standards**. By focusing on innovation, ethical AI practices, and organizational capacity-building, we are committed to driving measurable results that pave the way for a **future-ready, data-driven ecosystem**.



COMPANY INFORMATION

Houston (Corporate Office)

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POC

Michael Atkinson – Director Sales –
michael@appmaisters.com
 (888)391-8184



CHICAGO

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 1700, Chicago, Illinois,
 60604

AUSTIN

108 Wild Basin Rd
 South, Suite 250 Austin,
 TX 78746

SUGAR LAND

2245 Texas Drive, Suite
 300, Sugar Land, TX
 77479

LOS ANGELES

360 N. Pacific Coast
 Highway, Suite 2000, El
 Segundo, Los Angeles,
 90245

DALLAS

3010 LBJ Freeway Suite
 1200, Dallas, TX 7770

SAN ANTONIO

401 East Sonterra
 Boulevard, Suite 375, San
 Antonio, Texas 78258

400+
Projects

60 +
Employee

25+
States Covered

Principle: Fahim Iqbal – CEO

Type Of Business: S-Corporation

State: Texas, 2014

NAICS: 511210, 541511, 541512,
 541519, 541513 541611, 541990

UEI: CJ2UXSFDGW53

<https://gov.appmaisters.com>

Years In Business: 10+ Years

DUNS: 079412844

CAGE: 8E5Z0

EIN: 465574858

9 / 10
Project
Satisfaction



U.S. Small Business
Administration
8(a) Certified





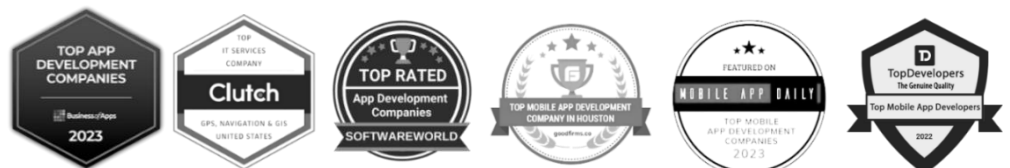
ABOUT APP MAISTERS INC.

Digital Transformation Partners

At **App Maisters Inc.**, we specialize in delivering **custom digital solutions** that empower businesses to drive sustainable growth and innovation. Headquartered in Houston, Texas, with over a decade of experience, we have successfully completed more than 400 projects across industries like healthcare, finance, education, and government. Our expertise spans **Web/mobile app development, cloud solutions, AI/ML, BI, blockchain, and IoT**. We work with organizations of all sizes—from startups to Fortune 500 companies, Reputed Universities (like University of Minnesota, University of Texas, University of Oklahoma, University of UTAH, Texas A&M University etc.) and public agencies—offering solutions that address complex challenges with efficiency and innovation.

As a leading provider of **digital transformation services**, we take pride in creating unique, client-focused platforms that meet specific business requirements. Unlike off-the-shelf solutions, our approach centers on developing **custom systems** that are built on a versatile platform enriched with essential features but personalized to fit each client's objectives. Our commitment to innovation, excellence, and customer satisfaction makes us the ideal partner for organizations seeking to optimize their operations through technology-driven solutions. **“Empowering State, Local, and**

Government Agencies through Digital Transformation”



Our Values

Security and Compliances

We prioritize robust security protocols and ensure strict compliance with industry standards, safeguarding sensitive data while meeting regulatory requirements.

Accessibility & Inclusivity

Our solutions are designed to be inclusive, ensuring accessibility for all users regardless of ability, delivering equal access to technology and services.

User Centric Design

Our design philosophy puts users at the heart of the process, creating intuitive, seamless experiences that enhance usability and satisfaction.

Scalability & Reliability

We build scalable and reliable solutions that grow with your business, ensuring long-term performance and resilience under increasing demand.

Transparency / Accountability

We maintain full transparency throughout the project lifecycle, holding ourselves accountable to deliver on our promises with integrity and clarity.



ABOUT EGEN

Our Values

Building Foundations

We establish robust cloud and platform architectures that form the backbone of digital transformation. By leveraging the power of cloud-native technologies, we deliver solutions that lay the groundwork for innovation.

Unlocking Data

Data is at the heart of everything we do. Our data engineering and migration services are designed to seamlessly integrate and organize information, ensuring it is accessible, clean, and primed for advanced analytics.

Generate Insights

Through advanced analytics and visualization, we help organizations uncover valuable insights from their data.

Drive Action

Implement cutting-edge artificial intelligence and automation solutions to enable actionable insights. From predictive analytics to intelligent automation, we empower organizations to solve complex problems.

Create Impact

Our solutions are tailored to deliver industry and functional impact, whether optimizing public sector operations, enhancing citizen engagement.

Digital Transformation Partners

Founded in 2000, **Egen** is a **technology services company** dedicated to empowering organizations across various industries by harnessing the transformative power of **cloud computing, data analytics, artificial intelligence (AI), and platform engineering**. Our mission is to help organizations drive action and impact through data and insights enabled by platforms.

With a team of over **700 technology specialists** across **United States, Canada, and India**, we bring qualified expertise in helping organizations harness the power of **cloud** and **data** platforms to solve complex challenges and drive impactful outcomes.

Our mission is to empower organizations to unlock the potential of cloud and data platforms, creating transformative solutions that deliver **measurable impact** and **empower communities** for a better future.

Our partnerships reflect this mission. From working with the **City of Memphis** to enhance **urban infrastructure using AI** and machine learning, to modernizing **wildlife conservation** efforts for the **Utah Division of Wildlife Resources**, we are committed to delivering solutions that create a better future for businesses and communities alike. In the public sector, we partnered with the **State of Hawaii** to develop the **Safe Travels program**, enabling the state to reopen safely during the pandemic by tracking and managing traveler data efficiently.

Our client stories showcase our impact across various sectors. Our collaborations also include some of the most respected cloud and data platform companies globally.

Some of our notable ecosystem platform partners include:



snowflake



UltronAI



OUR SERVICES

we are dedicated to delivering innovative digital solutions tailored to meet the evolving needs of our clients. we bring a unique blend of expertise and commitment to every project we undertake.



Mobile Solution

We design and develop custom mobile applications that offer seamless user experiences across iOS, Android, and cross-platform environments. Our focus is on creating secure, scalable, and high-performance apps that drive engagement and meet your business goals.



Cloud Solution

Our cloud solutions help businesses transition to scalable, secure, and cost-efficient cloud environments. Whether it's infrastructure management, cloud migration, or cloud-native development, we offer tailored solutions for your specific needs.



Web Solution

We build intuitive, robust web applications tailored to your specific needs. Our solutions are designed for scalability, security, and exceptional performance, ensuring that your business operations run smoothly across all devices.



Business Intelligence

We transform data into actionable insights with our business intelligence solutions. By leveraging advanced analytics and data visualization tools, we help businesses make informed decisions and optimize their operations.



AI/ML Solution

We Leverage our Capabilities to provide predictive analytics, Image Processing to natural language processing, to Provide AI/ML solution to extract valuable insights, automate processes, and drive intelligent decision-making



Staff Augmentation

We leverage our market knowledge to assist companies in meeting their staffing requirements. We provide top candidates as per project requirements to help you free up internal resources



OUR CLIENTS

Trusted by 1000+ clients

APP MAISTERS



University of California
San Francisco



HOSPITAL & RESEARCH CENTRE



SeekOps

EGEN





STATEMENT OF UNDERSTANDING

AM-EGEN fully understands the comprehensive scope of work outlined in the Request for Proposal (RFP) issued by the **North Central Texas Council of Governments (NCTCOG)** and the **TXShare Cooperative Purchasing Program**. Together, we are committed to systematically addressing the core objectives of the RFP, ensuring that **AI solutions** are strategically developed, implemented, and sustained across NCTCOG's member organizations.

AM-EGEN will collaboratively:

Define AI Use Cases: Identify and prioritize impactful AI use cases that align with NCTCOG's operational goals.

Develop AI Frameworks: Design scalable, secure, and compliant AI frameworks that integrate seamlessly with existing processes.

Create Implementation Roadmaps: Establish clear, actionable roadmaps with timelines, milestones, and measurable outcomes.

App Maisters will lead project execution while Collaborating with **Egen** leveraging their **expertise** to ensure customized, efficient, and compliant solutions that enhance operational efficiency, drive innovation, and meet all **regulatory and ethical standards**. This joint effort guarantees that each RFP objective will be fulfilled with precision, delivering sustained value and measurable success to NCTCOG and its member organizations.

Through our combined strengths, we are uniquely positioned to deliver **innovative AI solutions** that align with NCTCOG's vision and empower its members to achieve their long-term goals.

Objectives	Solution	Outcomes
Assessing current organizational processes and identifying opportunities for AI integration, with specific examples relevant to various departments (e.g., public safety response optimization, citizen engagement tools, predictive maintenance in infrastructure).	We will work to analyse existing workflows and identify AI integration opportunities in key areas such as public safety, citizen engagement, and infrastructure maintenance. This will include recommending AI tools like predictive analytics for public safety optimization and predictive maintenance for infrastructure.	Identification of AI opportunities for improved efficiency and decision-making across departments.
Recommending AI tools, frameworks, and applications to solve specific organizational challenges.	We will propose tailored AI solutions that address organizational challenges, selecting frameworks that enhance decision-making, optimize operations, and improve service delivery.	Deployment of AI tools that meet specific department needs, driving innovation and operational improvements
Developing a comprehensive data strategy alongside an AI roadmap, emphasizing data quality, governance, privacy, and security.	We will create a comprehensive data strategy and AI roadmap, ensuring data quality, privacy, security, and governance standards are met. This will provide a clear path for integrating AI within the organization.	A robust framework that supports compliant, secure, and efficient AI integration.
Developing a strategic roadmap for AI implementation, including governance, timelines, milestones, and deliverables.	We will develop a clear roadmap for AI implementation, including governance structures, timelines, and milestones, ensuring smooth and timely execution.	A structured plan that ensures AI deployment is timely, compliant, and impactful.



APP MAISTERS	Artificial Intelligence Consultancy Services	RFP #2025-023
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Objectives	Solution	Outcomes
Ensuring that all AI implementations comply with legal standards (e.g., FOIA, grant/state/federal regulations) and establish technical, administrative, and policy controls for internal AI use.	We will ensure that all AI solutions comply with relevant legal standards (e.g., FOIA, state/federal regulations) and establish internal controls for ethical AI use.	AI systems that are secure, ethical, and fully compliant with public-sector regulations.
Providing training and knowledge transfer to the organization's internal teams on AI capabilities, ensuring employees effectively adopt and utilize AI tools.	We will deliver hands-on training to internal teams, ensuring they have the skills to effectively adopt and manage AI tools.	Empowered teams capable of utilizing and sustaining AI solutions for long-term success.
Quantify the long-term value AI brings to the organization and create business cases for both immediate and future expenditures, supporting sustained AI investment and adoption.	We will assist in developing business cases that quantify the long-term value of AI, ensuring sustained investment and AI adoption across the organization.	Clear, data-driven justification for continued AI investment and expansion.
Supporting the pilot and/or full-scale implementations and providing comprehensive training for sustainable, in-house AI operations.	We will guide the pilot and full-scale deployment of AI solutions, ensuring successful integration into operational processes.	Egen will guide the pilot and full-scale deployment of AI solutions, ensuring successful integration into operational processes.
Incorporating a 5-year AI roadmap to guide the organization's future AI development	We will develop a 5-year roadmap that outlines long-term AI goals, ensuring the organization stays ahead of emerging technologies.	A strategic plan that ensures continuous AI development and adaptation to future needs.

KEY PERSONNEL / STATEMENT OF QUALIFICATION (AM-EGEN)

We bring a unique blend of expertise and a proven track record in delivering cutting-edge **AI consultancy services** tailored to public-sector needs. Our combined capabilities align seamlessly with the requirements outlined in **RFP #2025-023**, ensuring NCTCOG and its member organizations receive innovative, efficient, and compliant solutions that address their most pressing challenges.

Key Personnel and Expertise

Our team is composed of seasoned professionals skilled in **AI technologies**, public-sector compliance, and data governance. This collaboration ensures every aspect of the project is managed with precision and expertise:

#	NAME	POSITION
1	Taimur Loungi	Project Manager
2	Sarath Kedarisetty-	AI Architect
5	Pavan Kosuru (Off Shore)	AI Architect
3	Harsha Gubbi Chandrashekar	ML App Engineer
6	Kaushik Koilada (Off Shore)	ML App Engineer
4	Harkirat Grewal	Data Engineer
7	Samyukta Dontireddy (Off Shore)	Data Engineer



Taimur Loungi – Project Manager

Summary: Senior Project Manager with 3+ years of experience specializing in agile methodologies, product lifecycle management, and team leadership. Expert in overseeing complex app development projects, driving client collaboration, and leading cross-functional teams to exceed business objectives and successfully manage mergers.

Experience:

Sr. Project Lead – App Maisters - **April 2023 - Present**
 Product Owner - Deal Maker(.tech)- **Mar 2020**
 Sr. Project Manager – App Maisters Inc - **Jan 2017 – Aug 2019**
 Co-Founder - Perseus Solutions - **Jan 2015 – Aug 2016**
 Systems Manager - SS&C Primatics - **Mar 2014 – Nov 2014**
 Head of Offshore Development - Creative Chaos(.co)- **Sep 2012 – Feb 2014**

Key Projects

- **CNPC USA - 2024:** Developed a bilingual and AI-integrated web platform tailored for the oil and gas industry to enhance project management and user engagement.
- **Texas A&M – 2022-2023:** Delivered a health and education app promoting cardiovascular health through interactive features, goal tracking, and social networking.
- **USDA, Poisonous Plants:** Created a CMS-based mobile app providing essential information on poisonous plants to safeguard livestock and agriculture.
- **Evon Medicos-2023:** Managed development of specialized digital health solutions ensuring user-centric interfaces and regulatory compliance (specifics not detailed in the provided files).
- **Johnson County- 2024:** Designed a resident service platform with mobile and web applications, featuring GIS integration and secure data management

Certifications:

Professional Certificate in International Business Management Griffith College (Dublin, Ireland)

Sarath Kedarisetty- AI Architect

Summary: AI Architect with 17+ years of experience specializing in Google Cloud, AI/ML, MLOps, NLP, Generative AI, and more. Expert in developing custom AI/ML solutions, building production-grade applications, and driving innovative engineering solutions.

Experience:

Cloud Architect, Egen - **Aug 2020 - Present**
 Analytics Engineer, Wells Fargo - **Jun 2019 - Jul 2020**
 Senior Consultant, Infosys - **Mar 2015 - Jun 2019**
 Consultant, Virtusa- **Apr 2011 - Mar 2015**
 Engineer, IBM- **Apr 2007 - Mar 2011**

Key Projects:

- **Unemployment Claims:** Developed a virtual agent for unemployment claims using NLP and CCAI, designed workflows, CI/CD pipelines, and leveraged Gemini Models for routing.
- **Web application for viewing and searching for Clinical and diagnostic data** Built a web app for searching clinical data, developed ML pipelines with Spacy and Vertex AI, and implemented MLOps for continuous model deployment.
- **Virtual Vault for vital record management:** Designed a scalable web app for managing 6 million+ documents, built ML pipelines for data extraction, and developed an elastic search cluster.
- **Safe Travels Management Application for travellers in Hawaii:** Created an application for travel health forms and pass automation, developed APIs with Flask, and set up CI/CD pipelines using GCP.

Certifications:

Google Cloud Certified Professional Data Engineer



Harsha Gubbi Chandrashekar - ML App Engineer

Summary: Engineer with 12+ years of experience in Google Cloud, Generative AI, data pipelines, and DevOps. Expertise in designing AI applications using LangChain, LangFlow, and transformer models. Skilled in building scalable cloud infrastructure and AI systems for data-driven decision-making.

Experience:

Lead Engineer/Architect, Egen – May 2023 – Present

Senior Data Engineer, Egen – Aug 2022 – May 2023

Key Projects:

- **Chatbot for Address Validation:** Designed AI chatbot using **LangChain** and **RAG architecture** to assist vendors, reducing response time by 60% and increasing engagement by 80%.
- **AI Content Search & Summarization Tool:** Built document query system using **LangChain** and **GPT-based LLMs**, reducing search time by 60%.
- **Enterprise Knowledge Retrieval Chatbot:** Developed context-aware chatbot, improving query resolution by 40%.
- **AWS Data Migration:** Led **ETL workflows** from **DB2** to **AWS Cloud** using **AWS Glue**.
- **Large-Scale Data Integration:** Implemented **IICS** data integration pipelines, optimizing ETL performance.
- **Data Pipeline for Fixed Income Securities:** Created ETL pipelines for bond market data processing, supporting real-time analytics.

Certifications

AWS Certified Solutions Architect

Google Cloud Certified Professional Data Engineer

Snowflake – SnowPro Core

Harkirat Grewal- Data Engineer

Summary: Data Engineer with 10+ years of experience in data integration, system analysis, and profiling. Expertise in Snowflake, Oracle, Informatica, and GenAI. Skilled in leading teams and delivering large-scale data solutions across industries.

Experience:

Staff Software Engineer, Egen – Jul 2022 – Present

Senior Data Engineer – Jan 2021 – Jun 2022

ETL Developer – Nov 2014 – Dec 2020

Key Projects:

- **Curation Workbench:** Developed an OCR and NLP-based tool for medical data curation, reducing processing time by 86%. Led teams and migrated backend to Azure SQL Server.
- **Snowflake Data Integration:** Built a near-real-time trade order database with Snowflake and Kafka, creating PowerBI dashboards for analytics.
- **Payments Data Store:** Designed data store architecture for payment messages and developed ingestion code in Snowflake.
- **Credit Card Fraud Detection:** Developed a real-time fraud detection system using Snowflake and Python, integrating APIs for front-line applications.
- **Informatica ETL:** Developed batch-based ETL processes in Informatica for data ingestion. Also, led a data masking project in Informatica to protect sensitive data.
- **Snowflake Projects:** Conducted performance comparisons between Snowflake and Azure Synapse for data integration and monitoring. Integrated internal and external data from Snowflake Data Marketplace to analyze trade performance. Led the migration from Teradata to Snowflake, optimizing data processes and enhancing efficiency.

Certifications

Oracle certified Database SQL Expert.

Informatica certified developer.



Pavan Kosuru- AI Architect (OffShore)

Summary: Has 13+ years of experience in large-scale data science products, specializing in Google Cloud applications. Expertise in deploying ML models, automating processes, and extracting insights from vast datasets.

Experience:

- **Senior Engineering Manager, Egen** – Mar 2019 – Present

Key Projects:

- Document Extraction App:** Developed end-to-end pipeline for document ingestion, extraction, and validation using Vision API, AutoML Vision, App Engine, and BigQuery.
- CityVision Project:** Built vision models using VertexAI for road condition detection (e.g., potholes, manholes) to assist in road maintenance. Integrated customer feedback for model retraining.
- Marketing Company CLV:** Developed lifetime value and customer segmentation models using TensorFlow and BigQuery for enhanced customer targeting.
- Clinical Customer:** Designed vision models to detect Meibomian Gland Dysfunction in eyelid images, integrated models with edge devices for healthcare practitioners.
- Automobile Repair Company:** Created ML model pipeline to predict the need for vehicle calibration, with automated retraining using feedback data.

Certification:

Google Cloud Certified - Professional Machine Learning Engineer

Kaushik Koilada - ML App Engineer

Summary: ML App Engineer with 5+ years of diverse experience specializing in Google Cloud, AI/ML products, MLOps, NLP, Generative AI, Data ETL pipelines, DevOps, Full Stack App Development, Security, and Data Analytics. Skilled in building production-grade ML applications and eager to contribute to innovative solutions.

Experience:

- Senior Engineer, Machine Learning & Applications, Egen** – May 2023 - Present
- Senior Data Engineer, Egen** – Dec 2021 - May 2023
- Data Engineer, Egen** – Nov 2020 - Dec 2021

Key Projects:

- **City Vision:** Developed AI models using VertexAI to detect infrastructure issues (e.g., potholes, road signs). Led database and application development for infrastructure monitoring.
- **Vertex AI - MLOps Notebooks and Documentation:** Built hybrid cloud solutions using Kubeflow and Google Cloud Pipeline Components. Developed MLOps use cases including continuous training and CI/CD pipelines.
- **DocBot - Document Extraction Framework:** Created a scalable document extraction system using Google Document AI and Vision API. Developed ETL pipelines and API services for document processing.
- **Safe Travels Management for Hawaii Travellers:** Developed a travel and health form application for Hawaii, automating quarantine exceptions and integrating Google Cloud services for smooth traveler management.
- **AI Task Force - Generative AI:** Created business POCs using foundation models (Text-Bison, Llama), fine-tuning prompts for specific use cases. Developed a RAG solution for question-answering with Vertex AI.

Certifications:

Google Cloud Certified Professional Machine Learning Engineer
 Google Cloud Certified Professional Cloud DevOps Engineer
 Google Cloud - Associate Cloud Engineer



Samyukta Dontireddy- Data Engineer

Summary: Data Engineer with 6+ years of experience in harnessing Google Cloud Platform's services for data extraction, transformation, and analysis. Expertise in designing solutions with tools like **BigQuery**, **Pub/Sub**, and **Vertex AI** to streamline data workflows and implement ML models. Passionate about solving complex data challenges to drive business outcomes using GCP services

Experience

Senior Engineer, Egen – Oct 2018 – Present

Key Projects:

- **BigQuery Migration:** Lifted and shifted NTTA workloads to Google BigQuery, translating SQL Server procedures and ensuring data consistency.
- **Insurance Write-Offs Prediction:** Preprocessed structured and unstructured medical records, researched medical terms, and used **Cloud Healthcare NLP API** for data transformation and segmentation.
- **Floor Detection:** Built a pipeline to detect floor types in images using depth estimation models like **Adabins** and **GLPN**.
- **Vertex AI Evaluation:** Developed, tested, and cleaned official **Vertex AI** notebooks, evaluating multiple use cases for machine learning deployment.
- **Price Prediction:** Applied unsupervised **SOM clustering** for product markdown price predictions, coordinating workflow for efficient delivery.
- **Automotive Modeling:** Developed models to predict vehicle calibration needs, reducing manual intervention and enhancing operational efficiency.
- **Docbot/DocAI (Document Data Extraction):** Designed a product to extract structured and unstructured data from documents using **Vision API** and **AutoML**, automating manual work.
- **Network Anomaly Detection:** Built a real-time alarm system using **BigQuery** and **Dataflow**, detecting anomalies in network traffic data.

Certifications

GCP Professional Cloud Architect

TensorFlow Developer Certification



Capabilities in AI Technologies

Our joint expertise includes a wide array of AI technologies and solutions:

- **Machine Learning:** Customizable models for predictive analytics, risk assessment, and optimization.
- **Natural Language Processing (NLP):** Multilingual translation, document processing, and virtual agent implementation.
- **Generative AI (GenAI):** Dynamic, scalable solutions for personalized citizen and customer engagement.
- **Computer Vision:** Automated infrastructure monitoring and management using real-time analytics.
- **Data Strategy and Governance:** Robust frameworks to ensure data quality, privacy, and security.

REFERENCES

AM-EGEN brings a unique blend of expertise and a proven track record in delivering cutting-edge **AI consultancy services** tailored to public-sector needs. Our combined capabilities align seamlessly with the requirements outlined in **RFP #2025-023**, ensuring NCTCOG and its member organizations receive innovative, efficient, and compliant solutions that address their most pressing challenges.

REFERENCE 1	
NAME	Evon Medics
NAME OF PROJECT	PUD CAM
KEY CONTACT NAME	Vamsi Reddy
EMAIL / TELEPHONE	vreddy@evonmedics.org / (410) 891-4007 Ext 5
SCOPE OF THE ASSIGNMENT ON THE PROJECT	The Evon Medics project focused on developing an innovative mobile application aimed at addressing cognitive impairment and improving mental health outcomes. The solution leveraged advanced technology to deliver a secure and user-centric platform for managing patient care and clinical data. Key features included AI-driven cognitive training modules, interactive content delivery, and real-time progress tracking. The platform also incorporated secure data management protocols, ensuring HIPAA compliance while facilitating seamless communication between patients and healthcare providers. This comprehensive approach enabled personalized care, improved patient engagement, and enhanced clinical decision-making through data-driven insights, establishing a robust foundation for advancing mental health care.
REFERENCE 2	
NAME	CNPC
NAME OF PROJECT	CNPC TECH TREE
KEY CONTACT NAME	Ferris Cheng
EMAIL / TELEPHONE	ferris.cheng@cnpcusa.com / 713 4588817
SCOPE OF THE ASSIGNMENT ON THE PROJECT	The CNPC USA and TechTree project modernized the existing web platform with a bilingual interface supporting English and Chinese, catering to a diverse audience in the oil and gas industry. Advanced technological features included secure document management, project coordination tools, and responsive multi-device design. A notable enhancement was the integration of an AI-driven conversational assistant (AI CHATBOT), enabling automated, real-time user support to enhance accessibility and efficiency. This feature, combined with secure authentication protocols and a robust content management system, significantly improved user engagement, operational effectiveness, and data-driven decision-making.



REFERENCE 3

NAME	City of San Jose
NAME OF PROJECT	City of San Jose 311 Call Centre AI Implementation
KEY CONTACT NAME	Mansi Narula
EMAIL / TELEPHONE	Mansi.Narula@sanjoseca.gov

SCOPE OF THE ASSIGNMENT ON THE PROJECT

Egen partnered with the City of Memphis to deploy Contact Center AI solutions, enhancing call handling speed, capacity, and customer satisfaction without increasing staff at the Customer Contact Center. As the prime contractor, we led end-to-end development, implementation, and ongoing support. This multi-year initiative tackled challenges like long wait times, high call volumes, and inconsistent service, providing a seamless 311 experience through a portal and app. We developed a custom-trained machine learning translation model to serve the city's diverse population, offering robust multilingual support. The solution enabled citizens to submit real-time service requests via a virtual agent or phone, reducing agent workload and improving the overall customer experience..

REFERENCE 4

NAME	City of Memphis
NAME OF PROJECT	City Vision (Pothole and Blight Detection)
KEY CONTACT NAME	Mike Rodriguez
EMAIL / TELEPHONE	901-636-6500

SCOPE OF THE ASSIGNMENT ON THE PROJECT

The City of Memphis leveraged machine learning (ML) and Geographic Information Systems (GIS) to detect potholes, broken curbs, clogged inlets, and abandoned properties through video analysis. By integrating AutoML models with data from ArcGIS and Google Maps, the city aimed to classify road defects and streamline maintenance operations.

In partnership with Egen, the project achieved over 90% accuracy in identifying infrastructure issues and predicting areas at risk of urban decay. This initiative reduced automobile damage claims by \$10,000 to \$20,000 per incident and prioritized the repair of more than 5,700 potholes.

The CityVision platform enhanced operational efficiency and enabled the city to qualify for federal aid by accurately identifying blighted properties. This project demonstrates how AI can optimize urban planning and infrastructure management, offering a scalable solution for future city improvements.

REFERENCE 5

NAME	City of Costa Mesa
NAME OF PROJECT	Costa Mesa Sanitary District - Sewer Hole Detection
KEY CONTACT NAME	Scott Carroll
EMAIL / TELEPHONE	949-645-8400, ext. 223

SCOPE OF THE ASSIGNMENT ON THE PROJECT

In collaboration with the Costa Mesa Sanitary District (CMSD), Egen developed an AI-driven solution to automate sewer manhole detection and assessment using video and image analysis. The system processes over 218 miles of footage, covering 5,000 manholes, to evaluate their condition and support maintenance efforts.

Video and Image Analysis

GoPro footage, uploaded to Google Cloud Storage, is analyzed using a Deep Learning Virtual Machine powered by TensorFlow. The model evaluates key features such as frames, covers, surrounding pavement, bolts, and elevation, assigning condition ratings from 1 to 5. Quarterly assessments are performed, with the option for more frequent reviews.

Continuous Improvement

A feedback loop allows CMSD users to review results and provide input on inaccuracies, which retrains the model with each new video, continuously improving detection and grading accuracy. This solution has streamlined CMSD's maintenance efforts, enabling more efficient manhole monitoring and repair prioritization.



PROJECT RELATED EXPERIENCE & QUALIFICATION (AM-EGEN)

App Maisters' AI/ML Expertise

With over a decade of experience in delivering innovative digital solutions, App Maisters has successfully implemented a variety of AI/ML-powered platforms that drive measurable outcomes. Key projects include:

□ AI-Based Sentiment Analysis Platform

- **Scope:** Developed an enterprise-level AI solution for analyzing media content using predictive sentiment analysis.
- **Impact:** Provided organizations with actionable insights to enhance decision-making.

□ CNPC USA Techtree Web Platform | Collaboration Platform for the Oil & Gas Industry

- **Scope:** Modernized CNPC's web platform to enhance project management capabilities and user engagement within the oil and gas sector.
- **Impact:** Improved project and data management.

□ Pudcam Evon Medics | Mental Health Monitoring Solution

- **Scope:** Developed an AI-integrated daily monitoring solution enabling users to track physiological states based on pupil dilation
- **Impact:** Increased awareness into physiological changes.

These projects demonstrate App Maisters' ability to leverage AI/ML solutions to solve complex challenges while ensuring compliance, scalability, and measurable impact.

Egen's Specialized AI/ML Public-Sector Solutions

Egen brings deep experience in implementing advanced AI/ML technologies for **state, local, and federal government agencies**, serving over **25 states**. With a focus on ethical, secure, and scalable AI solutions, Egen has consistently delivered results that address the operational and regulatory challenges faced by public-sector organizations.

Key Projects:

□ City of San Jose – 311 Call Center AI Implementation

- **Scope:** Implemented Contact Center AI to improve call handling speed and capacity, reduce wait times, and enhance multilingual customer service. Developed a custom machine learning translation model to support the city's diverse population.
- **Impact:** Reduced live agent burden, improved citizen experience, and optimized operational efficiency.

□ City Vision Infrastructure Management Platform

- **Scope:** Designed an AI-powered infrastructure monitoring system that uses cameras and machine learning to detect maintenance issues such as potholes, litter, and blocked storm drains.
- **Impact:**
 - **Costa Mesa, California:** Achieved a 60% cost reduction, 700+ hours saved annually, and proactive infrastructure maintenance.
 - **Memphis, Tennessee:** Detected 5,000+ potholes with **96% accuracy**, saving significant annual maintenance costs.

□ Document Intelligence Platform

- **Scope:** Developed an intelligent document processing system leveraging AI for data extraction, validation, and automation.
- **Impact:** Reduced document processing times, ensured regulatory compliance, and improved operational efficiency for government caseworkers.

□ Generative AI for Citizen Services

- **Scope:** Enhanced customer and citizen support using Generative AI to provide personalized, omni-channel experiences.
- **Impact:** Improved response times, reduced operational costs, and boosted citizen satisfaction.



Alignment with NCTCOG RFP Objectives

Our joint approach directly addresses the requirements outlined in the NCTCOG RFP:

1. **AI Use Case Identification and Framework Development:**
 - Collaboratively identify and prioritize impactful AI use cases tailored to NCTCOG's goals.
 - Design comprehensive AI frameworks that align with public-sector regulations, ensuring ethical and secure deployment.
2. **Scalable and Custom AI Solutions:**
 - Develop solutions that seamlessly integrate with existing systems, minimizing disruptions while maximizing long-term value.
 - Ensure flexibility and scalability to adapt to future needs across NCTCOG's member organizations.
3. **Regulatory Compliance and Ethical AI:**
 - Implement AI tools with a strong focus on fairness, transparency, and accountability.
 - Adhere to compliance standards such as FOIA, and state-level regulations, ensuring data privacy and governance.
4. **Training and Knowledge Transfer:**
 - Provide comprehensive staff training and workshops to build internal AI capabilities and encourage sustained adoption.

We bring a **powerful combination of technical expertise, public-sector experience**, and a proven ability to deliver innovative AI/ML solutions that drive operational excellence. Together, we will develop tailored, compliant, and scalable solutions that align with NCTCOG's vision, empowering its member organizations to achieve measurable success and foster innovation across the region.

OVERVIEW OF AI TECHNOLOGIES (AM-EGEN) (e.g., machine learning, natural language processing) implementations

We are capable to deliver comprehensive suite of cutting-edge **AI/ML technologies** that address complex challenges and enable digital transformation in the public sector. Our joint expertise focuses on integrating **AI technologies** such as **machine learning**, **natural language processing (NLP)**, **computer vision**, and **generative AI (GenAI)** to deliver innovative, scalable, and impactful solutions.

Below, we present examples of successful implementations that demonstrate the capabilities of AM-EGEN in leveraging AI to drive efficiency, enhance decision-making, and improve citizen experiences.

CASE STUDY 1: CITYVISION

AI-Driven Infrastructure Management Platform (Egen)

Challenge: Local governments face challenges such as potholes, blocked drains, and road deterioration, impacting public safety and increasing maintenance costs.

Solution: Egen implemented **CityVision**, an AI-powered platform leveraging **machine learning algorithms** and **computer vision** to detect, map, and prioritize infrastructure repairs. The system utilized cameras on public vehicles and intersections to monitor real-time maintenance needs.

Impact: Saved 700+ hours annually in Costa Mesa, CA, with a **60% cost reduction**.

- Identified 5,000+ potholes in Memphis, TN, with **96% accuracy**, significantly reducing maintenance claims.

Technologies Used: Computer Vision, AI Analytics, Machine Learning

CASE STUDY 2: TQ INTELLIGENCE

AI for Mental Health Analysis (App Maisters)

Challenge: Mental health providers needed a way to assess emotional distress in youth who struggled to articulate their feelings, requiring automated tools for real-time analysis.

Solution: App Maisters developed a voice-based **AI platform** that utilized **machine learning** to analyze voice biomarkers and detect emotional discomfort. The platform also integrated graphical progress visualization to improve therapist decision-making.

Impact: Reduced time spent on manual analysis, enabling personalized care.
Enhanced therapeutic outcomes through data-driven treatment plans.

Technologies Used: Machine Learning, Voice Biomarker Analysis, AWS Cloud



CASE STUDY 3: DOCUMENT INTELLIGENCE

Streamlining Document Processing (Egen)

Challenge: Government agencies struggled with high document volumes, manual processing errors, and compliance with privacy standards, resulting in inefficiencies.

Solution: Egen implemented **Document Intelligence**, a platform utilizing **NLP and ML** to automate document processing, validate data, and ensure compliance.

Impact: Reduced document processing time and operational costs.
Improved accuracy and ensured compliance with security standards.
Enabled caseworkers to focus on higher-value tasks.

Technologies Used: Natural Language Processing, Machine Learning, Low-Code Automation

CASE STUDY 4: SENTIMENT ANALYSIS

AI-Based Sentiment Analysis Platform (App Maisters)

Challenge: Organizations needed real-time insights into public sentiment from large datasets, including social media and news outlets, to guide decision-making.

Solution: App Maisters developed an **AI-powered platform** integrating **NLP and sentiment analysis algorithms** to detect sentiment trends and provide actionable insights.

Impact: Enabled real-time, data-driven decision-making.
Delivered comprehensive sentiment analysis reports for strategic planning.

Technologies Used: NLP, Sentiment Analysis Algorithms, AWS EMR

CASE STUDY 5: AI POWERED VI

AI-Powered Virtual Intelligence for Citizen Services (Egen)

Challenge: Public-sector organizations needed enhanced customer support systems to meet rising expectations for personalized, efficient interactions.

Solution: Egen implemented **Generative AI (GenAI)** to power virtual agents, improving omni-channel communication and crisis response. The system provided dynamic knowledge bases and actionable insights to empower live agents.

Impact: Reduced operational costs by automating repetitive tasks.
Enhanced citizen satisfaction/personalized interactions & real-time crisis management Capabilities

Technologies Used: Generative AI, Dialogflow, NLP

CASE STUDY 6: EVON MEDICS

Health Monitoring Solution With AI - Pupil Dilation Camera (PUDCAM) (App Maisters)

Challenge: There was a need for a portable, user-friendly application that could continuously monitor pupil diameter to provide insights into physiological and health conditions in real-time. The solution needed to be non-intrusive and seamlessly integrate with everyday life..

Solution: Evon Medics developed the PUDCAM app integrated with advanced AI and machine learning algorithms for precise pupil diameter measurement to identify and record changes in Patients physiological state. The application connects via Bluetooth to the PUDCAM device, analyzes real-time data, and provides predictive insights through an intuitive mobile interface.

Impact: Enhanced accessibility to health monitoring by integrating it into daily routines.
Improved detection of physiological anomalies, offering predictive health alerts.

Technologies Used: Image Recognition, Machine Learning, Mobile Integration

We as team are leaders in deploying advanced **AI/ML technologies** to tackle real-world challenges in the public sector. By integrating **NLP, machine learning, computer vision, and generative AI**, we ensure that our solutions are impactful, scalable, and aligned with compliance and ethical standards. Our combined expertise has consistently delivered innovative, efficient, and transformative results for our clients, enabling them to achieve their operational goals.



UNDERSTANDING OF THE PUBLIC SECTOR COMPLIANCE ETHICAL STANDARDS, AND REGULATIONS RELATED TO AI

We have a deep understanding of public sector compliance, ethical standards, and regulations related to AI, ensuring that our solutions are fully aligned with the unique requirements of government agencies. We are well-versed in the regulatory frameworks and guidelines that govern AI use in the public sector, including data privacy laws, security standards, and transparency requirements.

Our approach to AI implementation prioritizes ethical considerations such as fairness, accountability, and transparency, ensuring that the AI models we deploy are unbiased, explainable, and operate within established ethical guidelines. We also focus on maintaining data security and privacy, complying with laws such as, the Health Insurance Portability and Accountability Act (HIPAA), depending on the specific government sector involved.

By adhering to these compliance and ethical standards, we ensures that AI solutions not only meet legal requirements but also promote public trust, transparency, and responsible innovation.

SUBCONTRACTORS AND THIRD-PARTY SERVICES

In this project, **Egen** will serve as a subcontractor to **App Maisters**. App Maisters will lead overall project management, communications, and coordination with NCTCOG and Participating Entities.

Project Leadership and Reporting:

- ☐ **App Maisters:** Responsible for overall project management, client communications, and coordination. They will manage timelines, deliverables, and provide updates to NCTCOG and Participating Entities.
- ☐ **Egen:** Will deliver technical AI/ML solutions, and report progress to App Maisters for integration into client communications.

Interface with NCTCOG and Participating Entities: App Maisters will serve as the main point of contact for NCTCOG and Participating Entities

Teaming Interface Chart:

Role	Responsibilities	Interface with NCTCOG/Entities
App Maisters	Project management, coordination, client communications	Main point of contact for NCTCOG and Participating Entities.
Egen	Deliver AI/ML and data solutions, provide updates to App Maisters.	Report technical progress to App Maisters for client updates.

METHODOLOGY FOR AI CONSULTANCY SERVICES

Initial AI Strategy Report

Our methodology for delivering AI consultancy services is designed to comprehensively address the objectives, scope, requirements, and deliverables outlined in the RFP. By leveraging structured frameworks, proven tools, and deep expertise in AI and machine learning, we ensure measurable outcomes and long-term sustainability.

This approach is collaborative and phased, emphasizing alignment with organizational goals, ethical AI principles, and a clear roadmap for implementation and scalability. Below is the detailed methodology for delivering key AI consultancy services:

1. Initial AI Strategy Development

Objective: Develop a comprehensive and collaborative roadmap for AI adoption that aligns with strategic goals and departmental needs.

1.1 Needs Assessment and Stakeholder Engagement

- **Multi-Department Collaboration:**
 - Conduct stakeholder workshops across departments (e.g., public safety, infrastructure, citizen engagement).



- Identify key challenges, such as reducing operational costs or improving service delivery, and align AI integration with departmental priorities.
- Establish a cross-functional steering committee to ensure alignment and facilitate decision-making.
- **Existing Process Analysis:**
 - Review current workflows, systems, and key pain points to identify inefficiencies.
 - Map organizational data flows to uncover silos and opportunities for automation or enhancement through AI.
 - Document compliance requirements specific to each department (e.g., FOIA).
- **Needs Assessment Report:**
 - Deliver a report summarizing findings, highlighting opportunities for AI integration, and proposing actionable quick wins.
 - Highlight areas requiring immediate attention, such as outdated systems or insufficient data quality.

1.2 Data and Technology Audit

- Evaluate the quality, consistency, and accessibility of existing datasets.
- Assess the compatibility of current technology infrastructure with AI solutions.
- Identify necessary upgrades or integrations to ensure readiness for AI deployment.

1.3 Stakeholder Needs Analysis Report

- Summarize key challenges and opportunities identified through engagement sessions.
- Establish baseline metrics (e.g., current response times, cost-saving potential).
- Provide actionable recommendations for foundational changes needed to enable AI success.

2. Long-Term AI Strategy Aligned with Organizational Vision

Objective: Develop a phased 5-year roadmap to deliver incremental value and ensure scalable AI adoption.

Phase 1: Foundational Initiatives

- Launch high-impact pilot projects, such as predictive analytics for resource allocation or AI-powered procurement systems.
- Strengthen data infrastructure and governance frameworks to ensure compliance and scalability.

Phase 2: Scaling AI Solutions

- Expand successful pilot projects across additional departments.
- Deliver training programs to upskill internal teams for independent management of AI systems.
- Integrate advanced AI capabilities, such as natural language processing for citizen engagement or computer vision for infrastructure monitoring.

Phase 3: Institutionalizing AI as a Core Capability

- Embed AI into key workflows, ensuring sustained innovation and adaptability to evolving needs.
- Establish continuous improvement processes to ensure AI models remain accurate and relevant.

Governance and Metrics

- Implement robust governance frameworks with defined roles, responsibilities, and oversight mechanisms.
- Monitor KPIs, such as reduced response times, measurable cost savings, and improved citizen satisfaction scores, to track success and progress.

3. Ethical AI Adoption and Compliance

- Prioritize fairness, transparency, and accountability in all AI implementations.
- Ensure strict adherence to regulatory standards, such as FOIA, and local/state mandates.
- Employ change management plans to foster organizational buy-in and smooth transitions to AI-enhanced operations.

Deliverables

Initial AI Strategy Report

- Identified AI use cases tailored to departmental needs and operational goals.
- Recommendations for tools and technologies (e.g., computer vision for infrastructure monitoring, predictive analytics for resource optimization).
- Risk-benefit analysis of proposed AI solutions, considering cost, feasibility, and expected outcomes.
- High-level project timelines and milestones for implementation and governance.



Stakeholder Needs Analysis Report

- Key challenges and opportunities identified across departments.
- Baseline metrics and actionable recommendations for foundational improvements to support AI initiatives.

Our methodology ensures that AI consultancy services are delivered with precision, efficiency, and a strong focus on ethical AI practices. Through collaboration, structured frameworks, and a phased approach, we enable sustainable innovation, measurable results, and alignment with the client’s long-term vision. This comprehensive strategy provides a robust foundation for successful AI adoption and scalability across the organization.

IDENTIFY POTENTIAL AI USE CASES
ANALYZE FEASIBILITY, AND ASSESS VALUE

We begin by engaging stakeholders through workshops, interviews, and brainstorming sessions to identify a wide range of potential AI use cases. Our collaborative **AI Use Case Identification Framework** evaluates challenges such as inefficiencies in resource allocation, delayed decision-making, or gaps in service delivery, mapping them to AI capabilities including machine learning, natural language processing, and predictive analytics.

Once potential use cases are identified, we conduct a **Feasibility Assessment** based on the following criteria:

- **Technical Feasibility:** Assessing the availability and readiness of data, infrastructure, and systems for integration with AI tools.
- **Organizational Readiness:** Evaluating departmental skills, processes, and readiness to adopt and operationalize AI solutions.
- **Strategic Value:** Quantifying expected benefits, including cost savings, operational efficiency, and service improvements.

For instance, a feasibility analysis for predictive analytics in public safety would include evaluating data availability (e.g., historical incident reports), integration with dispatch systems, and potential impacts on response times and resource optimization.

Document Compliance Requirements (External and Internal)

AI implementations in the public sector must adhere to strict regulatory and organizational compliance standards. Our **Compliance Analysis** ensures that all recommended use cases meet these requirements:

- **External Compliance:**
 - Evaluate AI solutions against regulations such as FOIA and grant/funding guidelines.
 - Ensure ethical guidelines, data privacy, and security measures are upheld, including anonymization of sensitive data.
- **Internal Compliance:**
 - Align AI systems with internal policies on data access, usage, and retention.
 - Implement administrative and technical controls to safeguard against unauthorized AI use.

Each recommendation includes documented compliance risks and mitigation strategies, ensuring adherence to required standards while maintaining organizational integrity.

Provide Detailed Pros, Cons, and Risk-Benefit Analysis for Each Use Case

Our **Risk-Benefit Analysis Framework** provides a comprehensive view of each AI use case, supporting informed decision-making. This includes:

- **Pros:** Tangible benefits such as cost reductions, improved operational efficiency, or enhanced citizen engagement.
- **Cons:** Challenges like data quality issues, technical complexity, or the need for additional resources.
- **Risks:** Potential pitfalls such as ethical concerns, operational disruptions during deployment & scalability limitations.
- **Mitigation Strategies:** Actions such as improving data governance, offering targeted training, or piloting solutions in controlled environments.

For example, implementing an AI-powered procurement optimization tool may yield benefits like cost savings and faster vendor evaluations while highlighting risks such as reliance on accurate historical data and the need for staff training.



Ensure Feasibility Study Includes Considerations Related to Data Strategy

Data readiness is central to the success of AI initiatives. We incorporate a **Data Strategy Component** into every feasibility study, focusing on:

- **Data Quality:** Evaluating accuracy, completeness, and relevance of available data.
- **Governance:** Establishing policies for data ownership, access rights, and version control to ensure compliance and transparency.
- **Integration Readiness:** Assessing compatibility between existing systems and AI solutions.

We deliver a **Data Readiness Report** that highlights gaps in current datasets, recommends data enrichment strategies, and outlines governance improvements. For example, deploying a predictive maintenance AI system might require integrating datasets from multiple departments and ensuring consistent formatting and accuracy.

Prioritization Framework

Our prioritization process uses a decision matrix to evaluate and rank use cases based on:

- **Impact:** Potential to improve operational efficiency, reduce costs, or enhance service delivery.
- **Feasibility:** Technical readiness, data quality, and ease of implementation.
- **Scalability:** Potential for cross-departmental adoption and future growth.

We focus on quick wins and high-value initiatives by identifying use cases with visible, immediate results. Examples include:

Document Intelligence: Automating high-volume document processing for permits, certifications, and forms.

- **Translation Store:** Scaling multilingual communication for public documents and digital content.
- **City Vision:** Enhancing infrastructure, traffic, and public safety monitoring through advanced AI analysis.

Tailored Use Cases for Public Sector Success

Through this comprehensive approach, we identify and implement tailored AI use cases that deliver measurable benefits, align with organizational goals, and ensure long-term scalability. Examples include:

- **Streamlining Document Processing:** AI-driven automation to reduce manual errors and processing times.
- **Enhancing Multilingual Communication:** AI-powered translation systems that improve citizen engagement.
- **Optimizing Public Safety and Infrastructure:** Predictive analytics and computer vision to allocate resources efficiently and address critical maintenance needs.

This methodology ensures measurable value at every step, empowering organizations to achieve strategic objectives and improve service delivery through AI innovations.

5-YEAR AI ROADMAP ALONGSIDE

A DETAILED AI IMPLEMENTATION PLAN

a. Research and Document Compliance Requirements

We ensure that all AI solutions adhere to both external and internal compliance standards to build trust and avoid operational or legal risks.

1. External Compliance:

- Conduct a thorough review of federal, state, and local regulations, such as the Freedom of Information Act (FOIA), grant requirements, and applicable data privacy laws.
- Develop frameworks for AI system documentation and auditing, ensuring transparency and compliance with public sector mandates.

2. Internal Compliance:

- Collaborate with the client's legal and administrative teams to define internal compliance controls, such as technical safeguards (e.g., access control, encryption) and policy measures (e.g., AI model usage guidelines).
- Establish protocols for internal audits and periodic reviews to ensure continuous compliance.

Deliverables: Compliance documentation for each AI initiative, including actionable recommendations for meeting legal, administrative, and technical requirements.



b. Design Appropriate AI Models, Frameworks, or Tools

Our AI solution design process is tailored to meet the specific needs of the identified use cases.

- 1. Model Design:**
 - Leverage best-in-class frameworks (e.g., TensorFlow, PyTorch) to develop AI models that address selected use cases.
 - Example models include:
 - **Predictive Models:** For resource optimization and forecasting.
 - **NLP Models:** For text analysis, citizen sentiment evaluation, or multilingual communication.
 - **Computer Vision Models:** For real-time infrastructure monitoring or traffic analysis.
 - Etc.
- 2. Custom Frameworks:**
 - Integrate AI solutions with existing systems to ensure seamless workflows.
 - Utilize a modular design approach, enabling scalability and adaptability for future use cases.

c. Ethical AI and Compliance

- Ensure solutions adhere to ethical guidelines, addressing bias mitigation, fairness, transparency, and accountability.
- Implement robust compliance frameworks to meet data privacy laws, grant requirements, and state/federal regulations.
- Establish governance structures to ensure AI solutions remain transparent, ethical, and compliant with data protection and privacy laws.
- Outline policies for bias detection and mitigation, model accountability, and continuous monitoring.

Deliverables: Technical specifications for each AI model, including architecture diagrams, integration requirements, and testing protocols.

AI IMPLEMENTATION ROADMAP

We will develop a roadmap outlining:

- **Short-term objectives:** “Quick win” initiatives such as automating procurement or implementing pilot projects for predictive analytics.
- **Medium-term goals:** Scaling proven AI use cases across departments, enhancing data governance, and integrating advanced tools like natural language processing.
- **Long-term vision:** Creating an AI-driven culture, implementing large-scale projects (e.g., smart city initiatives), and continuously iterating based on evolving technology trends.
 - Create a phased roadmap with the following details but not limited to:
 - Governance structure, roles, and responsibilities.
 - Key milestones and timelines for each use case.
 - Resource allocation, including staffing, budget, and infrastructure needs.
 - Metrics for measuring progress and success, including KPIs such as cost
- Establish governance structures based on our AI Governance Framework ensuring transparency, fairness, and accountability in decision-making.
- Track project success using KPIs tailored to each phase, such as:
 - Reduction in response times by X%.
 - Measurable cost savings in procurement operations.
 - Increased citizen engagement through multilingual services.

Deliverable: A phased roadmap document detailing governance structures, timelines, and KPI dashboards for ongoing performance tracking.



IMPLEMENTATION PLAN AND POST IMPLEMENTATION SUPPORT SERVICES

We offer a comprehensive suite of AI implementation, support, and training services to help organizations maximize the value of our AI solutions and maintain optimal performance. Our approach includes seamless deployment, continuous support, and targeted training to empower teams to use the solutions effectively, without the need for standalone educational programs. We manage all aspects of deployment and ongoing support, ensuring smooth integration into existing systems and processes while sustaining high performance over time.

- **End-to-End Deployment:** We handle the full implementation process from initial setup and configuration to data integration and testing ensuring minimal disruption and accelerating time-to-value.
- **Seamless Integration:** Our solutions are designed to integrate effortlessly with an organization infrastructure, whether on-premises or cloud-based. We customize each deployment to fit within existing workflows and technology stacks.
- **Proactive Monitoring and Optimization:** To keep systems operating at peak performance, we offer ongoing monitoring and optimization services. This approach allows us to adapt the solution as data and business needs evolve, ensuring sustained value.
- **Post-Implementation Expert Support Team:** Organizations can rely on our dedicated support team for technical assistance, troubleshooting, and updates. This ensures that solutions remain up-to-date with the latest advancements and optimized for continued success.

Guiding the Organization Through the Implementation of Pilot AI Solutions

We take a structured, results-driven approach to pilot projects, focusing on delivering measurable outcomes while minimizing risks. Our pilot management process includes careful planning, collaboration, and iterative refinement to ensure the solution aligns with organizational expectations and performs effectively within real-world settings.

1. Defining Objectives and Scope

- Clearly define the objectives, success criteria, and scope of the pilot.
- Align with stakeholders on specific outcomes, performance metrics, and expected deliverables to ensure mutual understanding and targeted focus.

2. Collaborative Design and Customization

- Work closely with stakeholders to design and customize the pilot project based on unique requirements.
- Tailor the solution to fit the organizational environment, integrating it seamlessly with existing workflows and systems.

3. Controlled Implementation

- Implement the pilot in a controlled environment to monitor performance, identify challenges, and address them promptly.
- Follow a step-by-step deployment process to ensure stability, reliability, and alignment with project goals.

4. Continuous Monitoring and Feedback

- Conduct regular performance assessments and gather feedback from stakeholders throughout the pilot.
- Use an iterative approach to make real-time adjustments and enhancements, optimizing the solution to meet organizational needs.

5. Evaluation and Reporting

- Provide a comprehensive evaluation of the pilot performance against predefined success metrics.
- Deliver detailed reports highlighting outcomes, insights, and recommended changes to prepare for full-scale implementation.

6. Transition to Full Implementation

- Support a seamless transition to full implementation if the pilot proves successful.
- Scale the solution based on lessons learned during the pilot, enhancing performance, streamlining deployment, and ensuring ongoing success.



Collaborating with Stakeholders to Evaluate Pilot Projects, Troubleshoot Issues, and Refine Solutions

During the pilot phase, we work closely with stakeholders to continuously monitor and assess the AI solution performance. Potential issues are identified early, and we proactively troubleshoot and resolve them. Regular communication with stakeholders ensures that feedback is gathered and used to refine and optimize the solution in real time. This iterative approach ensures that the solution evolves to meet specific organizational needs and objectives.

Post-Implementation Support for System Integration and Scaling AI Solutions Across the Organization

After successfully completing the pilot project, we assist in integrating the AI solution into the organization broader systems and scaling it to other departments or functions. Our post-implementation support includes:

- **System Integration:** Ensuring the AI solution operates seamlessly within the existing infrastructure.
- **Scaling Across Functions:** Expanding the solution reach to other departments or processes.
- **Ongoing Monitoring and Optimization:** Continuously evaluating performance, troubleshooting issues, and updating systems to align with evolving organizational needs

TRAINING SESSIONS AND KNOWLEDGE TRANSFER (AM-EGEN)

PLAN AND MATERIALS.

a. Provide training sessions and materials for staff on AI tools and best practices, to ensure effective and efficient use of AI.

We provide targeted training specifically designed for the AI solutions we implement.

Our training programs focus on practical application and are tailored to the unique features of each solution, equipping client teams with the knowledge needed for effective usage without the need for generalized education.

- **Customized Solution Training:** Our training is directly tied to the deployed solution, covering its unique features and functionalities. We ensure that teams know exactly how to use and maximize the system, from basic usage to advanced settings.
- **Hands-On, Practical Approach:** We offer hands-on training with real data and scenarios from the client's industry, allowing users to become proficient with the tools in a practical, relevant context.

b. Facilitate workshops to build internal AI capabilities and foster a culture of innovation.

AM-EGEN will facilitate workshops aimed at building internal AI capabilities and fostering a culture of innovation within organizations. We design customized Cloud, Data Analytics, AI, and ML solutions to tackle the unique challenges faced through GenAI Lab, established a year ago, plays a pivotal role in advancing generative AI by exploring cutting-edge tools, such as Google Cloud, for real-world applications. The Lab emphasizes rigorous testing, data quality, and security to ensure our GenAI solutions are both effective and secure. By leveraging these innovations, we transform theoretical ideas into practical, high-impact solutions. Additionally, we develop tailored solutions to address industry-specific challenges, unlocking the full potential of generative AI. We also offer a suite of advanced AI and ML solutions designed specifically for government clients

c. Develop a knowledge transfer plan to ensure the organization can maintain and update AI systems independently.

- **Knowledge transfer plan:** Based on project requirements and solution complexity, We provide tailored knowledge transfer sessions to ensure a smooth handover and build client team expertise. These sessions are designed to empower teams with the skills and insights needed for ongoing solution management and effective usage.
- **Training Materials:** We provide specialized training materials that are designed to support the effective use and management of the AI solutions we implement. Our training materials are focused on practical application, with a deep emphasis on the unique features and capabilities of each deployed solution. These materials are created specifically for the client's system, ensuring relevance and a high level of engagement. They cover everything from basic functionality to advanced configurations, equipping teams with the skills necessary for efficient and confident system usage.



ETHICAL AI GUIDELINES AND MEASURES INCORPORATED

We are committed to ensuring that all AI solutions comply with ethical standards, promoting fairness, transparency, accountability, and proactive bias mitigation throughout the AI lifecycle. Our ethical AI framework guides the development, deployment, and usage of AI systems, ensuring they reflect our core values and protect employees, clients, and the public.

☐ Alignment with Ethical Framework

We ensure that AI solutions align with both industry-recognized ethical guidelines and our own principles, including respect for human rights, fairness, and inclusivity. AI systems are designed to prevent bias and discrimination, ensuring equitable outcomes.

☐ Bias Identification and Mitigation

We are dedicated to identifying and mitigating bias in AI systems by addressing biases in training data and algorithms. Continuous monitoring mechanisms are established to track and reduce bias throughout the AI system lifecycle, ensuring ongoing fairness.

☐ Transparency Protocols

Our AI models are designed to be transparent and understandable. Clear documentation is maintained to detail data sources, decision-making logic, and model outputs, ensuring stakeholders can easily understand the decision-making processes behind AI systems.

☐ Accountability Framework

We maintain clear accountability for all AI systems, ensuring traceability of actions, decisions, and any changes to the models. Regular audits are conducted to ensure compliance with ethical standards, with appropriate measures implemented to address any adverse impacts.

☐ Ethical Impact Assessments

We regularly conduct ethical impact assessments to evaluate the societal, cultural, and operational effects of AI systems. A structured framework is in place to address issues identified during these assessments and implement corrective actions as needed.

Ethical AI Policy Overview

Our ethical AI policy establishes guidelines for the ethical development, deployment, and use of AI systems, ensuring they promote fairness, transparency, accountability, and respect for human rights. It applies to all employees, contractors, and partners involved in AI development, covering all stages of the AI lifecycle from ideation to deployment and monitoring.

Key Principles

1. **Human Rights:** AI systems must respect privacy, non-discrimination, and freedom of expression, ensuring they do not perpetuate inequalities.
2. **Fairness and Non-Discrimination:** Biases in AI systems are identified and mitigated to promote fairness and avoid discrimination based on race, gender, age, or other protected characteristics.
3. **Privacy and Data Protection:** We prioritize privacy and data security, complying with data protection laws like CCPA.
4. **Transparency and Explainability:** AI systems must provide clear explanations of decision-making processes, ensuring stakeholders understand AI-generated outcomes.
5. **Accountability:** We hold ourselves accountable for the ethical use and outcomes of AI systems, ensuring actions and decisions are traceable and aligned with ethical standards.
6. **Safety and Security:** AI systems are designed and used with safety and security in mind, minimizing risks and protecting individuals and society.
7. **Human-Centered AI:** AI complements human decision-making rather than replacing it, ensuring humans remain in control of AI systems.
8. **Environmental and Social Sustainability:** We develop AI technologies that support environmental and social sustainability, minimizing negative impacts on society.



Specific Guidelines

- **Internal Use of AI:** Employees are permitted to use AI tools for personal or professional purposes, but they must comply with this policy. Sensitive tasks involving AI require additional review and approval.
- **Client Data and AI:** Client data is protected from unauthorized access and misuse. AI systems processing client data undergo rigorous testing for accuracy and fairness.
- **Remote Work and AI:** Guidance is provided for remote employees using AI tools, including training, technical support, and secure access.

Legal and Regulatory Compliance

- **Data Protection:** We comply with data protection laws and ensure data security and transparency.
- **Non-Discrimination:** We adhere to anti-discrimination laws, ensuring AI does not perpetuate bias or unfair practices.
- **Industry-Specific Regulations:** Industry-specific regulations for AI use, including healthcare, finance, and autonomous vehicles, are strictly followed.
- **Intellectual Property:** Intellectual property related to AI development and deployment is safeguarded.

Technical Best Practices

- **Data Quality:** High-quality, unbiased data is used for AI training.
- **Model Development and Training:** AI models are developed using sound methodologies and validated with appropriate metrics.
- **Continuous Monitoring and Evaluation:** Ongoing monitoring ensures AI systems perform fairly and ethically.
- **Robustness and Resilience:** AI systems are resilient to security threats and adversarial attacks.
- **Human Oversight:** Human oversight ensures AI systems are used ethically and appropriately.

Through these efforts, we foster trust with our stakeholders and ensure that AI solutions are developed and used responsibly, creating a positive and lasting impact. For more details, our AI/Tech Ethics Policy is available upon request.



FINANCIAL PROPOSAL

Proposed Roles & Pricing

Role	Type	Hourly Rate	Description
Project/Delivery Manager	On-Shore	\$120	
Lead ML Application Engineer	On-shore	\$180	
Lead ML Application Engineer	Off-Shore	\$55	
ML Architect	On-shore	\$198	
ML Architect	Off-Shore	\$60	
Data Engineer	On-shore	\$113	
Data Engineer	Off-Shore	\$40	

Payment Terms

Deliverable	PROJECT MILESTONES	Payment
Deliverable-1	Discovery (upfront payment)	30%
Deliverable-2	SOW & Design	20%
Deliverable-3	Development Alpha	20%
Deliverable-4	Development Beta & Migration	20%
Deliverable-5	UAT, Training & Launch	10%
Total →		100%

Assumptions and Notes

- ☐ The proposed rates include all necessary overheads and resources.
- ☐ Changes in the project scope or timeline may result in adjustments to the estimated hours and associated costs.
- ☐ Any additional services outside the agreed-upon scope will be charged separately.



ATTACHMENTS STARTS HERE

- ☒ Page 20 - Attachment I: Instructions for Proposals Compliance and Submittal
- ☒ Page 21 - Attachment II: Certification of Offeror
- ☒ Page 22 - Attachment III: Certification Regarding Debarment
- ☒ Page 23 - Attachment IV: Restrictions on Lobbying
- ☒ Page 25 - Attachment V: Drug-Free Workplace Certification
- ☒ Page 26 - Attachment VI: Certification Regarding Disclosure of Conflict of Interest
- ☒ Page 29 - Attachment VII: Certification of Fair Business Practices
- ☒ Page 30 - Attachment VIII: Certification of Good Standing Texas Corporate Franchise Tax Certification
- ☒ Page 31 - Attachment IX: Historically Underutilized Businesses
- ☒ Page 32 - Attachment X: Federal and State of Texas Required Procurement Provisions
- ☒ Page 35 - Exhibit 1: Service Designation Areas

All These Form To Be Attached



**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):

App Maisters Inc

Signature of Authorized Representative:

Fahim Iqbal

Date: **12/26/2024**

**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, Fahim Iqbal (typed or printed name) certify that I am the CEO (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):

App Maisters Inc.

Signature of Authorized Representative:

Fahim Iqbal

Date: 12/26/2024



**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):

App Maisters Inc

Signature of Authorized Representative:

Fahim Iqbal

Date: 12/26/2024



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):

App Maisters Inc

Signature of Authorized Representative:

Fahim Iqbal

Date: **12/26/2024**



ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

The App Maisters Inc (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

App Maisters Inc (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):

App Maisters Inc

Signature of Authorized Representative:

Fahim Iqbal

Date: 12/26/2024



**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):

App Maisters Inc

Signature of Authorized Representative:

Fahim Iqbal

Date: **12/26/2024**



CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

FORM CIQ

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

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

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

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

OFFICE USE ONLY

Date Received

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

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

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

Not Applicable

Name of Officer

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

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

☐

Yes

☐

No

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

☐

Yes

☐

No

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

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

7

Fahim Iqbal

Signature of vendor doing business with the governmental entity

12/26/2024

Date



CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

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

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

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

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

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

(2) the vendor:

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

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

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

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

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

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

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

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

(1) the date that the vendor:

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

(2) the date the vendor becomes aware:

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

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

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

Name of Organization/Contractor(s):

App Maisters Inc

Signature of Authorized Representative:

Fahim Iqbal

Date: **12/26/2024**



**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.

Fahim Iqbal

(Printed/Typed Name and Title of Authorized Representative)

Fahim Iqbal

Signature

Date: 12/26/2024



**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.nctrea.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:

App Maisters Inc

Vendor Name

Fahim Iqbal

Authorized Signature

Fahim Iqbal

Typed Name

12/26/2024

Date

☐ Not applicable.



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

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

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

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

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

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

SIGNATURE OF AUTHORIZED PERSON:	<u>Fahim Iqbal</u>
NAME OF AUTHORIZED PERSON:	<u>Fahim Iqbal</u>
NAME OF COMPANY:	<u>App Maisters Inc</u>
DATE:	<u>12/26/2024</u>

-OR-

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

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



DISCRIMINATION AGAINST FIREARMS ENTITIES OR FIREARMS TRADE ASSOCIATIONS

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

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

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

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

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

**SIGNATURE OF AUTHORIZED
PERSON:**

Fahim Iqbal

NAME OF AUTHORIZED PERSON:

Fahim Iqbal

NAME OF COMPANY:

App Maisters Inc

DATE:

12/26/20

-OR-

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

**SIGNATURE OF AUTHORIZED
PERSON:**

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:



BOYCOTTING OF CERTAIN ENERGY COMPANIES

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

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

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

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

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

SIGNATURE OF AUTHORIZED PERSON:

Fahim Iqbal

NAME OF AUTHORIZED PERSON:

Fahim Iqbal

NAME OF COMPANY:

App Maisters Inc

DATE:

12/26/20

-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: SERVICE DESIGNATION AREAS

Texas Service Area Designation or Identification			
Proposing Firm Name:			
Notes:			
Indicate in the appropriate box whether you are proposing to service the entire state of Texas			
Will service the entire state of Texas		Will not service the entire state of Texas	
<input checked="" 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 1 continued on next page)



(Exhibit 1 continued)

Nationwide Service Area Designation or Identification Form			
Proposing Firm Name:			
Notes:		Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States. <div> <div>Will service all fifty (50) states</div> <div>Will not service fifty (50) states</div> </div> <div> <input checked="checked" type="checkbox"/> <input type="checkbox"/> </div>	
		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. 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.	
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 1



THIS CERTIFIES THAT			
App Maisters Inc			
* Nationally certified by the: HOUSTON MINORITY SUPPLIER DEVELOPMENT COUNCIL			
*NAICS Code(s): <u>518210; 513210; 541430; 541511; 541512; 541519</u>			
* Description of their product/services as defined by the North American Industry Classification System (NAICS)			
10/21/2024		HS23620	
Issued Date		Certificate Number	
11/30/2025	 Ying McGuire NMSDC CEO and President	 Ingrid M. Robinson, President	
Expiration Date			
By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: http://nmsdc.org			
Certify. Develop. Connect. Advocate.			
* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®			

Texas Historically Underutilized Business (HUB) Certificate



Certificate/VID Number: **1465574858100**
 File/Vendor Number: **522114**
 Approval Date: **28-APR-2020**

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

APP MAISTERS INC

has successfully met the established requirements of the State of Texas Historically Underutilized Business (HUB) Program to be recognized as a HUB. This certificate printed 01-MAY-2020, supersedes any registration and certificate previously issued by the HUB Program. If there are any changes regarding the information (i.e., business structure, ownership, day-to-day management, operational control, business location) provided in the submission of the business' application for registration/certification as a HUB, you must immediately (within 30 days of such changes) notify the HUB Program in writing. The CPA reserves the right to conduct a compliance review at any time to confirm HUB eligibility. HUB certification may be suspended or revoked upon findings of ineligibility.

*Statewide HUB Program
 Statewide Procurement Division*

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

Rev. 06/19