



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

December 9, 2024

WhitegloveAI LLC  
5 Cowboys Way, Suite 300, Frisco, TX 75034

# 1. Certificate of Offeror and Statement of Understanding

**Acknowledgment of Addenda:** We acknowledge receipt and review of Addendum 1 as part of the RFP process.

**Statement of Understanding:** Lucidis, a division of WhitegloveAI LLC, understands the critical role of leveraging Artificial Intelligence (AI) to enhance operational efficiency, optimize service delivery, and foster innovation across public sector entities. Our mission aligns perfectly with the objectives set forth in this solicitation. By providing secure, scalable, and tailored AI solutions, we aim to empower public sector agencies to achieve transformative results. This proposal demonstrates our deep commitment to delivering the requested solutions while addressing all specified challenges.

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## 2. References

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## 4. Project-Related Experience and Qualifications

### Organization's Capabilities and Experience

**Technical Expertise:** Lucidis specializes in the deployment of advanced AI technologies across a diverse range of applications. Our key areas of expertise include:

- **Natural Language Processing (NLP):** We design AI models to facilitate human-like conversational capabilities, enabling seamless citizen interactions, document processing, and contextual data extraction.
- **Data Transformation and Integration:** Using our proprietary "Lucid Transform" platform, we extract, clean, and optimize data for analysis and integration into existing workflows, enhancing productivity and decision-making.
- **Predictive Analytics:** Through cutting-edge machine learning algorithms, we provide actionable insights for financial forecasting, anomaly detection, and strategic planning.
- **Privacy and Security-Driven AI:** Lucidis' solutions are developed in compliance with leading standards like GDPR, HIPAA, and SOC2, ensuring robust protection of sensitive data while maintaining high performance.

**Project Management:** Lucidis employs a proven project management methodology grounded in agile principles. From planning to execution, quality assurance, and iterative improvement, we ensure every solution is delivered on time, within budget, and aligned with our clients' expectations. Regular stakeholder communication and progress tracking are key components of our approach, ensuring transparency and adaptability.

**Team Qualifications:** Our team consists of seasoned professionals with decades of experience in AI, cybersecurity, and digital transformation. Key personnel include experts in data science, NLP, cloud architecture, and cybersecurity compliance. Detailed resumes for core team members can be provided upon request.

## Relevant Past Projects

### 1. Mortgage Field Services Transformation:

- **Description:** Developed a custom data pipeline to automate work order processing, eliminating the need for manual data entry and offshore resources.
- **Technologies Used:** AI-powered OCR, workflow automation tools, and cloud integration.
- **Outcomes:** Increased data accuracy to 100% and reduced processing time by 80%, resulting in significant cost savings.

### 2. Startup Evaluation for McKinney EDC:

- **Description:** Automated the startup evaluation process for grants, enabling seamless document handling, automated scoring, and enhanced transparency in decision-making.
- **Technologies Used:** Lucid Transform for data extraction and NLP-driven decision support tools.
- **Outcomes:** Decision time reduced from two months to three weeks, enabling the evaluation of more startups.

### 3. Cybersecurity Assessment Efficiency:

- **Description:** Deployed Lucid Chat and Assessor Assistant to enhance evidence review for third-party risk assessments.
- **Technologies Used:** NLP for multilingual processing, secure on-premise AI models, and real-time analytics.
- **Outcomes:** Reduced assessment time by over 50%, improving consistency and reliability.

#### 4. Medical Documentation Automation:

- **Description:** Implemented AI-driven clinical documentation processes to reduce the administrative burden on healthcare providers.
- **Technologies Used:** HIPAA-compliant AI models, EHR integration, and real-time transcription tools.
- **Outcomes:** Reduced documentation time by 75%, allowing providers to focus more on patient care.

#### Background and Years in Business

Lucidis operates as a division of WhitegloveAI LLC, established in 2024. With a robust foundation in cybersecurity and AI innovation, Lucidis was designed to address complex data challenges across industries, with a focus on public sector transformation. Our mission revolves around delivering ethical, impactful, and innovative AI solutions that drive meaningful change.

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## 5. Technical Proposal for Artificial Intelligence (AI) Consultancy Services

### 5.1 INTRODUCTION AND BACKGROUND

Lucidis fully aligns with NCTCOG's objective to enhance operational efficiency, service delivery, and citizen engagement through innovative AI-driven solutions. Our scalable and secure platforms address the unique challenges faced by public sector entities, including municipalities, counties, school districts, and other government agencies. Our AI solutions are purpose-built to streamline processes, optimize data use, and improve public services by leveraging advanced technologies such as predictive analytics, NLP, and secure data integration.

### 5.1 CHALLENGE OBJECTIVES

Lucidis delivers bespoke AI solutions for the following challenges:

**1. Administration:**

- Automate strategic planning processes by analyzing policy documents and generating actionable insights.
- Develop dashboards for real-time tracking of performance metrics and governance KPIs.
- Integrate data sources to facilitate data-driven decision-making and optimize resource allocation.

**2. Development Services:**

- Streamline permit applications using AI-powered OCR and automated validation of zoning and engineering compliance.
- Enable NLP-driven communication channels for developers and residents to simplify inquiries.
- Automate scheduling and tracking of inspections with real-time reporting.

**3. Event Centers:**

- Deploy conversational AI to enhance customer engagement through personalized ticketing assistance.
- Utilize predictive analytics to optimize event management, attendance forecasting, and resource allocation.

**4. Economic Development:**

- Analyze regional and industry-specific data to attract targeted investments.
- Automate business development processes, including grant applications and permit approvals.
- Generate comprehensive economic growth dashboards for decision-makers.

**5. Finance and Budget:**

- Provide real-time financial analytics and predictive modeling for budget allocation.
- Automate anomaly detection for fraud prevention and error identification.
- Deliver dashboards to track expenditure trends and financial health.

**6. Human Resources:**

- Automate recruitment and onboarding workflows using AI-driven candidate screening and document management.
- Implement sentiment analysis tools to improve employee engagement.
- Enhance performance evaluation processes with AI-driven insights.

**7. Information Technology and Cybersecurity:**

- Offer AI-powered help desk automation to reduce response times and enhance user satisfaction.
- Provide cybersecurity threat detection and proactive incident management tools.

- Automate the creation of IT service domain knowledge bases for organizational use.

#### **8. Library Services:**

- Personalize user interactions by recommending books and resources based on borrowing history.
- Use AI to enhance catalog search functionality with semantic search capabilities.
- Deploy virtual assistants for improved user assistance.

#### **9. Municipal Courts:**

- Automate case management workflows, including data extraction from legal documents.
- Provide citizens with access to legal information through conversational AI.
- Enhance reporting and analytics for judicial performance.

#### **10. Parks and Recreation:**

- Optimize program registrations and recommend activities tailored to user preferences.
- Provide analytics on program participation and success rates.
- Deploy AI to improve communication with residents about recreational services.

#### **11. Parks Maintenance:**

- Leverage predictive models to optimize maintenance schedules and resource allocation.
- Use AI to analyze real-time data for equipment usage and environmental factors.
- Improve resident communication through automated status updates on maintenance tasks.

#### **12. Public Works:**

- Automate project scheduling and resource management for infrastructure projects.
- Provide real-time updates and dashboards for progress tracking.
- Utilize predictive analytics to anticipate and resolve potential delays.

#### **13. Utility Billing:**

- Automate billing queries and integrate real-time utility usage data for customer transparency.
- Enable AI-powered chatbots to handle payment issues and resolve discrepancies.
- Provide interactive dashboards for residents to monitor usage trends.

#### **14. Visitors Bureau:**

- Offer personalized visitor recommendations based on interests and real-time event availability.

- Optimize tourism management with AI-driven scheduling and capacity planning tools.
- Enhance visitor engagement through dynamic itineraries and live feedback.

**15. Other Government Departments:**

- Develop tailored AI solutions for specialized workflows and decision-making processes.
- Facilitate inter-departmental data sharing and collaboration through secure AI integration.
- Enhance citizen engagement with multilingual virtual assistants.

## 6. Pricing

Lucidis recognizes and fully respects NCTCOG's right to select the proposal that offers the most advantageous combination of factors, which includes price. To that end, we provide a pricing approach that is transparent, competitive, and flexible. We further understand that our pricing information will be publicly available, and we will not attempt to mark any portion of our pricing as proprietary or confidential. (Addresses 5.11)

- **Price Escalation/De-Escalation:** We are prepared to agree to a fixed price for the initial six months of the contract. We are also prepared to adhere to all escalation requests that are accompanied by proper and sufficient documentation. Further, we fully understand and agree that price decreases may be made at any time and do not require any written agreement. (Addresses 5.13.4)
- **Sales Tax & Freight:** We will agree not to include sales tax in any proposal pricing, recognizing that nearly all customers will be tax exempt. We are committed to openly addressing our approach to freight/shipping costs in our proposal and will clearly state if these costs are included in our prices or added as an additional charge that is determined at the time of negotiation between our team and each individual client. (Addresses 5.13.5)

Description	Add additional description if necessary:	Unit Price	% Discount	Notes/Comments
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<b>1. Software Licensing and Subscription Costs:</b>  <i>Provide the cost breakdown for software licenses, subscriptions, or any other software-related fees.</i>	<b>Base Package - use of public AI models for processing. Includes Lucid Vision, Lucid Transform, Lucid Chat and Lucid Connect. Includes 10 users for Lucid Chat. Includes 2 Templates (use cases) for Lucid Transform.</b>	<b>\$</b>  <b>50,000.00</b>	  <b>5%</b>	<b>Annually Recurring cost</b>
<b>2. Implementation Costs and Customization Costs:</b>  <i>Outline the costs related to the implementation of the AI solution, including setup, integration with existing systems, customization, and deployment.</i>	<b>Nothing Further To Add</b>	<b>\$</b>  <b>-</b>	  <b>100%</b>	<b>One time cost</b>
<b>3. Training and Support Costs:</b>  <i>Include costs for training government staff, technical support, and customer service, both during and after implementation.</i>	<b>Included</b>	<b>\$</b>  <b>-</b>	  <b>100%</b>	
<b>4. Ongoing Maintenance and Updates:</b>  <i>Provide costs for ongoing software maintenance, updates, and any regular services required to keep the AI system running smoothly.</i>	<b>Template Maintenance and Support</b>	<b>\$</b>  <b>20,000.00</b>	  <b>10%</b>	<b>Annually Recurring cost</b>
<b>5. Optional Add-Ons or Features:</b>  <i>List any additional features or services available that are not included in the core</i>	<b>See below</b>	<b>\$</b>  <b>-</b>	  	<b>Nothing Further To Add</b>



<i>proposal but can be added at an additional cost.</i>				
<b>6. Total Cost of Ownership (TCO):</b>  <i>Summarize the Total Cost of Ownership (TCO), which includes all costs over a defined period (e.g., 3 years or 5 years). This should reflect software, implementation, support, maintenance, and optional add-ons.</i>	Nothing Further To Add	\$ 210,000.00		Nothing Further To Add
<b>7. Additional Costs (if applicable):</b>  <i>List any additional costs not covered in the above sections that are relevant to the proposal, such as travel costs, setup fees, or other miscellaneous charges.</i>	See below	\$ -		Nothing Further To Add


## Category 2 - Ancillary Goods and/or Services

Describe Below:			% Discount	Notes/Comments
Semi-Privacy Package - use of private AI models (multi tenant / shared) for processing. (Annually Recurring Cost)	Includes 5 Templates (use cases) for Lucid Transform. Includes 20 users for Lucid Chat.	\$ 50,000.00	10%	This price is compounding upon base pricing above.
Semi-Privacy Package Implementation (One Time Cost)	Nothing Further To Add	\$	10%	This price is compounding

		30,000.00		ng upon base pricing above.
Full Privacy Package - use of private AI models (single tenant / dedicated) for processing. (Annually Recurring Cost)	Includes 10 Templates (use cases) for Lucid Transform. Includes 50 users for Lucid Chat.	\$ 150,000.00	20 %	This price is compounding upon base pricing above.
Full Privacy Package Implementation (One Time Cost)	Nothing Further To Add	\$ 55,000.00	20 %	This price is compounding upon base pricing above.
On-Premise Package - use of private AI models for processing, customer will host and be responsible for hosting costs. (Annually Recurring Cost)	Includes 25 Templates (use cases) for Lucid Transform. Includes unlimited users for Lucid Chat.	\$ 300,000.00	30 %	This price is compounding upon base pricing above.
On-Premise Package Implementation (One Time Cost)	Nothing Further To Add	\$ 130,000.00	30 %	This price is compounding upon base pricing above.

Lucid Chat User - per user licence (Annually Recurring Cost)	Nothing Further To Add	\$ 30.00	<b>50</b> %	Nothing Further To Add
Lucid Transform Template Support (Annually Recurring Cost)	Nothing Further To Add	\$ 250.00	<b>50</b> %	Nothing Further To Add
Lucid Transform Template Implementation (One Time Cost) - per use case	Nothing Further To Add	\$ 500.00	<b>30</b> %	Nothing Further To Add

## 7. Hub Bonus

<p><b>Texas Historically Underutilized Business (HUB) Certificate</b></p>	
	<p>Certificate/VID Number: 19340294370  Approval Date: November 21, 2024  Scheduled Expiration Date: November 21, 2028</p>
<p>The Texas Comptroller of Public Accounts (CPA), hereby certifies that</p> <p style="text-align: center;"><b>WHITEGLOVEAI LLC</b></p> <p>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 <b>November 21, 2024</b>, 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.</p>	
<p style="text-align: center;"><i>Statewide HUB Program Statewide Procurement Division</i></p> <p><small>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 (<a href="https://mycpa.cpa.state.tx.us/tpasscmblsearch/index.jsp">https://mycpa.cpa.state.tx.us/tpasscmblsearch/index.jsp</a>) or by contacting the HUB Program at 512-463-5872 or toll-free in Texas at 1-888-863-5881.</small></p>	

## 7. Additional Managed Services

### 1. **AI Adoption & Management Framework (AI-AMF):**

- Provides a structured roadmap for secure and efficient AI integration.
- Includes compliance reviews, stakeholder alignment, and implementation best practices.

### 2. **Virtual Chief AI Officer (vCAIO):**

- Offers fractional leadership to help public entities adopt AI while maintaining oversight and alignment with organizational goals.

### 3. **AI Launchpad Workshop:**

- A three-day workshop designed to educate stakeholders on AI capabilities, identify key use cases, and create a customized implementation plan.



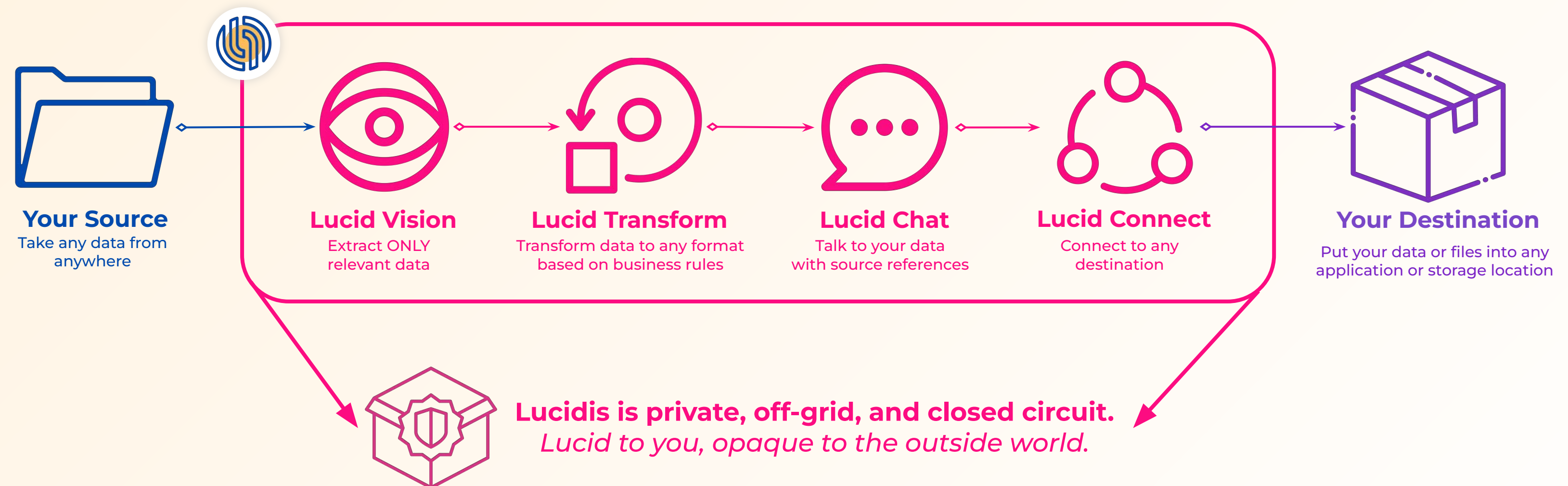
**LUCIDIS.AI**<sup>TM</sup>  
A WHITEGLOVEAI COMPANY

**Your Super AI Team**

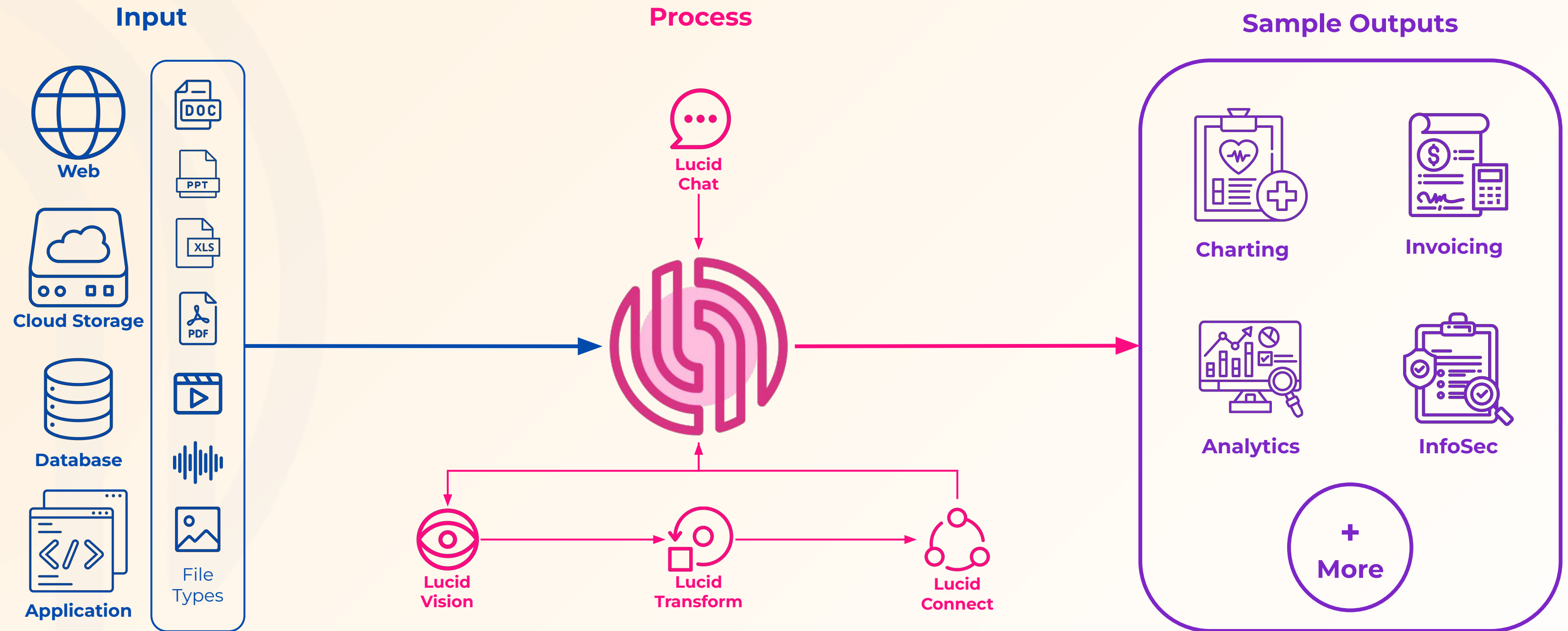
# Your Behind the Scenes Super AI Team



Lucidis works on your processes with your data, so you don't have to.

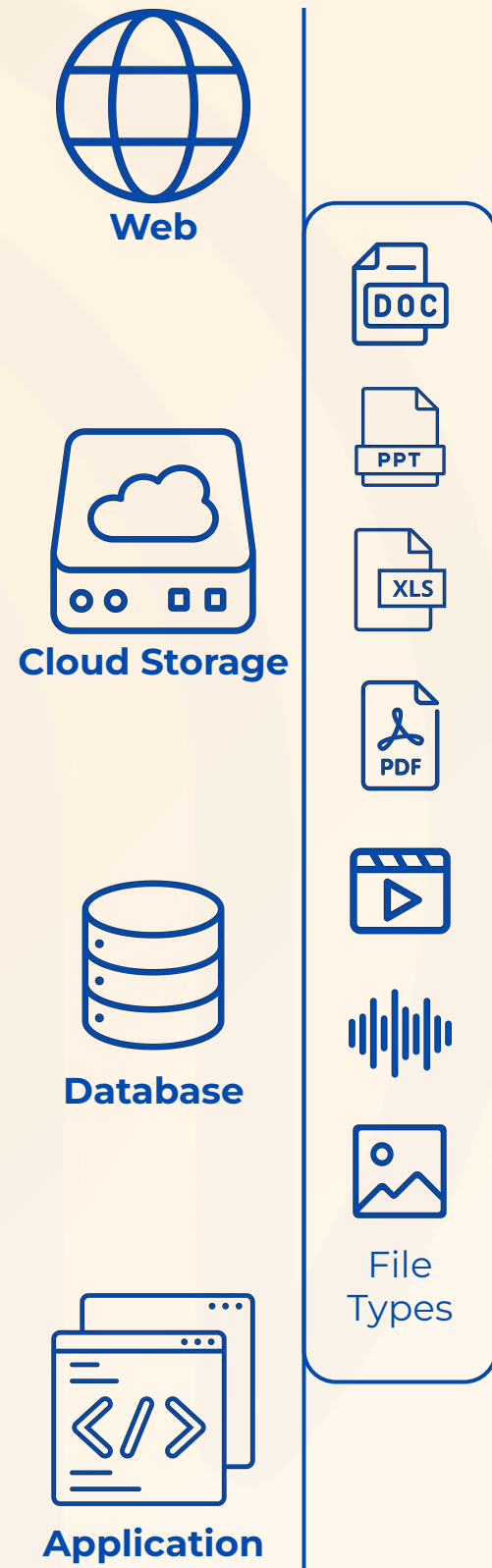


Free up your time to  
**work ON your business**  
*instead of IN your business.*

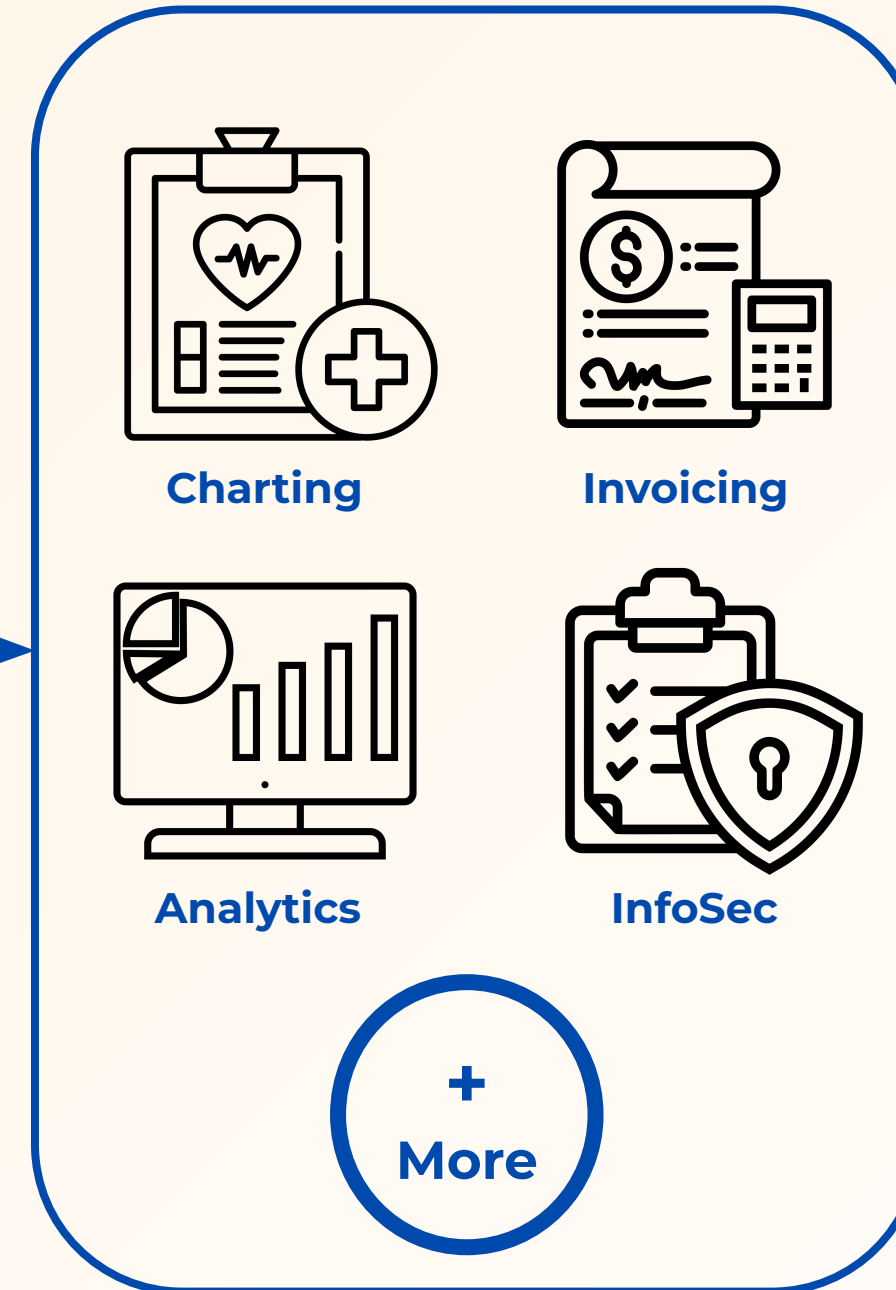




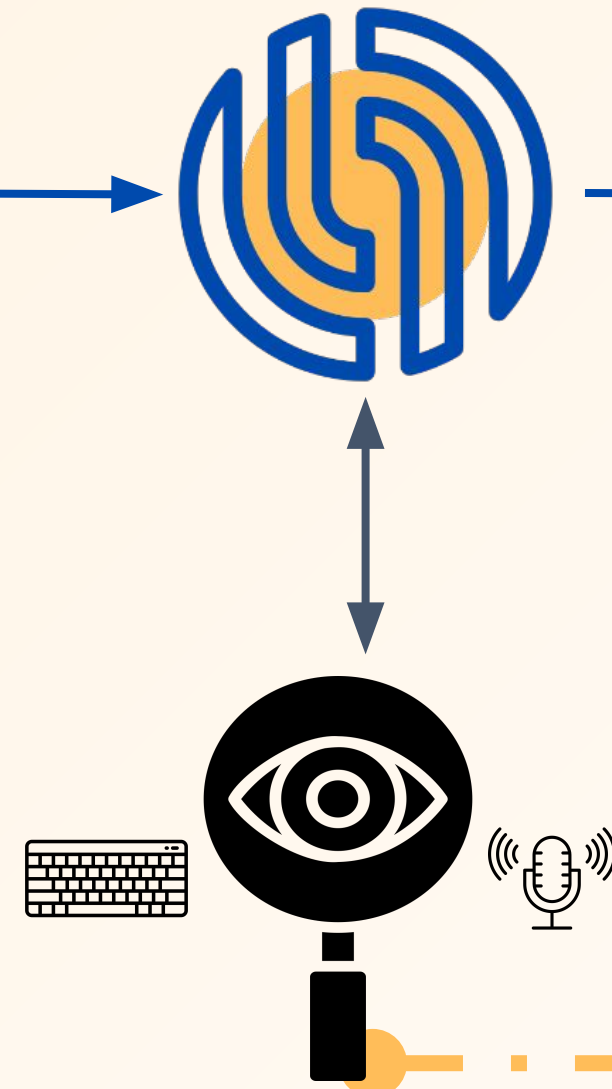
## Input



## Output



***Free up your  
time to work  
ON  
the business  
instead of  
IN  
the business.***



## Investigate





**LUCIDIS.AI**<sup>TM</sup>  
A WHITEGLOVEAI COMPANY

**Your Super AI Team**

*Free up your time to work ON the business instead of IN the business.*

# Appendix

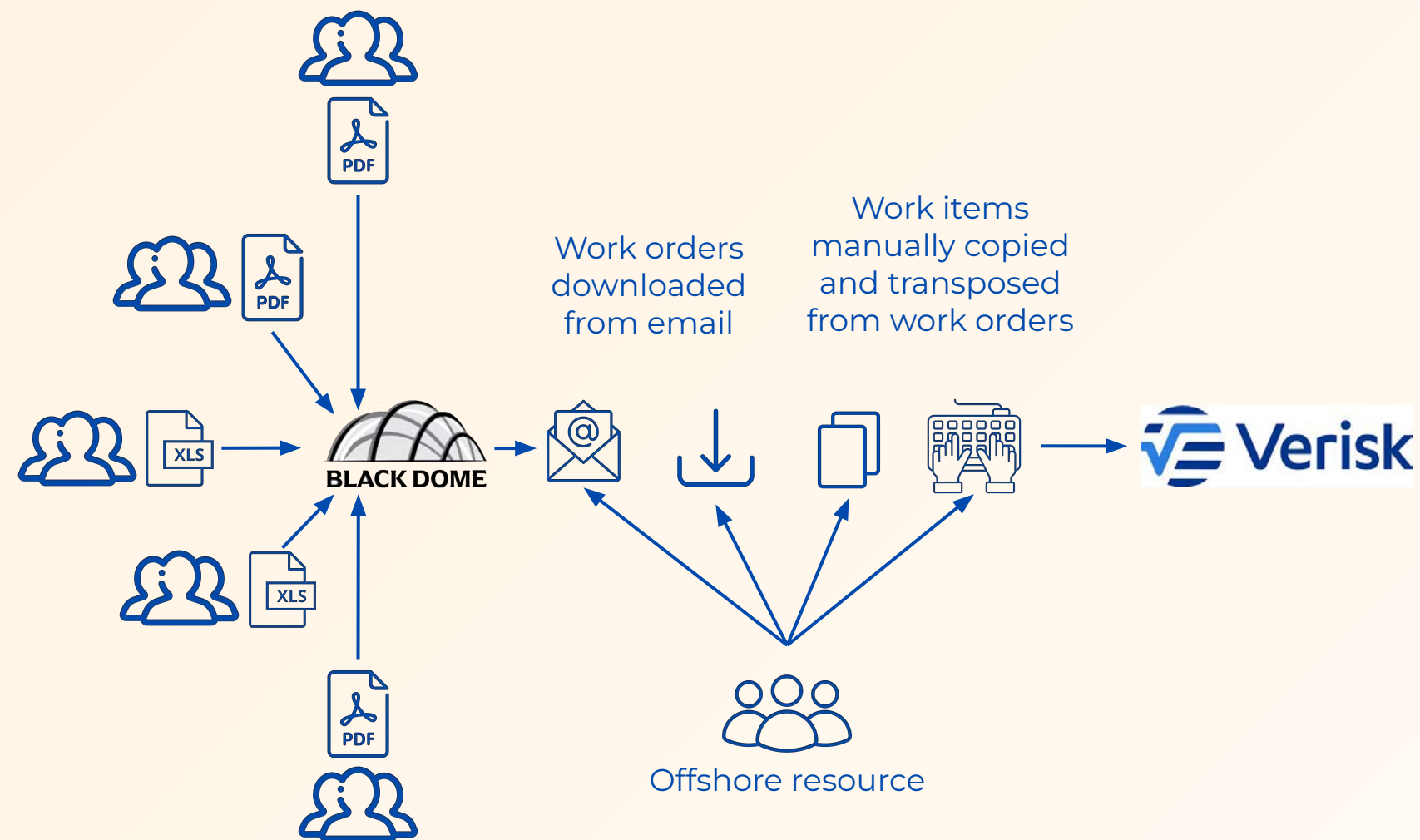


# Example 1 - Lucidis & Mortgage Field Services

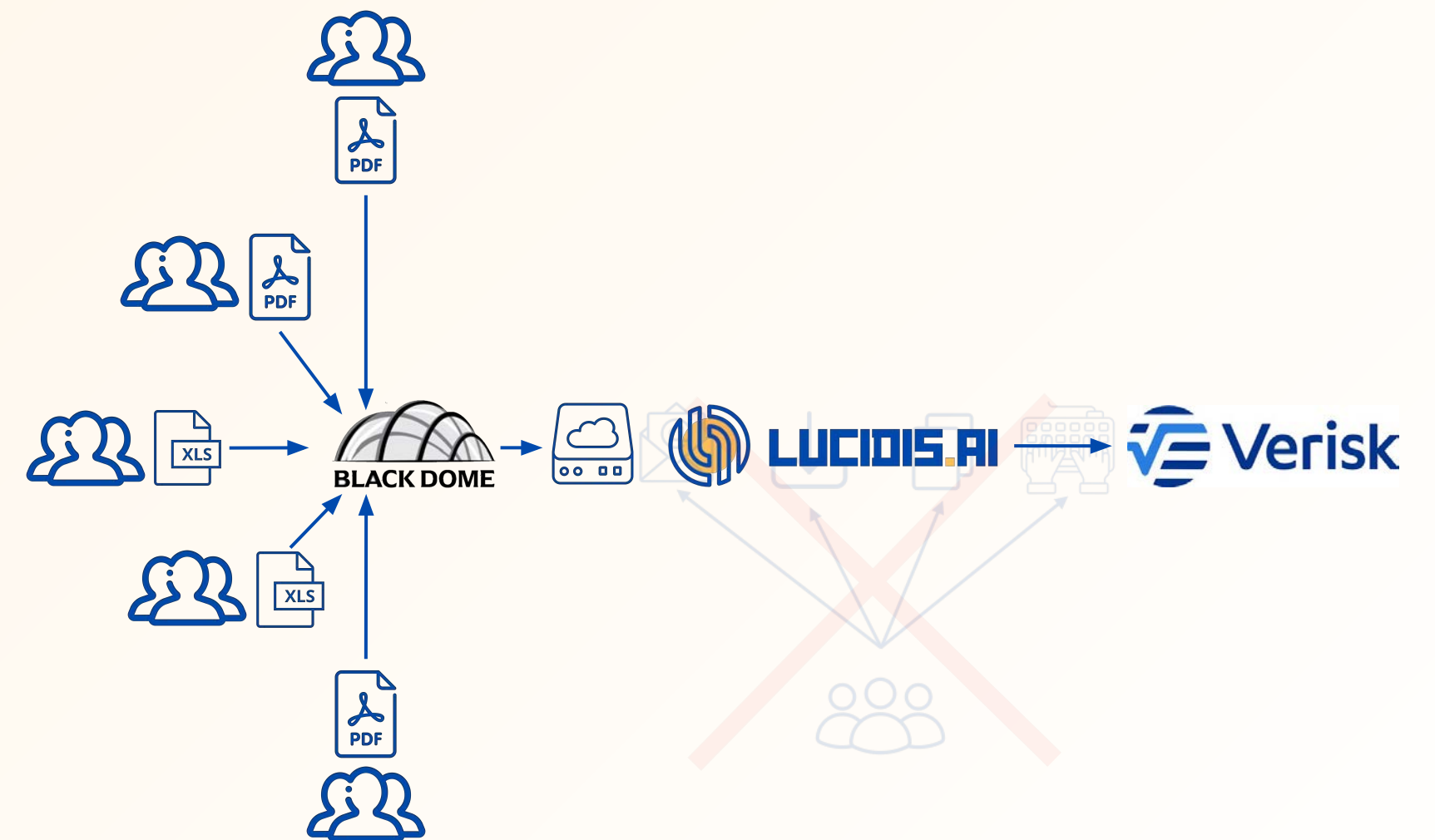


Lucidis.ai helped its first customer in the property preservation industry build a Data Pipeline to streamline work order processing, **increasing accuracy to 100%** and **decreasing time to process a work order by 80%, resulting in a net-savings of 80% per year.**

## Before



## After

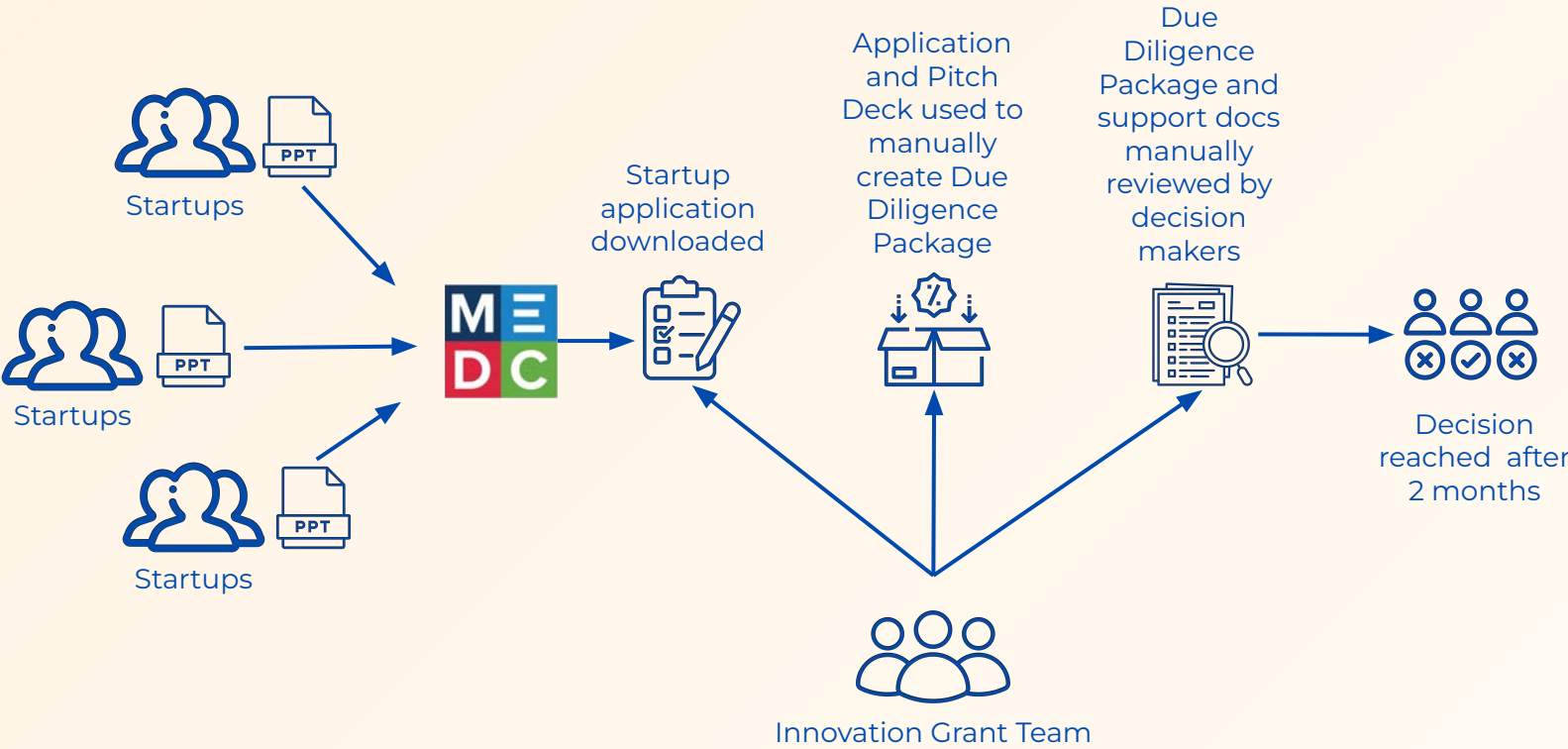


# Startup Due Diligence Proposed Use Case

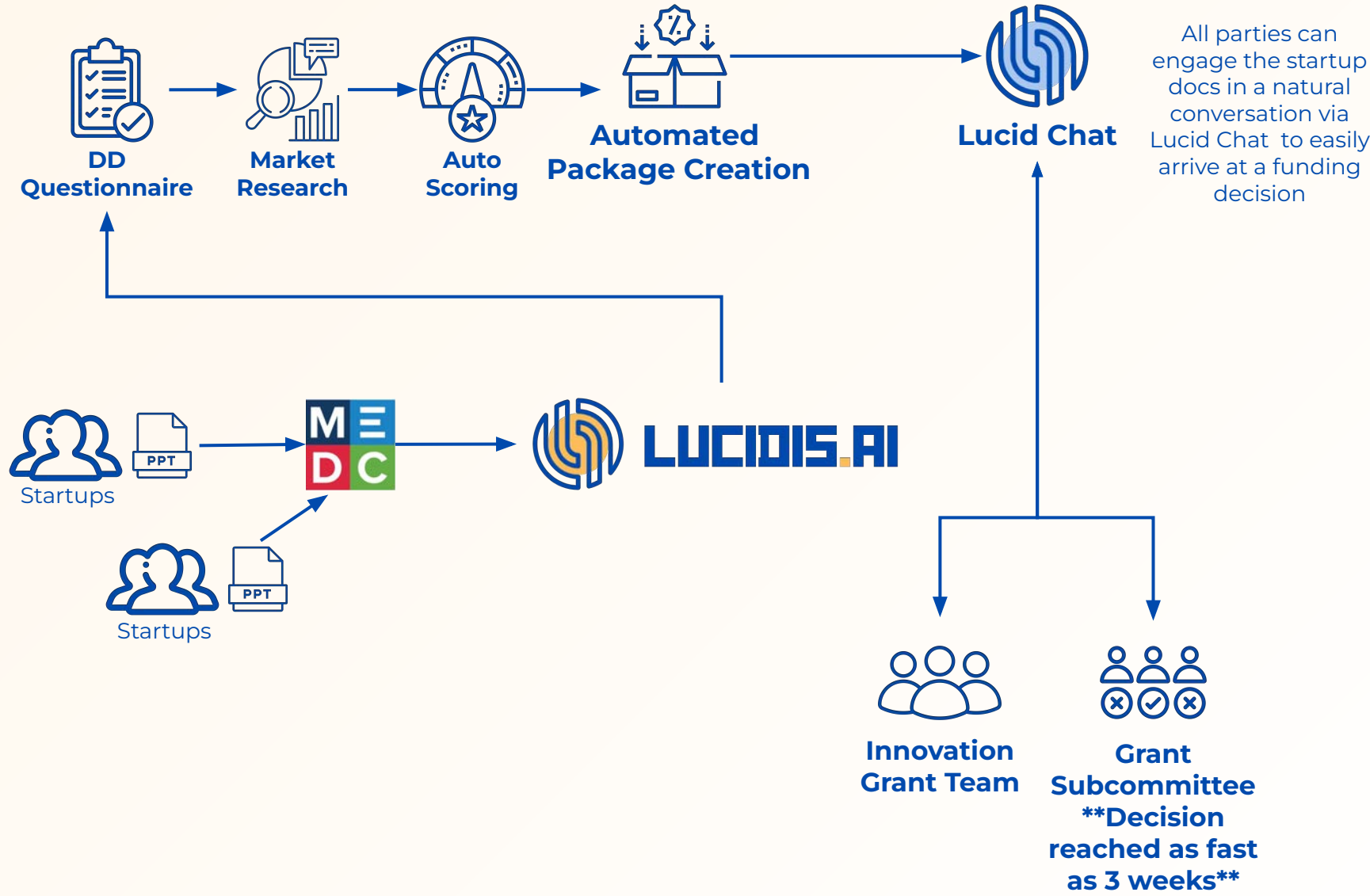


Lucidis.AI platform automates McKinney EDC's startup evaluation process, reducing manual labor and improving efficiency. By handling various file types, extracting key data, and converting it into a structured format, Lucidis.AI cuts evaluation time while increasing accuracy. The solution integrates seamlessly with existing systems, providing consistent and data-driven assessments. This approach allows McKinney EDC to evaluate more startups in less time, ensuring fair and optimized grant allocation.

## Before



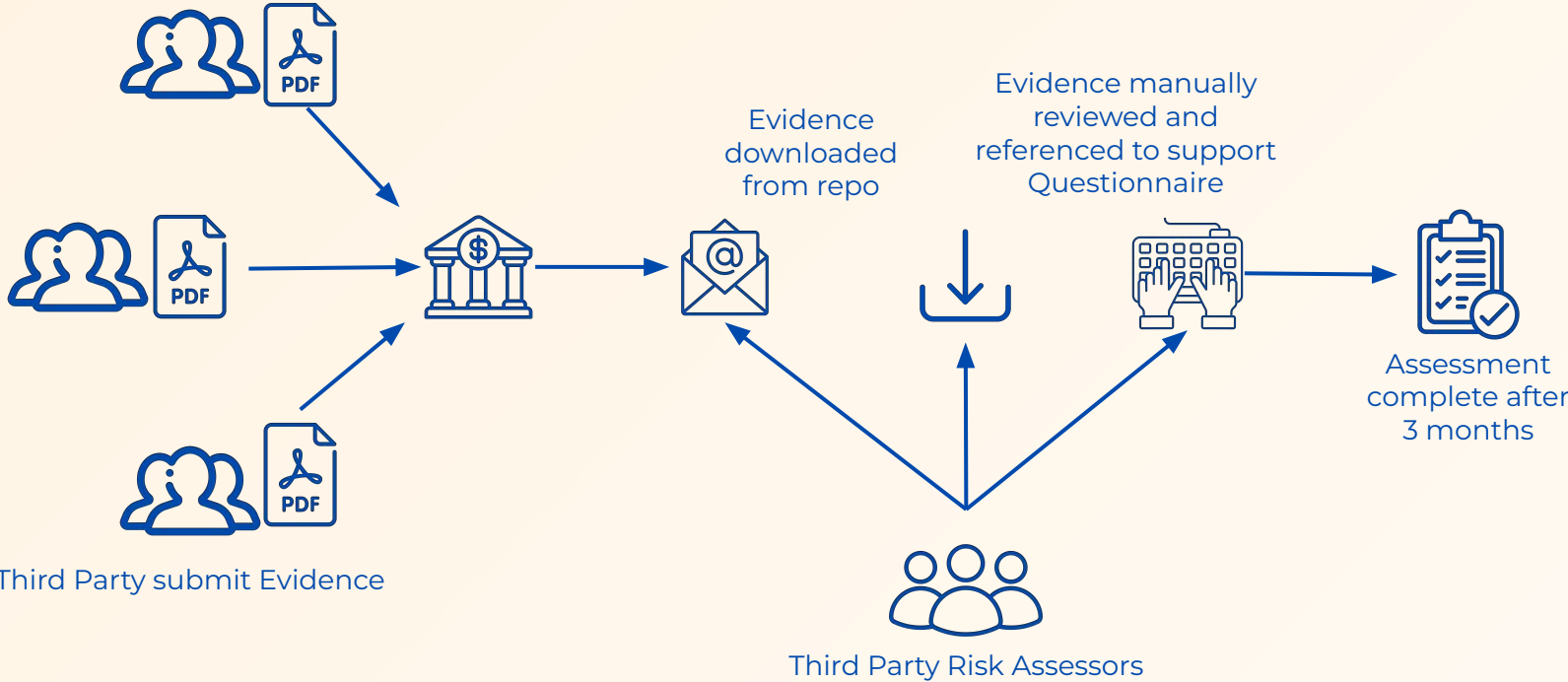
## After



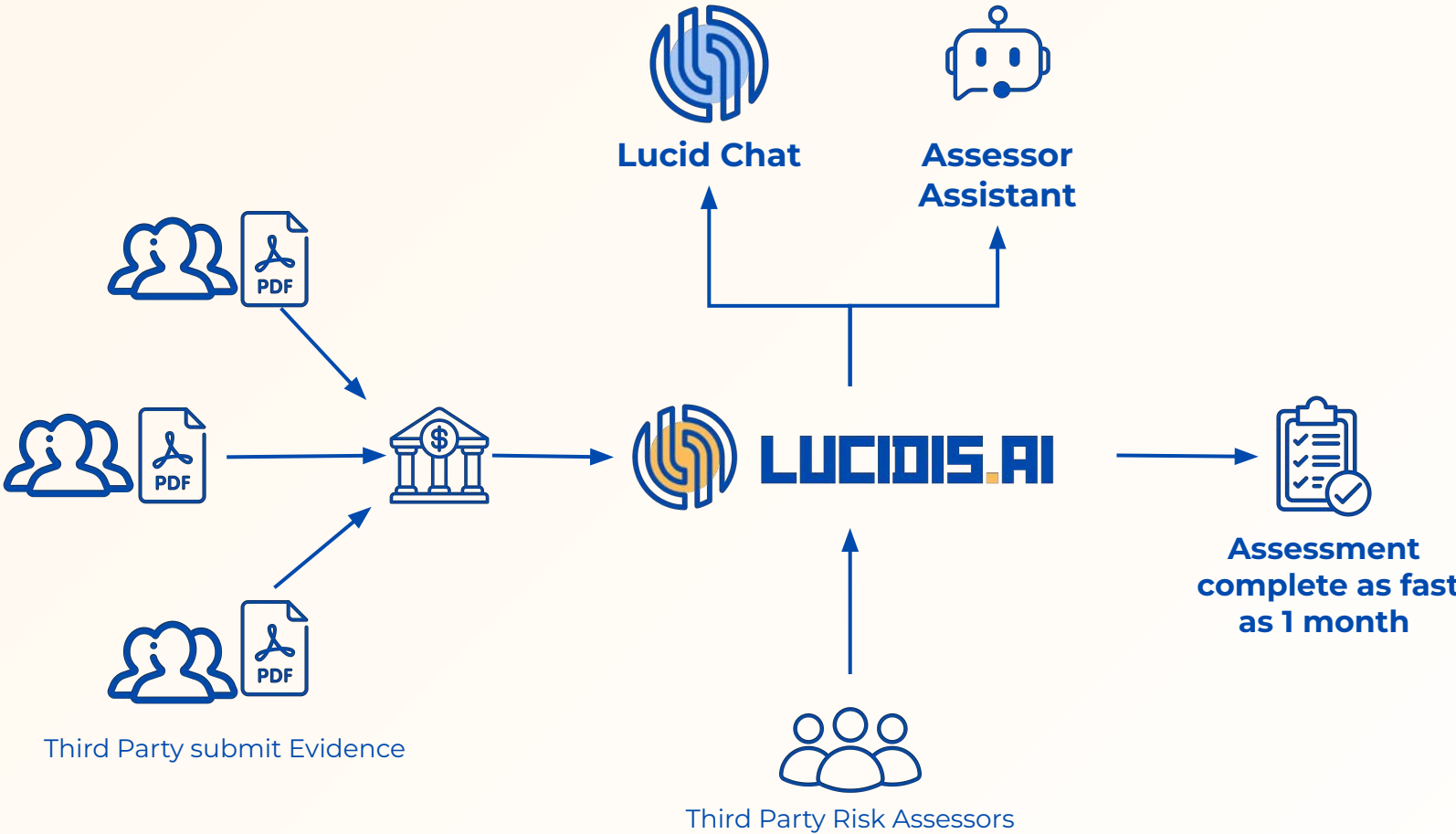
# Example 3 - Lucidis & Cybersecurity Assessment

Manual evidence review is inefficient and often inconsistent due to technical expertise gaps. Lucidis.AI and Assessor Assistant streamline the process, **reducing review time by over 50%** and boosting accuracy. Key features include NLP for multilingual queries, an interactive document viewer, and secure on-premises deployment.

## Before



## After



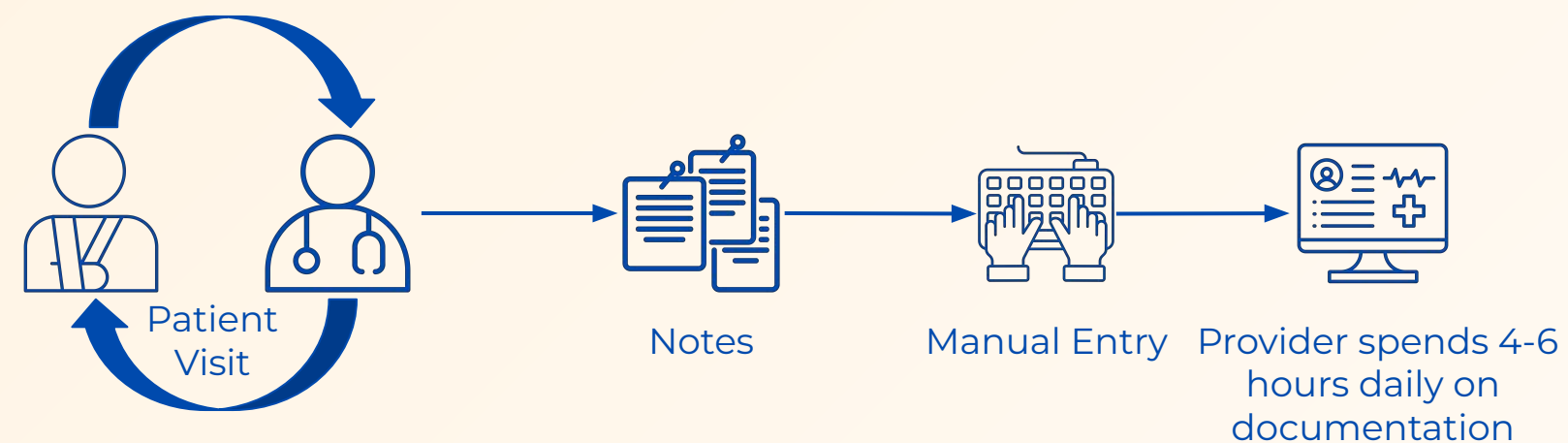


# Example 4 - Lucidis & Patient Care

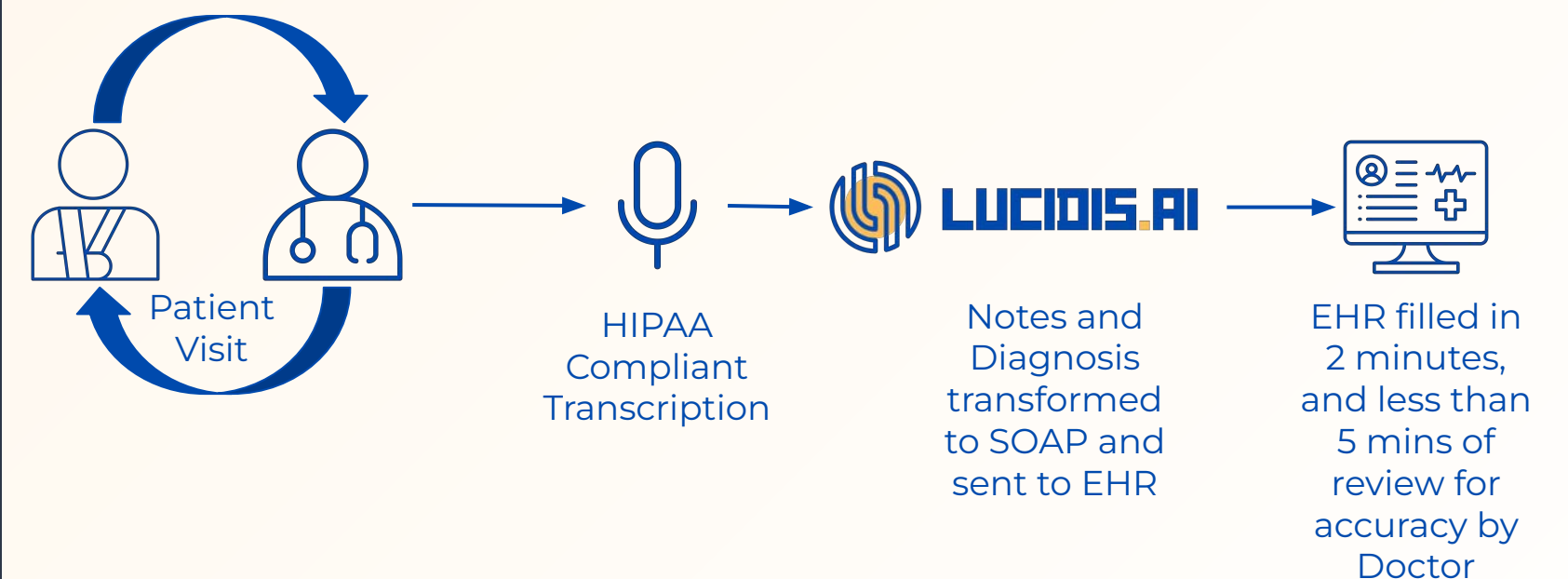


Lucidis.AI platform automates medical documentation workflow, reducing provider burden and improving patient care. By processing clinical dictation and automatically populating EHR systems, Lucidis.AI can cut documentation time by 75% while ensuring compliance. The solution integrates seamlessly with existing systems, allowing providers to focus more time on patient care.

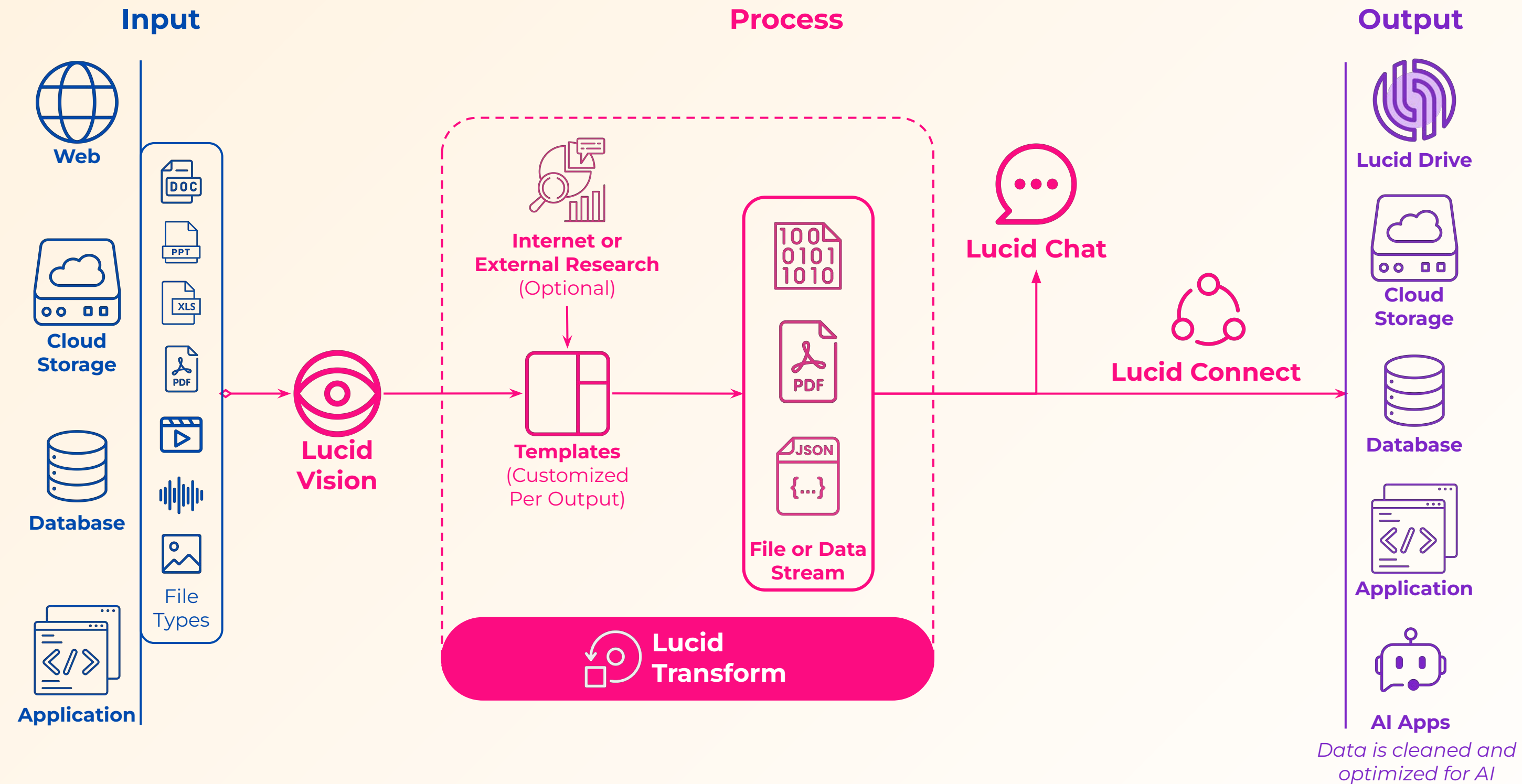
## Before



## After



# A Look Under the Hood



# What is Data Chaos?

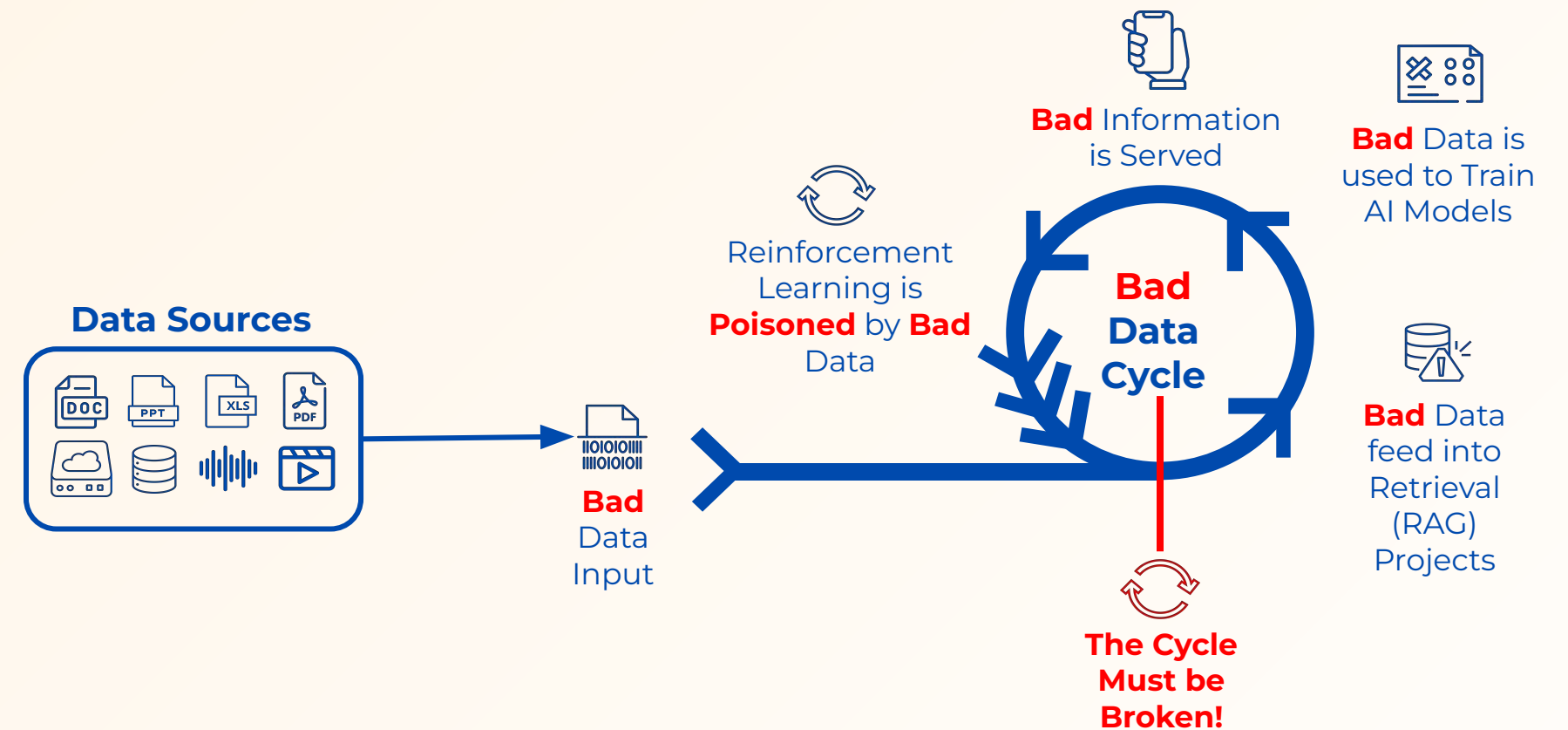
Data tainted with *Incorrect* or *Useless* data - prevents companies from adopting AI and defending against or beating the competition.

## AI + Data Chaos

- Inaccurate data input causing downstream processing failures
- High costs from manual review and correction processes
- Significant delays in transaction processing and customer service
- Increased compliance risks due to data quality issues
- Resource drain from maintaining offshore teams for data validation

***These challenges damage growth potential and eventually, team morale.***

## Data Chaos → AI Fail



## Real-Life Cases of Failed AI Implementations Due to Data Chaos



**Issue:** United Healthcare's chatbot providing inaccurate health information.

**Impact:** Incorrect health advice, potentially endangering patient safety and eroding trust in the service.



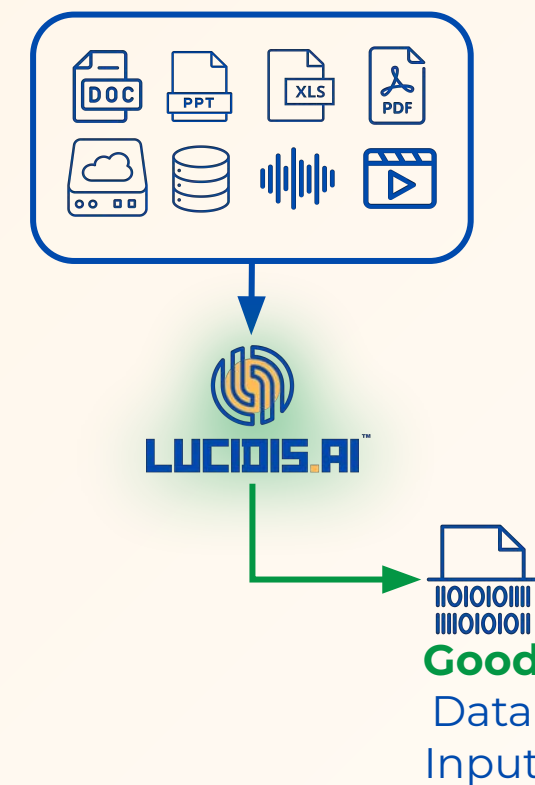
**Issue:** Overestimated home values because they did not account for market changes.

**Impact:** Incurred over \$500 million in losses, had to reduce its workforce by 25%, and saw a significant drop in market value.

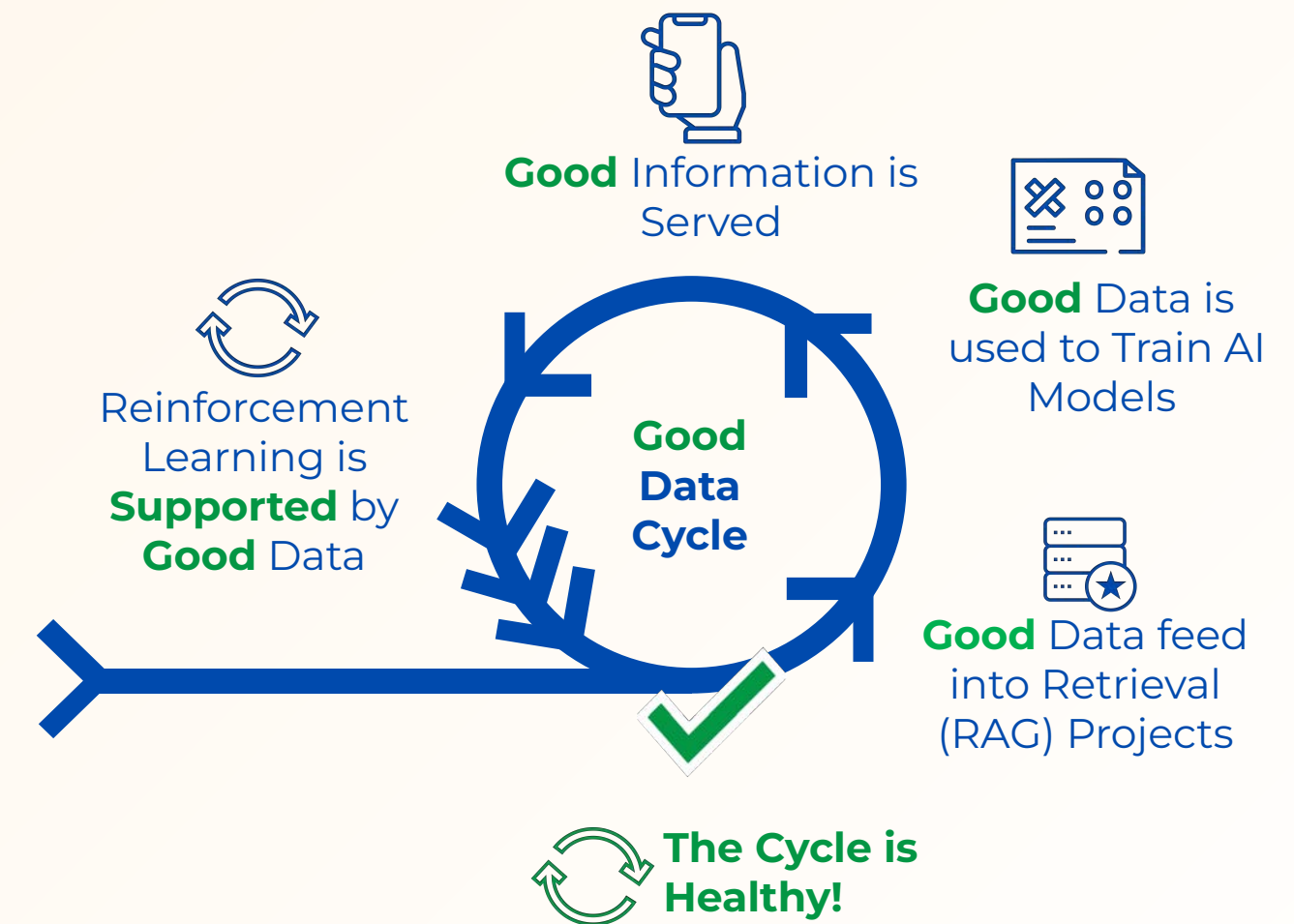


# Tame Data Chaos w/Lucidis

- **Purpose-Built AI Solution:** Specifically designed to resolve bad data entry issues.
- **Enhances Accuracy:** Uses intelligent algorithms and automatically detects & corrects errors.
- **Seamless Integration:** Compatible with existing software and systems.
- **Customizable Solutions:** Tailored to specific industry needs.



## Lucidis Tames Data Chaos





# Testimonials



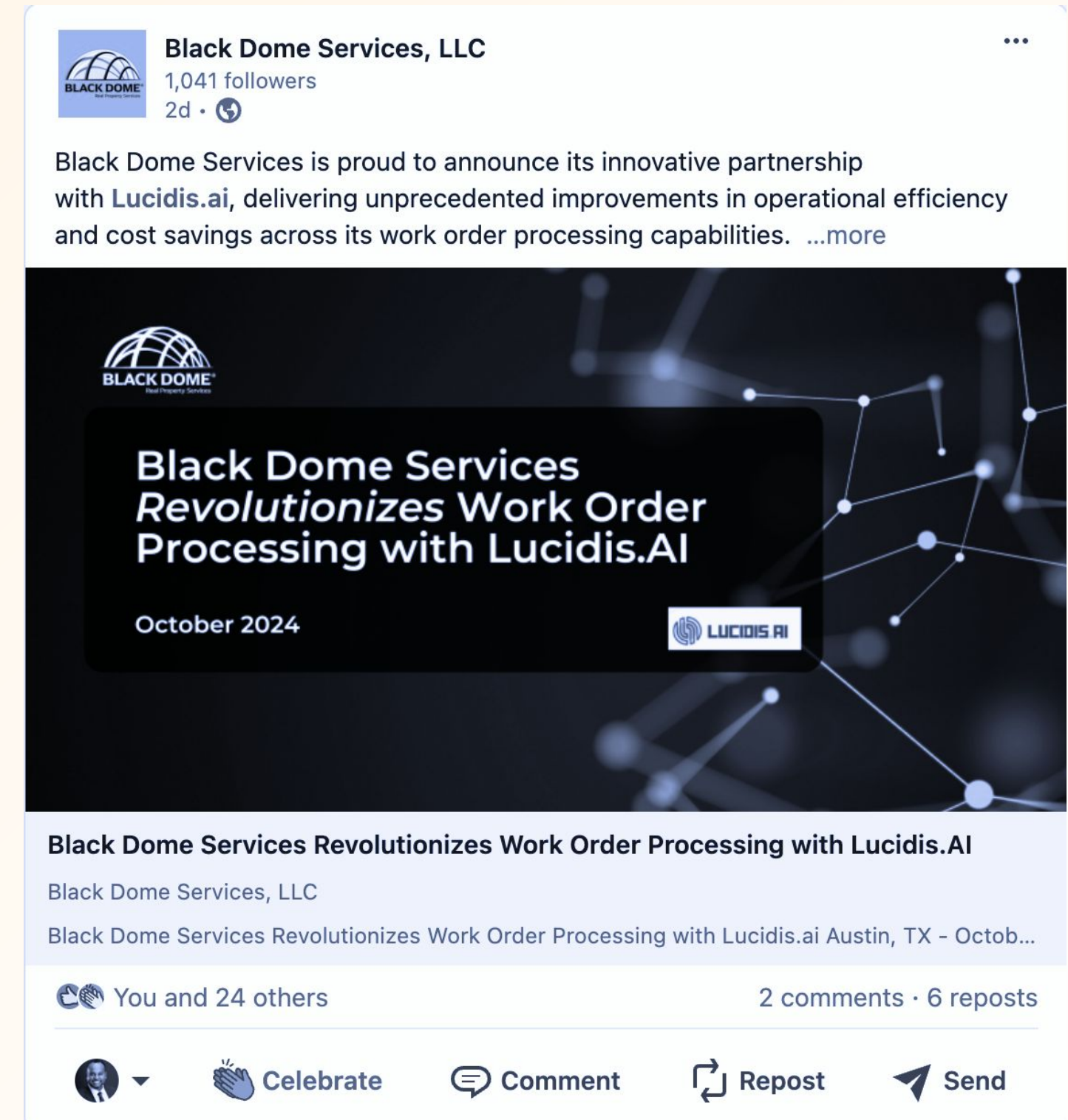
*"Implementing Lucidis.ai has transformed our work order processing at Black Dome. We've achieved 100% accuracy while reducing processing time by 80%. This has resulted in an 80% cost savings annually, eliminating the need for offshore resources and costly manual errors. The streamlined data pipeline has not only improved our operational efficiency but also enhanced our ability to serve our property management clients. Lucidis.ai has proven to be a game-changing solution for our business."*



**Steve Horne**

CEO

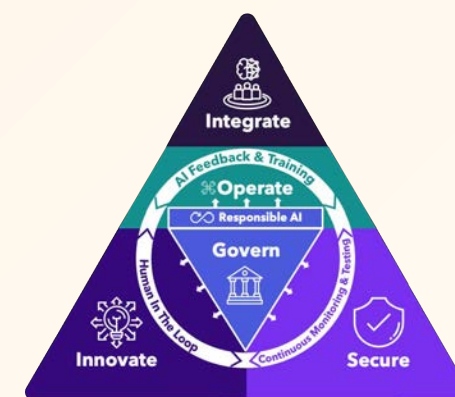
Black Dome Services



# Augmented Services



**Virtual Chief AI Officer Service** provided by Parent Company: WhitegloveAI



**Virtual Chief AI Officer**  
*Hire A Fractional CAIO to Lead Secure AI Adoption*

**AI Adoption & Mgt. Framework**  
*Our Proprietary And Open Source Framework*  
[www.aiamf.ai](http://www.aiamf.ai)

1



**AI Launchpad Workshop**  
*Quickly & Securely Experiment With AI*

2



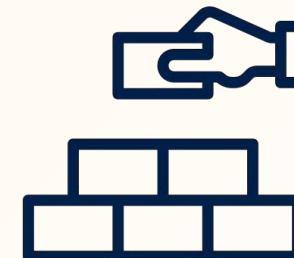
**AI Readiness**  
*Assess Fundamental Controls Before AI Use*

3



**Innovate**  
*Plan For AI Adoption & Establish An AI Strategy*

4



**Prepare**  
*Establish An AI Mgt. System & Controls*

5



**Integrate**  
*Securely Integrate AI Into The Organization's Ecosystem*



# Security & Privacy

We uphold data security and privacy, adhering to global standards like HIPAA, SOC2, GDPR and give our users access to state-of-the-art Private AI Model.

## Our Approach

### Comprehensive Compliance

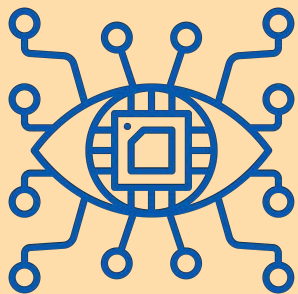
We will fulfill global security and industry regulations, ensuring compliance.

### WhitegloveAI's Expertise

We use our parent company's experience to protect your data with robust security infrastructure.

### Private AI Model Integrated

We have integrated the most highly performant Private AI Model to enable Privacy and Confidentiality.



Private AI Models

### ROADMAP ITEM



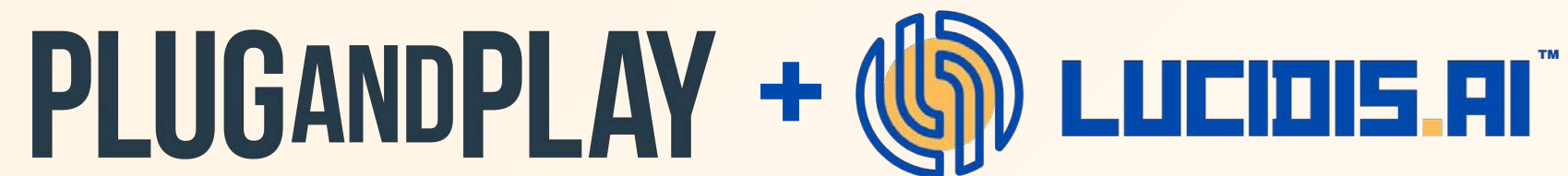
### IN PROGRESS



### ROADMAP ITEM



# Plug and Play - McKinney AI Vertical



## **Lucidis.ai Accelerates Growth with its acceptance into Plug and Play's Fall 2024 Cohort**

- Selected from 2000+ global startups, validating our innovative approach
- Direct access to Fortune 500 partners, opening doors to enterprise-level clients
- Mentorship from industry leaders, refining our strategy and product offerings
- Potential for strategic investments to fuel rapid expansion
- Networking opportunities with other cutting-edge startups
- Tailored workshops and resources to enhance our go-to-market strategy
- Exposure to international markets through Plug and Play's global network
- Accelerated product development through expert feedback and resources
- Enhanced credibility in the AI and data management space