RFP # 2025-018 - Technical Proposal for Artificial Intelligence (AI) Solutions for Public Sector Entities for The North Central Texas Council of Governments

Submitted by

Evoort Solutions, LLC

Submitted on

January 24, 2025

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Certificate of Offeror and Statement of Understanding

Cover Sheet and Certificate of Offeror

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TXShare
Your Public Sector Solutions Center

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

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

Evoort Solutions LLC
_____
Legal Name of Proposing Firm

Prinesh Patel   Founder CEO
_____   _____
Contact Person for This Proposal   Title

1-909-494-6213   info@evoortsolutions.com
_____   _____
Contact Person Telephone Number   Contact Person E-Mail Address

8530 Eagle Point Blvd, Suite 100, Lake Elmo, MN   55042
_____   _____   _____
Street Address of Principal Place of Business   City/State   Zip

_____   _____   _____
Mailing Address of Principal Place of Business   City/State   Zip

Prinesh Patel   Founder CEO
_____   _____
Point of Contact for Contract Negotiations   Title

_____   _____
Point of Contact Telephone Number   Point of Contact Person E-Mail Address

PP

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

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

COVER SHEET

ATTACHMENT 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, __Prinesh Patel_____(typed or printed name) certify that I am the __Founder 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):

__Evoort Solutions LLC_____

Signature of Authorized Representative:

Prinesh Patel
_____ Digitally signed by Prinesh Patel
Date: 2025.01.23 05:11:41 -06'00'

Date: __01/23/2025_____

Statement of Understanding

At Evoort Solutions, we understand the critical role that Artificial Intelligence (AI) can play in transforming public sector operations and addressing the evolving challenges faced by government entities. This RFP represents an opportunity not just to deliver innovative AI solutions but also to empower participating entities to achieve long-term efficiency, adaptability, and impact.

Our comprehensive understanding of this RFP encompasses the delivery of advanced, modular AI solutions that align with the unique needs of each participating entity. From enhancing operational efficiency to improving citizen engagement and decision-making processes, our proposed solutions are designed to address the specific deliverables outlined in the solicitation, while ensuring scalability, security, and seamless integration with existing infrastructures.

Evoort Solutions recognizes the diversity of operational landscapes within public sector entities. Whether it involves automating routine tasks, streamlining workflows, bolstering cybersecurity, or enabling real-time analytics, we approach every deliverable with the flexibility and precision required to meet these distinct demands.

With over a decade of experience in AI innovation, including expertise in cutting-edge Large Language Models (LLMs) and end-to-end AI deployment, Evoort Solutions brings unparalleled technical and domain knowledge to this partnership. We are committed to delivering solutions that are future-ready, ethically designed, and aligned with the participating entities' operational goals.

Our role is not merely as a vendor but as a trusted partner, collaborating closely with each participating entity to understand their unique challenges and ensure the successful deployment and ongoing optimization of the solutions. By leveraging our proven methodologies and deep expertise, we are confident in our ability to help the North Central Texas Council of Governments (NCTCOG), and its participating members unlock the transformative potential of AI and deliver meaningful, measurable outcomes for the communities they serve.

Evoort Solutions is proud to submit this proposal as a testament to our commitment to excellence, innovation, and partnership. Together, we can build a model of AI-enabled governance that sets new standards for efficiency, accountability, and service delivery.

Executive Summary

Evoort Solutions is honored to submit this proposal to the North Central Texas Council of Governments (NCTCOG) and its participating entities. With over a decade of delivering innovative Artificial Intelligence (AI) solutions, we have established ourselves as leaders in leveraging advanced technologies to drive operational efficiency, enhance engagement, and foster data-driven decision-making.

Our expertise lies in developing **future-ready** AI systems that integrate seamlessly with existing infrastructures, ensuring scalability, security, and adaptability. Leveraging cutting-edge Large Language Models (LLMs), Retrieval-Augmented Generation (RAG) architectures, and advanced machine learning frameworks, Evoort Solutions is uniquely positioned to address the diverse and evolving needs of TXShare's participating public sector entities. On top of our demonstrable excellence in legacy AI frameworks, we have rich hands-on experience implementing solutions using state-of-the-art LLMs such as Meta's Llama3, Microsoft's phi-3, and Mistral, and creating multi-step agentic pipelines with frameworks like LangChain.

Key advantages Evoort Solutions brings to NCTCOG and its members:

- **Innovative and Scalable AI Solutions**: Tailored to address the unique operational needs of public sector entities, our systems are designed for long-term adaptability and growth.
- **Cutting-Edge LLM Expertise**: Our extensive experience in developing LLM-powered tools enables advanced capabilities such as intelligent chatbots, personalized recommendations, and complex decision-making workflows.
- **Secure and Compliant Deployments**: Hosting AI systems within the secure environments of participating entities ensures data privacy, compliance with governance policies, and full control over sensitive information.
- **Unparalleled Team Expertise**: A world-class team of AI architects, data governance specialists, and cloud deployment experts who excel in designing and delivering end-to-end AI solutions.

Our proposed solutions address all deliverables outlined in this solicitation, including automating routine processes, optimizing resource allocation, improving real-time analytics, and enhancing citizen engagement. Evoort Solution's proposed models minimize data exposure risks, ensure robust cybersecurity, and provide full transparency and auditability.

At Evoort Solutions, we are not just providing AI services—we are offering a strategic partnership. Our commitment to ethical AI practices, innovation, and measurable results ensures that the solutions we deliver empower public sector entities to achieve transformative outcomes. Together, we can help NCTCOG and its participating entities set a new benchmark for AI-powered public sector operations.

Evoort Solutions is excited to collaborate with NCTCOG to shape a smarter, more efficient future.

References

The reference information is provided below:

1. **Organization Name**: NaviSite Inc.
   Contact Person: Sanjeev Dixit
   Phone Number: +1 848 219 6554
   Email Address: Sdixit@navisite.com

2. **Organization Name**: Nexeo Plastics
   Contact Person: George Drupals
   Phone Number: +1 210 664 4980
   Email Address: george.drupals@nexeoplatics.com

3. **Organization Name**: Easy Wholesale Inc.
   Contact Person: Bobby Tandon
   Phone Number: +1 503 816 0200
   Email Address: bobby.tandon@easywholesale.com

4. **Organization Name**: Cognizant Technology Solutions
   Contact Person: Pulin Shah
   Phone Number: +1 630 865 3746
   Email Address: pulin.shah@cognizant.com

Our clients have expressed preference to be informed prior to being contacted for reference check purposes. Hence, we would request you to let us know ahead of your intended date of contact so we can provide our clients with advance notice about the same.

Project-Related Experience and Qualifications

A Legacy of Innovation: Evoort Solutions' Background and Mission

Evoort Solutions is a global leader in delivering advanced Artificial Intelligence (AI) solutions, specializing in designing and implementing tailored systems that transform operational workflows, enhance service delivery, and foster data-driven innovation. Headquartered in the United States, with a robust delivery presence in the UK, Canada, and India, Evoort Solutions has been at the forefront of AI innovation for over a decade. Our mission is to empower organizations—public and private—through cutting-edge, scalable AI solutions that deliver measurable results and long-term impact.

Organization's Capabilities and Experience: Building Tailored AI Solutions for Complex Challenges

Evoort Solutions excels in leveraging advanced AI methodologies and technologies to address the unique challenges of its rich and varied clientele. By applying a solution-focused approach, we develop AI-driven systems that integrate seamlessly with existing infrastructures, ensuring accessibility, security, and scalability.

Technical Expertise

At Evoort Solutions, we bring a deep understanding of cutting-edge AI technologies and their practical applications to address complex challenges. Our technical expertise spans a wide range of AI capabilities,

enabling us to design and implement innovative solutions tailored to the unique needs of public sector entities. Below are key areas where our expertise empowers organizations to achieve their goals:

- **AI-Powered Automation**: Implementing tools to streamline workflows such as permitting, scheduling, billing, and case management.
- **Predictive Analytics and Decision Support**: Using machine learning algorithms to optimize financial planning, resource allocation, and operational strategies.
- **Public Engagement Solutions**: Enhancing customer access through conversational AI, multilingual chatbots, and user-friendly applications.
- **Cybersecurity and Risk Management**: Deploying AI-powered monitoring, threat detection, and data privacy solutions to safeguard sensitive information.
- **Natural Language Processing (NLP)**: Providing advanced NLP capabilities for personalized, intuitive user experiences across various departments such as libraries, courts, and event centers.

Project Management

At Evoort Solutions, our approach to managing AI projects is grounded in a commitment to precision, collaboration, and delivering measurable results. We employ a structured methodology that ensures seamless project execution, alignment with client objectives, and adherence to the highest standards of quality.

Planning

Our project management journey begins with a comprehensive planning phase, ensuring a clear roadmap for success:

- **Stakeholder Alignment**: We engage key stakeholders to understand their unique goals, challenges, and requirements, ensuring all project objectives are clearly defined.
- **Strategic Roadmapping**: Evoort develops detailed project roadmaps that outline deliverables, timelines, resource allocation, and key milestones, creating a transparent foundation for execution.
- **Risk Identification and Mitigation**: Potential risks are proactively identified during the planning phase, with mitigation strategies incorporated into the project plan to minimize disruptions.

Execution

Evoort Solutions leverages its deep expertise and proven methodologies to execute AI projects with precision:

- **Agile Methodology**: Our Agile approach ensures flexibility, enabling us to adapt to evolving project requirements while maintaining momentum toward goals.
- **Collaborative Development**: Evoort fosters a collaborative environment, integrating client feedback at every stage to ensure solutions align with their vision and operational needs.
- **State-of-the-Art Tools**: We utilize advanced project management tools to track progress, allocate resources effectively, and maintain real-time visibility into project status.

Quality Assurance

Delivering high-quality AI solutions is at the heart of Evoort Solutions' project management philosophy:

- **Rigorous Testing**: Comprehensive testing protocols are implemented at every phase of development, including functionality testing, system integration testing, and user acceptance testing.
- **Continuous Improvement**: Feedback loops are embedded into the process, enabling iterative improvements to ensure the solution meets and exceeds expectations.
- **Compliance and Standards**: All solutions are rigorously evaluated against industry best practices, regulatory requirements, and performance benchmarks to guarantee compliance and reliability.

Communication and Reporting

Effective communication is the cornerstone of Evoort's project management approach:

- **Dedicated Project Manager**: Evoort Solutions will deploy a dedicated project manager who serves as the primary point of contact, ensuring streamlined communication and accountability.
- **Transparent Reporting**: We provide regular updates, progress reports, and risk assessments, ensuring stakeholders remain informed and engaged throughout the project lifecycle.
- **Collaborative Decision-Making**: Evoort actively involves clients in decision-making processes, fostering a partnership model that enhances trust and alignment.

Team Qualifications

Evoort Solutions is proud to present a highly skilled and diverse team of professionals, carefully selected to deliver impactful AI solutions tailored to meet the requirements of this RFP. To maintain privacy compliance, the descriptions of the team members have been anonymized, and Personal Identifying Information (PII) and sensitive details have been excluded.

The operating model (i.e., fully onshore execution, hybrid (mix of onshore and offshore resources) or fully offshore execution) will be determined separately for each participating entity based on their comfort and budget criteria. This approach enables the participating entities to determine the right engagement model at optimized price depending on the project's sensitivity.

AI Project Manager / Program Lead

The AI Project Manager has over 24 years of experience managing large-scale AI and analytics programs for global organizations across multiple sectors. With a proven track record in leading transformative initiatives, this professional has successfully deployed complex AI solutions such as predictive analytics platforms, AI-powered chatbots, and enterprise data frameworks.

Their expertise lies in aligning AI deployments with organizational goals while ensuring measurable outcomes. As the program lead, they oversee communication, risk management, and project delivery, ensuring seamless coordination across all stakeholders. Their understanding of public sector compliance and ability to navigate cross-functional challenges make them an invaluable asset for any AI Solutions development venture.

AI Solutions Architect / Cloud and DevOps Specialist

The AI Solutions Architect is a seasoned expert in designing and implementing scalable AI systems tailored to meet organizational needs. With extensive experience in natural language processing, machine learning, and real-time data integration, this professional specializes in building Large Language Model (LLM)-based chatbots, Retrieval-Augmented Generation (RAG) systems, and DevOps pipelines.

For TXShare participating entities, they will focus on creating robust AI architectures that deliver long-term adaptability and immediate operational impact. Their role includes ensuring that solutions are seamlessly integrated with existing systems and optimized for performance and scalability.

Sr. Data Governance Principal

The Sr. Data Governance Principal brings over 27 years of expertise in driving business value through strategic data management, analytics solutions, and cost optimization. Their extensive experience includes implementing data governance frameworks and deploying data cataloging tools to enhance data discovery and management.

Highlights of their expertise include:

- Leading successful Customer 360 initiatives, integrating diverse data sources to provide actionable customer insights.
- Building enterprise-grade business intelligence platforms using Tableau, Qlik, and other tools to drive data-driven decisions.
- Designing big data analytics platforms with technologies such as Cloudera, Talend, and Snowflake, delivering scalable and efficient solutions.
- Driving measurable outcomes, such as reducing operational expenses by 8% through process optimization.

The Sr. Data Governance Principal will focus on establishing a comprehensive governance framework, ensuring compliance with data privacy regulations, and implementing advanced analytics capabilities to empower stakeholders with actionable insights.

Cloud Deployment and Security Specialist

Evoort Solutions' Cloud Specialist is a cloud and security expert with over 12 years of experience in IT infrastructure, cloud solutions, and cybersecurity. Their expertise spans designing and deploying scalable cloud architectures that support advanced AI deployments, with a focus on operational efficiency and security.

Their responsibilities for this project will include:

- **Cloud Architecture and Deployment**: Designing cloud environments optimized for AI workloads, ensuring scalability, reliability, and seamless integration with existing systems.
- **Cloud Security**: Implementing advanced encryption protocols, secure access controls, and risk mitigation strategies to safeguard sensitive data in cloud environments.
- **Maintenance and Monitoring**: Establishing processes for continuous monitoring and maintenance of cloud infrastructure to ensure consistent performance and uptime.

This professional's technical expertise and certifications, including AWS Certified Solutions Architect and VMware Technical Sales Professional, make them an indispensable asset for cloud-related tasks within any initiative for TXShare Participating Entities.

Business Intelligence Developer / Data Specialist

The Business Intelligence Developer brings significant experience in structuring datasets and building knowledge bases for advanced AI systems. With a background in public sector projects and a Master's degree in Computer Science, this professional excels in transforming complex datasets into actionable insights through robust data pipelines.

Their role involves ensuring data quality, governance, and security, while also designing scalable frameworks that underpin AI applications. They will ensure all solutions comply with relevant regulatory standards and align with the client's operational goals.

MLOps Engineer

Our MLOps Engineer has extensive experience in designing enterprise-scale AI solutions and optimizing their performance to align with industry best practices. With technical expertise spanning neural networks, recommendation engines, and MLOps pipelines, they have worked with leading organizations to deliver impactful AI systems.

They will focus on validating scalable AI architectures, conducting performance benchmarking, and ensuring that solutions meet organizational requirements while adhering to strict compliance and ethical standards.

Systems Integration Specialist

The Systems Integration Specialist has over seven years of experience embedding AI solutions within existing infrastructures. With expertise in API-driven platforms, real-time data retrieval, and dynamic content updates, they have successfully integrated AI tools for both municipal and enterprise clients.

Their role will be to ensure seamless system interoperability, optimizing data flow and enhancing user experience by integrating AI applications with existing government systems.

Data Scientist / Machine Learning Engineer

Our Data Scientist is a highly skilled professional specializing in the development of robust machine learning models, predictive analytics dashboards, and conversational AI systems. With hands-on experience in creating innovative solutions, they focus on delivering user-centric AI applications that improve decision-making and engagement.

They will deliver scalable and secure AI applications that empower stakeholders to unlock the full potential of AI-driven solutions for NCTCOG participating entities.

This diverse and highly capable team ensures that Evoort Solutions is equipped to deliver exceptional AI solutions tailored to the unique needs of this RFP.

Proven Track Record: Relevant Past Projects

Evoort Solutions has a proven track record of successfully delivering transformative AI solutions to diverse organizations. Our project management approach emphasizes collaboration, precision, and measurable outcomes, ensuring each engagement achieves its strategic objectives. Below are examples of past projects that highlight our expertise, innovative problem-solving, and commitment to client success:

1. **Generative AI Based Chatbot MVP for NaviSite Inc.**
   - **Project Description:** Evoort Solutions developed a Generative AI-powered MVP leveraging Retrieval-Augmented Generation (RAG) to enable NaviSite's teams to efficiently access critical information. The solution provided seamless document Q&A functionality, allowing users to retrieve relevant insights from vast unstructured data repositories.
   - **Client:** NaviSite Inc.
   - **Technologies Used:** Retrieval-Augmented Generation (RAG), Large Language Models (LLMs) on LangChain and Ollama, data integration frameworks, and interactive BI dashboards on Tableau.
   - **Results:** Enhanced decision-making across business units, improved operational efficiency through actionable insights, and increased accessibility to critical information, reducing reliance on manual workflows.

2. **Multilingual AI Chatbot for Easy Wholesale Inc.**
   - **Project Description:** Designed and deployed a multilingual AI chatbot for Easy Wholesale to enhance supplier communication and streamline procurement processes. The chatbot enabled real-time query resolution on inventory availability, order tracking, and shipping timelines while integrating with the client's ERP system to synchronize order statuses.
   - **Client:** Easy Wholesale Inc.
   - **Technologies Used:** Natural Language Processing (NLP), Large Language Models (LLMs) on LangChain, and ERP system integration.

- **Results:** Improved supplier trust with faster response times, reduced manual intervention, and increased procurement efficiency through streamlined communications.
3. **Predictive Analytics Venture for Nexeo Plastics**
    - **Project Description:** Implemented AI-powered forecasting tools for Nexeo Plastics to optimize inventory management and operational planning. Predictive analytics were used to forecast demand fluctuations, align strategies, and minimize logistical inefficiencies.
    - **Client:** Nexeo Plastics
    - **Technologies Used:** Predictive analytics models, machine learning algorithms, and advanced data visualization platforms.
    - **Results:** Reduced inventory holding costs, minimized supply chain delays, and enhanced overall operational performance, achieving significant cost savings.

Background and Years in Business

History

Founded in 2012, Evoort Solutions has grown into a global leader in providing cutting-edge digital transformation and AI solutions. Established with a vision to drive innovation and empower businesses, Evoort Solutions has consistently delivered impactful solutions tailored to meet the dynamic needs of its clients. Evoort Solutions has offices in the United States, Canada, the UK and India.

Years in Business

With more than 12 years of experience, Evoort Solutions has built a strong foundation of expertise in digital transformation, AI technologies, and advanced analytics. This longevity underscores our commitment to driving innovation and delivering measurable results for our clients.

Core Values

At Evoort Solutions, our work is guided by our mission to empower businesses and our **RUBRIC** of Values, ensuring our actions reflect our unwavering commitment to excellence:

- **Results-Orientation**: Achieving tangible outcomes that drive success for our clients.
- **Unbound Thinking**: Applying unrestricted creativity and innovative problem-solving approaches.
- **Bold Solutions**: Offering transformative solutions that challenge conventional norms.
- **Respect**: Fostering respect across relationships with clients, employees, and partners.
- **Integrity**: Upholding ethical standards and transparency in every engagement.
- **Commitment**: Delivering on our promises with consistency and dedication.

By aligning our work with these principles, Evoort Solutions continues to empower organizations to unlock their full potential in a rapidly evolving technological landscape.
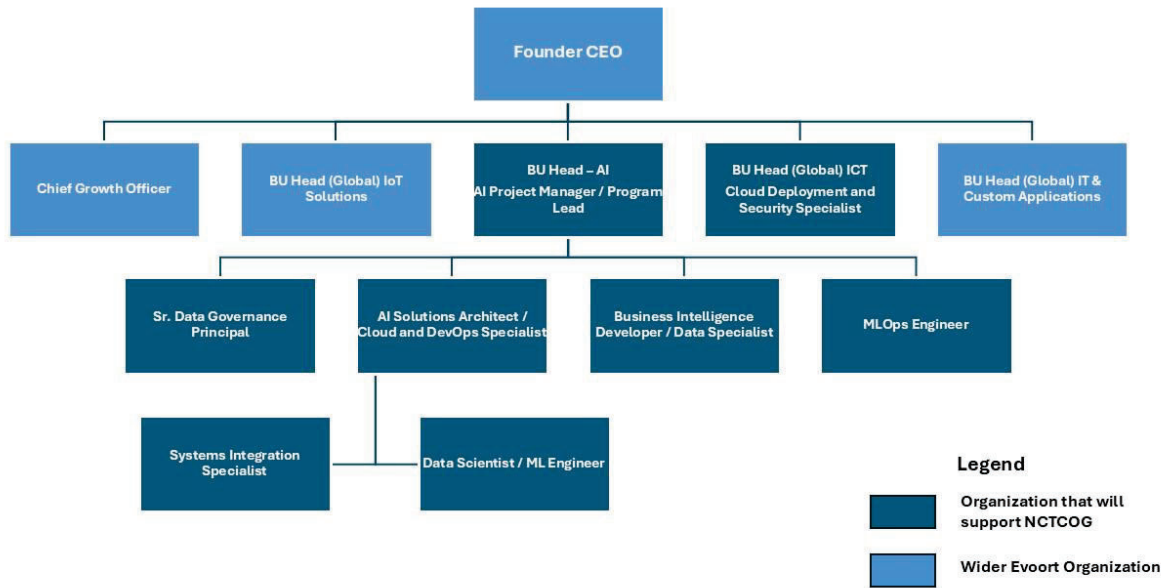
Trusted Partnerships

Our reputation as a trusted partner is reinforced by collaborations with industry leaders such as **Microsoft, Amazon Web Services, SAP, Cisco, Snowflake, VMware** and others. These partnerships enable us to leverage cutting-edge technologies and best practices to deliver transformative results for our clients.

Seamless Collaboration: Engaging with NCTCOG and TXShare

Evoort Solutions understands that successful AI projects require seamless collaboration and clear communication with all stakeholders. Our team is dedicated to creating a partnership environment that fosters mutual trust and shared success with NCTCOG and TXShare participants.

Below is an organizational chart for the personnel part of this solicitation:

Founder CEO

- **Chief Growth Officer**
- **BU Head (Global) IoT Solutions**
- **BU Head – AI** AI Project Manager / Program Lead
- **BU Head (Global) ICT** Cloud Deployment and Security Specialist
- **BU Head (Global) IT & Custom Applications**

Under BU Head – AI:
- **Sr. Data Governance Principal**
- **AI Solutions Architect / Cloud and DevOps Specialist**
- **Business Intelligence Developer / Data Specialist**
- **MLOps Engineer**

Under AI Solutions Architect / Cloud and DevOps Specialist:
- **Systems Integration Specialist**
- **Data Scientist / ML Engineer**

Legend

- Organization that will support NCTCOG
- Wider Evoort Organization

Additionally, the resumes of all our key resources are attached after this page.

AI Project Manager / Program Lead

Analytics Leader with 20+ Years of Experience in
Data Science / Machine Learning / Artificial Engineering

Built data science solutions and delivered tangible topline and bottom-line impact for Global Enterprises across Industries. Possess deep expertise in marketing analytics, customer behavior modeling, machine learning and business intelligence. Proven ability in building and lead high-performing analytics teams and delivering large scale analytics programs.

Experience

- **BU Head - Data Science & Business Intelligence | Evoort Solutions - Bellevue, WA**   **Sept 2023 – Current**
  Evoort Solutions is a fast-growing digital transformation company based in Minneapolis, MN.
  o Centralized Analytics practice, automated projects & consolidated data work, freeing 70% resource capacity for scale up and strategic projects.
  o Leading development of LLM-based airline customer service chatbot to enhance customer experience and reduce support costs.

- **Sr. Director - Analytics Solutions | WNS Global Services Mumbai**   **Apr 2022 – Jul 2023**
  WNS, a NYSE-listed BPM giant with a $2.3 billion market cap and 60,000-strong global workforce, empowers businesses through digital transformations using advanced analytics and process expertise.
  o Led Analytics Solutions function for Retail and Travel & Hospitality businesses.
  o Conceived, designed, and developed a machine learning-based recommendation engine demonstrating enhanced **airline ancillary revenue by 13%** and **reduce booking cycle time by 66%**.
  o Advised **Alshaya Group**, a $13B retail giant on a group-wide loyalty program measurement framework.

- **Director - Analytics Solutions | WNS Global Services - Mumbai**   **Oct 2017 – Mar 2022**
  o Architected ML-based freight-forwarder matching engine for **American Airlines Cargo**, optimizing cargo placement and maximizing revenue.
  o Unlocked $308M in potential revenue for **Dufry**, world's largest duty-free retailer, by identifying untapped opportunities of customer engagement in the data.

- **General Manager - Analytics Operations | WNS Global Services Mumbai**   **Aug 2014 – Sept 2017**
  o Supervised a 67-analyst team delivering marketing / loyalty analytics and campaign analytics for **IHG Hotels** and

  o Delivered lift in loyalty program metrics: repeat purchase rate (**increased by 5%-10%**), member retention (**increased by 5%**), and **reduced cost of offer by 12%** through A/B / multivariate testing.
  o **Improved team productivity by 50%** over 3 years by leveraging automation, process measurement and standardization, and skilling & training initiatives.

- **Associate Director – Analytics | Nectar Loyalty - Mumbai**   **Feb 2013 - Jul 2014**
  Nectar is Sainsbury's retail loyalty program in the UK with 18M members on the program.
  o Led marketing analytics for top 3 Indian retail banks' credit cards, debit cards & savings accounts. o Built & managed marketing analytics & campaign operations team.
  o Developed data-driven targeting strategies for customer lifecycle management (acquisition, activation, engagement, retention, reactivation).

- **Senior Group Manager – Research & Analytics | WNS Global Services - Mumbai**   **Apr 2005 - Feb 2013**
  o Led the set up and supervision of **Travelocity.com's Enterprise Business Intelligence team** and **IHG' Global Advanced Analytics CoE** focusing on customer behavior modeling, key market analyses, price competitiveness analyses, web analytics, customer lifecycle management and loyalty management.
  o Achieved YoY throughput enhancement of 10% while improving 5% yearly resource efficiency.

- **Assistant Manager, Analytics CoE | GE Capital - Bangalore**   **Feb 2004 - Mar 2005**
  o Built decision tree models for credit line management (increases, decreases, over-limits) for Walmart/Sam's Club private label portfolio ($4B).

- **Research Assistant (SUNY, Binghamton) | Motorola AIEG, Buffalo, NY**   **Aug 2001 - Aug 2002**
  o Developed discrete event simulation models and performed throughput analysis for designing a new printer circuit board manufacturing line.

- **Assistant Manager | Godrej-GE Appliances, Mumbai**   **Jun 1998 - Jun 2000**
  o Oversaw purchase and storage of A-class imported items.

Education

Master of Science (Industrial Engineering), State University of New York, Binghamton, 2003
Master's Thesis: Discrete Event Simulation and Statistical Modeling for design of New Manufacturing Line

Bachelor of Engineering (Production), University of Mumbai, 1998

Skills

- **Advanced Analytics / Data Science / ML**: Regression Analysis, Logistic Regression, Clustering, Decision Tree Analysis, Neural Networks, Generative AI
- **Business Intelligence**: KPI Development, Dashboard Design, Descriptive Analytics
- **Tools & Technologies**: SAS Base, SAS Stat, SQL, MySQL, Oracle, Teradata

Awards & Recognitions

- Gold Stevie Award in New Products and Services category for building domain-based BI solution, 2017
- Certificate of Innovation as Co-Creator in Emerging Worlds Conference, 2017
- Numerous Awards and Certificates of Work Excellence at WNS over the years
- Champion of WNS Sports Badminton Championship, 2019

AI Solutions Architect / Cloud and DevOps Specialist

Skills

Data Science: Python: pandas, scikit-learn, torch, transformers; Tableau, PowerBI, SQL: MySQL, PostgreSQL, MongoDB, DynamoDB
Software Engineering: Python Django, Flask, Java Spring Boot, Node.js, JavaScript, TypeScript, HTML5, CSS3, C/C++
Tools: Docker, Kubernetes, Selenium, Git/GitHub, Mockito, JUnit, GitLab, Jenkins, Jira, Swagger, OpenAPI, Postman, Taiga
Cloud: AWS: Lambda, EC2, RDS, DynamoDB, S3, IAM, DMS, Elasticsearch; Azure: Azure ML, Prompt Flow, Azure OpenAI

Experience

AI Solutions Architect, Evoort Solutions – Lake Elmo, MN   Feb 2024 – Present
- Gather and analyze collected data to perform exploratory data analysis, data preprocessing, and data cleaning
- Build and deploy an Ollama hosted **AI chatbot** system powered by a **Large Language Model** to automate customer interaction
- Provision a RAG (**Retrieval Augmented Generation**) application to read and interact with customer data harnessing LangChain, Chroma, FAISS, and Ollama on Azure
- Implement advanced AI **risk mitigation** strategies, including anomaly detection algorithms and encryption protocols, to safeguard sensitive data and prevent potential threats
- Collaborate with cross-functional teams to establish ethical and safety centric AI frameworks tailored to specific industry needs, promoting responsible and transparent deployment of AI solutions

Deep Learning Engineer, Blue Guardian – Tempe, AZ   Aug 2023 – Feb 2024
- Generated a **deep learning algorithmic model** using Machine Learning techniques, leveraging **convolutional neural networks** (CNNs) and **long short-term memory** (LSTM) to analyze audio data for accurate detection of depression and anxiety
- Integrated state-of-the-art LLMs via transformers library, enhancing complex audio data processing from transcripts
- Improve reliability by executing comprehensive **model evaluations**, including cross-validation, confusion matrices, ROC curves, and precision-recall analysis, alongside performance testing through stress and load testing
- Streamlined software development process by incorporating **GitLab pipelines**, resulting in a 20% reduction in deployment time
- Applied continuous learning techniques in model, ensuring effectiveness in real-world scenarios

Software Engineer Intern, Szymon Zephan Capital – Tempe, AZ   Jan 2023 – May 2023
- Developed a **CRM dashboard** using React, Docker, and Django REST Framework to track and analyze customer data
- Utilized Python data analysis libraries to **create visualizations** and metrics for customer behavior and sales insights
- Created complex PostgreSQL queries to extract and manipulate data from CRM database, enabling efficient data analysis
- Demonstrated expertise in RESTful Web Services through back-end feature design and implementation
- Developed and maintained data models for CRM dashboard using Django ORM, ensuring efficient storage and retrieval of data
- Devised **CI/CD** (Continuous Integration/Continuous Delivery) pipelines for automated testing and deployment through Jenkins

Data Scientist Intern, Pactiv Evergreen – Chicago, IL   May 2022 – Aug 2022
- Implemented **Tableau Server Catalog** for company-wide staff of 2000+, reducing server-related issues by 15%
- Conducted **data analysis** and visualization in Tableau, extracting insights from various referential databases
- Facilitated **A/B testing** on User Interface enhancements for Tableau dashboards, resulting in 15% up user engagement

Data Analyst Intern, Kimberly-Clark – Bengaluru, India   Jan 2021 – July 2021
- Created and maintained **Power BI dashboards** to visualize and monitor data transfer processes across vendor master data
- Designed and implemented an **ETL procedure** for intake of data from SAP ECC system data from multiple regions, monitoring and ensuring data quality and cleansing to migrate data to SAP S/4 HANA system
- Leveraged pandas, numpy, and AWS DataSync for **data processing**, enabling smooth data transition and compatibility
- Utilized AWS Lambda to facilitate data extraction processes, enabling automated extraction of data from SAP ECC system

Projects

Soccer Tournament Website   Aug 2021 – Dec 2021
- Directed a team of 4 to build a website using Python Flask REST API, HTML/CSS, and JavaScript
- Designed and implemented database schema using Postgres for efficient storage and retrieval of tournament data
- Implemented **data validation and cleaning** processes to ensure quality of tournament data
- Deployed application on AWS EC2 instances and incorporated AWS RDS for database hosting

Education

Arizona State University – Master of Science in Software Engineering   GPA: 3.48
Vellore Institute of Technology – Bachelor of Technology in Computer Science and Engineering   GPA: 3.36

Sr. Data Governance Principal

Summary

Data Governance and Business Intelligence leader with 27+ years of experience driving measurable business value through strategic data management, analytics solutions, and cost optimization. Expertise in multiple Data Cataloging tools. Successfully implemented Customer 360 initiatives and built enterprise data platforms to deliver insights for clients across various industries.

Highlights

- **Data Cataloging & Governance:** Implemented data governance strategies and deployed Data Cataloging tools for improved data discovery and management.
- **Business Intelligence & Analytics:** Led the design and implementation of Business Intelligence platforms using Tableau, Qlik, and others to transform data into actionable insights.
- **Customer 360 & Big Data:** Delivered Customer 360 initiatives and built big data analytics platforms (Cloudera, Talend) to drive customer-centric strategies.
- **Cost Optimization:** Achieved significant cost savings (e.g., 8% operational expense reduction) through process reengineering and data-driven decision making.

Experience Summary

- **Consultant (Snowflake, Security.AI, Data Catalog Products)** | Multiple clients | 2019 - Present
  - Led Data Subject Access Request (DSAR) and Personally Identifiable Information (PII) compliance projects using data catalogs and AI.
  - Built data analytics platforms leveraging tools like Tableau and OpenMetadata.
  - Designed big data analytics platforms for large organizations.
- **Sompo Insurance Singapore** | Senior Manager/Head of Business Analytics | 2016 - 2019
  - Established an enterprise data & BI platform using Tableau and Qlikview.
  - Created Customer 360 portals and dashboards for improved customer insights.
  - Integrated data from diverse sources using Pentaho ETL software.
- Other Engagements | **Facebook, JP Morgan, Infosys Technologies, HCL Tech** | 1996 - 2016

Technical Skills

- Data Cataloging: OvalEdge, Collate, OpenMetadata,
- Business Intelligence: Tableau, Qlikview, Power BI
- Data Warehousing & ETL: Informatica, Pentaho, Talend
- Big Data: Cloudera, Snowflake
- Cloud Platforms: AWS, Azure, Google Cloud

Education & Certifications

- Bachelor of Engineering (Mechanical), Graduated First Class, Bharatiyar University, India
- Certifications: Kalido Advanced Business Modelling, Informatica (versions 7, 8, 9), Pentaho Advanced Developer, IBM Websphere Datastage 8.0.1, AWS & Google Cloud workshops, iPad Apps Development, Tableau Advanced Developer, Diploma in Qlikview, Certified on Method 1 & COBIT

Additional Information

- Data Hackathons – Won prizes from Great Eastern Insurance, Prudential Health, DSM, Starhub and MPA Singapore

Cloud Deployment and Security Specialist

🪪 PROFILE

Accomplished technologist, and strategist with more than **12 Years of experience** in the technology industry with a focus on technical consulting and solution selling. Facilitates smooth transition from sales to implementation by orienting the appropriate teams to the technical solution design and identifying related training needs.

🎓 EDUCATION

Bachelor of Engineering (Electronics & Communication)   2006 – 2011 | India
Gujarat University

💼 PROFESSIONAL EXPERIENCE

Practice Head - ICT, Cloud & Security   Jun 2023 – Present
Lake Elmo, MN, US *Eveort Solutions LLC*
- Leading the Business unit as Techno-Commercial head for IT Infrastructure, Cloud, and Security.
- Providing Customer Consultation across Solutions and Technologies.
- Supporting internal Business Units for Architectural Design and cost-optimization.
- Handling OEM alignment, Business Unit Process Setup, and Resource Planning.
- Helping the Marketing Team with Technical Inputs for Content and Guiding with OEM Marketing tools.

Solution Architect - Cloud and Security   Dec 2018 – Mar 2023
Pune, India *Wysetek Systems Technologists Pvt. Ltd*
- I have taken the challenge to deliver a Dual role as Solution Architect for Hybrid Cloud and Security.
- Leading Pune, Mumbai, and Ahmedabad Branches for Hybrid Cloud and SAP HANA Infrastructure Solutions.
- Consultation with the customers for Technology adoptions and enhancement in the current IT Landscape.
- Presenting Business value to C-Level Executives with TCO/ROI and other business matrixes.
- Supported **15+ Enterprise Sales reps** in West India Region
- Partially Managed 5 Sr. Engineer for System and Security.
- Consultation of **125+ Customers**

Product Specialist for Systems and Cloud   Mar 2014 – Nov 2018
Ahmedabad, India *Silver Touch Technologies Ltd*
- Led the Solution team with cross-platform technologies as SPOC for customers.
- Consulting with Customers for requirements and providing appropriate Turn-Key solutions.
- Learned and Designed complex solutions for SAP HANA Infrastructure
- Extensive working on Government Tender provided me an edge in competitive product positioning and reading between the lines.
- Provided Solutions on Cloud Services like IAAS and PAAS with an in-house Application team to enhance my visibility of application stack
- Supported **10+ Sales reps** across India.
- Managed **7 Technical Resources** for System and Backup.
- Solutions Designed for **300+ Customers**

Pre-Sales for Systems   Jun 2011 – Mar 2014

Ahmedabad, India *Microlink Solutions Pvt. Ltd.*

- I had Carried out the Responsibility of Developing a Newly formed System Infrastructure Division as Pre-Sales.
- Provided Technical Solutions for Customer Infrastructure regarding the latest technology and future planning.
- Worked on Tender Cases as Leader and Team part, where processing details in a stipulated time frame with great accuracy is a key factor.
- Worked with **100+ Customer Solutions**.
- As a part of the Technical Solution Group developed skills in Presentations, Documentation, and Spread Sheets.

CERTIFICATES

- AWS Certified Solutions Architect – Associate
- VMware Technical Sales Professional
- SAP HANA on Power Systems
- Fortinet NSE 3 Network Security Associate
- Nutanix Sizing Associate

- AWS Certified Cloud Practitioner
- Specialist - Technology Architect, Midrange Storage Solutions (DELL-EMC)
- IBM Certified Specialist - Storage Technical V2
- Commvault Technical Sales Professional
- Veeam Technical Sales Professional

- Nutanix Certified Systems Engineer- Core
- IBM Power Systems POWER9 V2
- Nutanix Certified Sales Representative: Level 3
- Palo Alto Networks Systems Engineer (PSE)- Foundation

SOLUTION DESIGN AND OTHER SKILLS

| Servers | Storage | Virtualization | Hyper Converged Infrastructure (HCI) | Backup |

| Public Cloud | Business Continuity | IBM Power Servers | Networking | IT Security |

| Presentation | RFP and Tenders | OEM Tools | Solution Comparison | OEM Alignment |

| Nutanix | AWS | VMware | DELL-EMC | IBM | Lenovo | Veeam | Commvault |

| Veritas | Fortinet | TrendMicro | Palo-Alto | HPE |

Business Intelligence Developer / Data Specialist

OBJECTIVE

BI Developer, Researcher, and Data Specialist with 3+ years of experience. Proven ability to leverage Excel, SQL, Python, and visualization tools like Tableau and PowerBI to extract insights from complex datasets. Skilled in cross-functional collaboration and clear communication of insights to stakeholders

EDUCATION

Master of Computer Science, University of Massachusetts Lowell (GPA: 3.6/4)   December 2023
Relevant Coursework: Algorithms, Data Structures, Relational Database, Machine Learning, Data Science

SKILLS

Languages/Libraries	SQL, Python (numpy, pandas, matplotlib, sci-kit learn), R, DAX query
Data Visualizations/Frameworks	Tableau, Microsoft Power BI, Snowflake, Excel, Dataflow, AWS, BigQuery
Developer Tools	Oracle SQL, Jupyter Notebook, MySQL Workbench, Salesforce, Pagerduty, JIRA, Microsoft Azure, Microsoft Dynamics 365, Visio, Visual Studio

EXPERIENCE

Data Analyst   Feb 2024 - Present
Evoort Solutions   *Remote, USA*
- Established robust database relationships and utilized **SQL** for **data extraction**, enabling user-friendly **Power BI dashboard** and reports for **KPI monitoring** and **data-driven decisions** for stakeholders.
- Conducted **statistical analysis** of wholesale sales data, driving a **15%** reduction in inventory carrying costs.
- Collaborated with stakeholders from cross-functional teams to identify key problems requiring research-based solutions
- Built **data pipelines** using **ETL** processes for sales analysis.

Researcher - Data Scientist   Feb 2024 - Present
University of Massachusetts   *MA, USA*
- Spearheaded pioneering research using **machine learning**, aimed at transforming biomass into sustainable fossil fuels.
- Leveraging advanced **data analytics**, **neural networks** and **statistical modeling** to optimize processes, achieving efficiency and cost-effectiveness.
- Developing novel **models** using techniques like **regression** and other ML **algorithms** to predict optimal conditions.
- Developed and implemented **research protocols** and data collection instruments, ensuring accuracy, reliability, and validity in data gathering processes for complex projects.

Website Performance Analyst (Media)   Jun 2022 - Oct 2023
University of Massachusetts   *MA, USA*
- Reduced UMass website loading latency by **20%** by researching, identifying, and implementing opportunities for efficiency improvement within **CRM** system's data analysis and visualization modules.
- Optimized website performance using **dashboards, data visualizations,** and **data analysis** (SQL, Power BI), ensuring goal achievement.

Data Analyst and Business Intelligence (IT Intern)   May 2023 - Aug 2023
BJs Wholesale Club   *MA, USA*
- Increased user experience **(20%)** via **metadata strategy**, reducing incident volume for IT team.
- Developed **PowerBI dashboards** for actionable IT insights, enabling data-driven decisions.
- Automated reports and improved data quality using Excel and data analysis for business intelligence.

Systems Engineer   Oct 2020 - Dec 2021
Equifax Inc. (Contracting through TATA Consultancy Services)   *India*
- Led Agile development as Scrum Master, analyzing large databases using advanced **SQL** queries for data extraction.
- Resolved high-priority incidents by participating in stakeholder calls and documenting reports.
- Mitigated application downtime by monitoring **ServiceNow**, **JIRA,** CRM platform **Salesforce**, and logs using **UNIX** for troubleshooting issues.
- Ensured system integrity through daily maintenance and health checks, guaranteeing seamless production changes.

NOTABLE PROJECTS

Sales Analysis Dashboard - PowerBI, DAX queries, KPI

Customer Shopping Behavior Analysis - Tableau, ETL, Statistical analysis

Corporate Layoffs Analysis - Python and data libraries, Exploratory Data Analysis (EDA)

CERTIFICATIONS

Google Business Intelligence Professional - Data pipelines and Data models, Google   July 2024

MLOps Engineer

Accomplished Senior AI, DevOps, and MLOps Engineer and Leader with over 5 years of intensive experience in architecting and implementing AI solutions that drive business transformation and process improvement. Demonstrated success in leading multiple AI projects from concept to deployment, with deep technical proficiency in AI, machine learning technologies, cloud environments, and data architectures. Adept at aligning AI initiatives with business goals to deliver measurable impact.

Education

- **International Institute of Information Technology, Bangalore**   **Karnataka, India**
  Master of Technology in IT (Data Science Specialization), CGPA: 3.3/4   *May 2014 – July 2019*
- **School of Achievers, Gandhinagar**   **Gujarat, India**
  Higher Secondary Certificate - Science and Mathematics Major, Percentile: 99.34   *May 2012 – March 2014*

Work Experience

- **Amazon.com, Inc.**   **Seattle, Washington**
  Machine Learning Engineer (Operations) - FV Personalization & Prime Video Ads   *Sep 2022 – Present*
  - Led the design, development, and deployment of deep neural network models, such as Title Similarity and Channel Ranking, that enhanced user engagement by 1% and generated $3MM in additional revenue. Currently leading initiatives to optimize ad-load strategies using AI to maximize revenue without compromising user experience.
  - Spearheaded AI-driven personalization projects for Prime Video Ads, aligning machine learning models with business goals to drive customer engagement and revenue growth. Demonstrated proficiency in orchestrating complex AI architectures that support large-scale deployments in cloud environments.

- **Intel Technology India Pvt. Ltd.**   **Bangalore, Karnataka**
  AI Solutions Architect - Intel AI   *July 2021 – Apr 2022*
  - Architected and implemented robust AI pipelines for managing end-to-end machine learning workflows, ensuring scalability, modularity, and efficient re-training of models. Successfully assembled MLOps infrastructures and CI/CD pipelines, streamlining model deployment and monitoring processes across the organization.
  - Played a key role in Intel's AI initiatives by developing and implementing AI strategies that transformed business processes, enhanced operational efficiency, and supported the company's AI-driven product offerings.

- **Cisco Systems India Pvt. Ltd.**   **Bangalore, Karnataka**
  AI and Data Science Engineer - CX Insights & Growth   *Aug 2020 – July 2021*
  - Designed and deployed recommendation engines utilizing collaborative filtering techniques, delivering actionable insights that enhanced customer relationship management and reduced churn rates.
  - Developed and optimized data pipelines for real-time telemetry analysis and remote configuration of network devices, ensuring efficient data extraction, transformation, and storage. Leveraged AI to improve the accuracy and efficiency of Cisco's data-driven operations.
  - *Data Engineer - DNA Cloud*   *Aug 2019 – Aug 2020*
    - Developed platform for real-time Telemetry Analysis of network parameters and Remote Configuration of its devices. Built data-pipelines for efficient extraction, transformation, and storage of telemetry data. Also, developed REST API for fast data querying and provision.
  - *Data Science Intern - IOT Jasper*   *May 2018 – July 2018*
    - Created Jasper Smart Search, a content-based recommender system that leveraged AI to generate personalized search recommendations. Implemented an APDU Decryption Utility Tool to enhance the security of OTA messages.

Notable Projects

- **Automatic Semantic Grading of Textual Answers** *(ML, NLP)*   *Prof. GS Raghavan (Jan – May, 2018)*
- **Syntactic Document Comparison using Cognitive learning** *(AI, Neuromorphic Computing)*   *Prof. Srisha Rao (Aug – Dec, 2017)*
- **Chicago Crime Data Investigation** *(Data Analysis, Data Visualization)*   *Prof. Uttam Kumar (Aug – Dec, 2017)*
- **Safe Lane-Changing Mechanism For Automobiles** *(Image Processing, ML)*   *Prof. Dinesh Babu Jayagopi (Jan – May, 2017)*

Technical and Personal skills

- **Programming Languages:** *Advanced:* Python, R, Javascript. *Intermediate:* Prompt Engineering, SQL, NoSQL, Java, and C/C++.
- **Software Skills:** *Advanced:* Pandas, Numpy, Scipy, Sklearn, LangChain, Tensorflow & Keras for DNNs, CNNs, RNNs, LLMs and RAGs. OpenCV, NLTK, Tableau, MLFlow, Flask, REST API, Version Control. *Intermediate:* Spark, AWS, Azure, GCP, Kubernetes, and Docker.
- **General Business Skills:** Strong technical fundamentals, Good presentation skills, Co-operative worker, High work ethics, Passion, Persistence, Quick-Learning capabilities and Sense of ownership. Multilingual Proficiency: English, Hindi and Gujarati.

Achievements

- **Sep 2022 - Present : Amazon Recognitions.** Uncontested promotion to MLE2 (L5) in June 2024. Stellar Forte Reviews with best-in-class, *Exceeds High Bar* on Performance Metrics and *Role Model* in Leadership Principles. FV Hackathon Winner Award (Jun 2023).
- **July 2021 - Apr 2022 : Intel Recognitions.** Presented a seminar on *Recommender Systems* at the inaugural *Intel AI Global Impact Festival* - Oct 2021. Conducted a workshop on *E2E ML Workflows with KubeFlow* during the *AI Everywhere Conference*. - Feb 2022.
- **Aug 2019 - July 2021 : Cisco Awards & Recognitions.** CPXE Make an Impact Award by *CX-Org CTO (Apr 2021)*. Recognitions for development of CHI Recommendation Engine by *Manager (Dec 2020)*, and for quick ramp-up and deliveries by *Manager (Jan & Apr 2020)*
- **Hackathon Awards.** Oct 2018: InOut5.0 - Top 5, Oct2016: Hack.Bangalore (MBRDI) - Finals, Mar2015: KANDY.IO Outlandish - Winner

Systems Integration Specialist

Summary

Detail-oriented and experienced Full Stack Developer and Deployment Specialist with over 7 years of expertise in maintaining, manipulating, and converting complex data across various platforms. Adept at developing and integrating data-driven solutions that optimize performance, enhance user experience, and ensure data integrity. Proficient in PHP, MySQL, Oracle, and MS Access, with a strong background in creating custom APIs, managing e-commerce platforms using Magento 2, and leading teams to deliver high-quality, scalable web applications. Committed to leveraging advanced data management skills to drive efficiency and innovation in web development projects. Looking to contribute my technical expertise and leadership abilities to a forward-thinking organization.

Skills

Core PHP, MySQL, Oracle, Laravel, Magento2, Ajax, CSS, JavaScript, MS Access

Experience

Senior Data and Software Engineer, Evoort Solutions - India   Jan 2020 – Present
- Data Manipulation and Management: Maintained and manipulated large datasets across various platforms, including MySQL, Oracle, and MS Access. Ensured data integrity and accessibility, optimizing data retrieval processes for various web applications.
- Data Conversion and Integration: Developed and implemented robust solutions for converting data into multiple formats, facilitating seamless integration with custom-built APIs and third-party systems
- Website Development and Maintenance: Led the development and management of PHP-based websites, focusing on efficient data handling and retrieval processes, including the integration of APIs and AJAX for dynamic data presentation.
- Custom Plugin Development: Designed and modified custom plugins in Magento 2, enhancing e-commerce platforms by effectively managing and displaying data tailored to client-specific requirements.
- Team Leadership and Mentorship: Supervised and provided technical guidance to a team of junior developers, ensuring adherence to best practices in data management, manipulation, and web development.

Software Engineer, Cyford Technologies – Atlanta, GA   Oct 2018 – Jan 2020
- Wrote and maintained code for PHP websites, focusing on the development of API integrations and AJAX calls to enable dynamic data interaction.
- Managed and assigned tasks to a team of two junior developers, overseeing the implementation of Core PHP functionalities and ensuring the quality and efficiency of code produced.
- Worked on optimizing MySQL databases to improve data retrieval times and ensure that websites operated smoothly with large volumes of data.

Software Engineer, Evoort Solutions – India   May 2015 – Oct 2018
- Developed and managed websites built on the PHP platform, focusing on creating responsive and user-friendly interfaces using HTML, CSS, JavaScript, and AJAX.
- Managed Core PHP tasks and maintained MySQL databases, ensuring consistent data management and integrity.
- Collaborated with cross-functional teams to develop custom solutions for clients, adapting data structures and formats to meet specific project needs.

Education

Gujarat Technological University - Bachelors in Information Technology   July 2015

Data Scientist / Machine Learning Engineer

EDUCATION

Charotar University of Science and Technology (CHARUSAT), India   **2021 – 2025**
Computer Engineering | GPA: **8.5**

SKILLS

Languages	: Python, Java, C++
Databases	: SQL
Techstack	: Deep Learning, Machine Learning, Natural Language Processing
Frameworks	: Langchain, NLTK, Transformers, TensorFlow, Keras, Scikit-learn
Tools	: Kaggle GitHub, CV Studio, Google Colab, Jupyter Notebook

EXPERIENCE

Data Scientist and ML Engineer at Evoort Solutions.   Jun'24 – Present
- Completed projects in various domains using NLP, LLMs, and retrieval-augmented generation
- Provided chatbot solutions for call centers to automate processes and improve customer service
- Developed and deployed diverse models tailored to specific project needs

Research Assistant at Chandubhai S Patel Institute of Technology   May'23 – May'24
- Explored and implemented a variety of methodologies for detecting leukemia cells, utilizing image processing, machine learning, deep learning, transfer learning, and image fusion techniques.
- Applied CNN and transfer learning on the C-NMC dataset to achieve 80% accuracy in classifying leukemic and non-leukemic cells.

PROJECTS

Retrieval Augmented Generation based PDF Chatbot using Ollama and Meta AI (LLaMA3):

- Developed a Retrieval-Augmented Generation based PDF Chatbot utilizing Ollama and Meta AI's LLaMA3, integrating advanced natural language processing to enhance document-based query responses.

- Implemented a Streamlit-based application that leverages retrieval-augmented generation (RAG) for accurate and context-aware interaction with PDF content.

Implementation of BERT on Amazon review dataset for enhancing product recommendation (Present):

- Firstly, we have preprocessed our dataset by applying various preprocessing techniques. Then encoded using a BERT pre-trained encoder with 12 encoders and 10 attention heads. According to our needs, we have added classification layers. Our major task is to predict ratings given by users from the review text for better suggestions. We have also used Item-based Collaborative Filtering for product recommendations.

Sentimental Analysis on IMDB Dataset using Bidirectional Encoder Representation of Transformers (BERT):

- Fine-tuned a model for sentiment analysis using the BERT on the IMDB dataset.

- Leveraged BERT's contextual embeddings and fine- tuning techniques to achieve 85% accuracy.

Fruit classification using Transfer Learning:

- Built a model to differentiate between fresh and rotten bananas, apples, and oranges using Convolutional Neural Networks and Transfer Learning.

- Integrated pre-trained models such as VGG16, ResNet, and AlexNet, and applied data augmentation techniques to a diverse image dataset on Kaggle.

Jewelry classification using simple CNN:

- Created a jewelry classifier utilizing Convolutional Neural Networks (CNN) to accurately categorize different

types of jewelry based on images.

- Developed a specialized CNN architecture and carefully curated a comprehensive dataset, ensuring that the model can distinguish between various jewelry types.

CERTIFICATES

- Java (Basic), **Hacker rank.**
- Machine Learning (ML) In Hindi, **NPTEL.**
- Introduction to Machine Learning, **Kaggle.**
- Intermediate to Machine Learning, **Kaggle.**
- Introduction to Algorithm and Analysis, **NPTEL.**
- ChatGPT Prompt Engineering for Developers**, DeepLearning.AI**
- Programming, Data Structures and Algorithms Using Python, **NPTEL.**
- Introduction to Computer Vision and Image Processing, **IBM (Ongoing).**
- International Conference on Robotics, Automation and Intelligent Computing Paper Publication, **ICRAIC 2K24**

Technical Proposal

Introduction and Background

Overview of Proposed Solution

Evoort Solutions' proposed AI solutions are designed to address the unique operational needs of public sector entities by leveraging advanced technologies such as predictive analytics, Natural Language Processing (NLP), and Large Language Models (LLMs). Our solutions are modular, scalable, and tailored to integrate seamlessly into existing infrastructures, ensuring minimal disruption while maximizing efficiency and effectiveness. By focusing on challenge-specific functionalities, we aim to optimize processes such as case management, resource allocation, citizen engagement, and decision-making.

Key features of the proposed solution include **real-time analytics** for informed decision-making, **automation of routine operations** to reduce administrative burdens, and **enhanced accessibility** through user-friendly interfaces. These solutions will be deployed within the secure environments of participating entities, ensuring full compliance with existing governance and security protocols while safeguarding sensitive data. By combining our expertise in AI with a deep understanding of public sector challenges, Evoort Solutions provides a future-ready platform that empowers entities to achieve transformative outcomes and enhance service delivery.

AI Solutions for Project Deliverables

Administration

Specific Functionalities:
Evoort Solutions proposes using AI to improve city governance by:

- **Strategic Planning:** Forecasting trends for resource allocation and long-term planning using predictive analytics.
- **Policy Analysis:** NLP tools to identify inefficiencies in policies and provide evidence-based recommendations.
- **Performance Tracking:** Real-time dashboards for monitoring metrics, budgets, and outcomes.
- **Enhanced Decision-Making:** Integrating diverse datasets to deliver data-driven recommendations.

Technical Approach:

- **Design & Development:** Agile, user-focused methodology with iterative cycles and modular design for scalability.
- **Integration:** Secure APIs to connect with GIS, ERP, and engagement platforms; custom connectors for specialized systems.
- **User-Friendliness:** Intuitive dashboards, accessibility standards, and multilingual support.

Performance Metrics:

- KPIs: Model accuracy, actionable policy insights, reduced manual efforts, and faster decision-making.
- Reliability: Regular model refinement, real-world evaluations, and continuous performance monitoring.

Development Services

Specific Functionalities:
AI will streamline development services by:

- **Permit Applications:** Automating document validation and discrepancy identification.
- **Inspection Scheduling:** Optimizing timelines based on availability and workload.
- **Communication:** AI chatbots for 24/7 assistance with FAQs and application updates.

Technical Approach:

- **Design & Development:** Collaborative prototyping and machine learning on anonymized data for accuracy.
- **Integration:** Secure API connections with permit management systems; custom connectors for specialized tools.
- **User-Friendliness:** Intuitive dashboards, multilingual support, and comprehensive training.

Performance Metrics:

- KPIs: Faster processing, efficient scheduling, and improved satisfaction.
- Reliability: Stakeholder feedback, periodic evaluations, and continuous refinement.

Event Center

Specific Functionalities:
AI-driven solutions will enhance event center operations by:

- **Customer Engagement:** Chatbots for recommendations and real-time support; sentiment analysis to improve services.
- **Ticketing:** Automated ticketing with dynamic pricing and fraud detection.
- **Event Management:** Tools for staff scheduling, resource allocation, and attendance forecasting.

Technical Approach:

- **Design & Development:** Customer-focused prototypes and models trained on historical event data.
- **Integration:** APIs for secure connections with ticketing and CRM systems; custom integrations for proprietary software.
- **User-Friendliness:** Intuitive dashboards, multilingual chatbots, and staff training.

Performance Metrics:

- KPIs: Increased satisfaction, faster ticketing, and improved resource utilization.
- Reliability: Iterative feedback, regular evaluations, and model updates.

Economic Development

Specific Functionalities:
AI will drive economic growth through:

- **Attracting Investment:** Analyzing trends and forecasting opportunities using predictive analytics.
- **Business Development:** Matching businesses with resources and guiding compliance processes.
- **Streamlining Processes:** Automating tasks like grant processing and centralizing data for real-time monitoring.

Technical Approach:

- **Design & Development:** Iterative models trained on regional data for tailored insights.
- **Integration:** Secure APIs with economic tools and databases; enhanced engagement via CRM systems.
- **User-Friendliness:** Dashboards with clear visualizations and intuitive interfaces for stakeholders.

Performance Metrics:

- KPIs: Identified investments, process efficiency, and improved engagement.
- Reliability: Monitoring outcomes, feedback loops, and updates to adapt to new trends.

Finance and Budget

Specific Functionalities:
AI will enhance financial management by:

- **Forecasting:** Analyzing historical data for accurate predictions.
- **Budget Allocation:** Assessing spending patterns to optimize resource distribution.
- **Anomaly Detection:** Identifying fraud and irregularities in transactions.
- **Reporting:** Automating tasks like data consolidation and providing real-time dashboards.

Technical Approach:

- **Design & Development:** Data-driven models aligned with financial goals and workflows.
- **Integration:** Secure APIs for ERP and accounting systems; tailored modules for legacy systems.
- **User-Friendliness:** Customizable dashboards and real-time updates with training support.

Performance Metrics:

- KPIs: Forecast accuracy, reduced manual efforts, and early anomaly detection.
- Reliability: Refinements via monitoring, stakeholder feedback, and regular updates.

Human Resources (HR)

Specific Functionalities:
AI will improve HR operations by:

- **Process Automation:** Streamlining payroll, leave management, and tracking.
- **Employee Engagement:** Chatbots for personalized support and sentiment analysis.
- **Recruitment:** Screening resumes and guiding onboarding with personalized recommendations.

Technical Approach:

- **Design & Development:** User-focused tools with ML for candidate matching and evaluation.
- **Integration:** APIs for seamless syncing with HRMS and payroll systems.
- **User-Friendliness:** Intuitive interfaces, multilingual chatbots, and comprehensive training.

Performance Metrics:

- KPIs: Reduced processing time, improved engagement, and hiring efficiency.
- Reliability: Regular testing, updates, and feedback incorporation.

Information Technology and Cybersecurity (IT)

Specific Functionalities:
AI will support IT operations by:

- **Help Desk Automation:** Virtual assistants for common queries and troubleshooting.
- **Process Streamlining:** Automating tasks like provisioning and system updates.
- **Cybersecurity:** Detecting threats, monitoring compliance, and proactive auditing.

Technical Approach:

- **Design & Development:** Agile processes with ML for threat detection and automation.
- **Integration:** APIs for ITSM and cybersecurity tools; real-time communication pipelines.
- **User-Friendliness:** Intuitive dashboards with contextual recommendations for IT staff.

Performance Metrics:

- KPIs: Faster ticket resolution, increased task automation, and enhanced threat detection.
- Reliability: Continuous performance monitoring, iterative feedback, and model refinements.

Library Services

Specific Functionalities
Evoort Solutions will leverage AI to enhance library services through:

- **Personalized User Experience:** AI-driven recommendation engines analyze borrowing histories and preferences to offer tailored book and resource suggestions.
- **Enhanced Catalog Searches:** Natural Language Processing (NLP) algorithms enable intuitive, conversational queries for efficient resource discovery.
- **Automated Assistance:** Virtual assistants provide 24/7 support, aiding users with account management, locating resources, and answering FAQs.

Technical Approach

1. **Methodologies for Design and Development**
   - User-focused designs ensure solutions align with library needs and patron behaviors.
   - Recommendation systems are trained on anonymized borrowing data to deliver relevant results.
   - NLP functionalities are iteratively tested to improve search accuracy and user satisfaction.
2. **Integration Strategies**
   - Seamless integration with library management systems and digital platforms ensures real-time synchronization.
   - Secure APIs connect AI solutions with user databases and catalog systems.
   - Compatibility with e-book platforms enhances digital resource accessibility.
3. **User-Friendliness and Accessibility**
   - Multilingual interfaces and visual/voice-based interactions ensure inclusivity.
   - Simple, user-friendly dashboards and chatbots streamline navigation.

Performance Metrics

- **KPIs:** Improved search accuracy, increased user satisfaction, and higher engagement with resources.
- **Continuous Improvement:** Feedback loops, regular algorithm updates, and system performance monitoring maintain accuracy and reliability.

Municipal Courts

Specific Functionalities
AI-driven solutions for municipal courts include:

- **Efficient Case Management:** Automated systems organize records, track deadlines, and notify stakeholders.
- **Routine Inquiry Automation:** Chatbots handle common citizen queries, reducing staff workload.
- **Simplified Legal Information Access:** NLP tools allow citizens to retrieve case documents and understand legal procedures easily.

Technical Approach

1. **Design and Development**
   - Stakeholder-driven iterations ensure solutions meet court-specific needs.
   - Case management AI is trained on anonymized historical data for precision.
   - Modular architectures enable scalability.
2. **Integration Strategies**
   - AI tools integrate with CMS and eFiling platforms via secure APIs.

      o   Custom connectors ensure compatibility with legacy systems.
3. **User-Friendliness**
      o   Intuitive dashboards simplify workflows for court staff.
      o   Chatbots provide accessible citizen-facing support.

Performance Metrics

- **KPIs:** Reduced case processing times, enhanced efficiency, and improved citizen engagement.
- **Continuous Improvement:** Stakeholder feedback and real-time monitoring refine accuracy and functionality.

Parks and Recreation

Specific Functionalities
AI-driven enhancements for parks and recreation include:

- **Program Management Optimization:** Data-driven scheduling and resource allocation improve efficiency.
- **Streamlined Registration Processes:** Automated systems handle user accounts, payments, and notifications.
- **Personalized Recommendations:** Tailored activity suggestions increase participation.

Technical Approach

1. **Design and Development**
      o   AI models analyze attendance and trends for precision in planning.
      o   Agile cycles incorporate feedback for iterative improvements.
2. **Integration Strategies**
      o   Integration with management platforms, payment systems, and reservation tools ensures seamless operations.
3. **User-Friendliness**
      o   Dashboards provide intuitive navigation for administrators.
      o   Citizens receive clear activity suggestions through AI-driven systems.

Performance Metrics

- **KPIs:** Increased program efficiency, reduced administrative delays, and higher citizen engagement.
- **Continuous Improvement:** Regular model retraining addresses evolving needs.

Parks Maintenance

Specific Functionalities
Evoort Solutions introduces AI to:

- **Optimize Maintenance Scheduling:** Predictive models minimize downtime through proactive planning.
- **Streamline Resource Allocation:** AI tools efficiently manage staffing and inventory.
- **Enhance Resident Communication:** Chatbots provide updates, while apps enable issue reporting.

Technical Approach

1. **Design and Development**
     o AI trained on historical data for accurate scheduling and optimization.
     o Modular systems adapt to evolving needs.
2. **Integration Strategies**
     o AI tools integrate with maintenance management systems via APIs.
3. **User-Friendliness**
     o Clear, accessible dashboards for staff and intuitive tools for residents.

Performance Metrics

- **KPIs:** Faster response times, reduced downtime, and improved resident satisfaction.
- **Continuous Improvement:** Feedback mechanisms ensure consistent refinement.

Public Works

Specific Functionalities
AI solutions streamline public works by:

- **Optimizing Schedules:** Predictive analytics prevent delays by evaluating resource availability.
- **Enhancing Resource Management:** Inventory tracking and resource allocation tools ensure operational efficiency.
- **Improving Resident Communication:** Chatbots and notifications keep citizens informed.

Technical Approach

1. **Design and Development**
     o Historical and real-time data inform accurate scheduling models.
     o Agile iterations ensure tools remain aligned with requirements.
2. **Integration Strategies**
     o Seamless integration with project management and communication platforms ensures consistency.
3. **User-Friendliness**
     o Accessible dashboards for staff and citizen-friendly communication tools improve transparency.

Performance Metrics

- **KPIs:** Reduced project delays, optimized resource usage, and higher resident satisfaction.
- **Continuous Improvement:** Ongoing refinements based on performance evaluations and feedback.

Utility Billing
Specific Functionalities
Evoort Solutions offers AI-powered tools to optimize utility billing:

- **Automated Billing Support**: Chatbots will address routine queries like billing amounts and payment histories, easing staff workload.
- **Streamlined Payments**: Automation of reminders, payment scheduling, and digital wallet integration ensures secure and efficient payments.
- **Real-Time Usage Updates**: AI analytics will provide personalized insights and forecasts to help users manage expenses.

Technical Approach

- **Design & Development**: Modular solutions tailored to billing needs; machine learning models trained on historical billing data; iterative testing with stakeholder input.
- **System Integration**: Seamless API integration with billing and CRM platforms, real-time data synchronization, and compatibility with legacy systems.
- **User Accessibility**: Intuitive, multilingual interfaces with personalized dashboards for better user engagement.

Performance Metrics

- **KPIs**: Faster resolution of billing inquiries, higher adoption of automated payments, and enhanced satisfaction with real-time insights.
- **Continuous Improvement**: Monitoring AI accuracy, leveraging feedback, and updating tools to align with evolving policies and usage trends.

Visitors Bureau
Specific Functionalities
Evoort Solutions employs AI to enhance tourism operations:

- **Visitor Engagement**: AI chatbots deliver real-time responses on attractions, accommodations, and events.
- **Tailored Recommendations**: Suggest personalized itineraries based on visitor preferences and interactions.
- **Tourism Insights**: Analyze trends and forecast demand to improve resource allocation and marketing.

Technical Approach

- **Design & Development**: Solutions based on visitor data and tourism trends, scalable modular architecture, and iterative improvements guided by feedback.
- **System Integration**: Real-time synchronization with tourism platforms, CRMs, and event tools through secure APIs; compatibility with third-party systems.

- **User Accessibility**: Intuitive interfaces with multilingual support for visitors and dashboards for managers with actionable insights.

Performance Metrics

- **KPIs**: Higher engagement via chatbots, increased adoption of tailored recommendations, and optimized resource use.
- **Continuous Improvement**: Regular updates to AI tools, performance monitoring, and feedback-driven refinements.

Other Government Entity Departments

Specific Functionalities

Evoort Solutions leverages AI to streamline government operations:

- **Enhanced Service Delivery**: Automating processes like application tracking and real-time updates improves responsiveness.
- **Operational Efficiency**: Workflow automation reduces administrative burdens in tasks like scheduling and document processing.
- **Data-Driven Strategies**: AI tools provide actionable insights, forecasts, and dashboards for better decision-making.

Technical Approach

- **Design & Development**: Custom AI solutions based on department-specific needs, leveraging modular and scalable architectures.
- **System Integration**: Secure API-driven integration with existing systems, ensuring seamless data exchange and continuity.
- **User Accessibility**: Intuitive interfaces and multilingual tools designed to align with departmental workflows and diverse populations.

Performance Metrics

- **KPIs**: Faster processing of citizen services, higher adoption of AI-driven analytics, and improved service delivery.
- **Continuous Improvement**: Regular staff feedback, performance monitoring, and updates to adapt to changing processes and data

Risk Management

Evoort Solutions' proposed AI solutions are designed with adaptability and modularity to meet the specific functionalities required by each entity. By leveraging tailored machine learning models, secure data pipelines, and customizable interfaces, the solutions align with the unique operational needs and goals of each participating entity.

Key Risks and Mitigation Approaches

1. **Data Privacy and Security Risks**

    - **Risk**: Sensitive data may be exposed to breaches, unauthorized access, or misuse during AI training and operation.

- **Mitigation**: Evoort Solutions proposes deploying AI systems within the participating entity's secure environment, minimizing exposure to external networks. All data handling will align with the entity's established security protocols and regulatory requirements.

2. **Model Bias and Accuracy Risks**

- **Risk**: AI models may produce biased or inaccurate outputs due to limitations in training data or model design.
- **Mitigation**: Models will be trained on diverse, anonymized datasets to minimize biases. Periodic evaluations and retraining as needed will ensure the AI remains accurate and relevant. Timely audits of outputs will identify any potential bias early, allowing for adjustments to the models.

3. **System Integration Challenges**

- **Risk**: AI tools may face compatibility issues with existing systems, leading to delays or operational inefficiencies.
- **Mitigation**: Integration strategies will prioritize secure APIs and custom connectors tailored to the entity's systems. Thorough testing in a simulated environment will ensure smooth integration and identify any potential conflicts prior to deployment.

4. **Adoption and Usability Risks**

- **Risk**: Users may face challenges in adopting the AI tools due to unfamiliarity or perceived complexity.
- **Mitigation**: Solutions will be designed with user-friendly interfaces and intuitive workflows. Evoort will also collaborate with entity teams to ensure a clear understanding of the architecture and uses for the tools.

5. **Scalability and Performance Risks**

- **Risk**: AI systems may fail to scale effectively with increasing data volumes or operational demands.
- **Mitigation**: Evoort's modular and cloud-ready architecture will enable seamless scalability. Performance metrics will be monitored as required, and system resources can be adjusted dynamically to meet demand.

6. **Regulatory and Compliance Risks**

- **Risk**: AI tools may inadvertently fail to comply with specific local regulations or policies.
- **Mitigation**: All solutions will be designed in collaboration with the entity's compliance teams to ensure adherence to data privacy laws, accessibility standards, and other regulatory requirements. Reviews on an as-needed basis will ensure compliance as regulations evolve.

7. **Stakeholder Alignment Risks**

- **Risk**: Misalignment between AI capabilities and stakeholder expectations may hinder the effectiveness of the solution.
- **Mitigation**: Evoort will involve stakeholders throughout the development process, from initial scoping to deployment, ensuring their needs and expectations are continuously addressed.

Risk Management Approach

Evoort Solutions adopts a proactive and collaborative risk management approach:

- **Risk Assessment**: Identify and categorize potential risks during the planning phase, prioritizing those with the highest impact.
- **Mitigation Planning**: Develop actionable mitigation strategies for identified risks, including fallback options where necessary.
- **Monitoring and Feedback**: Continuously monitor the solution's performance and gather feedback to identify emerging risks and refine mitigation strategies.
- **Communication and Transparency**: Maintain open communication with stakeholders to ensure they are informed about risk mitigation efforts and any potential challenges.

Compliance and Standards

As the solutions are to be deployed in the participating entity's environment, the products will be subject to the regulatory and security standards of the client organization, which will be followed as needed in collaboration with the client organization's Information Technology and Regulatory Compliance teams. Evoort will abide by the highest standards of compliance and ensure that there are no gaps in meeting these requirements.

Technical Requirements

Below, we have outlined how the solutions proposed by Evoort will meet the required criteria:

Challenge-Specific Functionality

Evoort Solutions' proposed AI solutions are designed with adaptability and modularity to meet the specific functionalities required by each entity. By leveraging tailored machine learning models, secure data pipelines, and customizable interfaces, the solutions align with the unique operational needs and goals of each participating entity. Whether it involves automating routine tasks, optimizing resource allocation, or delivering data-driven insights, the AI systems are designed to integrate seamlessly with existing infrastructures and evolve as requirements change, ensuring sustained relevance and effectiveness.

Scalability

Evoort Solutions designs AI systems with scalability as a core principle, ensuring they can adapt to varying data volumes and interaction levels without compromising performance. Our solutions leverage a modular architecture that allows for seamless expansion and integration of new features or data sources as needs evolve.

By following clean coding principles and adhering to industry best practices, our solutions maintain a high degree of adaptability. Modular components enable scaling individual functionalities—such as data pipelines, model performance, or user interaction layers—independently, reducing the risk of system bottlenecks.

Integration

Evoort Solutions prioritizes seamless integration of AI systems with existing government infrastructures, ensuring minimal disruption to operations while maximizing efficiency. Our solutions are designed to integrate securely with a wide range of systems, including case management, HR management, library databases, public works platforms, parks and recreation systems, utility billing systems, and other specialized tools.

We achieve this through:

- **Secure APIs**: Robust API development ensures smooth communication between AI tools and legacy systems, enabling real-time data exchange and operational consistency.

- **Custom Connectors**: Where needed, we develop tailored connectors to address compatibility challenges with proprietary or specialized systems.
- **Modular Design**: The modular nature of our solutions allows easy integration with any existing security frameworks.

Real-Time Analytics

Evoort Solutions recognizes the critical importance of real-time analytics in enabling government entities to monitor performance, identify areas of improvement, and make informed decisions.

Key features include:

- **Interactive Dashboards**: Intuitive dashboards provide visual representations of key metrics, enabling users to track progress, monitor trends, and dive deeper into specific areas of interest.
- **Customizable Reporting**: Real-time data is processed and presented in formats tailored to the needs of each entity, allowing for detailed, role-specific insights.
- **Proactive Alerts**: The system flags anomalies or deviations in performance, enabling immediate intervention and minimizing potential issues.

Data security and Privacy

Data Security, Governance, and Compliance has been outlined in the "Data Governance and Cybersecurity Provisions" section.

Natural Language Processing Capabilities

Evoort Solutions integrates advanced Natural Language Processing (NLP) capabilities into its AI solutions to understand and respond effectively to diverse inquiries. These NLP tools are designed to enhance user interactions and improve access to information across various departments and services.

Key features include:

- **Context-Aware Understanding**: NLP models are trained to comprehend the context of inquiries, enabling accurate responses even to complex or multi-part questions.
- **Dynamic Learning**: The NLP engine continuously improves by learning from interactions, refining its accuracy and adaptability to new queries over time.

Accuracy

Evoort Solutions places a strong emphasis on achieving and maintaining high levels of accuracy in data processing and response generation.

Measuring Accuracy:

- **Baseline and Benchmarking**: Accuracy metrics are established during the initial development phase by benchmarking the AI system's performance against known datasets and expected outputs.
- **User Feedback**: Feedback loops from users help evaluate the quality of responses and identify areas requiring improvement.
- **Periodic Testing**: Regular testing with updated datasets ensures that the system remains accurate as new data or requirements emerge.

Maintaining Accuracy:

- **Model Retraining**: AI models are periodically retrained on new data to address shifts in usage patterns, ensuring continued relevance and precision.
- **Quality Control**: Automated validation checks and error-detection mechanisms are embedded into the system to identify and rectify inaccuracies.
- **Monitoring and Updates**: Continuous monitoring of system outputs allows Evoort to identify trends or inconsistencies, implementing updates as needed to maintain accuracy.

Algorithm Transparency

Evoort Solutions is committed to maintaining transparency in the algorithms utilized within its AI solutions.

Algorithms and Design:

- Evoort's AI solutions leverage state-of-the-art machine learning models, including supervised and unsupervised learning algorithms, natural language processing (NLP) models, and predictive analytics frameworks. These algorithms are chosen based on their ability to address specific functional requirements efficiently and effectively.
- To ensure fairness, models are designed with configurable parameters that allow for context-specific adjustments, ensuring alignment with the entity's operational priorities.

Bias Mitigation:

- Training data is carefully curated and pre-processed to identify and minimize inherent biases.
- Regular bias assessments are conducted on model outputs, using established metrics to evaluate disparities across different groups or demographics.
- Feedback loops are incorporated to allow for continuous refinement of algorithms based on real-world usage data, ensuring ethical and balanced outcomes over time.

Validation and Testing:

- All algorithms undergo rigorous testing in simulated environments to ensure their reliability and effectiveness prior to deployment.
- Validation processes include cross-validation with diverse datasets, and scenario-based evaluations to identify potential weaknesses.
- Post-deployment monitoring is conducted to assess performance.

Continuous Improvement

Evoort Solutions incorporates mechanisms for continuous learning and improvement into its AI solutions to ensure sustained performance and adaptability.

Key approaches include:

- **User Feedback Integration**: Insights from end-users are collected and analyzed to refine AI outputs and improve usability.
- **Model Retraining**: AI models are periodically retrained using updated data to maintain accuracy and relevance.
- **Performance Monitoring**: Continuous monitoring of system outputs helps identify areas for improvement and fine-tune algorithms.

Interoperability

Evoort Solutions prioritizes high interoperability in its AI solutions to ensure seamless integration with existing digital infrastructure.

Integration with Current Systems:

- AI tools are developed to align with open standards, ensuring compatibility with a wide range of systems such as ERP, CRM, and GIS platforms.
- Secure APIs enable real-time data exchange and smooth interaction with existing workflows and databases.
- Solutions are designed with flexible data format compatibility (e.g., JSON, XML, CSV) to accommodate diverse datasets and operational needs.

Future Scalability:

- Modular architecture allows for straightforward integration of new systems or functionalities as organizational needs evolve.
- Dynamic configurations ensure compatibility with emerging technologies and scalability for expanding data volumes or operational complexities.

Interoperability Testing:

- Testing begins with integration simulations, where the AI solution interacts with representative datasets and system environments to ensure compatibility and data integrity.
- Functional testing validates the APIs' ability to support secure, bidirectional communication with existing systems.
- Pilot deployments in controlled environments are conducted to identify and resolve any unforeseen challenges before full-scale implementation.

Example of Successful Implementation:
In Evoort's project with Nexeo Plastics, our team deployed AI-powered forecasting tools to optimize inventory management and operational planning. The solution integrated seamlessly with Nexeo's ERP and supply chain management systems, leveraging secure APIs to enable real-time data exchange. This interoperability allowed Nexeo to utilize predictive analytics to forecast demand fluctuations and align procurement strategies effectively. The result was a significant reduction in inventory holding costs and improved supply chain efficiency, demonstrating the value of Evoort's integration expertise.

Quality Control

Evoort Solutions' quality framework will combine rigorous validation processes, continuous monitoring, and stakeholder feedback to maintain reliability and effectiveness throughout the solution's lifecycle.

Quality Control Measures:

- **Comprehensive Testing**: AI systems will undergo extensive testing phases, including unit, integration, and system testing, to verify functionality and compatibility.
- **Performance Benchmarks**: Clear benchmarks will be established to measure solution performance against key operational goals, ensuring consistent delivery of expected outcomes.
- **Real-World Simulations**: The solutions will be tested in simulated environments that replicate real-world scenarios to identify and address potential issues before deployment.
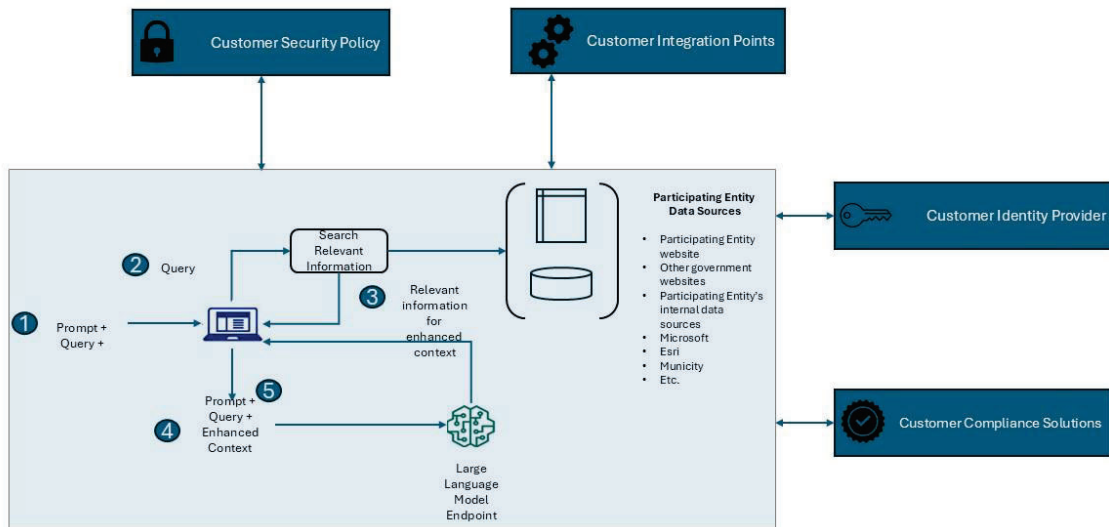
Validation Processes:

- **Data Validation**: Input data will be evaluated for quality, consistency, and completeness to minimize errors and ensure the accuracy of AI outputs.
- **Iterative Feedback Loops**: Feedback from end-users and stakeholders will be incorporated to refine system performance and align with operational requirements.
- **Ongoing Monitoring**: Post-deployment, the AI solution will be continuously monitored to track performance metrics and identify areas for improvement.

Data Governance and Cybersecurity Provisions

The AI solutions proposed by Evoort Solutions will be hosted within the participating entity's environment or network, as illustrated in the architecture diagram below. This deployment model ensures that sensitive data remains secure, the participating entity has full access control and the data is not exposed to unintended audience. The solution will adhere to the governance, security protocols, and policies defined by the participating entity, allowing full control over access, data usage, data privacy, auditing and monitoring, data retention policies etc.

Indicative AI Architecture For NCTCOG's Participating Entities

By aligning with the specific requirements of each entity's existing infrastructure, Evoort Solutions ensures a tailored approach to both data governance and cybersecurity while maintaining flexibility for collaboration with the entity's IT and security teams.

Data Governance

Data Integrity and Accuracy

Evoort Solutions will support the participating entity in maintaining accurate and reliable data throughout its lifecycle.

- Validation processes will be implemented to ensure that data is free from inconsistencies.
- Mechanisms for identifying and resolving errors will be tailored to the operational environment of the entity.

Data Privacy and Compliance

As the solution will be hosted within the participating entity's environment, Evoort Solutions will work within the established frameworks of the entity to address privacy and compliance requirements.

- The solution can incorporate anonymization or pseudonymization mechanisms where necessary.
- Evoort will respect all applicable laws, in alignment with the entity's internal policies.
- Clear protocols for managing user consent will be developed as required in collaboration with the entity's compliance team.

Data Access Controls

Access to the solution and its data will be governed by the policies of the participating entity. As such, Evoort Solutions will support and adhere to access controls, authentication protocols, and any protocols and procedures in place inside the participating entity's environment to the fullest extent.

Data Retention and Disposal

Retention policies will be defined in accordance with the entity's guidelines, with flexibility for secure data disposal processes. Any data archival and erasure mechanisms in place in the participating entity's network will be followed and abided by.

Data Auditing and Monitoring

Evoort Solutions integrates rigorous auditing and monitoring practices into its data governance framework, ensuring the ongoing security and integrity of data assets:

- **Regular Audits**: Scheduled evaluations of data usage, access patterns, and compliance with established protocols.
- **Access Logs and Monitoring**: Implementation of detailed logging mechanisms to track data access, modifications, and usage patterns.
- **Anomaly Detection**: AI-powered analytics to identify unusual data usage or access patterns, enabling proactive intervention.

Cybersecurity

Evoort Solutions recognizes that robust cybersecurity is paramount for the successful deployment of AI solutions. Our approach is designed to seamlessly align with and enhance the existing security protocols of the participating entity, ensuring data protection, system integrity, and operational continuity.

Threat Detection and Response

The proposed AI solutions will operate entirely within the participating entity's secure environment, eliminating the need for external interactions or exposing sensitive resources to the wider internet. Any threat detection and response capabilities required will be implemented in alignment with the entity's existing cybersecurity framework. Evoort Solutions will work with the entity's IT and security teams to:

- Leverage existing threat detection tools and strategies for monitoring system activity.
- Ensure that the AI system integrates securely into their environment, following established access control and authentication protocols.
- Provide insights into system architecture to support proactive threat identification and mitigation.

Encryption

To safeguard the confidentiality of data, Evoort Solutions ensures that all data exchanged within the system is secured leveraging the participating entity's existing encryption process, protocols and licenses to ensure full compatibility with the entity's security policies. Key measures include:

- Supporting the use of encryption protocols for data in transit and at rest, as defined by the participating entity.
- Ensuring adherence to the entity's key management practices to maintain data confidentiality and security.

Vulnerability Management

The AI solution will be designed to minimize vulnerabilities by operating within the entity's existing secure network. Evoort Solutions will:

- Collaborate with the entity to ensure that the solution aligns with existing vulnerability management processes.
- Support the identification of any system-specific risks and provide recommendations for mitigation where needed.
- Ensure compatibility with regular patching and updates carried out by the entity's IT team.

Security Governance Framework

Evoort Solutions will adhere to the participating entity's established security governance framework, ensuring full compliance with their protocols and standards. This includes:

- Integrating seamlessly with the entity's security policies, procedures, and operational guidelines.
- Supporting audit and compliance efforts by providing full transparency into the solution's architecture and operational workflows.

Risk Management

Risk management for the AI solution will focus on complementing the entity's existing safeguards. Evoort Solutions will:

- Work with the entity to identify and address potential risks specific to the AI solution's deployment and operation.
- Provide detailed documentation of the solution's architecture and data flows to enable the entity to assess and mitigate risks effectively.
- Support the development of contingency plans, such as fail-safe mechanisms or disaster recovery protocols, in collaboration with the entity's IT team.

Training and Awareness

Since the solution will be fully hosted within the participating entity's environment, Evoort Solutions is happy to provide the existing participating entity's team with the necessary communication forums, system architecture, data entry points, and possible vulnerabilities to best protect their assets.

Evoort will provide the training to the Cybersecurity team under train-the-trainer framework, whereby once the participating entity's cyber security team is trained, the trained personnel can provide necessary guidance to the wider team as appropriate.

Proposal Pricing

Evoort Solutions proposes a fixed hourly rate pricing structure, with the flexibility for each required designated resource to be deployed onshore with the client, or offshore, depending on the individual preference of each participating entity.

Below is the pricing sheet for both deployments

Onshore Pricing:

Item	Description	Price (Per Hour)
1	AI Project Manager / Program Lead	160
2	AI Solutions Architect / Cloud and DevOps Specialist	140
3	Sr. Data Governance Principal	140
4	Cloud Deployment and Security Specialist	140
5	Business Intelligence Developer / Data Specialist	130
6	MLOps Engineer	140
7	Systems Integration Specialist	120
8	Data Scientist / Machine Learning Engineer	120

Offshore Pricing:

Item	Description	Price (Per Hour)
1	AI Project Manager / Program Lead	90
2	AI Solutions Architect / Cloud and DevOps Specialist	75
3	Sr. Data Governance Principal	65
4	Cloud Deployment and Security Specialist	65
5	Business Intelligence Developer / Data Specialist	55
6	MLOps Engineer	75
7	Systems Integration Specialist	45
8	Data Scientist / Machine Learning Engineer	60

Assumptions:

1. The participating entity will assign one single point of contact who will facilitate smooth access to the resources at Participating Entity for Evoort's Consultants.
2. Evoort will bring proprietary consulting assets (frameworks, accelerators, templates, benchmarks etc.)
3. The specific scope will be agreed on case-by-case basis for each participating entity. Once the scope is agreed, any changes to the scope are likely to affect execution effort, timelines and cost.
4. The prices are for effort only. Evoort Consultants will bring their own standard laptops with MS Office applications. Access to additional tools, if required, will be facilitated by the Participating Entity.
5. 2.5% Admin fee is factored into the hourly rates proposed.
6. The prices are exclusive of any applicable taxes.

7. Travel, lodging and per diems will be extra.
8. All prices are in US Dollar.

Proposed Value-Add: Pioneering Large Language Model (LLM) Expertise

Evoort Solutions leads in developing and maintaining advanced Large Language Model (LLM) solutions, driving innovation in AI. With expertise across the LLM lifecycle—from design to optimization and security—our seasoned team delivers transformative solutions beyond standard AI capabilities.

Expertise in Large Language Models

Evoort Solutions brings unparalleled expertise in:

- **LLM Architectures**: Expertise in creating Retrieval-Augmented Generation (RAG) architectures for efficient data retrieval and fast, accurate query responses.
- **Advanced Frameworks**: Skilled in using frameworks like LangChain to build multi-step agentic pipelines for complex workflows and decision-making.
- **Model Proficiency**: Extensive experience with leading LLMs, including Meta's Llama3, Microsoft's phi-3, and Mistral, ensuring tailored, best-in-class solutions.

How LLM Expertise Benefits Public Sector Operations

Our expertise in LLM technology offers unique value to public sector entities by enabling transformative capabilities beyond standard AI and machine learning solutions:

- **Enhanced Citizen Engagement:** Intelligent conversational agents powered by LLMs deliver human-like interactions, personalized responses, and multilingual support, enhancing accessibility and satisfaction.
- **Streamlined Knowledge Management:** LLMs efficiently analyze, summarize, and synthesize large datasets, empowering government entities with faster, more informed decision-making.
- **Customizable Workflows:** Multi-step pipelines automate complex decisions, optimizing resource management, program evaluations, and strategic planning.
- **Improved Data Utilization:** LLM tools analyze structured and unstructured data, offering actionable insights for economic development, financial forecasting, and policy planning.

End-to-End Expertise

Evoort Solutions offers an end-to-end approach to LLM development, ensuring entities can rely on our expertise at every stage of their AI ventures:

- **Deployment**: Optimized infrastructure for hosting and running LLMs within the entity's secure environment, minimizing latency and ensuring data privacy.
- **Maintenance**: Continuous monitoring and tuning of deployed LLMs to maintain accuracy, relevance, and responsiveness over time.
- **Security**: Robust safeguards against vulnerabilities, ensuring that sensitive data remains protected while LLM systems adhere to the highest compliance standards.

Required Attachments

The required attachments are provided below:

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):

Evoort Solutions LLC

Signature of Authorized Representative:

Prinesh Patel

Digitally signed by Prinesh Patel
Date: 2025.01.23 05:10:40 -06'00'

Date: 01/23/2025

ATTACHMENT II: CERTIFICATIONS OF OFFEROR

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

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

Evoort Solutions LLC

Signature of Authorized Representative:

Prinesh Patel

Digitally signed by Prinesh Patel
Date: 2025.01.23 05:11:41 -06'00'

Date: 01/23/2025

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

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

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

1.   Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;

2.   Have not within a three-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or Local) transaction or contract under a public transaction, violation of federal or State antitrust statues 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):

Evoort Solutions LLC

Signature of Authorized Representative:

Prinesh Patel

Digitally signed by Prinesh Patel
Date: 2025.01.23 05:13:18 -06'00'

Date: 01/23/2025

ATTACHMENT IV: RESTRICTIONS ON LOBBYING

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

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

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

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

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

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

1. No federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an officer or employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal loan, the entering into of any cooperative Contract, and the extension, continuation, renewal, amendment, or modification or any federal contract, grant, loan, or cooperative contract; and

2. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, and or cooperative contract, the undersigned shall complete and submit Standard Form – LLL, "Disclosure Form to Report Lobbying", in accordance with the instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers and that all sub-recipients shall certify accordingly.

Name of Organization/Contractor(s):

Evoort Solutions LLC

Signature of Authorized Representative:

Prinesh Patel
Digitally signed by Prinesh Patel
Date: 2025.01.23 05:13:52 -06'00'

Date: 01/23/2025

ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

The Evoort Solutions LLC _____ (company name) will provide a Drug Free Work Place in compliance with the Drug Free Work Place Act of 1988. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited on the premises of the
Evoort Solutions LLC _____ (company name) or any of its facilities. Any employee who violates this prohibition will be subject to disciplinary action up to and including termination. All employees, as a condition of employment, will comply with this policy.

CERTIFICATION REGARDING DRUG-FREE WORKPLACE

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

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

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

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

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

Notifying the employees in the subcontractor's policy Proposal that as a condition of employment under this subcontract, employees shall abide by the terms of the policy Proposal and notifying the subcontractor in writing within five days after any conviction for a violation by the employee of a criminal drug abuse statue 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 statue or requires such employee to participate in a drug abuse assistance or rehabilitation program.

Name of Organization/Contractor(s):

Evoort Solutions LLC _____

Signature of Authorized Representative:

Prinesh Patel   Digitally signed by Prinesh Patel
                                 Date: 2025.01.23 05:15:53 -06'00'

Date: 01/23/2025 _____

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

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

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

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

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

Evoort Solutions LLC

Signature of Authorized Representative:

Prinesh Patel

Digitally signed by Prinesh Patel
Date: 2025.01.23 05:16:30 -06'00'

Date: 01/23/2025

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

FORM CIQ

	OFFICE USE ONLY
This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.	Date Received

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.

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

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

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

_____
Name of Officer

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

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

           ☐ Yes   ☐ No

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

           ☐ Yes   ☐ No

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

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

7

_____   _____
Signature of vendor doing business with the governmental entity   Date

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

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

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:
    (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
    (B) a transaction conducted at a price and subject to terms available to the public; or
    (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):
    (a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:
        ***
        (2) the vendor:
            (A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds $2,500 during the 12-month period preceding the date that the officer becomes aware that
                (i) a contract between the local governmental entity and vendor has been executed; or
                (ii) the local governmental entity is considering entering into a contract with the vendor;
            (B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than $100 in the 12-month period preceding the date the officer becomes aware that:
                (i) a contract between the local governmental entity and vendor has been executed; or
                (ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)
    (a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:
        (1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);
        (2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or
        (3) has a family relationship with a local government officer of that local governmental entity.
    (a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:
        (1) the date that the vendor:
            (A) begins discussions or negotiations to enter into a contract with the local governmental entity; or
            (B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or
        (2) the date the vendor becomes aware:
            (A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);
            (B) that the vendor has given one or more gifts described by Subsection (a); or
            (C) of a family relationship with a local government officer.

ATTACHMENT VII: CERTIFICATION OF FAIR BUSINESS PRACTICES

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

Name of Organization/Contractor(s):

Evoort Solutions LLC

Signature of Authorized Representative:

Prinesh Patel

Digitally signed by Prinesh Patel
Date: 2025.01.23 05:17:14 -06'00'

Date: 01/23/2025

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

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

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

Indicate the certification that applies to your corporation:

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

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

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

                                                     ☐   Partnership

                                                     ☑   Other

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

Evoort Solutions LLC
_____
(Printed/Typed Name and Title of Authorized Representative)

Prinesh Patel   Digitally signed by Prinesh Patel
                           Date: 2025.01.23 05:18:13 -06'00'
_____
Signature

Date: 1/23/25

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 <u>must</u> submit a copy of their certification for consideration during the evaluation of their proposal. Please attach the copy to this form. This applies only to the Offeror and not a subcontractor.

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

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

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

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

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

Vendor to Sign Below to Attest to Validity of Certification:

Evoort Solutions LLC
_____
Vendor Name

Prinesh Patel   Digitally signed by Prinesh Patel
Date: 2025.01.23 05:14:49 -06'00'
_____
Authorized Signature

Prinesh Patel   01/23/2025
_____   _____
Typed Name   Date

☐ **Not applicable.**

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

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

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

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

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

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

SIGNATURE OF AUTHORIZED PERSON:	Prinesh Patel *Digitally signed by Prinesh Patel Date: 2025.01.23 05:19:27 -06'00'*
NAME OF AUTHORIZED PERSON:	Prinesh Patel
NAME OF COMPANY:	Evoort Solutions LLC
DATE:	1/23/25

-OR-

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

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

DISCRIMINATION AGAINST FIREARMS ENTITIES OR FIREARMS TRADE ASSOCIATIONS

This contract is subject to the Texas Local Government Code chapter 2274, Subtitle F, Title 10, prohibiting contracts with companies who discriminate against firearm and ammunition industries.
TLGC chapter 2274, Subtitle F, Title 10, identifies that "discrimination against a firearm entity or firearm trade association" includes the following:

A) means, with respect to the entity or association, to:
    I.   refuse to engage in the trade of any goods or services with the entity or association based solely on its status as a firearm entity or firearm trade association; and
    II.   refrain from continuing an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association; or
    III.   terminate an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association.

B) An exception to this provision excludes the following:
    I.   contracts with a sole-source provider; or
    II.   the government entity does not receive bids from companies who can provide written verification.

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

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

SIGNATURE OF AUTHORIZED PERSON: _____

NAME OF AUTHORIZED PERSON: _____

NAME OF COMPANY: _____

DATE: _____

-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: _____

NAME OF AUTHORIZED PERSON: _____

NAME OF COMPANY: _____

DATE: _____

-OR-

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

SIGNATURE OF AUTHORIZED PERSON: _____

NAME OF AUTHORIZED PERSON: _____

NAME OF COMPANY: _____

DATE: _____

EXHIBIT 1: CATEGORIES OFFERED AND PRICING PROPOSAL

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

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

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

_____

_____

_____

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

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

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

Refer to Exhibit 1 –Pricing Proposal Worksheet Attachment.

EXHIBIT 3: SERVICE DESIGNATION AREAS

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

(Exhibit 3 continued)

	Nationwide Service Area Designation or Identification Form		
Proposing Firm Name:	Evoort Solutions LLC		
Notes:	Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.		
	Will service all fifty (50) states ✓	Will not service fifty (50) states ☐	
	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 3