TXShare
Your Public Sector Solutions Center

MASTER SERVICES AGREEMENT #2025-018
Artificial Intelligence (AI) Solutions for Public Sector Entities

THIS MASTER SERVICES AGREEMENT ("**Agreement**"), effective the last date of signed approval ("**Effective Date**"), is entered into by and between the **North Central Texas Council of Governments** ("**NCTCOG**"), a Texas political subdivision and non-profit corporation, with offices located at 616 Six Flags Drive, Arlington, TX 76011, and

MVS360, LLC ("Contractor")
14425 Falcon Head Blvd, E-100
Austin, TX 78738

ARTICLE I
RETENTION OF THE CONTRACTOR

1.1 This Agreement defines the terms and conditions upon which the Contractor agrees to provide **Artificial Intelligence (AI) Solutions for Public Sector Entities** (hereinafter, "Services") to governmental entities participating in the TXShare program (hereinafter "Participating Entities"). The Contractor is being retained to provide services described below to Participating Entities based on the Contractor's demonstrated competence and requisite qualifications to perform the scope of the services described herein and in the Request for Proposals **#2025-018** (hereinafter, "RFP"). The Contractor demonstrated they have the resources, experience, and qualifications to perform the described services, which is of interest to Participating Entities and was procured via the RFP. NCTCOG agrees to and hereby does retain the Contractor, as an independent contractor, and the Contractor agrees to provide services to Participating Entities, in accordance with the terms and conditions provided in this Agreement and consistent with Contractor's response to the RFP.

ARTICLE II
SCOPE OF SERVICES

2.1 The Contractor will provide Services described in a written Purchase Order issued by NCTCOG or a SHARE Participating Entity. Any such Purchase Order is hereby incorporated by reference and made a part of this Agreement and shall be subject to the terms and conditions in this Agreement. In the event of a conflict between any term or provision in this Agreement and any term or provision in a Purchase Order, the term or provision in this Agreement shall control unless the conflicting term or provision in this Agreement is referenced, and expressly stated not to apply, in such Purchase Order.

2.2 All Services rendered under this Agreement will be performed by the Contractor: i) with due care; ii) in accordance with generally prevailing industry standards; iii) in accordance with Participating Entities' standard operating procedures and applicable policies, as may be amended from time to time; and iv) in compliance with all applicable laws, government regulatory requirements, and any other written instructions, specifications, guidelines, or requirements provided by NCTCOG and/or Participating Entities.

2.3 Any agreed-upon changes to a Purchase Order shall be set forth in a subsequent Purchase Order amendment. Contractor will not implement any changes or any new Services until a Purchase Order has been duly executed by Participating Entity. For the avoidance of doubt, the Contractor acknowledges that Participating Entity is under no obligation to execute a Purchase Order. Participating

Entity shall not be liable for any amounts not included in a Purchase Order in the absence of a fully executed amendment of Purchase Order.

2.4 Percentage discounts for items in Appendix A represent the minimum discounts provided for each item within the category offered by the Contractor. Contractor and Participating Entity may mutually agree to a greater percentage discount for any item covered under this agreement.

2.5 **NCTCOG Obligations**

    2.5.1   NCTCOG shall make available a contract page on its TXShare.org website which will include contact information for the Contractor(s).

2.6 **Participating Entity Obligations.**

    2.6.1   In order to utilize the Services, Participating Entities must have executed a Master Interlocal Agreement for TXShare with NCTCOG. This agreement with the Participating Entity will define the legal relationship between NCTCOG and the Participating Entity.

    2.6.2   In order to utilize the Services, Participating Entities must execute a Purchase Order with the Contractor. This agreement with the Participating Entity will define the Services and costs that the Participating Entity desires to have implemented by the Contractor.

2.7 **Contractor Obligations.**

    2.7.1   Contractor must be able to deliver, perform, install, and implement services with the requirements and intent of RFP #**2025-018.**

    2.7.2   If applicable, Contractor shall provide all necessary material, labor and management required to perform this work. The scope of services shall include, but not be limited to, items listed in Appendix A.

    2.7.3   Contractor agrees to market and promote the use of the SHARE awarded contract whenever possible among its current and solicited customer base. Contractor shall agree to follow reporting requirements in report sales made under this Master Services Agreement in accordance with Section 4.2.

ARTICLE III
TERM

3.1 This Agreement will commence on the Effective Date and remain in effect for an initial term ending on May 31, 2027 (the "**Term**"), unless earlier terminated as provided herein. This Agreement will automatically be renewed, unless NCTCOG explicitly desires otherwise, for up to three (3) additional one (1) year terms through May 31, 2030.

3.2 **Termination.** NCTCOG and/or Participating Entities may terminate this Agreement and/or any Purchase Order to which it is a signatory at any time, with or without cause, upon thirty (30) days' prior written notice to Contractor. Upon its receipt of notice of termination of this Agreement or Purchase Order, Contractor shall follow any instructions of NCTCOG respecting work stoppage. Contractor shall cooperate with NCTCOG and/or Participating Entities to provide for an orderly conclusion of the Services. Contractor shall use its best efforts to minimize the amount of any non-cancelable obligations and shall assign any contracts related thereto to NCTCOG or Participating Entity at its request. If NCTCOG or Participating Entity elects to continue any activities underlying a terminated Purchase Order after termination, Contractor shall cooperate with NCTCOG or Participating Entity to provide for an orderly transfer of Contractor's responsibilities with respect to such Purchase Order to NCTCOG or Participating Entity. Upon the effective date of any such termination, the Contractor shall submit a final invoice for payment in accordance with Article IV, and NCTCOG or Participating Entity shall pay such amounts as are due to Contractor through the effective date of termination. NCTCOG or Participating Entity shall only be liable for payment of services rendered before the effective date of termination. If Agreement is terminated, certain reporting requirements identified in this Agreement shall survive termination of this Agreement.

3.2.1 <u>Termination for Convenience</u>: Either party may terminate the agreement for its convenience in whole or in part at any time without cause, upon 30 days written notice. Upon termination for convenience, the contractor will be entitled to payment for goods or services satisfactorily performed or delivered.

3.2.2 <u>Termination for Cause</u>: Either party may immediately terminate this Agreement if the other party breaches its obligations specified within this Agreement, and, where capable of remedy, such breach has not been materially cured within thirty (30) days of the breaching party's receipt of written notice describing the breach in reasonable detail.

3.2.3 <u>Termination for Breach</u>: Upon any material breach of this Agreement by either party, the non-breaching party may terminate this Agreement upon twenty (20) days written notice to the breaching party. The notice shall become effective at the end of the twenty (20) day period unless the breaching party cures such breach within such period.

ARTICLE IV
COMPENSATION

4.1 **Invoices.** Contractor shall submit an invoice to the ordering Participating Entity upon receipt of an executed Purchase Order and after completion of the work, with Net 30 payment terms. Costs incurred prior to execution of this Agreement are not eligible for reimbursement. There shall be no obligation whatsoever to pay for performance of this Agreement from the monies of the NCTCOG or Participating Entities, other than from the monies designated for this Agreement and/or executed Purchase Order. Contractor expressly agrees that NCTCOG shall not be liable, financial or otherwise, for Services provided to Participating Entities.

4.2 **Reporting.** NCTCOG intends to make this Agreement available to other governmental entities through its TXShare cooperative purchasing program. NCTCOG has contracted Civic Marketplace as a digital marketplace for selected TXShare awarded contracts and to serve as NCTCOG's collector of reports and remunerative fees referenced in Section 5.2 of the Master Services Agreement. Unless otherwise directed in writing by NCTCOG, Contractor shall submit to Civic Marketplace on a calendar quarterly basis a report that identifies any new client Participating Entities, the date(s) and order number(s), and the total contracted value of service(s) that each Participating Entity has purchased and paid in full under this Master Service Agreement. Reporting and invoices should be submitted to:

Civic Marketplace, Inc.
6502 Glen Abbey
Abilene, TX 79606
Email: support@civicmarketplace.com

ARTICLE V
SERVICE FEE

5.1 **Explanation.** NCTCOG will make this Master Service Agreement available to other governmental entities, Participating Entities, and non-profit agencies in Texas and the rest of the United States through its SHARE cooperative purchasing program. The Contractor is able to market the Services under this Agreement to any Participating Entity with emphasis that competitive solicitation is not required when the Participating Entity purchases off of a cooperative purchasing program such as SHARE. However, each Participating Entity will make the decision that it feels is in compliance with its own purchasing requirements. The Contractor realizes substantial efficiencies through their ability to offer pricing through the SHARE Cooperative and that will increase the sales opportunities as well as reduce the need to repeatedly respond to Participating Entities' Requests for Proposals. From these efficiencies, Contractor will pay an administrative fee to SHARE calculated as a percentage of sales processed through the SHARE Master Services Agreement. This administrative fee is not an added cost to SHARE participants. This administrative fee covers the costs of solicitation of the contract, marketing and facilitation, as well as offsets expenses incurred by SHARE.

5.2 **Administrative Fee.** NCTCOG will utilize an administrative fee, in the form of a percent of cost that will apply to all contracts between awarded contractor and NCTCOG or participants resulting from this solicitation. The administrative fee will be remitted by the contractor to Civic Marketplace on a quarterly basis, along with required quarterly reporting. The remuneration fee for this program will be 2.5% on sales.

5.3 **Setup and Implementation.** NCTCOG will provide instruction and guidance as needed to the Contractor to assist in maximizing mutual benefits from marketing these Services through the SHARE purchasing program.

ARTICLE VI
RELATIONSHIP BETWEEN THE PARTIES

6.1 **Contractual Relationship.** It is understood and agreed that the relationship described in this Agreement between the Parties is contractual in nature and is not to be construed to create a partnership or joint venture or agency relationship between the parties. Neither party shall have the right to act on behalf of the other except as expressly set forth in this Agreement. Contractor will be solely responsible for and will pay all taxes related to the receipt of payments hereunder and shall give reasonable proof and supporting documents, if reasonably requested, to verify the payment of such taxes. No Contractor personnel shall obtain the status of or otherwise be considered an employee of NCTCOG or Participating Entity by virtue of their activities under this Agreement.

ARTICLE VII
REPRESENTATION AND WARRANTIES

7.1 **Representations and Warranties**. Contractor represents and warrants that:

7.1.1 As of the Effective Date of this Agreement, it is not a party to any oral or written contract or understanding with any third party that is inconsistent with this Agreement and/or would affect the Contractor's performance under this Agreement; or that will in any way limit or conflict with its ability to fulfill the terms of this Agreement. The Contractor further represents that it will not enter into any such agreement during the Term of this Agreement;

7.1.2 NCTCOG is prohibited from making any award or permitting any award at any tier to any party which is debarred or suspended or otherwise excluded from, or ineligible for, participation in federal assistance programs under Executive Order 12549, Debarment and Suspension. Contractor and its subcontractors shall include a statement of compliance with Federal and State Debarment and suspension regulations in all Third-party contracts.

7.1.3 Contractor shall notify NCTCOG if Contractor or any of the Contractor's sub-contractors becomes debarred or suspended during the performance of this Agreement. Debarment or suspension of the Contractor or any of Contractor's sub-contractors may result in immediate termination of this Agreement.

7.1.4 Contractor and its employees and sub-contractors have all necessary qualifications, licenses, permits, and/or registrations to perform the Services in accordance with the terms and conditions of this Agreement, and at all times during the Term, all such qualifications, licenses, permits, and/or registrations shall be current and in good standing.

7.1.5 Contractor shall, and shall cause its representatives to, comply with all municipal, state, and federal laws, rules, and regulations applicable to the performance of the Contractor's obligations under this Agreement.

ARTICLE VIII
CONFIDENTIAL INFORMATION AND OWNERSHIP

8.1 **Confidential Information.** Contractor acknowledges that any information it or its employees, agents, or subcontractors obtain regarding the operation of NCTCOG or Participating Entities, its products, services, policies, customer, personnel, and other aspect of its operation ("Confidential Information") is proprietary and confidential, and shall not be revealed, sold, exchanged, traded, or disclosed to any person, company, or other entity during the period of the Contractor's retention hereunder or at any time thereafter without the express written permission of NCTCOG or Participating Entity.

Notwithstanding anything in this Agreement to the contrary, Contractor shall have no obligation of confidentiality with respect to information that (i) is or becomes part of the public domain through no act or omission of Contractor; (ii) was in Contractor's lawful possession prior to the disclosure and had not been obtained by Contractor either directly or indirectly from the NCTCOG or Participating Entity; (iii) is lawfully disclosed to Contractor by a third party without restriction on disclosure; (iv) is independently developed by Contractor without use of or reference to the NCTCOG's Participating Entity's Confidential Information; or (v) is required to be disclosed by law or judicial, arbitral or governmental order or process, provided Contractor gives the NCTCOG or Participating Entity prompt written notice of such requirement to permit the NCTCOG or Participating Entity to seek a protective order or other appropriate relief. Contractor acknowledges that NCTCOG and Participating Entities must strictly comply with applicable public information laws, in responding to any request for public information. This obligation supersedes any conflicting provisions of this Agreement.

8.2 **Ownership.** No title or ownership rights to any applicable software are transferred to the NCTCOG by this agreement. The Contractor and its suppliers retain all right, title and interest, including all copyright and intellectual property rights, in and to, the software (as an independent work and as an underlying work serving as a basis for any improvements, modifications, derivative works, and applications NCTCOG may develop), and all copies thereof. All final documents, data, reports, information, or materials are and shall at all times be and remain, upon payment of Contractor's invoices therefore, the property of NCTCOG or Participating Entity and shall not be subject to any restriction or limitation on their future use by, or on behalf of, NCTCOG or Participating Entity, except otherwise provided herein. Subject to the foregoing exception, if at any time demand be made by NCTCOG or Participating Entity for any documentation related to this Agreement and/or applicable Purchase Orders for the NCTCOG and/or any Participating Entity, whether after termination of this Agreement of otherwise, the same shall be turned over to NCTCOG without delay, and in no event later than thirty (30) days after such demand is made. Contractor shall have the right to retain copies of documentation, and other items for its archives. If for any reason the foregoing Agreement regarding the ownership of documentation is determined to be unenforceable, either in whole or in part, the Contractor hereby assigns and agrees to assign to NCTCOG all rights, title, and interest that the Contractor may have or at any time acquire in said documentation and other materials, provided that the Contractor has been paid the aforesaid.

ARTICLE IX
GENERAL PROVISIONS

9.1 **Notices.** All notices from one Party to another Party regarding this Agreement shall be in writing and delivered to the addresses shown below:

If to NCTCOG:
North Central Texas Council of Governments
P.O. Box 5888
Arlington, TX 76005-5888
Attn: Purchasing Agent
Phone Number: 817-704-5674
elittrell@nctcog.org

If to Contractor:	**MVS360, LLC** **Attn:** Pardha Jasti 14425 Falcon Head Blvd, E-100 Austin, TX 78738 **Phone:** 512-234-3567 **Email:** pardha.jasti@mvs360.com

The above contact information may be modified without requiring an amendment to the Agreement.

9.2 **Tax.** NCTCOG and several participating entities are exempt from Texas limited sales, federal excise and use tax, and does not pay tax on purchase, rental, or lease of tangible personal property for the organization's use. A tax exemption certificate will be issued upon request.

9.3 **Indemnification.** Contractor shall defend, indemnify, and hold harmless NCTCOG and Participating Entities, NCTCOG's affiliates, and any of their respective directors, officers, employees, agents, subcontractors, successors, and assigns from any and all suits, actions, claims, demands, judgments, liabilities, losses, damages, costs, and expenses (including reasonable attorneys' fees and court costs) (collectively, "Losses") arising out of or relating to: (i) Services performed and carried out pursuant to this Agreement; (ii) breach of any obligation, warranty, or representation in this Agreement, (iii) the negligence or willful misconduct of Contractor and/or its employees or subcontractors; or (iv) any infringement, misappropriation, or violation by Contractor and/or its employees or subcontractors of any right of a third party; provided, however, that Contractor shall have no obligation to defend, indemnify, or hold harmless to the extent any Losses are the result of NCTCOG's or Participating Entities' gross negligence or willful misconduct.

9.4 **Limitation of Liability.** In no event shall either party be liable for special, consequential, incidental, indirect or punitive loss, damages or expenses arising out of or relating to this Agreement, whether arising from a breach of contract or warranty, or arising in tort, strict liability, by statute or otherwise, even if it has been advised of their possible existence or if such loss, damages or expenses were reasonably foreseeable.

Notwithstanding any provision hereof to the contrary, neither party's liability shall be limited by this Article with respect to claims arising from breach of any confidentiality obligation, arising from such party's infringement of the other party's intellectual property rights, covered by any express indemnity obligation of such party hereunder, arising from or with respect to injuries to persons or damages to tangible property, or arising out of the gross negligence or willful misconduct of the party or its employees.

9.5 **Insurance.** At all times during the term of this Agreement, Contractor shall procure, pay for, and maintain, with approved insurance carriers, the minimum insurance requirements set forth below, unless otherwise agreed in a Purchase Order between Contractor and Participating Entities. Further, Contractor shall require all contractors and sub-contractors performing work for which the same liabilities may apply under this Agreement to do likewise. All subcontractors performing work for which the same liabilities may apply under this contract shall be required to do likewise. Contractor may cause the insurance to be effected in whole or in part by the contractors or sub-contractors under their contracts. NCTCOG reserves the right to waive or modify insurance requirements at its sole discretion.

9.5.1 Workers' Compensation: Statutory limits and employer's liability of $100,000 for each accident or disease.

9.5.2 Commercial General Liability:

9.5.2.1 Required Limits:

$1,000,000 per occurrence;

$3,000,000 Annual Aggregate

9.5.2.2 Commercial General Liability policy shall include:

9.5.2.2.1 Coverage A: Bodily injury and property damage;

9.5.2.2.2   Coverage B: Personal and Advertising Injury liability;

9.5.2.2.3   Coverage C: Medical Payments;

9.5.2.2.4   Products: Completed Operations;

9.5.2.2.5   Fire Legal Liability;

9.5.2.3   Policy coverage must be on an "occurrence" basis using CGL forms as approved by the Texas State Board of Insurance.

9.5.3   Business Auto Liability: Coverage shall be provided for all owned hired, and non-owned vehicles. Required Limit: $1,000,000 combined single limit each accident.

9.5.4   Professional Errors and Omissions liability:

9.5.4.1   Required Limits:

$1,000,000 Each Claim

$1,000,000 Annual Aggregate

9.6   **Conflict of Interest.** During the term of this Agreement, and all extensions hereto and for a period of one (1) year thereafter, neither party, shall, without the prior written consent of the other, directly or indirectly, whether for its own account or with any other persons or entity whatsoever, employ, solicit to employ or endeavor to entice away any person who is employed by the other party.

9.7   **Force Majeure.** It is expressly understood and agreed by both parties to this Agreement that, if the performance of any provision of this Agreement is delayed by force majeure, defined as reason of war, civil commotion, act of God, governmental restriction, regulation or interference, fire, explosion, hurricane, flood, failure of transportation, court injunction, or any circumstances which are reasonably beyond the control of the party obligated or permitted under the terms of this Agreement to do or perform the same, regardless of whether any such circumstance is similar to any of those enumerated herein, the party so obligated or permitted shall be excused from doing or performing the same during such period of delay, so that the period of time applicable to such requirement shall be extended for a period of time equal to the period of time such party was delayed. Each party must inform the other in writing within a reasonable time of the existence of such force majeure.

9.8   **Ability to Perform.** Contractor agrees promptly to inform NCTCOG of any event or change in circumstances which may reasonably be expected to negatively affect the Contractor's ability to perform its obligations under this Agreement in the manner contemplated by the parties.

9.9   **Availability of Funding.** This Agreement and all claims, suits, or obligations arising under or related to this Agreement are subject to and limited by the receipt and availability of funds which are received from the Participating Entities by NCTCOG dedicated for the purposes of this Agreement.

9.10   **Governing Law.** This Agreement will be governed by and construed in accordance with the laws of the State of Texas, United States of America. The mandatory and exclusive venue for the adjudication or resolution of any dispute arising out of this Agreement shall be in Tarrant County, Texas.

9.11   **Waiver.** Failure by either party to insist on strict adherence to any one or more of the terms or conditions of this Agreement, or on one or more occasions, will not be construed as a waiver, nor deprive that party of the right to require strict compliance with the same thereafter.

9.12   **Entire Agreement.** This Agreement and any attachments/addendums, as provided herein, constitutes the entire agreement of the parties and supersedes all other agreements, discussions, representations or understandings between the parties with respect to the subject matter hereof. No amendments hereto, or waivers or releases of obligations hereunder, shall be effective unless agreed to in writing by the parties hereto.

9.13   **Assignment.** This Agreement may not be assigned by either Party without the prior written consent of the other Party.

9.14   **Severability.** In the event any one or more of the provisions contained in this Agreement shall for any reason be held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other provision(s) hereof, and this Agreement shall be revised so as to cure such invalid, illegal, or unenforceable provision(s) to carry out as near as possible the original intents of the Parties.

9.15   **Amendments.** This Agreement may be amended only by a written amendment executed by both Parties, except that any alterations, additions, or deletions to the terms of this Agreement, which are required by changes in Federal and State law or regulations or required by the funding source, are automatically incorporated into this Agreement without written amendment hereto and shall become effective on the date designated by such law or regulation.

9.16   **Dispute Resolution.** The parties to this Agreement agree to the extent possible and not in contravention of any applicable State or Federal law or procedure established for dispute resolution, to attempt to resolve any dispute between them regarding this Agreement informally through voluntary mediation, arbitration or any other local dispute mediation process, including but not limited to dispute resolution policies of NCTCOG, before resorting to litigation.

9.17   **Publicity.** Contractor shall not issue any press release or make any statement to the media with respect to this Agreement or the services provided hereunder without the prior written consent of NCTCOG.

9.18   **Survival.** Rights and obligations under this Agreement which by their nature should survive will remain in effect after termination or expiration hereof.

<div align="center">

ARTICLE X
ADDITIONAL REQUIREMENTS
</div>

10.1   **Equal Employment Opportunity**. Contractor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, or national origin. Contractor shall take affirmative actions to ensure that applicants are employed, and that employees are treated, during their employment, without regard to their race, religion, color, sex, sexual orientation, gender identity, or national origin. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

10.2   **Davis-Bacon Act.** Contractor agrees to comply with all applicable provisions of 40 USC § 3141 – 3148.

10.3   **Contract Work Hours and Selection Standards.** Contractor agrees to comply with all applicable provisions of 40 USC § 3701 – 3708 to the extent this Agreement indicates any employment of mechanics or laborers.

10.4   **Rights to Invention Made Under Contract or Agreement.** Contractor agrees to comply with all applicable provisions of 37 CFR Part 401.

10.5   **Clean Air Act, Federal Water Pollution Control Act, and Energy Policy Conservation Act.** Contractor agrees to comply with all applicable provisions of the Clean Air Act under 42 USC § 7401 – 7671, the Energy Federal Water Pollution Control Act 33 USC § 1251 – 1387, and the Energy Policy Conservation Act under 42 USC § 6201.

10.6   **Debarment/Suspension.** Contractor is prohibited from making any award or permitting any award at any tier to any party which is debarred or suspended or otherwise excluded from or ineligible for

participation in federal assistance programs under Executive Order 12549, Debarment and Suspension. Contractor and its subcontractors shall comply with the Certification Requirements for Recipients of Grants and Cooperative Agreements Regarding Debarments and Suspensions.

10.7 **Restrictions on Lobbying.** CONTRACTOR agrees to comply with all applicable provisions of 2 CFR §200.450. CONTRACTOR shall include a statement of compliance with the Lobbying Certification and Disclosure of Lobbying Activities in procurement solicitations exceeding $100,000. Lobbying Certification and Disclosure of Lobbying Activities shall be completed by subcontractors and included in subcontractor contracts, as applicable. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. See Appendix C.

10.8 **Procurement of Recovered Materials**. Contractor agrees to comply with all applicable provisions of 2 CFR §200.322.

10.9 **Drug-Free Workplace.** Contractor shall provide a drug free work place in compliance with the Drug Free Work Place Act of 1988.

10.10 **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.

10.11 **Civil Rights Compliance**
Compliance with Regulations: Contractor will comply with the Acts and the Regulations relative to Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation (USDOT), the Federal Highway Administration (FHWA), as they may be amended from time to time, which are herein incorporated by reference and made part of this agreement.

Nondiscrimination: Contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, sex, or national origin in the selection and retention of subcontractors, including procurement of materials and leases of equipment. Contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 45 CFR Part 21.

Solicitations for Subcontracts, Including Procurement of Materials and Equipment: In all solicitations either by competitive bidding or negotiation made by Contractor for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplier will be notified by Contractor of obligations under this contract and the Acts and Regulations relative to Nondiscrimination on the grounds of race, color, sex, or national origin.

Information and Reports: Contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto, and will permit access to its books, records, accounts, other sources of information, and facilities as may be determined by the State or the FHWA to be pertinent to ascertain compliance with such Acts, Regulations or directives. Where any information required of Contractor is in the exclusive possession of another who fails or refuses to furnish this information, Contractor will so certify to NCTCOG, the Texas Department of Transportation ("the State") or the Federal Highway Administration, as appropriate, and will set forth what efforts it has made to obtain the information.

Sanctions for Noncompliance: In the event of Contractor's noncompliance with the Nondiscrimination provisions of this Agreement, NCTCOG will impose such sanctions as it or the State or the FHWA may determine to be appropriate, including, but not limited to: withholding of payments to the Contractor under this Agreement until the Contractor compiles and/or cancelling, terminating or suspension of this Agreement, in whole or in part.

Incorporation of Provisions: Contractor will include the provisions of the paragraphs listed above, in this section 10.11, in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. Contractor will take such action with respect to any subcontract or procurement as NCTCOG, the State, or the FHWA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if Contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier because of such direction, Contractor may request the State to enter into such litigation to protect the interests of the State. In addition, Contractor may request the United States to enter into such litigation to protect the interests of the United States.

10.12 Disadvantaged Business Enterprise Program Requirements

Contractor shall not discriminate on the basis of race, color, national origin, or sex in the award and performance of any U.S. Department of Transportation (DOT)-assisted contract or in the administration of its DBE program or the requirements of 49 CFR Part 26. Contractor shall take all necessary and reasonable steps under 49 CFR Part 26 to ensure non-discrimination in award and administration of DOT-assisted contracts. Each sub-award or sub-contract must include the following assurance: *The Contractor, sub-recipient, or sub-contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Agreement. The Contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by the Contractor to carry out these requirements is a material breach of this agreement, which may result in the termination of this agreement or such other remedy as the recipient deems appropriate.*

10.13 Pertinent Non-Discrimination Authorities

During the performance of this Agreement, Contractor, for itself, its assignees, and successors in interest agree to comply with the following nondiscrimination statutes and authorities; including but not limited to:

a. Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.

b. The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects).

c. Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), as amended, (prohibits discrimination on the basis of sex).

d. Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.) as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27.

e. The Age Discrimination Act of 1975, as amended, (49 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age).

f. Airport and Airway Improvement Act of 1982, (49 U.S.C. Chapter 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex).

g. The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, subrecipients and contractors, whether such programs or activities are Federally funded or not).

h. Titles II and III of the Americans with Disabilities Act, which prohibits discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38.

i. The Federal Aviation Administration's Nondiscrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex).

j. Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations.

k. Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, the parties must take reasonable steps to ensure that LEP persons have meaningful access to the programs (70 Fed. Reg. at 74087 to 74100).

l. Title IX of the Education Amendments of 1972, as amended, which prohibits the parties from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq.).

10.14 Ineligibility to Receive State Grants or Loans, or Receive Payment on State Contracts
In accordance with Section 231.006 of the Texas Family Code, a child support obligor who is more than thirty (30) days delinquent in paying child support and a business entity in which the obligor is a sole proprietor, partner, shareholder, or owner with an ownership interest of at least twenty-five (25) percent is not eligible to:

a. Receive payments from state funds under a contract to provide property, materials or services; or

b. Receive a state-funded grant or loan.

By signing this Agreement, the Contractor certifies compliance with this provision.

10.15 House Bill 89 Certification
If contractor is required to make a certification pursuant to Section 2270.002 of the Texas Government Code, contractor certifies that contractor does not boycott Israel and will not boycott Israel during the term of the contract resulting from this solicitation. If contractor does not make that certification, contractor state in the space below why the certification is not required.

_____
_____

10.16   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.

10.17 **Certification of Fair Business Practices**
That the submitter affirms 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.

10.18 **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 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.

10.19 **Prohibition on Certain Telecommunications and Video Surveillance Services or Equipment.**
Pursuant to Public Law 115-232, Section 889, and 2 Code of Federal Regulations (CFR) Part 200, including §200.216 and §200.471, NCTCOG is prohibited from using federal funds to procure, contract with entities who use, or extend contracts with entities who use certain telecommunications and video surveillance equipment or services provided by certain Chinese controlled entities. The Contractor agrees that it is not providing NCTCOG with or using telecommunications and video surveillance equipment and services as prohibited by 2 CFR §200.216 and §200.471. Contractor shall certify its compliance through execution of the "Prohibited Telecommunications and Video Surveillance Services or Equipment Certification," which is included as Appendix D of this Contract. The Contractor shall pass these requirements down to any of its subcontractors funded under this Agreement. The Contractor shall notify NCTCOG if the Contractor cannot comply with the prohibition during the performance of this Contract.

10.20 **Discrimination Against Firearms Entities or Firearms Trade Associations**
Pursuant to Texas Local Government Code Chapter 2274, Subtitle F, Title 10, prohibiting contracts with companies who discriminate against firearm and ammunition industries. NCTCOG is prohibited from contracting with entities, or extend contracts with entities who have practice, guidance, or directive that discriminates against a firearm entity or firearm trade association. Contractor shall certify its compliance through execution of the "Discrimination Against Firearms Entities or Firearms Trade Associations Certification," which is included as Appendix D of this Contract. The Contractor shall pass these requirements down to any of its subcontractors funded under this Agreement. The Contractor shall notify NCTCOG if the Contractor cannot comply with the prohibition during the performance of this Contract.

10.21 **Boycotting of Certain Energy Companies**
    Pursuant to Texas Local Government Code Chapter 2274, Subtitle F, Title 10, prohibiting contracts with companies who boycott certain energy companies. NCTCOG is prohibited from contracting with entities or extend contracts with entities that boycott energy companies. Contractor shall certify its compliance through execution of the "Boycotting of Certain Energy Companies Certification," which is included as Appendix D of this Contract. The Contractor shall pass these requirements down to any of its subcontractors funded under this Agreement. The Contractor shall notify NCTCOG if the Contractor cannot comply with the prohibition during the performance of this Contract.

10.22 **Domestic Preference for Procurements**
    As appropriate and to the extent consistent with law, the CONTRACTOR should, to the greatest extent practicable, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products). Consistent with §200.322,the following items shall be defined as: "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States. "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

10.23 **Trafficking in Persons**
    Contractor agrees to comply with all applicable provisions of 2 CFR §175.15. NCTCOG, the Contractor, and its subcontractors are prohibited from (i) engaging in severe forms of trafficking in persons during the period of time that the award is in effect; (ii) procure a commercial sex act during the period of time that the award is in effect; (iii) use forced labor in the performance of the award or subawards under the award. The Federal award agency may unilaterally terminate the award, without penalty, if the Contractor (i) is determined to have violated an applicable prohibition; (ii) has an employee who is determined by the agency officially authorized to terminate the award to have violated an applicable prohibition of this award term. NCTCOG must notify the Federal award agency immediately if any information received from the Contractor indicates a violation of the applicable prohibitions.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the Effective Date.

MVS360, LLC   **North Central Texas Council of Governments**

Pardha Jasti   05/0/2025   Signed by: *Todd Little*   6/27/2025
_____   _____
Signature   Date   349D83294E7946E...
                                                 Signature   Date
                                                 Todd Little
                                                 Executive Director

Pardhasaradhi Jasti
_____
Printed Name

President
_____
Title

APPENDIX A
Statement of Work

The Contractor agrees to provide AI Solutions in accordance with the scope of work outlined in Request for Proposal (RFP) No. 2025-018, and as further detailed in the Contractor's technical response, which is incorporated herein and made a part of this Statement of Work.

1. The Contractor shall be responsible for the design, development, deployment, and ongoing support of customized Artificial Intelligence (AI) solutions. These solutions must:
   a. Address and solve specified operational and strategic challenges.
   b. Integrate seamlessly with existing agency systems and databases.
   c. Be intuitive, user-friendly, and accessible to a broad range of stakeholders.
   d. Include end-user training, system documentation, and ongoing support for staff.
   e. Provide ongoing maintenance, upgrades, and compliance assurance with applicable data security and privacy standards.
   f. Ensure data security and privacy compliance in alignment with state and federal regulations.
2. Technical Requirements
   The Contractor shall ensure that all AI solutions meet the following technical specifications:
   a. Scalability: Must support growth in both data volume and user interaction without degradation of performance.
   b. System Integration: Solutions must integrate with existing platforms.
   c. Security frameworks: MDM, IAM, SIEM, and related infrastructure
   d. Real-Time Analytics: Must provide real-time data analysis and reporting.
   e. Data Security & Privacy Compliance: Adherence to standards such as GDPR, HIPAA, and CCPA are required.
   f. Natural Language Processing (NLP): Advanced NLP capabilities must be embedded to support diverse and accurate user interactions.
   g. Accuracy & Validation: Contractor must demonstrate and maintain a high level of system accuracy and describe methods for validation and quality assurance.
   h. Algorithm Transparency: Solutions must include clear documentation of AI algorithms, approaches to mitigating bias, validation processes, and explainability.
   i. Continuous Improvement: Solutions must include features for ongoing learning, with mechanisms to incorporate feedback and improve performance over time.
   j. Interoperability: AI systems must comply with open standards and be capable of integrating with current and future digital infrastructure.
   k. Quality Control: Contractor shall maintain rigorous quality control protocols to ensure consistent and reliable system performance.
3. Data Governance
   The Contractor must implement the following data governance practices:
   a. Data Integrity and Accuracy: Ensure reliable data quality through lifecycle validation checks and automated error correction.
   b. Data Privacy Compliance: Adhere to all relevant privacy laws. Implement data anonymization and pseudonymization as needed and obtain/document user consent for data collection and use.
   c. Access Controls: Implement role-based access controls and multi-factor authentication (MFA) for all sensitive data access.
   d. Data Retention and Disposal: Define and adhere to policies for secure data retention and disposal.
   e. Data Auditing and Monitoring: Regular auditing must be conducted, and access/modification logs must be maintained and made available upon request.
4. Cybersecurity Requirements
   The Contractor shall maintain strong cybersecurity practices throughout the contract period:
   a. Threat Detection & Response: Deploy AI-based threat detection tools. Define incident response plans and test them regularly.
   b. Encryption: Utilize end-to-end encryption (AES-256, RSA-2048, etc.) for both data in transit and at rest.

c. Vulnerability Management: Perform regular security assessments and penetration testing. Patch vulnerabilities promptly.

d. Security Governance Framework: Establish and follow a documented governance model with defined policies, controls, and responsibilities.

e. Risk Management: Identify risks, establish mitigation strategies, maintain a disaster recovery plan, and conduct root-cause analysis following incidents.

f. Training & Awareness: Provide regular cybersecurity training to all relevant agency staff. Training must address both technical procedures and general awareness.

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

4. OUR PRODUCTS & OFFERINGS

HR-Tech Innovation using AI (PWS 5.1 f)

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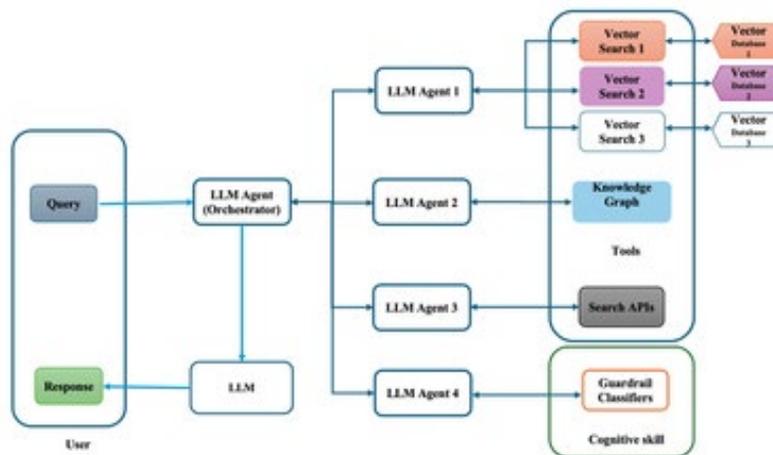

Figure 1 –LLM Model

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

4

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

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

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

5

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

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

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

- Prolonged Resolution Times: Manual processes result in delays, impacting customer satisfaction.

- Limited Personalization: Difficulty in providing tailored guidance to vehicle owners with diverse needs.

- Lack of Proactive Insights: Limited access to trends and data prevents the DMV from addressing recurring compliance issues effectively.

The Solution: Gen AI for Intelligent Case Management

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

1. Automated Case Classification and Prioritization

- Gen AI classifies incoming cases (e.g., insurance lapses or emissions failure) based on severity, deadlines, and complexity.

- High-priority cases are automatically flagged for faster resolution.

2. Intelligent Case Summarization

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

3. Dynamic Communication Generation

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

4. Virtual Assistant for Vehicle Owners

- A chatbot and voice assistant provide real-time guidance to vehicle owners, helping them:

    o Understand compliance requirements.

    o Navigate case submissions.

    o Resolve issues with step-by-step instructions.

5. Predictive Insights into Compliance Trends

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

6. Enhanced Workflow Automation

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

6

7. Document Processing and Analysis

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

8. AI-Powered Recommendations

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

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

1. Case Creation:
   o Vehicle owners submit cases through the DMV portal.
   o Gen AI classifies cases and assigns priority levels.

2. AI-Powered Assistance:
   o Vehicle owners receive real-time support from the virtual assistant for guidance and issue resolution.

3. Case Review:
   o Gen AI summarizes cases for agents, highlighting critical details for swift action.

4. Document Submission and Validation:
   o Vehicle owners upload necessary documents.
   o Gen AI validates submissions and flags any issues.

5. Resolution and Communication:
   o Cases are resolved, and Gen AI generates personalized notifications with follow-up instructions.

6. Insights and Proactive Management:
   o Analyzes case data to identify compliance trends, improving policy and operational strategies.

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

Economic Development *(PWS 5.1 d)*

Customer Service AI-First Transformation

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

Key Accomplishments

1. Development of a Visual Search and Recommender Engine:

7

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

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

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

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

Dymax: Business Strategy Roadmap *(PWS 5.1 d)*

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

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

Strategy Roadmap Implementation

1. Assessment of Current Capabilities

- Technological Audit: Dymax conducted a comprehensive evaluation of its existing technological infrastructure, identifying key gaps in readiness for AI integration, particularly concerning scalability and interoperability.

- Organizational Readiness: The company assessed cultural and operational readiness to adapt to AI-driven workflows, emphasizing employee engagement and the capacity for continuous improvement.

2. Strategic Planning

- Alignment with Objectives: AI initiatives were aligned with core business objectives to improve operational efficiency, enhance customer satisfaction, and support scalability.

- Phased Roadmap Development: A detailed roadmap with clear milestones was created to address specific challenges, including integration, quality control, and real-time analytics capabilities.

3. Implementation Roadmap

- Pilot Projects: Initial small-scale AI projects demonstrated feasibility, provided early insights, and validated accuracy and algorithm transparency. These pilots also highlighted potential improvements in scalability and interoperability.

- Phased Deployment: AI solutions were incrementally deployed across departments to minimize disruption, facilitate smooth integration, and ensure robust quality control.

4. Change Management

- Employee Training: A robust training program that upskilled employees on AI tools, focusing on accuracy, data security, and the effective use of NLP capabilities to foster a culture of innovation.

- Stakeholder Engagement: Dymax actively involved stakeholders, ensuring transparency and alignment throughout the process while addressing concerns about algorithm transparency and data privacy.

Strategic Objectives and Achievements

Short-Term Goals:

- AI Readiness Assessments: Evaluated technological maturity, establishing a foundation for scalable and secure AI integration.

- Skill Development: Employees were equipped with training to leverage AI capabilities, including real-time analytics and NLP tools.

- Governance Framework: Established a robust AI governance framework to prioritize ethical use, algorithm transparency, and compliance with data security regulations.

- Data Quality Improvements: Enhanced data collection and management practices ensured accuracy, usability, and privacy.

9

Long-Term Vision:

- Comprehensive AI Integration: Seamlessly integrated AI across all business functions, ensuring interoperability and alignment with business processes.

- Continuous Innovation: Embedded AI advancements into daily operations, driving real-time analytics and fostering continuous improvement.

- Customer-Centric Approach: Leveraged AI-driven insights for personalized services and proactive trend anticipation.

- Global Expansion: AI-enabled market insights facilitated international growth and entry into new markets.

Challenges Overcome

- Challenge-Specific Functionality: Dymax implemented scalable and flexible AI solutions tailored to meet department-specific requirements.

- Scalability: Designed systems that could grow with the organization, ensuring future-proof integration of AI capabilities.

- Integration: Overcame integration challenges with a modular and interoperable architecture, enabling seamless collaboration across platforms.

- Real-Time Analytics: Enabled real-time data processing and decision-making to enhance agility and responsiveness.

- Data Security and Privacy: Established robust frameworks to protect sensitive information, ensuring compliance with industry standards and regulations.

- Natural Language Processing Capabilities: Deployed NLP technologies to improve customer interaction, automate repetitive tasks, and derive insights from unstructured data.

- Accuracy: Prioritized high data quality and validation measures to ensure reliable output from AI systems.

- Algorithm Transparency: Developed explainable AI models to build trust and ensure ethical decision-making.

- Continuous Improvement: Integrated mechanisms for iterative development and feedback to refine AI models and processes over time.

- Interoperability: Ensured AI tools worked seamlessly with existing systems and future technologies.

- Quality Control: Implemented rigorous quality control measures to monitor system performance and maintain high standards.

Our value-added benefit Realized

- Operational Efficiency: AI-powered automation streamlined workflows, eliminated redundancies, and enhanced productivity.

- Improved Decision-Making: Real-time analytics and data-driven insights supported both strategic and tactical decisions.

- Competitive Advantage: Innovative and scalable AI solutions positioned Dymax as a market leader.

10

- Customer Satisfaction: Personalized and predictive services fostered loyalty and increased customer retention.

- Scalability: The roadmap ensured AI systems could evolve alongside business growth, supporting both immediate needs and long-term objectives.

- Data Security: Enhanced data governance practices safeguard sensitive information and ensure compliance with regulations.

- Continuous Improvement: A culture of innovation and feedback-driven refinement kept Dymax's AI capabilities at the cutting edge.

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

Dymax: Customer Support with Generative AI and Co-Pilot

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

Challenges

1. Increased Case Volume: With a growing customer base, the Dymax support team faced challenges managing an influx of queries and cases.

2. Delayed Resolutions: Manual processes often led to longer resolution times, affecting customer satisfaction.

3. Knowledge Accessibility: Support agents struggled to access the right information quickly due to fragmented knowledge bases.

4. Resource Utilization: Repetitive tasks consume a significant portion of agents' time, limiting their ability to focus on complex issues.

Solution

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

Challenge-Specific Functionality

1. Scalability:

   o The system was designed to scale Dymax's growing case volume, ensuring seamless performance even during peak periods.

   o Automated workflows adapted dynamically to fluctuations in caseloads.

2. Integration:

   o The AI-powered solution was seamlessly integrated with Dymax's existing CRM, ticketing, and support tools.

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

3.   Real-Time Analytics:

- o   Dashboards provided live insights into case trends, resolution times, and customer sentiment.

- o   Predictive analytics identified emerging issues and areas for improvement proactively.

4.   Data Security and Privacy:

- o   Industry-standard encryption and access controls safeguarded customer data.

- o   The solution complied with GDPR and other data privacy regulations, ensuring customer trust.

5.   Natural Language Processing (NLP) Capabilities:

- o   The AI categorized cases, extracted key details, and understood customer intent, enabling accurate prioritization.

- o   NLP facilitated multilingual support, broadening Dymax's global reach.

6.   Accuracy:

- o   Machine learning algorithms continuously improved the precision of case categorization and routing.

- o   Regular audits and retraining ensured that the system maintained a high standard of accuracy.

7.   Algorithm Transparency:

- o   Transparent AI algorithms provided insights into decision-making processes, fostering trust among support agents.

- o   Detailed logs allowed agents to trace and validate AI-recommended actions.

8.   Continuous Improvement:

- o   Feedback loops were implemented to refine AI models based on user and agent interactions.

- o   Regular updates ensured the system adapted to evolving customer needs and challenges.

9.   Interoperability:

- o   The platform worked seamlessly with third-party tools, enabling Dymax to leverage additional functionalities.

- o   Flexible APIs supported integration with future technologies.

10.   Quality Control:

- o   Built-in validation processes ensured that AI-generated responses were reviewed for accuracy and relevance.

- o   Automated quality checks flagged inconsistencies, enabling timely corrections.

- o

12

Key Features

1. AI-Powered Case Categorization:

   o Cases were automatically categorized based on content and urgency using NLP.

   o Prioritization rules ensured high-priority cases were addressed first.

2. Automated Knowledge Retrieval:

   o The Co-Pilot tool provided agents with instant, contextually relevant information from the Dymax knowledge base.

   o Dynamic FAQs and solution suggestions reduced manual searches, improving efficiency.

3. Intelligent Case Routing:

   o Cases were routed to the most suitable agents based on skillsets, workload, and past performance.

   o Automated reassignment workflows ensured timely follow-ups and resolutions.

4. Generative AI Assistance:

   o Draft responses were generated for repetitive inquiries, allowing agents to personalize replies.

   o The AI suggested troubleshooting steps and escalation paths for complex cases.

5. Customer Insights Dashboard:

   o Real-time analytics provided visibility into case trends and resolution performance.

   o Sentiment analysis identified customer satisfaction trends, guiding management decisions.

Implementation Process

1. Assessment and Customization:

   o Dymax worked closely with AI experts to align the solution with industry-specific requirements and challenges.

2. Integration:

   o Seamless integration with CRM, ticketing, and other support tools created a unified ecosystem for case management.

3. Training:

   o Comprehensive hands-on training ensured agents were equipped to maximize the system's potential.

4. Phased Rollout:

   o A phased deployment allowed iterative improvements and addressed agent feedback for optimal adoption.

Results

1. Improved Efficiency:

13

- o Case resolution time decreased by 40%, from an average of 3 days to 1.8 days.

- o Repetitive task handling reduced agent workload by 50%, enabling a focus on complex issues.

2. Enhanced Customer Satisfaction:

- o Customer satisfaction scores improved by 25% within six months of implementation.

- o Faster and more accurate resolutions received positive feedback from customers.

3. Streamlined Operations:

- o AI autonomously managed 60% of low-priority cases, freeing agents to address high-impact issues.

4. Increased Knowledge Utilization**:**

- o Knowledge base usage increased by 70%, ensuring agents accessed the most relevant information efficiently.

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

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

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

The Challenge

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

- Inefficient File Retrieval: Locating specific files across departments is time-consuming and prone to errors.

- Unorganized Digital Assets: Redundant or unstructured files result in wasted resources and confusion.

- Lack of Insights: Organizations have limited ability to analyze trends in asset usage for informed decision-making.

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

The Solution: Dymax's AI-Powered Catalog Management

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

Key Features

1. Automated Metadata Ingestion

- o Extracts and stores metadata like file names, paths, departments, and creation/modification dates.

2. AI-Driven Categorization

- o Leverages machine learning to classify and tag assets based on metadata, content, and contextual patterns.

14

3. Centralized Asset Catalog

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

4. Search and Discovery

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

5. Intelligent Recommendations

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

6. Access Control and Governance

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

7. Analytics and Insights

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

Workflow

1. Metadata Collection

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

2. AI Categorization

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

     ▪ Department: Marketing

     ▪ Type: Brochure

     ▪ Year: 2025

3. Catalog Creation

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

4. Search and Recommendations

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

5. Asset Analytics

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

Our value-added benefit

1. Enhanced Efficiency

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

2. Improved Collaboration

15

- o   Enables secure, cross-departmental access to shared resources.

3. Cost Savings

- o   Minimize redundant asset creation by improving discoverability and reusability.

4. Data-Driven Decisions

- o   Provides actionable insights into asset usage trends, improving resource allocation and planning.

Our COTS product

Empowering Recruiters: AI powered Interview Platform

Focus: AI-Powered Hiring and Recruitment Solutions
Another product that we have is http://2ndSight.ai is an innovative HR Technology platform revolutionizing the hiring process by leveraging cutting-edge Artificial Intelligence (AI) and Machine Learning (ML) capabilities. The platform's primary goal is to streamline recruitment workflows, enhance candidate assessment, and eliminate bias, enabling organizations to hire smarter, faster, and more inclusively. With a focus on improving efficiency, accuracy, and decision-making in talent acquisition, http://2ndSight.ai empowers businesses to optimize their hiring processes while ensuring a seamless experience for both recruiters and candidates.
Our team designed and developed groundbreaking technology powering 2ndsight.ai, an emerging startup revolutionizing the hiring process. Leveraging Vertical AI Agents and Large Language Models (LLMs), our solution automates interviews and streamlines candidate evaluations for industries as diverse as government and local authorities, helping them scale up hiring efficiently.

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

The Solution: To address these challenges, AI technology was implemented to reimagine and streamline the hiring process. The solution focused on three key areas:
1. Automating the Interview Process: AI-driven systems simulate the behavior of a human recruiter, conducting interviews without requiring human intervention. This approach allows for scalable, consistent, and unbiased evaluations of candidates.
2. Resume Scoring: The AI automatically evaluates resumes submitted by candidates, scoring them based on their alignment with job descriptions and required skills. This feature provides recruiters with actionable insights, making it easier to shortlist candidates.

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

16

Figure 2 –Solution Overview & Screening

Key Attributes and Considerations in this solution
- Responsible AI
- Ethical Considerations
- Data Security: Granular Access

Value added Results and Benefits

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

SPECTRA

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

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

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

Key Features

- Near Real-Time Alerts: Immediate detection and alerting for critical incidents, including accidents, crimes, and violations.

- Interactive Q&A: Enables users to query footage and receive precise, contextually relevant answers.

17

- Human-Like Summaries: Offers clear, actionable descriptions of incidents for better decision-making.

- Proactive Incident Prevention: Uses contextual intelligence to foresee and mitigate risks.

- Contextual Intelligence: Delivers deeper insights by understanding video footage with human-like cognition.

- Map-Based Visualization: Visualizes CCTV locations with priority highlights (Red, Amber, Green) for rapid response.

- Scalability & Integration: Adapts to systems of any scale and integrates seamlessly with APIs.

- Flexibility & Customization: Tailored to diverse industry needs with minimal training.

Business Value

- 24x7 Monitoring: Always on, reducing the need for manual surveillance.

- Incident Prevention & Safety: Real-time detection and prevention of threats.

- Operational Efficiency: Automates processes and extracts actionable insights.

- Safety Compliance: Ensures adherence to safety and security regulations.

- Scale for Any Need: Supports applications from small businesses to large-scale smart cities.

Applications

Traffic & Smart Cities

- Detect traffic violations and accidents in near real-time.

- Optimize urban traffic flow with analytics-driven insights.

- Enhance public safety by monitoring high-risk zones.

Security & Surveillance

- Proactively identify unauthorized access and potential threats.

- Summarize extensive footage into key events for quicker reviews.

- Enforce compliance with safety and security protocols.

SENTRA

Smart Entity Neural Text Recognition and Automation

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

Key Features

AI-Powered Intelligent Document Processing (IDP)

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

18

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

Self-Learning AI Mechanism

- Adapts and evolves through usage, continuously improving its data extraction capabilities.

- Scales to handle high-volume document processing with unmatched efficiency.

Multi-Layered Quality Control

- Triple-check validation using independent LLMs ensures rigorous quality assurance.

- Confidence scoring, anomaly detection, and automated alerts guarantee superior accuracy.

Unmatched Accuracy Rates

- Handwritten Documents: 99%

- Typewritten Documents: 99%

- Printed Documents: 99%

Comprehensive Document Management

- Integrated, robust DMS for secure and organized storage.

- Advanced indexing and search capabilities ensure seamless document retrieval.

Use Cases

1. Government Document Digitization

   o Securely transform and manage public records for improved accessibility and accuracy.

2. Enterprise Document Storage and Retrieval

   o Simplify critical document storage, indexing, and retrieval for businesses of any size.

3. Public Records Automation

   o Streamline processes such as licensing, property records, and legal documentation to enhance operational efficiency.

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

5. DATA GOVERNANCE AND CYEBRSECURITY

Application Management

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

19

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

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

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

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

Incidents

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

20

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

Antivirus & Antimalware

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

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

Contract End and Data Retention

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

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

Data specifications

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

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

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

21

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

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

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

Figure 3 – Data Encryption

Data Decryption

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

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

Separation of Keys and Data

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

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

22

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

Security Penetration Testing:

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

Comprehensive Compliance Strategy

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

Implementation of Secure Connection Standards

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

Secure Configuration and Development Practices

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

6. OUR APPROACH

Challenge-Specific Functionality:

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

Scalability:

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

Integration:

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

Real-Time Analytics:

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

Data security and Privacy:

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

Natural Language Processing Capabilities:

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

24

Accuracy:

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

Algorithm Transparency:

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

Continuous Improvement:

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

Interoperability:

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

Quality Control:

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

7. BEST PRACTICES IN APPLICATION DEVELOPMENT

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

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

Incident Response and Notification Protocol

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

25

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

Dedicated to Data Security

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

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

8. AGILE METHODOLOGY IMPLEMENTATION

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

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

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

26

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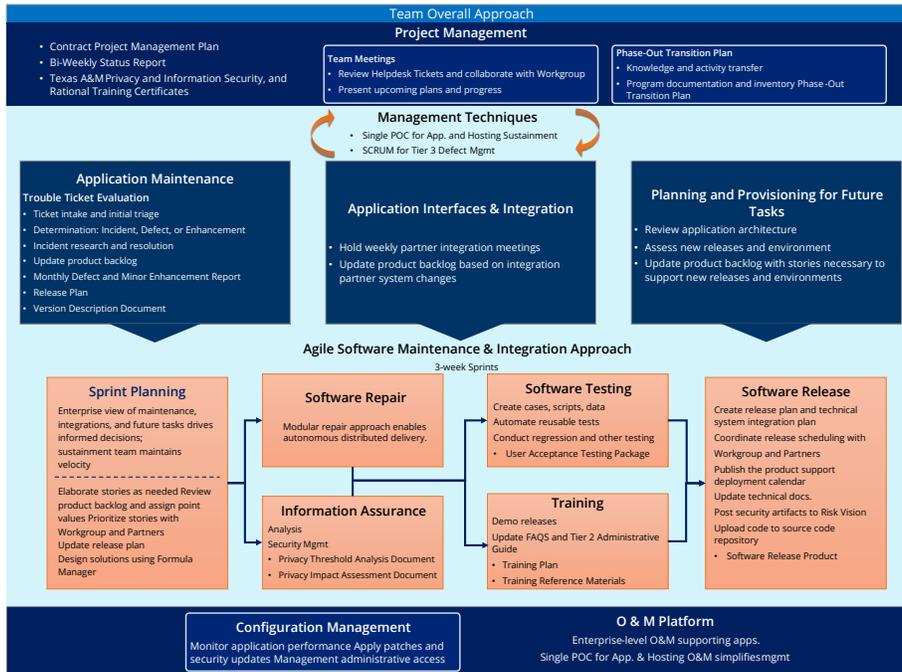

Figure 4 –Overall Agile & Technical Approach

Our approach integrates SAFe's principles with our Agile COE's strategic insights, allowing us to scale Agile practices across organizational boundaries and ensuring that projects are delivered efficiently, on time, and within budget. The incorporation of DevOps into our project lifecycle further enhances our delivery capability, bridging the gap between software development and IT operations to achieve higher efficiency, faster deployment, and superior quality in the final product. Through this integration, we have established a seamless, end-to-end project lifecycle that encompasses initial planning, continuous integration and delivery, to ongoing support and maintenance.
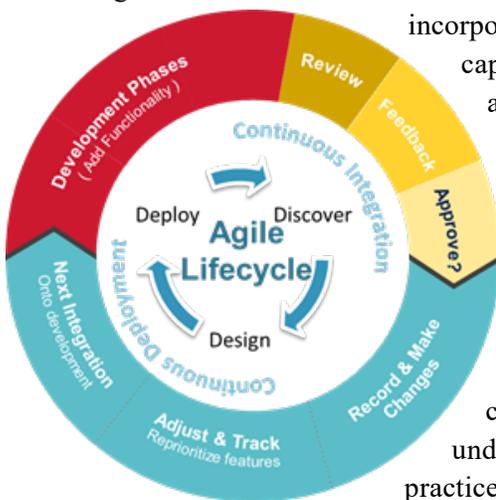
The application of these methodologies has not only propelled us to successfully undertake and execute projects for notable Texas State agencies but has also refined our ability to adapt to and meet the unique challenges and requirements each project presents. Our extensive experience, underpinned by SAFe and our Agile COE, alongside our proven DevOps practices, positions us uniquely to deliver a solution that is robust, user-centric, and aligned with strategic goals. This introduction sets the stage for a detailed discussion on how we plan to leverage our expertise and methodologies to meet our clients expectations and deliver a system that enhances the procurement and management of instructional materials across Texas.

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

27

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

9. PROJECT MANAGEMENT

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

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

Budget Management:

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

Schedule Management:

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

28

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

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

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

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

29

10. OUR TEAM

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

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

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

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

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

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

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

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

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

11. TRAINING AND DOCUMENTATION

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

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

12. HELPDESK SUPPORT

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

31

APPENDIX A.1
Pricing for TXShare Cooperative Purchase Program Participants

Service Category 1 – Artificial Intelligence (AI) Solutions for Public Sector Entities:

Category 1 - AI Solutions S4AI			
Notes: 1. This pricing sheet is an EXAMPLE of how pricing should be submitted for RFP 2025-018. 2. Please provide unit pricing for each proposed item, including a percentage discount offering, if any. 3. Use as many lines as necessary. 4. Detail any additional information.			
Description	**Add additional description if necessary:**	**% Discount**	**Notes/Comments**
1. Software Licensing and Subscription Costs: *Provide the cost breakdown for software licenses, subscriptions, or any other software-related fees.*	S4AI - Strategy Roadmap Solution	1%	Road Map Exercise for agencies up to 5 departments.
2. Implementation and Customization Costs: *Outline the costs related to the implementation of the AI solution, including setup, integration with existing systems, customization, and deployment.*	Implementation Time And Material	5%	Based on the scope of the work project costs will be defined at the time of the project SOW.
3. Training and Support Costs: *Include costs for training government staff, technical support, and customer service, both during and after implementation.*		5%	
4. Ongoing Maintenance and Updates: *Provide costs for ongoing software maintenance, updates, and any regular services required to keep the AI system running smoothly.*		2%	
5. Optional Add-Ons or Features: *List any additional features or services available that are not included in the core proposal but can be added at an additional cost.*			
6. Total Cost of Ownership (TCO): *Summarize the Total Cost of Ownership (TCO), which includes all costs over a defined period (e.g., 3 years or 5 years). This should reflect software, implementation, support, maintenance, and optional add-ons.*		2%	Depend on the solution
7. Additional Costs (if applicable): *List any additional costs not covered in the above sections that are relevant to the proposal, such as travel costs, setup fees, or other miscellaneous charges.*	Traveling/other misc costs.	1%	

Category 1 - AI Solutions 2ndSight			
Notes: 1. This pricing sheet is an EXAMPLE of how pricing should be submitted for RFP 2025-018. 2. Please provide unit pricing for each proposed item, including a percentage discount offering, if any. 3. Use as many lines as necessary. 4. Detail any additional information.			
Description	**Add additional description if necessary:**	**% Discount**	**Notes/Comments**
1. Software Licensing and Subscription Costs: *Provide the cost breakdown for software licenses, subscriptions, or any other software-related fees.*	2ndSight.ai	1%	Subscription. Minimum 500 Seats
2. Implementation and Customization Costs: *Outline the costs related to the implementation of the AI solution, including setup, integration with existing systems, customization, and deployment.*	Implementation Time And Material	5%	Based on the scope of the work project costs will be defined at the time of the project SOW.
3. Training and Support Costs: *Include costs for training government staff, technical support, and customer service, both during and after implementation.*		5%	
4. Ongoing Maintenance and Updates: *Provide costs for ongoing software maintenance, updates, and any regular services required to keep the AI system running smoothly.*	**Not Applicable**		
5. Optional Add-Ons or Features: *List any additional features or services available that are not included in the core proposal but can be added at an additional cost.*	**Not Applicable**		
6. Total Cost of Ownership (TCO): *Summarize the Total Cost of Ownership (TCO), which includes all costs over a defined period (e.g., 3 years or 5 years). This should reflect software, implementation, support, maintenance, and optional add-ons.*	**Not Applicable**		
7. Additional Costs (if applicable): *List any additional costs not covered in the above sections that are relevant to the proposal, such as travel costs, setup fees, or other miscellaneous charges.*	Traveling/other misc costs.	1%	

	SENTRA		
Description	Add additional description if necessary:	% Discount	Notes/Comments
1. Software Licensing and Subscription Costs: *Provide the cost breakdown for software licenses, subscriptions, or any other software-related fees.*	**Single Instance Deployment**	1%	**Year renewal price, post contract period price will be hiked by 12% per renewal.**
2. Implementation and Customization Costs: *Outline the costs related to the implementation of the AI solution, including setup, integration with existing systems, customization, and deployment.*	**One time setup cost**	1%	**Unit price per hour as part of proffesional services.**
3. Training and Support Costs: *Include costs for training government staff, technical support, and customer service, both during and after implementation.*	**Part of post deployment handover**	1%	**Three working days workshop will be conducted.**
4. Ongoing Maintenance and Updates: *Provide costs for ongoing software maintenance, updates, and any regular services required to keep the AI system running smoothly.*	**Quaterly On-site visting health check and maintainance support**	1%	**Annual Maintainance Optional**
5. Optional Add-Ons or Features: List any additional features or services available that are not included in the core proposal but can be added at an additional cost.	**Not Applicable**		**$50,000 for additional deployment.**
6. Total Cost of Ownership (TCO): Summarize the Total Cost of Ownership (TCO), which includes all costs over a defined period (e.g., 3 years or 5 years). This should reflect software, implementation, support, maintenance, and optional add-ons.		1%	**Discount - 1 Year 5%, 3 Year 20%, 5 Year 30**
7. Additional Costs (if applicable): List any additional costs not covered in the above sections that are relevant to the proposal, such as travel costs, setup fees, or other miscellaneous charges.	**Not Applicable**		

SPECTRA			
Description	**Add additional description if necessary:**	**% Discount**	**Notes/Comments**
1. Software Licensing and Subscription Costs:	**Single Instance Deployment (On-Prem)**		**Year renewal price, post contract period price will be hiked by 12% per renewal.**
Provide the cost breakdown for software licenses, subscriptions, or any other software-related fees.	**(PaaS Model)**	1%	
	Subscription Based		**Price is per camera per hour in near real time**
	(SaaS Model)	1%	
2. Implementation and Customization Costs:	**One time setup cost**		**Unit price per hour as part of proffesional services.**
Outline the costs related to the implementation of the AI solution, including setup, integration with existing systems, customization, and deployment.	**(For both Models)**	1%	
3. Training and Support Costs:	**Part of post deployment handover**		**Three working days workshop will be conducted.**
Include costs for training government staff, technical support, and customer service, both during and after implementation.	**(For both Models)**	1%	
4. Ongoing Maintenance and Updates:	**Quaterly On-site visting health check and maintainance support**		**Annual Maintainance Optional**
Provide costs for ongoing software maintenance, updates, and any regular services required to keep the AI system running smoothly.	**(For both Models)**	0%	
5. Optional Add-Ons or Features: **List any additional features or services available that are not included in the core proposal but can be added at an additional cost.**			**$50,000 for additional deployment.**
6. Total Cost of Ownership (TCO): **Summarize the Total Cost of Ownership (TCO), which includes all costs over a defined period (e.g., 3 years or 5 years). This should reflect software, implementation, support, maintenance, and optional add-ons.**		0%	**Discount - 1 Year 5%, 3 Year 20%, 5 Year 30**
7. Additional Costs (if applicable): **List any additional costs not covered in the above sections that are relevant to the proposal, such as travel costs, setup fees, or other miscellaneous charges.**			

Percentage discounts for items represent the minimum discounts provided for each item within the category offered by the Contractor. Contractor and Participating Entity may mutually agree to a greater percentage discount for any item covered under this agreement. Refer to price list for current pricing.

APPENDIX A.2
Service Area Designation Forms

EXHIBIT 3: SERVICE DESIGNATION AREAS

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

(Exhibit 3 continued on next page)

(Exhibit 3 continued)

	Nationwide Service Area Designation or Identification Form		
Proposing Firm Name:			
Notes:	**Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.**		
	Will service all fifty (50) states ☒	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

APPENDIX B

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.

REQUIRED 2 CFR 200 CLAUSES
Uniform Administrative Requirements, Cost Principles & Audit Requirements for Federal Awards (Contractor)

1.   Equal Employment Opportunity. CONTRACTOR shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, or national origin. CONTRACTOR shall take affirmative actions to ensure that applicants are employed, and that employees are treated, during their employment, without regard to their race, religion, color, sex, sexual orientation, gender identity, or national origin. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

2.   Davis-Bacon Act. CONTRACTOR agrees to comply with all applicable provisions of 40 USC § 3141 – 3148.

3.   Contract Work Hours and Safety Standards. CONTRACTOR agrees to comply with all applicable provisions of 40 USC § 3701 – 3708 to the extent this agreement indicates any employment of mechanics or laborers.

4.   Rights to Invention Made Under Contract or Agreement. CONTRACTOR agrees to comply with all applicable provisions of 37 CFR Part 401.

5.   Clean Air Act, Federal Water Pollution Control Act, and Energy Policy Conservation Act. CONTRACTOR agrees to comply with all applicable provisions of the Clean Air Act under 42 USC § 7401 – 7671, the Energy Federal Water Pollution Control Act 33 USC § 1251 – 1387, and the Energy Policy Conservation Act under 42 USC § 6201.

6.   Debarment/Suspension. CONTRACTOR is prohibited from making any award or permitting any award at any tier to any party which is debarred or suspended or otherwise excluded from or ineligible for participation in federal assistance programs under Executive Order 12549, Debarment and Suspension. CONTRACTOR and its subcontractors shall comply with the special provision "Certification Requirements for Recipients of Grants and Cooperative Agreements Regarding Debarments and Suspensions".

7.   Restrictions on Lobbying. CONTRACTOR of these funds is prohibited from using monies for lobbying purposes; CONTRACTOR shall comply with the special provision "Restrictions on Lobbying". CONTRACTOR shall include a statement of compliance with the Lobbying Certification and Disclosure of Lobbying Activities in applicable procurement solicitations. Lobbying Certification and Disclosure of Lobbying Activities shall be completed by subcontractors and included in subcontractor contracts, as applicable.

8.   Procurement of Recovered Materials. CONTRACTOR agrees to comply with all applicable provisions of 2 CFR §200.322.

9.   Anti-Israeli Boycott. By accepting this work order, CONTRACTOR hereby certifies the following:
      1.   CONTRACTOR's Company does not boycott Israel; and
      2.   CONTRACTOR's Company will not boycott Israel during the term of the contract.

The following definitions apply to this statute:

(1) "Boycott Israel" means 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 specifically with Israel, or with a person or entity doing business in Israel or in an Israeli- controlled territory, but does not include an action made for ordinary business purposes; and

(2) "Company" means an organization, association, corporation, partnership, joint

venture, limited partnership, limited liability partnership, or limited liability company, including wholly owned subsidiary, majority-owned subsidiary, parent company, or affiliate of those entities or business associations that exists to make a profit.

10. Domestic Preference for Procurements

As appropriate and to the extent consistent with law, the CONTRACTOR should, to the greatest extent practicable, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products). Consistent with §200.322, the following items shall be defined as: "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States. "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

11. Trafficking in Persons

Contractor agrees to comply with all applicable provisions of 2 CFR §175.15. NCTCOG, the Contractor, and its subcontractors are prohibited from (i) engaging in severe forms of trafficking in persons during the period of time that the award is in effect; (ii) procure a commercial sex act during the period of time that the award is in effect; (iii) used force labor in the performance of the award or subawards under the award. The Federal award agency may unilaterally terminate the award, without penalty, if the Contractor

(i) is determined to have violated an applicable prohibition; (ii) has an employee who is determined by the agency officially authorized to terminate the award to have violated an applicable prohibition of this award term. NCTCOG must notify the Federal award agency immediately if any information received from the Contractor indicates a violation of the applicable prohibitions.

Check one of the following:

☑ The Contractor or Subrecipient hereby certifies that it *does* comply with the requirements of 2 CFR 200 as stipulated above and required by the NCTCOG.

-OR-

☐ The Contractor or Subrecipient hereby certifies that it *cannot* comply with the requirements of 2 CFR 200 as stipulated above and required by the NCTCOG.

Pardha Jasti
_____
Signature of Authorized Person

Pardhasaradhi Jasti
_____
Name of Authorized Person

MVS360 LLC
_____
Name of Company

05/01/2025
_____
Date

APPENDIX C
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 and belief, that:

(1) No federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any federal agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with 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.

(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, or cooperative agreement, the undersigned shall complete and submit Standard Form - LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, US Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

Pardha Jasti
_____
Signature

President
_____
Title

MVS360 LLC
_____
Agency

05/01/2025
_____
Date

APPENDIX D
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.

Check one of the following:

☑ The Contractor or Subrecipient hereby certifies that it *does* comply with the requirements of 2 CFR 200 as stipulated above and required by the NCTCOG.

-OR-

☐ The Contractor or Subrecipient hereby certifies that it *cannot* comply with the requirements of 2 CFR 200 as stipulated above and required by the NCTCOG.

Pardha Jasti
_____
Signature of Authorized Person

Pardhasaradhi Jasti
_____
Name of Authorized Person

MVS360 LLC
_____
Name of Company

05/01/2025
_____
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.

Check one of the following:

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

-OR-

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

Pardha Jasti
_____
Signature of Authorized Person

Pardhasaradhi Jasti
_____
Name of Authorized Person

MVS360 LLC
_____
Name of Company

05/01/2025
_____
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.

Check one of the following:

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

-OR-

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

Pardha Jasti
_____
Signature of Authorized Person

Pardhasaradhi Jasti
_____
Name of Authorized Person

MVS360 LLC
_____
Name of Company

05/01/2025
_____
Date

APPENDIX E
DEBARMENT CERTIFICATION

Pardhasaradhi Jasti

_____being duly
(Name of certifying official)
sworn or under penalty of perjury under the laws of the United States, certifies that neither

Sri Jasti

_____, nor its principals
(Name of lower tier participant)
are presently:

- debarred, suspended, proposed for debarment,
- declared ineligible,
- or voluntarily excluded from participation in this transaction by any federal department
or agency

Where the above identified lower tier participant is unable to certify to any of the above statements in this certification, such prospective participant shall indicate below to whom the exception applies, the initiating agency, and dates of action.

Exceptions will not necessarily result in denial of award but will be considered in determining contractor responsibility.   Providing false information may result in criminal prosecution or administrative sanctions.

EXCEPTIONS:

_____

_____

_____

Pardha Jasti
_____
             Signature of Certifying Official
President
                Title
05/01/2025
             Date of Certification
Form 1734
Rev.10-91
TPFS