

# TXShare

Your Public Sector Solutions Center

## REQUEST FOR PROPOSALS

For

### Artificial Intelligence (AI) Solutions for Public Sector Entities

RFP # 2025-018

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

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Legal Name of Proposing Firm

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Contact Person for This Proposal

Title

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Contact Person Telephone Number

Contact Person E-Mail Address

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Street Address of Principal Place of Business

City/State

Zip

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Mailing Address of Principal Place of Business

City/State

Zip

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Point of Contact for Contract Negotiations

Title

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Point of Contact Telephone Number

Point of Contact Person E-Mail Address

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

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

**COVER SHEET**

**BOLDTEK**

5926 Tilden Street,  
Fort Collins, Colorado, 80528  
970 988 0847, <https://www.boldtek.com>

**Date Jan 24, 2025**

North Central Texas Council of Governments (NCTCOG)  
TXShare Cooperative Purchasing Program  
Attn: **Lisa Littrell** (Bid Contact) ,  
Purchasing Division  
616 Six Flags Drive, Arlington, TX 76011

**Subject:** Response to Request for Proposal (RFP) #2025-018 - Artificial Intelligence (AI) Solutions for Public Sector Entities

**1. Certificate of Offeror and Statement of Understanding**

*Addenda Acknowledgement:*

BoldTek acknowledges receipt of the following addenda (if any):

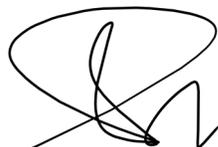
- AI Solutions for Public Sector Entities – Final
- 2025-018 Addendum No. 1- December **10, 2024**

***Statement of Understanding:***

BoldTek recognizes that the North Central Texas Council of Governments (NCTCOG) is seeking innovative proposals from qualified vendors to address critical challenges through Artificial Intelligence (AI). Our objective is to boost operational efficiency, enhance service delivery, and foster innovation across diverse public sector entities, including municipalities, counties, school districts, and other government agencies. We understand that the central challenge of this project is to improve public services, optimize data usage, and increase citizen engagement by implementing effective AI solutions. BoldTek is committed to delivering customized AI strategies and technologies that cater to the unique needs of each member entity, ensuring sustainable improvements and fostering a culture of continuous innovation within the public sector.

**Authorized Representative:**

Paban Sarma, CEOBoldTek LLC  
+1 970 988 0847  
[paban@boldtek.com](mailto:paban@boldtek.com)



**Signature:** \_\_\_\_\_

**Date:** Jan 24, 2025

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## 2. References

Below are four references from similar work performed by BoldTek or by BoldTek senior experienced personnels. Detailed contact information is included in Appendix B.

### I. **County-wide Data Governance framework and implementation plan for Larimer County, Colorado**

*Contact:* Mark Pfaffinger, CIO, Larimer County, Colorado

*Project Scope:* As part of County's five year strategic plan, one of the County strategic objectives, owned by Paban Sarma, then director of Enterprise services for Larimer County to spearhead the development of a County-wide framework, leading to identification of strategic data assets, models of data gathering, sharing, protection and data collaboration amongst participating entities withing County and cities, fully respecting data security, data protection and proper data ownership among all stakeholders.

This well-adopted data governance framework mutually agreed by all participating entities allowed clear ownership of data assets, flow of seamless data integration to optimize cross-functional business work-flows, and enabled use of Data technologies such as AI and ML driving inter-departmental operational process efficiency benefiting citizens. This multi-year effort resulted into annualized cost savings (>USD 500K), on overall county's annual collective spend of various departmental budgets.

### II. **Department of health and Human Services (Larimer County)**

*Contact:* Heather O'Hayre, Director at Larimer County Department of Human Services

*Project Scope:* Multi-year strategic roadmap and implementation of multitude of Business Process improvement initiatives that enabled operational cost savings with reduction of overlapped, duplicated business process, leading to improved citizen experience. This roadmap leveraged an enterprise content management (ECM) platform (OnBase), implemented optimized workflows to improve departmental efficiency. Implementations resulted into cost savings (20% or higher) on annualized basis.

### III. **Colorado Larimer County Sheriff Office**

*Contact:* Jared Gryskiewicz, Business Intelligence and Data Lead, Larimer County, Colorado

*Project Scope:* Comprehensive Secured Data Analysis, and application advanced Data science tools and technologies (Machine Learning) on historical and ongoing Jail occupancy and inmate demographics data to predict jail occupancy and recidivism. The implementation directly benefited the county in cost by optimizing Jail space, creating pre-emptive strategic measures to better understand and prevent recidivism in bigger context. The initiative and implementation was highly recognized and received multiple Innovation awards in the state of Colorado.

#### IV. **Commercial Organizations (Hewlett Packard Inc)**

*Contact:* Jim Henningsen, Sr. manager, Hewlett Packard, Supply Chain

*Project Scope:* Factory Process Automation with advanced data analytics and AI Service Initiative led by Boldtek involved active stakeholders engagements at different levels of leadership teams from different global regions, identification of diverse AI uses cases with strategic alignment and benefit analysis, impacting various business segments within HP's worldwide Supply Chain organization. The discovery process involved potential business impacts to multiple global external partners, with high potentials of cost savings through process automation, optimization and collaboration of workflows.

Deliverables on this AI strategic initiative (ongoing) is a clear strategic AI roadmap encompassing a scheduled implementation plan with multiple POCs, active projects delivering direct business outcomes and well-orchestrated change management plan to deploy across geography and business units.

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### **3. Project-Related Experience and Qualifications**

Proposals will be evaluated on the basis of experience in performing the requested goods/services. Below is a comprehensive overview of BoldTek's capabilities, experience, and expertise in delivering AI solutions, along with our ability to meet each requirement outlined in Section 5. We have also highlighted relevant past projects, particularly those involving public sector entities and similar organizations.

#### **a. Organization's Capabilities and Experience**

##### **Technical Expertise**

BoldTek specializes in a wide array of AI technologies and methodologies, ensuring that we can deliver comprehensive and cutting-edge solutions tailored to our clients' needs. Our technical expertise includes:

- **Machine Learning & Deep Learning:** Proficient in supervised, unsupervised, and reinforcement learning techniques to develop predictive and prescriptive models.
- **Natural Language Processing (NLP):** Expertise in text analysis, sentiment analysis, language translation, and conversational AI applications.
- **Computer Vision:** Development of image and video recognition systems for applications such as diagnostics, surveillance, and quality control.

- **MLOps:** Implementing robust machine learning operations to streamline the deployment, monitoring, and management of AI models in production environments.
- **Data Engineering:** Building and maintaining scalable data pipelines, ensuring data quality, integration, and accessibility for AI applications.
- **AI Ethics and Compliance:** Ensuring all AI solutions adhere to ethical standards and regulatory requirements, including data privacy and security protocols.

### **Project Management**

BoldTek employs a structured and agile approach to managing AI projects, ensuring timely and successful delivery. Our project management methodology includes:

- **Planning:** Defining clear project scopes, objectives, timelines, and resource allocations to align with client goals.
- **Execution:** Utilizing agile methodologies to implement project plans with flexibility and responsiveness to changing requirements.
- **Quality Assurance:** Conducting rigorous testing and validation at each project stage to maintain high standards of deliverables.
- **Risk Management:** Identifying potential risks early and implementing effective mitigation strategies to minimize impact.
- **Stakeholder Engagement:** Maintaining transparent and continuous communication with all stakeholders to ensure alignment and satisfaction throughout the project lifecycle.

### **Team Qualifications**

Our team comprises highly qualified professionals with diverse expertise, ensuring comprehensive coverage of all project aspects:

- **Certified AI Engineers:** Holding certifications from leading platforms such as Microsoft Azure, Google Cloud, and AWS, ensuring proficiency in the latest AI technologies.
- **Experienced Data Scientists:** Skilled in statistical analysis, machine learning, and data visualization to derive actionable insights from complex datasets.
- **Project Managers:** Adept at overseeing complex AI projects, ensuring timely delivery, budget adherence, and stakeholder satisfaction.
- **Domain Experts:** Providing industry-specific knowledge to tailor AI solutions effectively for sectors such as government, healthcare, and manufacturing.
- **Key Personnel**

Below are the key personnel who will lead and support the proposed AI consultancy services. Full resumes are included as Appendix A.

- **Paban Sarma: AI Strategist, BoldTek Leadership**
  - Currently CEO, BoldTek, (Ref. previous role: Director of IT Enterprise Services, Larimer County Colorado)  
Over 15 years of experience in AI strategy and digital transformation in public sector contexts. Led multiple county and municipal AI initiatives focusing on data governance, privacy, and operational efficiency.

- **Xinzhu Nathan Sun: Technical Delivery Manager, AI Service Lead (Global)**
  - Over 12+ years of global IT service delivery experience. Successfully managed large-scale AI and IT projects. Ensures on-time, on-budget delivery with transparent communication, risk mitigation strategies, and stakeholder satisfaction.
  - Microsoft Azure AI Engineer Certified with significant AI Delivery Manager experience working on healthcare projects for Humana, Microsoft, and HPI. Focused on improving operational efficiency, ensuring HIPAA data compliance, safeguarding data privacy, and overseeing production deployment and evaluation.
- **Vivek Shinde: Lead AI Engineer (BoldTek Global)**
  - Lead AI Engineer with 5 years of progressive experience, evolving from Data Science fundamentals to Advanced AI solutions. Specialized in developing production-grade systems using Large Language Models, Computer Vision, and MLOps. Successfully led end-to-end AI projects while ensuring ethical practices and regulatory compliance. Demonstrated expertise in scaling AI systems from proof-of-concept to production while maintaining industry standards and data privacy requirements.
- **KaiHsin Daniel Chen: Lead Data Scientist (BoldTek Global)**
  - Experienced Lead Data Scientist with a strong background in developing machine learning models, statistical analysis, and data-driven solutions. Proven expertise in building scalable frameworks and leveraging advanced technologies to drive business impact. Skilled in managing end-to-end AI project lifecycles, from problem identification to solution deployment. Adept at collaborating across teams to achieve strategic goals.

## **b. Relevant Past Projects**

### **1. Public Safety and Emergency Response**

- **Project Description:** Developed a predictive model to forecast mountain fires in Larimer County's high-altitude regions, enhancing emergency response strategies and saving lives.
- **Client:** Larimer County Government, Colorado.
- **Technologies Used:** Machine Learning algorithms, Geographic Information Systems (GIS), Data Integration Tools.
- **Results:**
  - Improved fire prediction accuracy by 30%.
  - Enabled proactive resource allocation.
  - Reduced response times by 20%, enhancing overall public safety.

## 2. Health and Human Services

- **Project Description:** Implemented an advanced case management system utilizing data analytics to analyze human services caseloads, facilitating preemptive interventions and reducing risks for case workers and potential victims.
- **Client:** Larimer County Government, Colorado, Department of Human Services.
- **Technologies Used:** Data Analytics Platforms, Machine Learning Models, Data Integration Frameworks.
- **Results:**
  - Enhanced case management efficiency by 25%.
  - Enabled timely interventions.
  - Improved safety measures for case workers and clients.

## 3. AI in the Healthcare Industry (HIPAA-Compliant)

- **Enhanced Claims Processing and Administrative Efficiency**
  - **Project Description:** Utilized NLP and OCR to streamline claims interactions and document processing.
  - **Client:** Humana
  - **Technologies Used:** Natural Language Processing (NLP), Optical Character Recognition (OCR)
  - **Results:** Increased processing accuracy by 40% and reduced errors by 15%.
- **Regulatory Compliance and Data Privacy**
  - **Project Description:** Implemented AI-driven monitoring tools to ensure HIPAA compliance.
  - **Client:** Humana
  - **Technologies Used:** AI Monitoring Tools, Data Encryption Technologies.
  - **Results:** Maintained 100% compliance with HIPAA regulations, safeguarding patient data.
- **Advanced Diagnostics and Patient Engagement**
  - **Project Description:** Deployed AI models for medical imaging diagnostics and virtual health assistants.
  - **Client:** Humana
  - **Technologies Used:** Computer Vision, Virtual Assistant Frameworks.
  - **Results:** Improved diagnostic accuracy by 35% and enhanced patient engagement through automated scheduling and medical advice.

## 4. HP – AI Use Cases in Manufacturing Industry

- **Efficient Support Management and Knowledge Assistance**
  - **Project Description:** Implemented AI-driven ticket triage systems and virtual assistants for support issue management.
  - **Client:** HP Supply Chain
  - **Technologies Used:** AI Chatbots, Ticketing Systems, Knowledge Base Integration, Agentic AI with LangGraph

- **Results:** Reduced ticket resolution time by 50% and increased support efficiency.
- **Data Analysis and Integration Automation**
  - **Project Description:** Leveraged AI to convert natural language queries into SQL and automate data integration.
  - **Client:** HP Supply Chain.
  - **Technologies Used:** Natural Language Processing (NLP), Test To SQL and advanced RAG(Retrieval-augmented generation).
  - **Results:** Enhanced data accessibility and consistency, enabling more informed decision-making.
- **Predictive Maintenance and Operational Optimization**
  - **Project Description:** Utilized machine learning models to analyze IoT sensor data for predictive maintenance.
  - **Client:** HP Supply Chain
  - **Technologies Used:** IoT Sensors, Machine Learning Models, Predictive Analytics.
  - **Results:** Reduced operational downtime by 20% and improved maintenance scheduling efficiency.

## c. Background and Years in Business

### History

Established in 2016, BoldTek was founded with a passion for delivering faster and more impactful solutions to clients. Starting with a small, innovative team that valued collaboration, fun, and integrity, BoldTek quickly gained traction in the IT services industry. By 2018, the company had expanded its operations globally, delivering high-quality solutions to clients worldwide. Over the past nine years, BoldTek has continuously evolved, integrating the latest technologies and methodologies to stay at the forefront of IT innovation and business transformation.

### Years in Business

BoldTek has been in operation for over 9 years since its founding in 2016. Despite being a relatively young company, our leadership team brings over 25 years of extensive experience in IT innovation and business transformation, providing a strong foundation for sustained growth and excellence.

### Core Values

Our mission, vision, and core values form the cornerstone of our organizational culture and guide our interactions with clients and partners:

- **Mission Statement:** BoldTek is committed to delivering business innovation and technology services at speed, leveraging IT solutions, industry expertise, and transformational technologies. We foster a culture of intimate client partnerships to help clients achieve their goals effectively and efficiently.
- **Vision:** To redefine business success globally through innovative IT solutions that drive excellence and progress.
- **Core Values – The Seven Pillars:**
  - **Integrity:** Acting truthfully and ethically in all decisions and interactions.
  - **Honesty:** Building trust through fairness, loyalty, and sincere communication.
  - **Courage:** Facing challenges head-on and leading with strength and resilience.
  - **Collaboration:** Harnessing the power of teamwork to achieve shared goals.
  - **Innovation:** Continuously challenging conventions to redefine excellence and adapt to change.

- **Fun:** Fostering camaraderie, positivity, and a unique workplace culture.
- **Respect:** Creating a safe, empathetic, and inclusive environment for all.

**Subcontractors and Third-Party Services:** BoldTek partners with GlobeSync Tech LLC, a Texas-based Hub-certified and Economically-Disadvantaged Women-Owned Small Business (EDWOSB) – SBA certified organization, to enhance our service delivery capabilities.

#### 4. Technical Proposal

##### 4.1 Project Deliverables and Detailed Domain Challenges

We address the **operational challenges** outlined in **Section 5.1 of the RFP** (Administration through Other Government Departments) by offering modular AI solutions tailored to each domain’s unique needs. Below is an **expanded table** summarizing each domain, typical pain points, proposed AI solutions, and the resulting benefits.

Domain	Key Challenges	Proposed AI Solutions	Key Benefits
<b>Administration</b>	<ul style="list-style-type: none"> <li>- Policy analysis can be time-consuming when reviewing lengthy documents.</li> <li>- Strategic planning requires data-driven insights but existing KPI tracking is often fragmented.</li> <li>- Forecasting resource needs (staff, budget) can be guesswork.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>AI-Driven Document Summaries:</b> NLP models to quickly identify key insights and compare policy drafts.</li> <li>- <b>Predictive Modeling</b> for forecasting staffing/budget needs.</li> <li>- <b>Executive Analytics Dashboards</b> aggregating cross-department metrics for top-level decision-making.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Faster policy reviews</b> and improved decision-making.</li> <li>- <b>Real-time KPI tracking</b> leads to agile governance.</li> <li>- Enhanced <b>resource allocation</b> ensuring budgets, staff, and timelines align with strategic goals.</li> </ul>
<b>Development Services</b>	<ul style="list-style-type: none"> <li>- Long wait times for permit approvals due to manual application reviews.</li> <li>- Inefficient scheduling of inspections, leading to backlogs.</li> <li>- Communication gaps between developers, residents, and city staff.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Chatbots/Virtual Assistants</b> for permit applications and FAQs.</li> <li>- <b>Auto Inspection Scheduling</b> using optimization algorithms (route &amp; priority).</li> <li>- <b>NLP-Based Inquiry Categorization</b> for streamlined communications.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Reduced permit processing times</b> and fewer bottlenecks.</li> <li>- <b>Improved staff productivity</b> as inspection routes are optimized.</li> <li>- Transparent, centralized communication with developers and residents.</li> </ul>
<b>Event Center</b>	<ul style="list-style-type: none"> <li>- Managing crowds safely during large events is challenging.</li> <li>- Ticketing systems often have static pricing and limited personalization.</li> <li>- Repetitive attendee queries cause high call volumes.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Computer-Vision Analytics</b> to track crowd density and highlight safety risks.</li> <li>- <b>AI-Driven Ticketing</b> (dynamic pricing, seat optimization).</li> <li>- <b>Event-Focused Chatbots</b> for FAQs, event schedules, and push notifications.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Real-time crowd insights</b> enhance security and attendee comfort.</li> <li>- <b>Increased revenue</b> through dynamic ticket pricing.</li> <li>- Higher <b>engagement</b> with automated updates and personalized outreach.</li> </ul>
<b>Economic Development</b>	<ul style="list-style-type: none"> <li>- Attracting investors requires understanding shifting market trends.</li> <li>- Limited insights on suitable sites for new businesses.</li> <li>- Multi-step processes for incentives and grant approvals can delay investment decisions.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Market Intelligence Tools</b> to analyze local/national trends, competitor moves.</li> <li>- <b>AI-Based Site Feasibility Studies</b> integrating zoning data, demographic info, cost analyses.</li> <li>- <b>Automated Pipeline Tracking</b> for prospective investors or grants.</li> </ul>	<ul style="list-style-type: none"> <li>- Data-driven approach to <b>investment attraction</b> and site selection.</li> <li>- <b>Faster grant/incentive</b> processes and better transparency.</li> <li>- Improved <b>economic impact analysis</b> to justify policy decisions.</li> </ul>

Domain	Key Challenges	Proposed AI Solutions	Key Benefits
<b>Finance &amp; Budget</b>	<ul style="list-style-type: none"> <li>- Manual forecasting may miss unexpected economic or seasonal factors.</li> <li>- Susceptibility to fraud or anomalous transactions without real-time detection.</li> <li>- Overreliance on static spreadsheets for monthly/quarterly reporting.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Predictive Budget Forecasting</b> using historical + external data.</li> <li>- <b>Anomaly/Fraud Detection</b> with ML to flag unusual transactions.</li> <li>- <b>Dynamic Dashboards</b> giving finance teams instant insight into real-time spending, revenues, and variance.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Increased forecast accuracy</b> reduces budget overruns.</li> <li>- Early detection of <b>fraud</b> or misallocated funds saves money and reputational damage.</li> <li>- <b>Data-driven financial planning</b> via always up-to-date dashboards.</li> </ul>
<b>Human Resources</b>	<ul style="list-style-type: none"> <li>- High volume of candidate applications strains recruiters.</li> <li>- Onboarding is lengthy and often manual.</li> <li>- Gauging employee morale and engagement can be difficult.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Automated Resume Screening</b> using NLP and skill-matching algorithms.</li> <li>- <b>Employee Sentiment Analysis</b> (feedback surveys, chat logs).</li> <li>- <b>Onboarding Chatbots</b> to help new hires with process steps, forms, orientation.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Reduced time-to-fill</b> positions, better candidate fits.</li> <li>- Enhanced <b>employee engagement</b> insights drive retention strategies.</li> <li>- Streamlined <b>onboarding</b> improves productivity of new hires and HR efficiency.</li> </ul>
<b>IT &amp; Cybersecurity</b>	<ul style="list-style-type: none"> <li>- Overloaded help desk for repetitive Tier-1 IT issues.</li> <li>- Rising threats demand real-time security monitoring.</li> <li>- Documentation for IT service knowledge can become outdated quickly.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Help Desk Chatbot</b> for password resets, FAQs, ticket creation.</li> <li>- <b>AI-Driven SIEM Integration</b> for threat/anomaly detection and alerting.</li> <li>- <b>Automated Knowledge Base</b> creation and updates with NLP indexing.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Reduced help desk workload</b>, quicker user support.</li> <li>- <b>Real-time security</b> threat detection.</li> <li>- Centralized, up-to-date <b>IT knowledge</b> for faster troubleshooting.</li> </ul>
<b>Library Services</b>	<ul style="list-style-type: none"> <li>- Patrons often struggle to find the right resources quickly.</li> <li>- Library staff resources are stretched for reference queries.</li> <li>- Large volume of new books/materials needing classification.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>NLP-Based Virtual Assistants</b> to handle reference and search queries.</li> <li>- <b>Personalized Recommendations</b> based on user reading history and preferences.</li> <li>- <b>Automated Catalog Classification</b> for new material ingestion.</li> </ul>	<ul style="list-style-type: none"> <li>- Improved <b>user satisfaction</b> and resource discovery.</li> <li>- <b>Increased circulation</b> through personalized suggestions.</li> <li>- <b>Less manual work</b> for classification, freeing staff for higher-level tasks.</li> </ul>
<b>Municipal Courts</b>	<ul style="list-style-type: none"> <li>- High volume of routine inquiries about fines, hearing dates, etc.</li> <li>- Manual case triaging and documentation can cause backlogs.</li> <li>- Paper-intensive processes for standard forms.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>AI-Driven Case Triage</b> with automated tagging and alerts for urgent cases.</li> <li>- <b>Court Chatbot</b> for routine citizen questions (court dates, fine payment).</li> <li>- <b>Automated Document Generation</b> for standard legal forms and notices.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Reduced wait times</b> for routine inquiries.</li> <li>- Greater <b>transparency</b> and accessibility for citizens.</li> <li>- <b>Streamlined workflows</b> leading to faster case resolution.</li> </ul>
<b>Parks &amp; Recreation</b>	<ul style="list-style-type: none"> <li>- Time-consuming program registrations and manual scheduling.</li> <li>- Difficulty forecasting seasonal demand for events/facilities.</li> <li>- Lack of personalized activity suggestions.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Registration Chatbot</b> for sign-ups, fees, schedules.</li> <li>- <b>Predictive Demand Analytics</b> for staffing, facility usage, and supply needs.</li> <li>- <b>Recommendation Systems</b> matching citizens to suitable programs based on preferences.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Higher program participation</b> and streamlined scheduling.</li> <li>- Data-driven <b>resource planning</b> for peak/off-peak usage.</li> <li>- <b>Personalized experiences</b> fostering community engagement.</li> </ul>
<b>Parks</b>	<ul style="list-style-type: none"> <li>- Equipment breakdowns can</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Predictive Maintenance</b> using IoT sensor</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Reduced downtime</b> and more</li> </ul>

Domain	Key Challenges	Proposed AI Solutions	Key Benefits
<b>Maintenance</b>	<ul style="list-style-type: none"> <li>be unpredictable, leading to downtime.</li> <li>- Inefficient workforce scheduling for multiple park sites.</li> <li>- Delayed response to citizen-reported maintenance issues.</li> </ul>	<ul style="list-style-type: none"> <li>data on play equipment, irrigation systems, etc.</li> <li>- <b>AI-Based Scheduling</b> to optimize workforce deployment across park sites.</li> <li>- <b>Geo-Tagged Chatbot Reports</b> enabling citizens to submit location-specific maintenance requests.</li> </ul>	<ul style="list-style-type: none"> <li>proactive repairs.</li> <li>- <b>Optimized crew scheduling</b> and resource allocation.</li> <li>- Faster response to <b>maintenance issues</b>, improving public satisfaction.</li> </ul>
<b>Public Works</b>	<ul style="list-style-type: none"> <li>- Large-scale projects risk scheduling overruns and cost overruns.</li> <li>- Resource constraints (equipment, labor) hamper timely completion.</li> <li>- Frequent complaints from residents about lack of project updates.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>AI-Enhanced Project Management</b> with real-time dashboards, scheduling optimization.</li> <li>- <b>Resource Allocation Modeling</b> to prioritize projects with limited equipment/workers.</li> <li>- <b>Public-Facing Updates</b> (e.g., text or chatbot) on progress, detours, timelines.</li> </ul>	<ul style="list-style-type: none"> <li>- Improved <b>on-time, on-budget</b> delivery.</li> <li>- <b>Transparency</b> fosters trust and reduces resident complaints.</li> <li>- <b>Better resource utilization</b> for large or overlapping projects.</li> </ul>
<b>Utility Billing</b>	<ul style="list-style-type: none"> <li>- Customer confusion over billing statements and usage spikes.</li> <li>- High call volume for routine inquiries or payment issues.</li> <li>- Hard to spot anomalies (leaks, fraud) in real time.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Billing Inquiry Chatbots</b> with payment reminders via email/SMS.</li> <li>- <b>Predictive Usage Analytics</b> to detect unusual spikes, potential leaks/fraud.</li> <li>- <b>Automated Dispute Resolution</b> workflows to handle billing controversies.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Reduced call center loads</b> and quicker user resolutions.</li> <li>- Early detection of <b>overuse or leaks</b> saves money and water resources.</li> <li>- <b>Higher customer satisfaction</b> via transparent, automated processes.</li> </ul>
<b>Visitors Bureau</b>	<ul style="list-style-type: none"> <li>- Visitors often need personalized recommendations (hotels, restaurants, activities).</li> <li>- Language barriers for non-English-speaking tourists.</li> <li>- Limited marketing analytics for tourism trends.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Conversational AI</b> for tailored itineraries, local events, best routes.</li> <li>- <b>Multi-lingual Support</b> covering the languages common in the region.</li> <li>- <b>Tourism Analytics</b> leveraging seasonal data for targeted campaigns.</li> </ul>	<ul style="list-style-type: none"> <li>- Enhanced <b>visitor experience</b>, more tourist engagement.</li> <li>- Data-driven <b>marketing</b> and promotional efforts.</li> <li>- <b>Localized, multi-lingual</b> approach attracts diverse visitors.</li> </ul>
<b>Other Government Depts</b>	<ul style="list-style-type: none"> <li>- Varied departmental structures each requiring specialized AI approaches.</li> <li>- Frequent data silos hamper inter-departmental collaboration.</li> <li>- Need for ongoing innovation and continuous improvement.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Custom AI Solutions</b> aligned with department-specific workflows (automated form processing, advanced analytics, etc.).</li> <li>- <b>Data Harmonization &amp; Knowledge Repositories</b> to break silos.</li> <li>- <b>Long-Term Roadmap</b> ensuring future adaptability and expansions.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Improved cross-department collaboration</b> and data sharing.</li> <li>- Ongoing <b>innovation pipeline</b> to pilot new AI use cases.</li> <li>- Scalability to expand advanced analytics wherever needed.</li> </ul>

## 4.2 Technical Approach

We follow a **six-phase methodology** to implement these solutions effectively, aligning with **Sections 5.2 and 5.3** of the RFP:

### 1. Phase 1: Discovery & Requirements

- **Stakeholder Interviews** to identify pain points, success criteria, compliance obligations (GDPR, HIPAA, CJIS, etc.).
- **Infrastructure & Data Audit** to evaluate readiness for AI integration.

- **Deliverables:** Departmental Gap Analysis, Preliminary Use Case Report.
2. **Phase 2: AI Strategy & Roadmap**
    - **Use Case Prioritization** focusing on high ROI or urgent departmental needs.
    - **Technical Architecture Draft** detailing data flows, integration points (ERP, CRM, SIEM, IAM, MDM, etc.).
    - **Deliverables:** Detailed AI Roadmap (2–5 years), Budget, Timelines.
  3. **Phase 3: Data Governance & Cybersecurity**
    - **Data Governance Framework** (role-based access, retention policies, disposal procedures).
    - **Cybersecurity Controls** (NIST/ISO 27001 alignment, encryption AES-256, RSA-2048, AI-driven SIEM).
    - **Deliverables:** Governance Documents, Security Testing Protocols, Incident Response Plans.
  4. **Phase 4: Pilot Implementation**
    - **Pilot Rollout** in 1–2 departments (e.g., HR or Finance) to validate technology and gather user feedback.
    - **Performance Monitoring** (accuracy, user satisfaction, cost savings).
    - **Deliverables:** Pilot AI Solution, Performance & Feedback Report.
  5. **Phase 5: Full Rollout & Integration**
    - **Scalable Deployment** across multiple departments.
    - **Systems Integration** with existing databases and security infrastructure.
    - **Deliverables:** Enterprise-Wide AI Deployment, Integration Validation Reports.
  6. **Phase 6: Training, Adoption & Continuous Improvement**
    - **User Training** (role-based sessions for staff, knowledge transfer, documentation).
    - **Ongoing Improvement** (model re-training, monthly/quarterly data reviews, updated compliance checks).
    - **Deliverables:** Training Manuals, Maintenance Schedules, Periodic Audit Reports.

---

#### 4.3 Performance Metrics

We measure the success of each AI solution using clearly defined **KPIs**:

- **Accuracy Metrics:** Precision/Recall for chatbot responses, anomaly detection, classification tasks.
- **User Satisfaction:** Post-interaction surveys, Net Promoter Score (NPS).
- **Efficiency Gains:** Reduction in case backlogs, faster time-to-resolution, decreased staff workload.
- **Financial Measures:** Budget variance reduction, fraud detection rate, ROI.
- **Compliance Metrics:** Security audits, data governance adherence, zero open vulnerabilities over X days.
- **Adoption Rates:** Number of staff actively using AI solutions, departmental usage growth over time.

We use **monthly or quarterly check-ins** to refine the approach, re-train models, and address new user needs.

---

## 4.4 Risk Management

### 1. Data Privacy & Compliance

- **Mitigation:** End-to-end encryption (AES-256, RSA-2048), multi-factor authentication (MFA), anonymization/pseudonymization of sensitive data.
- **Contingency:** Detailed breach response protocols, root-cause analysis, timely notifications.

### 2. Algorithmic Bias & Transparency

- **Mitigation:** Regular dataset audits, fairness metrics, use of SHAP/LIME for interpretability.
- **Contingency:** Model re-balancing or data re-labeling if bias is identified.

### 3. Security Threats

- **Mitigation:** AI-driven SIEM integration, regular vulnerability scans, patch management.
- **Contingency:** 24/7 SOC option, established DRP with near real-time failover.

### 4. User Adoption & Change Management

- **Mitigation:** Early stakeholder engagement, role-based training, continuous feedback loops.
- **Contingency:** Reevaluation of user requirements, additional training sessions if adoption is slow.

### 5. Integration & Legacy Systems

- **Mitigation:** Thorough compatibility checks, robust APIs, pilot testing before full launch.
- **Contingency:** Increase budget/time for custom connectors or phased rollout.

---

## 4.5 Compliance and Standards

We adhere to **local, state, and federal regulations** (GDPR, HIPAA, CJIS, FOIA) and align with **NIST** or **ISO 27001** for security and **WCAG** for accessibility. Quality control includes:

- **Automated Testing** (unit, integration, performance).
- **Continuous Integration/Continuous Delivery (CI/CD)** pipelines.
- **Regular Audits** for compliance, data privacy, and bias detection.

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## 5. Pricing

### Key Assumptions for Service Pricing

#### 1. Global AI Resource Utilization

- The provided costs are based on leveraging AI resources from BoldTek's global talent pool across multiple locations.
- BoldTek will fully comply with all mutually agreed-upon privacy and security guidelines.

#### 2. Transparency for Non-USA Operations

- Any work conducted from locations outside BoldTek's USA offices will be transparently communicated to the relevant departments.
- This ensures compliance before committing to any work plan.

### 3. Cost Revisions for Scope Changes

- The estimated costs may be revisited if there are significant changes to the project scope or expectations.
- Any revisions will be made through mutual agreement at the time the changes or their impacts are identified, supported by proper risk management practices.

Below is our **Category 1 – AI Solutions** pricing, expanded with typical line items. This table follows the **Exhibit 1** format and provides sample unit prices, potential discounts, and comments. We then briefly list **Category 2** items.

#### Category 1 – AI Solutions

Description	Additional Description (If Necessary)	Unit Price	% Discount	Notes/Comments
<b>1. Software Licensing and Subscription Costs</b> (AI platform, NLP modules, advanced analytics add-ons)	- Core AI Platform (annual) - NLP Module (annual) - Advanced Analytics Add-On (annual)	\$15,000/year \$5,000/year \$3,000/year	5-10% (multi-year or multi-module)	Licenses cover core AI libraries, updates, and standard user seats. <b>Enterprise or volume discounts</b> can apply if multiple departments adopt simultaneously.
<b>2. Implementation and Customization Costs</b> (setup, integration, customization, deployment)	- Pilot Implementation (1–2 departments) - Full Rollout (for remaining departments) - System Integration Fees	\$25,000 (pilot) \$45,000 (rollout) \$15,000 (integration)	–	<b>Includes</b> environment setup, data ingestion scripts, custom APIs, departmental configuration. Costs scale with complexity (# of integrations, data volumes). Pilots can be smaller to prove ROI.
<b>3. Training and Support Costs</b> (training sessions, tech support, user guides)	- Onsite Training (per session) - Virtual Training (per session) - Post-Deployment Support (annual)	\$3,000/session \$1,500/session \$8,000/year	3-5%	Onsite sessions cover up to 20 people. Virtual sessions unlimited to staff. Post-deployment support includes help desk and routine troubleshooting. <b>Custom</b> training packages are negotiable.
<b>4. Ongoing Maintenance and Updates</b> (software patches, model optimization)	- Annual Maintenance & Patch Management - Quarterly Model Optimization	\$6,000/year \$2,000/quarter	–	Provides <b>routine updates</b> of the AI platform, security patches, and <b>re-tuning</b> of ML models with new data. This ensures solutions remain accurate and secure over time.
<b>5. Optional Add-Ons or Features</b> (24/7 cybersecurity, multi-lingual chat, advanced analytics, etc.)	- 24/7 SOC Monitoring (monthly) - Multi-Lingual Chat Add-On (annual)	\$3,000/month \$2,500/year	–	<b>Not in the core</b> offering but can be added. Multi-lingual expansions for Spanish, Vietnamese, etc. 24/7 SOC for real-time threat detection.
<b>6. Total Cost of Ownership (TCO)</b> (3–5 year horizon including software, implementation, support)	- Example 3-Year TCO ( <i>Licensing + Implementation + Maintenance + Support</i> )	\$XX,XXX – \$XXX,XXX	–	Final TCO depends on the <b>number of modules</b> , # of departments adopting AI, and project scale. We can refine TCO after <b>Phase 1</b> once scope is better defined.
<b>7. Additional Costs (If Applicable)</b> (travel, hardware, etc.)	- Travel for Onsite Deployments (if required)	Actual (GSA or agreed rates)	–	Most of our support is <b>remote</b> ; however, if onsite presence is needed, we bill travel at cost (in line with GSA rates). Any specialized hardware or sensors is billed <b>at cost</b> .

## Category 2 – Ancillary Goods and/or Services

Describe Below	% Discount	Notes/Comments
<b>Advanced Consulting Services</b> (e.g., specialized data science, UI/UX)	Up to 15% off	Rates typically \$100–\$150/hr depending on expertise. Used for advanced or custom requirements (e.g., specialized algorithm development, data merges).
<b>Hardware Procurement</b> (IoT devices, edge sensors, specialized servers)	N/A	Billed at cost plus nominal fee (< 5%) if needed for on-premise AI (e.g., GPU servers).
<b>Extended SLAs &amp; Warranties</b>	5–10% off	Additional coverage on top of standard support, e.g., faster response times, extended hardware warranties, etc.
<b>Continuous Innovation Labs</b> (R&D Partnerships)	Custom	We can engage in ongoing R&D, pilot emerging AI technologies, or collaborate on grant-funded innovation projects for future expansions.

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### Warranty/Guarantee

We offer a **30-day warranty** on delivered solutions post-acceptance, covering defect fixes and performance issues at no additional cost. For longer-term reliability, we provide:

- **Annual Maintenance** that includes patches, minor updates, and performance optimizations.
- **Optional Extended Warranty** for continuous coverage, including advanced security monitoring.

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### Quality Assurance

- **Standards Alignment:** NIST, ISO 27001 for data security; WCAG for accessibility.
- **Testing Strategy:** Automated unit tests, integration tests, user acceptance tests, load/stress tests for performance.
- **Agile-Based Project Management:** Frequent sprints, iterative feedback, transparent communication with stakeholders.

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## 6. Proposed Value-Add

BoldTek is committed to delivering not only the core requirements outlined in this RFP but also providing additional value through innovative approaches and supplementary functionalities. The following five value-add initiatives are designed to enhance the efficiency and effectiveness of public sector operations, ensuring comprehensive and sustainable solutions for our clients.

### I. Advanced Data Analytics and Reporting Dashboards

**Description:** BoldTek will implement advanced data analytics and customizable reporting dashboards that provide real-time insights into key performance indicators (KPIs) and operational metrics. These dashboards will enable public sector entities to make data-driven decisions with greater accuracy and speed.

**Benefits:**

- **Enhanced Decision-Making:** Real-time data visualization supports informed and timely decision-making.
- **Customizability:** Dashboards can be tailored to meet the specific needs and priorities of different departments.
- **Transparency:** Improved visibility into operations fosters accountability and public trust.

### II. Comprehensive Training and Support Programs

**Description:** To ensure the successful adoption and utilization of AI solutions, BoldTek will offer comprehensive training and ongoing support programs for public sector employees. These programs will include hands-on training sessions, detailed user manuals, and continuous technical support.

**Benefits:**

- **User Empowerment:** Equips staff with the necessary skills to effectively use AI tools and technologies.
- **Sustainability:** Ensures long-term success and self-sufficiency in managing AI systems.
- **Minimized Downtime:** Ongoing support reduces potential disruptions and enhances operational continuity.

### III. Enhanced Cybersecurity Measures

**Description:** BoldTek will integrate advanced cybersecurity measures into all AI solutions to protect sensitive public sector data from cyber threats. This includes encryption, intrusion detection systems, and regular security audits to ensure compliance with the highest security standards.

**Benefits:**

- **Data Protection:** Safeguards sensitive information against unauthorized access and breaches.
- **Compliance:** Ensures adherence to federal, state, and local cybersecurity regulations.
- **Trust and Reliability:** Enhances the credibility and reliability of public sector operations.

### IV. Integration with Existing Systems and Technologies

**Description:** BoldTek will ensure seamless integration of AI solutions with existing public sector systems and technologies. This includes compatibility with legacy systems, interoperability with various software platforms, and the use of open APIs to facilitate smooth data exchange and workflow automation.

**Benefits:**

- **Operational Efficiency:** Reduces redundancy and streamlines workflows by connecting disparate systems.
- **Cost-Effectiveness:** Maximizes the value of existing investments in technology infrastructure.
- **Scalability:** Facilitates future expansions and upgrades without major disruptions.

### V. Sustainable and Green IT Practices

**Description:** BoldTek is dedicated to promoting sustainable and environmentally friendly IT practices. We will incorporate energy-efficient technologies, optimize data center operations, and implement green computing strategies to minimize the environmental impact of AI solutions.

**Benefits:**

- **Environmental Responsibility:** Supports public sector commitments to sustainability and environmental stewardship.
- **Cost Savings:** Reduces energy consumption and operational costs through efficient IT practices.
- **Positive Public Image:** Enhances the public sector's reputation as a responsible and forward-thinking entity.

These value-add initiatives demonstrate BoldTek's commitment to going beyond the primary scope of the RFP to deliver comprehensive, innovative, and sustainable solutions for public sector operations. By leveraging our advanced capabilities and proactive approach, we aim to enhance the overall efficiency, security, and effectiveness of your organization's operations, ensuring long-term success and positive impact on the communities you serve.

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## 7.HUB Status

The Partner of this proposal, GlobeSync Tech LLC is a Taxes based HUB certified and Economically-Disadvantaged Women-Owned Small Business (EDWOSB) -SBA certified firm, please see Appendix C for our certification

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## REQUIRED ATTACHMENT CHECKLIST

Please utilize this checklist to ensure that all required attachments are included with your proposal. IF AN ATTACHMENT DOES NOT APPLY, PLEASE MARK AS “**NOT APPLICABLE**” AND SUBMIT WITH THE PROPOSAL. FAILURE TO SUBMIT **ALL REQUIRED DOCUMENTS** MAY NEGATIVELY IMPACT YOUR EVALUATION SCORE.

- Page 1 - Cover Sheet
- Page 21 - Attachment I: Instructions for Proposals Compliance and Submittal
- Page 22 - Attachment II: Certification of Offeror
- Page 23 - Attachment III: Certification Regarding Debarment
- Page 24 - Attachment IV: Restrictions on Lobbying
- Page 26 - Attachment V: Drug-Free Workplace Certification
- Page 27 - Attachment VI: Certification Regarding Disclosure of Conflict of Interest
- Page 30 - Attachment VII: Certification of Fair Business Practices
- Page 31 - Attachment VIII: Certification of Good Standing Texas Corporate Franchise Tax Certification
- Page 32 - Attachment IX: Historically Underutilized Businesses
- Page 33 - Attachment X: Federal and State of Texas Required Procurement Provisions
- Page 36 - Exhibit 1: Description of Desired Product Categories for Proposed Pricing
- Page 37 - Exhibit 2: Sample Market Basket Form
- Page 38 – Exhibit 3: Service Area Designation Forms

Respondent recognizes that all proposals must be submitted electronically through [Public Purchase](#) by the RFP due date and time. All other forms of submission will be deemed non-responsive and will not be opened or considered.

**ATTACHMENT I: INSTRUCTIONS  
FOR PROPOSALS COMPLIANCE AND SUBMITTAL**

**Compliance with the Solicitation**

Submissions must be in strict compliance with this solicitation. Failure to comply with all provisions of the solicitation may result in disqualification.

**Compliance with the NCTCOG Standard Terms and Conditions**

By signing its submission, Offeror acknowledges that it has read, understands and agrees to comply with the NCTCOG standard terms and conditions.

**Acknowledgment of Insurance Requirements**

By signing its submission, Offeror acknowledges that it has read and understands the insurance requirements for the submission. Offeror also understands that the evidence of required insurance must be submitted within ten (10) working days following notification of its offer being accepted; otherwise, NCTCOG may rescind its acceptance of the Offeror's proposals. The insurance requirements are outlined in Section 2.2 - General Terms and Conditions.

Name of Organization/Contractor(s):

\_\_\_\_\_

Signature of Authorized Representative:

  
\_\_\_\_\_

Date: \_\_\_\_\_

**ATTACHMENT II: CERTIFICATIONS OF OFFEROR**

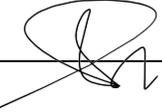
I hereby certify that the information contained in this proposal and any attachments is true and correct and may be viewed as an accurate representation of proposed services to be provided by this organization. I certify that no employee, board member, or agent of the North Central Texas Council of Governments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

I also certify that I have read and understood all sections of this solicitation and will comply with all the terms and conditions as stated; and furthermore that I, \_\_\_\_\_(typed or printed name) certify that I am the \_\_\_\_\_ (title) of the corporation, partnership, or sole proprietorship, or other eligible entity named as offeror and respondent herein and that I am legally authorized to sign this offer and to submit it to the North Central Texas Council of Governments, on behalf of said offeror by authority of its governing body.

Name of Organization/Contractor(s):

\_\_\_\_\_

Signature of Authorized Representative:

 \_\_\_\_\_

Date: \_\_\_\_\_

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

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

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

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;
2. Have not within a three-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or Local) transaction or contract under a public transaction, violation of federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false Proposals, or receiving stolen property;
3. Are not presently indicated for or otherwise criminally or civilly charged by a government entity with commission of any of the offense enumerated in Paragraph (2) of this certification; and,
4. Have not within a three-year period preceding this contract had one or more public transactions terminated for cause or default.

Where the prospective recipient of federal assistance funds is unable to certify to any of the qualifications in this certification, such prospective recipient shall attach an explanation to this certification form.

Name of Organization/Contractor(s):

\_\_\_\_\_

Signature of Authorized Representative:

  
\_\_\_\_\_

Date: \_\_\_\_\_

## **ATTACHMENT IV: RESTRICTIONS ON LOBBYING**

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

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

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

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

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

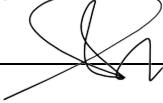
The undersigned certifies, to the best of his or her knowledge or belief, that:

1. No federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an officer or employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal loan, the entering into of any cooperative Contract, and the extension, continuation, renewal, amendment, or modification or any federal contract, grant, loan, or cooperative contract; and
2. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, and or cooperative contract, the undersigned shall complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying”, in accordance with the instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers and that all sub-recipients shall certify accordingly.

Name of Organization/Contractor(s):

\_\_\_\_\_

Signature of Authorized Representative:

  
\_\_\_\_\_

Date: \_\_\_\_\_

**ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION**

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

**CERTIFICATION REGARDING DRUG-FREE WORKPLACE**

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

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

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

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

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

Notifying the employees in the subcontractor’s policy Proposal that as a condition of employment under this subcontract, employees shall abide by the terms of the policy Proposal and notifying the subcontractor in writing within five days after any conviction for a violation by the employee of a criminal drug abuse statute in the workplace;

Notifying the Board within ten (10) days of the subcontractor’s receipt of a notice of a conviction of any employee; and,

Taking appropriate personnel action against an employee convicted of violating a criminal drug statute or requires such employee to participate in a drug abuse assistance or rehabilitation program.

Name of Organization/Contractor(s):

\_\_\_\_\_

Signature of Authorized Representative:

 \_\_\_\_\_

Date: \_\_\_\_\_

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

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

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

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

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

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

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

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

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

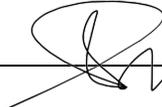
No member of the NCTCOG receives compensation from the contractor for lobbying activities as defined in Chapter 305 of the Texas Government Code.

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

Name of Organization/Contractor(s):

\_\_\_\_\_

Signature of Authorized Representative:

\_\_\_\_\_ 

Date: \_\_\_\_\_

# CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

## FORM CIQ

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

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

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

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

### OFFICE USE ONLY

Date Received

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

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

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

\_\_\_\_\_  
Name of Officer

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

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

Yes       No

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

Yes       No

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

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

7

\_\_\_\_\_  
Signature of vendor doing business with the governmental entity

\_\_\_\_\_  
Date

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

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

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

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

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

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

(2) the vendor:

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

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

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

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

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

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

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

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

(1) the date that the vendor:

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

(2) the date the vendor becomes aware:

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

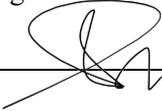
**ATTACHMENT VII: CERTIFICATION OF FAIR BUSINESS PRACTICES**

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

Name of Organization/Contractor(s):

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Signature of Authorized Representative:



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Date: \_\_\_\_\_



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

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

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

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

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

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

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

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

**Vendor to Sign Below to Attest to Validity of Certification:**

GlobeSync Tech LLC  
\_\_\_\_\_  
Vendor Name

\_\_\_\_\_  
Authorized Signature  
Paramita Mitra

\_\_\_\_\_  
Typed Name

\_\_\_\_\_  
Date

Not applicable.

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

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

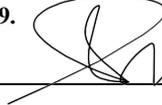
**PROHIBITED TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT  
CERTIFICATION**

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

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

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

SIGNATURE OF AUTHORIZED PERSON:

  
\_\_\_\_\_

NAME OF AUTHORIZED PERSON:

\_\_\_\_\_

NAME OF COMPANY:

\_\_\_\_\_

DATE:

\_\_\_\_\_

-OR-

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

SIGNATURE OF AUTHORIZED PERSON:

\_\_\_\_\_

NAME OF AUTHORIZED PERSON:

\_\_\_\_\_

NAME OF COMPANY:

\_\_\_\_\_

DATE:

\_\_\_\_\_

**DISCRIMINATION AGAINST FIREARMS ENTITIES OR FIREARMS TRADE ASSOCIATIONS**

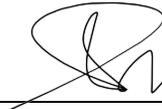
This contract is subject to the Texas Local Government Code chapter 2274, Subtitle F, Title 10, prohibiting contracts with companies who discriminate against firearm and ammunition industries. TLGC chapter 2274, Subtitle F, Title 10, identifies that “discrimination against a firearm entity or firearm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

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

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

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

**SIGNATURE OF AUTHORIZED PERSON:**

  
\_\_\_\_\_

**NAME OF AUTHORIZED PERSON:**

\_\_\_\_\_

**NAME OF COMPANY:**

\_\_\_\_\_

**DATE:**

\_\_\_\_\_

**-OR-**

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

**SIGNATURE OF AUTHORIZED PERSON:**

\_\_\_\_\_

**NAME OF AUTHORIZED PERSON:**

\_\_\_\_\_

**NAME OF COMPANY:**

\_\_\_\_\_

**DATE:**

\_\_\_\_\_

**BOYCOTTING OF CERTAIN ENERGY COMPANIES**

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

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

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

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

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



SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

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**-OR-**

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

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

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**EXHIBIT 1: CATEGORIES OFFERED AND PRICING PROPOSAL**

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

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

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

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

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

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

**Refer to Exhibit 1 –Pricing Proposal Worksheet Attachment.**

**EXHIBIT 2: SAMPLE MARKET BASKET FORM**

This Exhibit is not applicable for this solicitation.

**EXHIBIT 3: SERVICE DESIGNATION AREAS**

<b>Texas Service Area Designation or Identification</b>			
<b>Proposing Firm Name:</b>			
<b>Notes:</b>	<b>Indicate in the appropriate box whether you are proposing to service the entire state of Texas</b>		
	Will service the entire state of Texas	Will not service the entire state of Texas	
	<b>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.</b>		
<b>Item</b>	<b>Region</b>	<b>Metropolitan Statistical Areas</b>	<b>Designated Service Area</b>
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)

<b>Nationwide Service Area Designation or Identification Form</b>			
<b>Proposing Firm Name:</b>			
<b>Notes:</b>	<b>Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.</b>		
	Will service all fifty (50) states	Will not service fifty (50) states	
	<p><b>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.</b></p> <p><b>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.</b></p>		
<b>Item</b>	<b>State</b>	<b>Region/MSA/City (write "ALL" if proposing to service entire state)</b>	<b>Designated as a Service Area</b>
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

## 8. Other Attachments

- Appendix A: Key Personnel Resumes
- Confidentiality Statement

The resumes attached to this proposal are provided exclusively for the purpose of responding to this Request for Proposal (RFP) and are intended solely for the use of the recipient organization. These documents contain confidential and proprietary information belonging to BoldTek LLC and its candidates. By accepting this proposal, the recipient agrees to:

**Maintain Confidentiality:** Keep all attached resumes strictly confidential and refrain from disclosing them to any third parties without prior written consent from BoldTek LLC.

**Limited Use:** Utilize the resumes only for evaluating this specific RFP response and for no other purpose.

**Protection of Information:** Implement appropriate measures to protect the confidentiality and integrity of the resumes, ensuring they are not accessed, distributed, or published publicly.

**Return or Destruction:** Upon completion of the evaluation process, return or securely destroy all copies of the resumes as directed by BoldTek LLC.

Any unauthorized disclosure, distribution, or public sharing of the attached resumes is strictly prohibited and may result in legal action. By proceeding with this proposal, the recipient acknowledges and agrees to uphold the terms of this Confidentiality Statement.

- Paban Sarma: AI Strategist, BoldTek Leadership
- Xinzhu Nathan Sun: Technical Delivery Manager, AI Service Lead (Global)
- Vivek Shinde: Lead AI Engineer (BoldTek Global)
- Kai Hsin Daniel Chen: Lead Data Scientist (BoldTek Global)



**Paban Sarma**

CEO Global, BoldTek

Cell: +1 970 988 0847

LinkedIn: <https://www.linkedin.com/in/pabansarma/>

### Experience Summary:

With overall 15+ years of IT executive leadership experience, a highly result oriented executive, successful in building and executing IT strategies, managing business and delivering services to global fortune 500 companies, including Government sectors.

Active engagement with client's senior leadership team in building strategies aligning with business and IT goals at global scale, driving transformative innovation and business transformation, change management at global scale.

### Client Leadership: CEO, BoldTek (2019 – 2024)

Clients : Hewlett Packard, AMD, JABIL (Global)

Managed and delivered 30+ highly visible IT projects, leading and managing high-performance delivery team across 3 countries.

Benefits: Driving annual cost reduction, operational efficiency and business model transformation impacting multiple business units for all clients served in various capacity;

### County Leadership: Director of IT, Larimer County, Colorado (2016 – 2019)

County department: County Wide

Project: Data Governance Framework

As part of County's five-year strategic plan, one of the County strategic objectives, spearheaded the development of a County-wide framework, leading to identification of strategic data assets, models of data gathering, sharing, protection and data collaboration amongst participating entities withing County and cities, fully respecting data security, data protection and proper data ownership among all stakeholders.

This well-adopted data governance framework mutually agreed by all participating entities allowed clear ownership of data assets, flow of seamless data integration to optimize cross-functional business workflows, and enabled use of Data technologies such as AI and ML driving inter-departmental operational process efficiency benefiting citizens. This multi-year effort resulted into annualized cost savings (>USD 500K), on overall county's annual collective spend of various departmental budgets.



County department: Health and Human Services, Larimer County,  
Project: Process Optimization

Multi-year strategic roadmap and implementation of multitude of Business Process improvement initiatives that enabled operational cost savings with reduction of overlapped, duplicated business process, leading to improved citizen experience. This roadmap leveraged an enterprise content management (ECM) platform (OnBase), implemented optimized workflows to improve departmental efficiency.

Strategized, managed and delivered 10+ highly visible IT projects driving enterprise strategy for entire Health and Human Services, built an enterprise content management platform to optimize business processes, and workflow.

Benefits:

Implementations resulted into cost savings (20% or higher) on annualized basis. Improved citizen experience for accessing Human services.

County Department: Health and Human Services, Larimer County

Project: Intelligent Data-driven Case workload management,

Strategized, help build data driven decision-making frameworks leveraging advanced data technologies (MLs) to create near-real time data insights from case workloads, preemptive intervention to enhance safety to caseworkers, by collaborating with other County departments such as Criminal Justice.

**Other Leadership Experience: VP, Consulting - Capgemini/Sogeti USA 2013-2016**

As a key leadership team, helped build IT strategy with clients, delivered on those IT strategy by executing multiple IT initiatives, developed and mentored 5+ global delivery teams, across 4 countries (India, Taiwan, China, US);

Over 4+ years, delivered 10+ high-profile IT transformative projects rolled out at global scale.

**Other Experience: Director, Manager, Project leads: Capgemini/Sogeti USA, 1997-2012**

As part of Senior leadership team for global IT Delivery, helped managed team of 100+ team member across multiple geos.



Over 15+ years, delivered 25+ IT projects (Application Development, Application Management, BI and Data analytics, Cloud transformation (lift-shift), with full deployment.



## Xinzhu Nathan Sun

Fort Collins, Colorado, 80525 | 970-799-9042

[Nathan.suen0517@gmail.com](mailto:Nathan.suen0517@gmail.com) | [www.linkedin.com/in/xinzhu-nathan-sun-799b83ba](http://www.linkedin.com/in/xinzhu-nathan-sun-799b83ba)

### Summary

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- 13 years of cross-industry experience in leading and managing Projects for HPI, Humana and Microsoft
- Strategic planning and management of multi-million dollar projects and products, integrating advanced marketing strategies and analytics to drive technology innovation, feature enhancement, process optimization, competitive positioning, and profitability growth.
- Client-focused Program and Product Manager adept in Supply Chain, Operational Management, Service Management, Procurement Management, RPA, PC Diagnostics, Marketing CRM Data Analytics, AI and LLM
- Proven history of driving collaboration and delivering high-quality results using Agile methodologies, strong leadership skills honed through experience in motivating and guiding teams, resolving conflicts, drive clarity in ambiguous situation and making critical decisions under pressure.
- 8-year track record of successful IT projects and product management, Leading global teams of up to 20+ members, 9 years of experience leveraging data to drive business value through Machine Learning and AI capabilities

### Education

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- Bachelor's degree : Northeast Forestry University

#### Information and Computer Science

- Master's degree : University of Cincinnati

#### Master of Business Administration(MBA)

### Skills

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- Project/Program Management, Product Ownership, Agile & Scrum, Stakeholder Engagement, Roadmap Development, Requirement Gathering, User Story Creation, Sprint Planning, Backlog Management, MVP Development, Cross-Functional Leadership, Risk Management, Quality Assurance, Continuous Improvement, Data-Driven Decision Making, Customer Feedback Integration, KPI Tracking & Analysis, Budget Management, Release Planning, RCA, ROI Analytics, Global Team Leadership, Resource Allocation
- Digital Marketing, Marketing Campaigns, Account-Based Marketing (ABM), CRM & data analytics
- AI/ML/DL, TensorFlow, Keras, Hugging Face, Computer Vision, NLP, Generative AI, LLM
- Azure AI Platform, Azure OpenAI, Azure AI Search, Azure AI Document Intelligence, OpenAI Prompt Engineering, RAG, RAGAS, Semantic Kernel, Copilot
- ITIL, ServiceNow, Incident Management, Problem Management, Change Management, SLA Management, DevOps, CI/CD, Jira, ADO
- Data Visualization, Tableau, ELK, PowerBI, ServiceNow
- RPA, Automation Anywhere, UiPath, C++, C#, JavaScript, Python, R, SQL
- Hardware, Diagnostics, GPU, CUDA, WMI, AI Acceleration, Manufacturing Processes, Healthcare claim process

### Certifications and Awards

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PMI: Project Management Professional

Capgemini Connected Manager

Certified ScrumMaster® (CSM®) & Certified Scrum Product Owner® (CSPO®)

University of Cincinnati: Graduate certificate in Data Analytics

Microsoft Certified: Azure AI Engineer Associate

Coursera: Generative AI with Large Language Models

Automation Anywhere A360 Certified Advanced RPA Professional

ISTQB

Star award of BATS, Humana, 2021

## Professional Experience Summary

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Companies Worked For	From - To	Roles
BoldTek LLC	May 2024 - Present	Technical Program Manager
Sogeti USA, Part of Capgemini	August 2017 – April 2024	Manager
Sogeti USA	June 2015 - August 2017	Sr. Consultant
Capgemini China	Aug 2012 - June 2015	Consultant

## Professional Experience Detail

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### BoldTek LLC

May 2024 – Present

#### HPI | Technical Program Manager/ AI Service Lead

- **Factory Support Ticket Triage and Routing:** Led the implementation of AI-driven ticketing systems to classify and prioritize support issues, ensuring efficient resolution by directing them to the appropriate teams or solutions.
- **AI Chat for Documentation and Knowledge Base:** Developed virtual assistants to handle technical queries, provide step-by-step guidance, and deliver comprehensive technical documentation, improving issue resolution time and user satisfaction.
- **Text-to-SQL and Data Insights:** Spearheaded the integration of natural language processing solutions to convert queries into SQL, enabling quick database insights and accessible data analysis for business teams.
- **Integration Automation:** Streamlined data integration between platforms using AI, reducing manual interventions, improving data consistency, and enhancing overall system reliability.
- **Machine Learning Models and IoT Integration:** Designed and deployed AI-driven solutions to analyze IoT sensor data, optimizing predictive maintenance, quality assurance, and process efficiency, minimizing downtime and operational costs.

#### Key Achievements:

- Successfully delivered AI projects on time and within budget, aligning with HPI's strategic goals.
- Improved operational workflows through advanced automation and AI-driven insights, enhancing decision-making capabilities across departments.
- Fostered collaboration with cross-functional teams to ensure seamless deployment and adoption of AI solutions.

### Sogeti USA, Part of Capgemini

Sep 2023 – April 2024

#### Microsoft Marketplace | Technical Program Manager/AI&GPT Products Owner

- Managed two key projects and products, Microsoft Marketplace Knowledge Base GPT and ISV Community Listener, leveraging OpenAI GPT, Azure AI, and LLM technologies. Enhanced security and compliance through advanced PII detection and fine-tuning GPT models with proprietary data.
- Incorporated AI innovations like RAG, Semantic Kernel, and Copilot, boosting product capabilities and user experience. This led to more accurate, context-aware AI responses.
- Established a process for capturing and prioritizing user feedback and feature requests, aligning product development with user needs and market trends for continuous improvement.
- Collaborated with cross-functional teams to rapidly develop solutions based on user feedback and technical needs, enhancing product value and addressing user requirements effectively.
- Optimized project strategies by identifying gaps and leveraging the latest AI technologies, staying ahead of industry trends and enhancing project outcomes.
- Ensured clear communication and timely delivery by fostering collaboration across teams, stakeholders, and users, exceeding project objectives.
- Crafted detailed project plans with stakeholders, focusing on strategic resource allocation for maximum efficiency and impact.
- Maintained strict oversight over team performance and project timelines, utilizing various tools and metrics for project management and conflict resolution.
- Showcased expertise in project management with a focus on innovative technology solutions, reporting, and data analysis to improve business operations.
- Blended project and product management skills, emphasizing entrepreneurial thinking, structured planning, and thorough documentation, consistently achieving project goals.

**Sogeti USA, Part of Capgemini  
2023**

**Sep 2019 – Sep**

### **Humana | Project Manager**

- Plan and manage multi-million-dollar Pharmacy/Clinical Production support projects aligning business goals with technology solutions to drive process improvement, competitive advantage, and bottom-line gains.
- Collaborate with Humana Directors to identify SLAs, KPI, daily deliverables, release schedules, accomplishments, risks, and status reports.
- Led the design and execution of proof of concepts (POCs) for a Claims Call Audit Center, leveraging Natural Language Processing (NLP), Azure OpenAI, Cognitive Services, fine-tuning machine learning and GPT models to automate the claims call audit process.
- Manage globally distributed teams in the US and India using Agile methodologies for project management.
- Oversee onshore and offshore teams' daily deliveries, generating weekly status reports for internal management and clients.
- Facilitate team triage for critical incidents in Humana Clinical & Pharmacy production applications, conducting impact and urgency assessments, root cause analyses, and collaborating with various teams for solutions and user communication.
- Drive release and change management in coordination with IT stakeholders and business product owners.
- Develop and publish SOPs, knowledge articles for operational adherence and mentorship.
- Create ServiceNow and PowerBI dashboards showcasing incident volumes, SLA KPIs, specific ticket trends, and analytics for bots, leading efforts to reduce high ticket volumes and promote faster response times.

- Design automation solutions for Humana Pharmacy/Clinical support, incorporating C# Applications, RPA, Python, and other relevant technologies.
- Collaborate with the Center of Excellence and business stakeholders to enhance automation candidate processes, crafting VSR, ADD, and SDD Automation Anywhere Bot design documents and facilitating their translation into development.

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**Sogeti USA, Part of Capgemini****June 2017 to Sep 2019****HP | Project Manager**

- Accomplished Solution Architect and Project Manager with a successful track record of managing globally distributed teams in both the US and Asia (Shanghai, Taiwan, India), overseeing onshore and offshore teams' daily deliveries and producing weekly status reports for internal management and clients.
- Collaborated closely with clients to identify monthly deliverables, release schedules, and proactively mitigate project/delivery risks. Also worked with HPI TPMs to identify various PC products' NPI schedule, factory build issue, new technology enablement and status reports.
- Proficient in Agile Methodologies, effectively driving projects through all phases with a keen focus on delivering results.
- Triage and root cause factory reported build issues, devising short-term and long-term solutions for ODMs.
- Expertise in designing, developing, and deploying C++ and C# PC hardware component diagnostics, leveraging various SDKs, CUDA, and WMI technologies.
- Led the team in creating an Angular-based GUI and framework that seamlessly integrates C# Windows services and PC diagnostics processes with JavaScript and Node.js for enhanced user experiences.
- Spearheaded the implementation of TFS (Team Foundation Server) to automate build, test, and deployment processes, streamlining project workflows.
- Utilized Tableau for data visualization and conducted data analytics on manufacturing CPK (Capability Process Index) to drive data-driven decisions.
- Actively engaged in mentoring, training, and coaching team members, fostering their professional growth while enhancing overall team productivity.
- Conducted proof-of-concepts (POCs) for HP Factories Data ETL (Extract, Transform, Load) using AWS and MongoDB No-SQL database options, driving efficient data management solutions.

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**Sogeti USA****June 2015 to June 2017****HP | Team Lead**

- Work with HPI TPMs to identify various PC products' NPI schedule, factory build issue, new technology enablement and status reports.
- Proficient in Agile Methodologies, effectively driving projects through all phases with a keen focus on delivering results.
- Triage and root cause factory reported build issues, devising short-term and long-term solutions for ODMs.

- Expertise in designing, developing, and deploying C++ and C# PC hardware component diagnostics, leveraging various SDKs, CUDA, and WMI technologies.
- Spearheaded the implementation of TFS (Team Foundation Server) to automate build, test, and deployment processes, streamlining project workflows.
- Conduct ODM training to enhance their understanding of diagnostic systems.
- Lead monthly QA and Regression testing in the lab for comprehensive quality assessment.

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**Capgemini China****Aug 2012 to June 2015****HP | Software Developer**

- Design and implement C++ and C# HP Factory PC hardware diagnostics.
- Facilitate NPI Support enablement for PC Temperature, Fan, LED, and new hardware technology.
- Integrate factory manufacturing processes to ensure seamless operations.
- Quickly troubleshoot factory issues and provide effective solutions as an architect.
- Conduct ODM training to enhance their understanding of diagnostic systems.
- Lead monthly QA and Regression testing in the lab for comprehensive quality assessment.

Lead AI Engineer with 5 years of progressive experience, evolving from Data Science fundamentals to Advanced AI solutions. Specialized in developing production-grade systems using Large Language Models, Computer Vision, and MLOps. Successfully led end-to-end AI projects while ensuring ethical practices and regulatory compliance. Demonstrated expertise in scaling AI systems from proof-of-concept to production while maintaining industry standards and data privacy requirements.

### Skills:

- **AI Frameworks:** LangChain, LangGraph, LlamaIndex, Microsoft Semantic Kernel, Vanna, CrewAI
- **LLMs:** LLaMA, Mistral, GPT-4, Claude, Fine Tuning, Quantization
- **Machine Learning:** Statistical Modeling, Feature Engineering, Model Optimization
- **Deep Learning:** Neural Networks, CNN, RNN, LSTM, Transformers
- **Computer Vision:** YOLO, Object Detection, Image Segmentation, OCR
- **Libraries:** Hugging Face Transformers, PyTorch, TensorFlow, Scikit-learn, NumPy, Pandas.
- **Vector Databases:** ChromaDB, FAISS, Pinecone, Weaviate
- **Databases:** PostgreSQL, MySQL, SQLite, Neo4j
- **Development:** Python, SQL, Linux, Git, GitHub, FastAPI, Flask
- **UI Frameworks:** Streamlit, Chainlit
- **MLOps & Deployment:** Docker, Amazon Web Services (AWS), EC2, Sagemaker.
- **Statistics:** Statistical Modeling, Statistical Analysis, Hypothesis Testing, A/B Testing.

### Work Experience:

#### **BoldTek India Pvt Ltd** (12/2023 – Present)

Lead AI Engineer

##### **Enterprise-Scale Conversational AI Platform:**

- Architected and deployed a production-grade chatbot using advanced RAG techniques and LLM orchestration.
- Implemented sophisticated context handling and Agentic capabilities using LangGraph.
- Achieved 40% reduction in customer service response times and 85% user satisfaction rate.
- Implemented model quantization (8-bit, 4-bit) for production deployment.
- Ensured GDPR compliance and data privacy through secure handling of sensitive information.

##### **AI Powered Multilingual Manufacturing Chat Assistant:**

- Built an advanced RAG system indexing complex technical specification documents for laptop manufacturing.
- Implemented semantic chunking and custom embedding models for technical document understanding.
- Developed multilingual support through fine-tuned translation models.
- Reduced error resolution time by 70% through intelligent document retrieval.
- Integrated with existing manufacturing systems using custom APIs and event handlers.

##### **ChatDB: Conversational Database Query System:**

- Built an intelligent SQL generation system using latest Text-to-SQL models and semantic parsing.
- Implemented query validation and security measures to prevent injection attacks.
- Reduced log analysis time by 75% through natural language querying capabilities.
- Integrated with existing database systems while maintaining security protocols.

##### **Production Heat Analytics Dashboard (PHAD) for Quality Control:**

- Developed real-time monitoring system using statistical process control and ML algorithms.
- Implemented automated alerting system with custom thresholds and anomaly detection for Heat Score Analysis.
- Reduced defect escape rate by 60% through early detection of thermal anomalies.
- Created interactive dashboards using React and Plotly.

**➤ Predictive Modeling for Telecom Retention Enhancement using Machine Learning:**

- Project aimed to develop a predictive modeling solution using machine learning algorithms to enhance Customer retention in the telecom industry.
- Conducted Extensive Data Analysis and Preprocessing to ensure Data Quality and Suitability for modeling.
- Employed machine learning algorithms to create predictive models for forecasting customer behavior.
- Conducted rigorous model evaluation and fine-tuned algorithms, achieving an accuracy rate of 89 %
- Contributed significantly to improved business outcomes by increasing Customer retention rates.

**➤ Customer Feedback Sentiment Analysis for Retail Excellence:**

- Preprocessed and cleaned large-scale customer feedback data to ensure accurate analysis and classification.
- Developed and implemented machine learning models for sentiment classification using techniques like Bag-of-Words, TF-IDF, and Word2Vec.
- Generated actionable insights from sentiment analysis results to improve product offerings and customer experiences.

**➤ Texas Foster Care Child Support Portal:**

- Responsible for retrieving data from the database based on requests from teammates for testing and development purposes.
- Collaborated closely with team members to understand their data needs and provided timely and accurate data extraction.
- Developed efficient queries and scripts to fetch specific data sets from the database, ensuring data integrity and reliability.
- Played a pivotal role in utilizing database management skills to extract relevant data from the system.

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**🎓 Education:**

• <b>Master of Engineering</b>	<i>SPPU, Pune</i>	<i>2016 – 2018</i>	<b>8.01 CGPA</b>
• <b>Bachelor of Engineering</b>	<i>MIT, Pune</i>	<i>2012 – 2016</i>	<b>71 %</b>
• <b>HSC</b>	<i>Z. B. Patil College, Dhule</i>	<i>2010 – 2012</i>	<b>83 %</b>
• <b>SSC</b>	<i>Jai-Hind High School, Dhule</i>	<i>2010</i>	<b>96 %</b>

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**🏆 Certifications:**

- Generative AI with Large Language Models
- Generative AI for Everyone
- Deep Learning for Computer Vision
- AI for Everyone
- Supervised Machine Learning: Regression and Classification Certification
- Python for Data Science, AI & Development



# Kai Hsin, Chen

+886 903 577 009 | kaifin1001@gmail.com | [Github](#)

## PROFESSIONAL EXPERIENCE

### **Boldtek**

*Lead Data Scientist*

Taipei, Taiwan  
Apr 2024- Present

- Built a chatbot from scratch using **LLMs** locally for HP's internal and external use.
- Analyzed computer heat data with **statistical tests** to identify potential hardware issues.
- Developed an API service and data storage framework using **Django**, streamlining data flow and retrieval.
- Enhanced GPU performance research by running experiments on diverse **machine learning techniques**.
- **Technical skills:** LLMs, Django, Statistical tests

### **Acer Cyber Security**

*Machine Learning Engineer*

Taipei, Taiwan  
Dec 2022- Mar 2024

- Achieved 98% accuracy rate in identifying malicious scripts by developing a **machine learning model**
- Increased malware detection accuracy by 3% with **user behavior data analysis** (GRU-based model)
- Contributed to the company's qualification for an NTD 1.3 Bn project bid by creating **data backup algorithm**
- Maintained a record of zero customer complaints by **cross-team collaboration** with customer service, project manager, and frontend/backend developers
- **Technical skills:** Machine Learning, Pytorch, Docker

## EDUCATION

### **University of Sheffield**

*MSc in Data Analysis*

Sheffield, UK  
Sep 2021 - Sep 2022

- Graduated with Merit
- Specialised in Machine Learning: First class (over 70%) in **Scalable Machine learning, NLP**

### **National Cheng Chi University (NCCU)**

*BS in Statistics*

Taipei, Taiwan  
Sep 2015 - Jun 2019

- Excelled in advanced mathematics: A+ in **Calculus, Linear Algebra**

## EXTRACURRICULAR ACTIVITIES

### **Rugby team**

*University of Sheffield / National Cheng Chi University*

Sheffield, UK / Taipei, Taiwan  
Sep 2021 - Jan 2022 / Sep 2016 - Jun 2019

- Secured **1st place** in the ZhongZheng cup through collaboration with teammates from different countries and cultural backgrounds
- **Led 3 teammates** to enhance rugby team performance by hosting rugby rules and techniques coaching sessions

### **Judgment analysis project (Animal Protection Act amendment)**

*LightWill (NPO)*

Taipei, Taiwan  
Sep 2023 - Present

- Analyzed regional and temporal variations in penalties by extracting judgment data from websites
- Developed an amendment proposal by supporting revision recommendation with historical data

## SKILLS

- **Machine Learning:** LLMs, Pytorch, Pyspark, Scikit-learn
- **Programming:** Python, SAS, SPSS, R, C++
- **Miscellaneous:** Git, Linux, Docker, Django, Microsoft Office (PowerPoint, Excel)
- **Interests:** Movie (Written 30+ movie reviews), Trivia (Broad range of knowledge)

- Appendix B: Reference Contact Information
  - **County-wide Data Governance framework and implementation plan for Larimer County, Colorado**

*Contact:* Mark Pfaffinger, CIO, Larimer County, Colorado  
*Email:* [mpfaffinger@larimer.org](mailto:mpfaffinger@larimer.org)  
*Phone number:* (970) 498-7000
  - **Department of health and Human Services (Larimer County)**

*Contact:* Heather O'Hayre, Director at Larimer County  
Department of Human Services  
*Email:* [ohayrehj@co.larimer.co.us](mailto:ohayrehj@co.larimer.co.us)  
*Phone number:* (970) 498-7000
  - **Colorado Larimer County Sheriff Office**

*Contact:* Jared Gryskiewicz, Business Intelligence and Data Lead,  
Larimer County, Colorado  
*Email:* [gryskijr@co.larimer.co.us](mailto:gryskijr@co.larimer.co.us)  
*Phone number:* (970) 498-7000
  - **Commercial Organizations (Hewlett Packard Inc)**

*Contact:* Jim Henningsen, Sr. manager, Hewlett Packard, Supply  
Chain  
*Email:* [jim.henningsen@hp.com](mailto:jim.henningsen@hp.com)  
*Phone number:* +19708988615
- Appendix C: HUB Certification Document

# Texas Historically Underutilized Business (HUB) Certificate



Certificate/VID Number: 1880827074000  
Approval Date: August 2, 2022  
Scheduled Expiration Date: August 2, 2026

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

## Globesync Tech LLC

has successfully met the established requirements of the State of Texas Historically Underutilized Business (HUB) Program to be recognized as a HUB. This certificate printed **August 2, 2022**, supersedes any registration and certificate previously issued by the HUB Program. If there are any changes regarding the information (i.e., business structure, ownership, day to day management, operational control, business location) provided in the submission of the business; application for registration/certification as a HUB, you must immediately (within 30 days of such changes) notify the HUB Program in writing. The CPA reserves the right to conduct a compliance review at any time to confirm HUB eligibility. HUB certification may be suspended or revoked upon findings of ineligibility.

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*Statewide HUB Program  
Statewide Procurement Division*

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



U.S. Small Business  
Administration

[www.sba.gov/wosbready](http://www.sba.gov/wosbready)

Women Owned Small Business Federal Contract Program | 409 Third St. SW | Washington, DC 20416

2/1/2024

Paramita Mitra  
GlobeSync Tech, LLC  
4001 Highland Shored Dr  
Plano, TX 75024

Dear Paramita Mitra:

Congratulations! The U.S. Small Business Administration (SBA) has certified your firm as an Economically-Disadvantaged Women-Owned Small Business (EDWOSB) eligible to participate in the Women-Owned Small Business Federal Contract Program (WOSB Program), as set forth in Title 13, Part 127 of the Code of Federal Regulations (CFR).

Your certification is valid for three years from the date of this letter. To maintain its status as a certified EDWOSB, your firm must undergo a program examination every three years conducted by SBA or a third-party certifier. Instructions for maintaining EDWOSB certification are available at 13 CFR 127.400 and at <https://wosb.certify.sba.gov>.

Your firm must immediately notify SBA of any material changes that could affect its eligibility in accordance with 13 CFR 127.401. This notification must be in writing and must be uploaded into the firm's profile in [WOSB.Certify.sba.gov](https://wosb.certify.sba.gov). Your firm must not misrepresent its EDWOSB certification status to any other party, including any local or State government contracting official or the Federal government or any of its contracting officials.

As a certified EDWOSB, there are valuable free resources available to you. These include:

- SBA Resource Partners: For general assistance on various topics, information on SBA programs, and upcoming small business events in your area. You can find your local resource partner by visiting: <https://www.sba.gov/tools/local-assistance>.
- WOSB website: For specific resources on government contracting and the WOSB Federal Contract Program, please visit: <https://www.sba.gov/wosbready>.
- SBA's 7(j) Program: EDWOSB firms may also be eligible for 7(j) management and technical assistance by contacting their local SBA district office please visit: <https://www.sba.gov/tools/local-assistance>.

As a certified EDWOSB eligible to participate in the WOSB Program, **you CAN** use the [EDWOSB Icon](#) on your business' website, business cards, social media profiles, and in your capability statements and proposal bids. However, **you CANNOT** use the digital icon to express or imply endorsement of any goods, services, entities, or individuals. Thus, **the digital icon CANNOT be used** on a company's letterhead, marketing materials or advertising, paid or public service announcements, in traditional or digital format. The following are instructions to access your digital icon:

1. Visit the following link: <https://www.sba.gov/brand/for-partners/resource-partners-grantees/>;
2. Under General Materials, click on "Decals and Web Icons";
3. The Icons should download on your computer; select "Open File"; and
4. Select/use only the Icon(s) that reflect the Program(s) in which you are currently certified

If you have general questions regarding the WOSB Program, you may submit them to the SBA via the help tab at <https://wosb.certify.sba.gov/help/> or check the SBA web site, [www.sba.gov/wosbready](http://www.sba.gov/wosbready).

Wishing you much success!

Sincerely,



Alisa Sheard  
WOSB Federal Contract Program Director  
Deputy Director, Office of Government Contracting

## Conclusion

BoldTek is dedicated to empowering NCTCOG and TXShare members to harness Artificial Intelligence (AI) in addressing critical challenges such as enhancing operational efficiency, improving public services, optimizing data usage, and increasing citizen engagement. We are committed to upholding the highest standards of compliance, ethics, and transparency inherent to the public sector. Our comprehensive, end-to-end approach—from strategic planning and implementation to training and knowledge transfer—ensures not only the successful deployment of AI solutions but also their sustained growth and scalability for long-term value and continuous innovation. By leveraging our expertise in AI, BoldTek will help your organization drive transformative improvements, foster innovation, and deliver superior service delivery to the communities you serve. We appreciate the opportunity to submit this proposal and are enthusiastic about partnering with NCTCOG and its TXShare members to achieve impactful and sustainable outcomes.

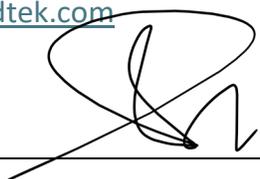
### Authorized Representative:

Paban Sarma, CEO Global

BoldTek

+1 970 988 0847

[paban@boldtek.com](mailto:paban@boldtek.com)

Signature:  \_\_\_\_\_ Date: Jan 24, 2025