

**MASTER AGREEMENT #110724****CATEGORY: Artificial Intelligence (AI) Readiness, Implementation, and Support Services****SUPPLIER: 22nd Century Technologies, Inc.**

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and 22nd Century Technologies, Inc., 8251 Greensboro Drive, Suite 900, McLean, VA 22102 (Supplier).

Sourcewell is a local government and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) offering a Cooperative Purchasing Program to eligible participating government entities.

Under this Master Agreement entered with Sourcewell, Supplier will provide Included Solutions to Participating Entities through Sourcewell's Cooperative Purchasing Program.

**Article 1:
General Terms**

The General Terms in this Article 1 control the operation of this Master Agreement between Sourcewell and Supplier and apply to all transactions entered by Supplier and Participating Entities. Subsequent Articles to this Master Agreement control the rights and obligations directly between Sourcewell and Supplier (Article 2), and between Supplier and Participating Entity (Article 3), respectively. These Article 1 General Terms control over any conflicting terms. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

- 1) **Purpose.** Pursuant to Minnesota law, the Sourcewell Board of Directors has authorized a Cooperative Purchasing Program designed to provide Participating Entities with access to competitively awarded cooperative purchasing agreements. To facilitate the Program, Sourcewell has awarded Supplier this cooperative purchasing Master Agreement following a competitive procurement process intended to meet compliance standards in accordance with Minnesota law and the requirements contained herein.
- 2) **Intent.** The intent of this Master Agreement is to define the roles of Sourcewell, Supplier, and Participating Entity as it relates to Sourcewell's Cooperative Purchasing Program.
- 3) **Participating Entity Access.** Sourcewell's Cooperative Purchasing Program Master Agreements are available to eligible public agencies (Participating Entities). A Participating Entity's authority to access Sourcewell's Cooperative Purchasing Program is determined through the laws of its respective jurisdiction.
- 4) **Supplier Access.** The Included Solutions offered under this Agreement may be made available to any Participating Entity. Supplier understands that a Participating Entity's use of this Agreement is at the Participating Entity's sole convenience. Supplier will educate its sales and service forces about Sourcewell eligibility requirements and required documentation. Supplier will be responsible for ensuring sales are with Participating Entities.

- 5) **Term.** This Agreement is effective upon the date of the final signature below. The term of this Agreement is four (4) years from the effective date. The Agreement expires at 11:59 P.M. Central Time on March 31, 2029, unless it is cancelled or extended as defined in this Agreement.
- a) **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.
- b) **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.
- 6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.
- 7) **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in (Solicitation #110724) to Participating Entities. In-Scope solutions include:
- a) AI readiness assessments;
- b) AI strategy and roadmap development;
- c) Responsible AI policy development;
- d) Implementation and support services, including:
- i) Infrastructure and technology recommendations
- ii) Data preparation
- iii) Proof of concept
- iv) Custom AI model development
- v) Pilot project
- vi) Deployment and integration
- vii) Ongoing support and maintenance; and
- e) Training and education.
- 8) **Included Solutions.** Supplier's Proposal to the above referenced RFP is incorporated into this Master Agreement. Only those Solutions included within Supplier's Proposal and within Scope (Included Solutions) are included within the Agreement and may be offered to Participating Entities.
- 9) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.
- 10) **Pricing.** Pricing information (including Pricing and Delivery and Pricing Offered tables) for all Included Solutions within Supplier's Proposal is incorporated into this Master Agreement.
- 11) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcewell when offering Included Solutions to Participating Entities. Participating Entities may request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.
- 12) **Open Market.** Supplier's open market pricing process is included within its Proposal.

13) Supplier Representations:

- i) **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Agreement in full compliance with applicable federal, state, and local laws and regulations.
- ii) **Licenses.** As applicable, Supplier will maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of Supplier's business with Participating Entities. Participating Entities may request all relevant documentation directly from Supplier.
- iii) **Supplier Warrants.** Supplier warrants that all Included Solutions furnished under this Agreement are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Solutions are suitable for and will perform in accordance with the ordinary use for which they are intended.

14) Bankruptcy Notices. Supplier certifies and warrants it is not currently in a bankruptcy proceeding. Supplier has disclosed all current and completed bankruptcy proceedings within the past seven years within its Proposal. Supplier must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the term of this Agreement.

15) Debarment and Suspension. Supplier certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota, the United States federal government, or any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Agreement. Supplier further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time during the term of this Agreement.

16) Provisions for non-United States federal entity procurements under United States federal awards or other awards (Appendix II to 2 C.F.R § 200). Participating Entities that use United States federal grant or other federal funding to purchase solutions from this Agreement may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Section, all references to "federal" should be interpreted to mean the United States federal government. The following list applies when a Participating Entity accesses Supplier's Included Solutions with United States federal funds.

- i) **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all agreements that meet the definition of "federally assisted construction contract" in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. § 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 C.F.R. § 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor." The equal opportunity clause is incorporated herein by reference.

ii) **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with the Copeland “Anti-Kickback” Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must comply with all applicable Davis-Bacon Act provisions.

iii) **CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708).** Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies, materials, or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated by reference into this Agreement. Supplier certifies that during the term of an award for all Agreements by Sourcwell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

iv) **RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT.** If the federal award meets the definition of “funding agreement” under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency. Supplier

certifies that during the term of an award for all Agreements by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

v) **CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387).** Contracts and subgrants of amounts in excess of \$150,000 require the non-federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA). Supplier certifies that during the term of this Agreement it will comply with applicable requirements as referenced above.

vi) **DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689).** A contract award (see 2 C.F.R. § 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 C.F.R. § 180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Supplier certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

vii) **BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352).** Suppliers must file any required certifications. Suppliers must not have used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Suppliers must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Suppliers must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

viii) **RECORD RETENTION REQUIREMENTS.** To the extent applicable, Supplier must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Supplier further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of 3 years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

ix) **ENERGY POLICY AND CONSERVATION ACT COMPLIANCE.** To the extent applicable, Supplier must comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

x) **BUY AMERICAN PROVISIONS COMPLIANCE.** To the extent applicable, Supplier must comply with all applicable provisions of the Buy American Act. Purchases made in accordance with the Buy American Act must follow the applicable procurement rules calling for free and open competition.

xi) **ACCESS TO RECORDS (2 C.F.R. § 200.336).** Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Agreement for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.

xii) **PROCUREMENT OF RECOVERED MATERIALS (2 C.F.R. § 200.322).** A non-federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 C.F.R. § 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

xiii) **FEDERAL SEAL(S), LOGOS, AND FLAGS.** The Supplier cannot use the seal(s), logos, crests, or reproductions of flags or likenesses of Federal agency officials without specific pre-approval.

xiv) **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Agreement or any purchase by a Participating Entity and is not subject to any obligations or liabilities to the Participating Entity, Supplier, or any other party pertaining to any matter resulting from the Agreement or any purchase by an authorized user.

xv) **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS.** The Contractor acknowledges that 31 U.S.C. § 38 (Administrative Remedies for False Claims and Statements) applies to the Supplier's actions pertaining to this Agreement or any purchase by a Participating Entity.

xvi) **FEDERAL DEBT.** The Supplier certifies that it is non-delinquent in its repayment of any federal debt. Examples of relevant debt include delinquent payroll and other taxes, audit disallowance, and benefit overpayments.

xvii) **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Agreement or any aspect related to the anticipated work under this Agreement raises an actual or potential conflict of interest (as described in 2 C.F.R. Part 200). The Supplier must explain the actual or potential conflict in writing in sufficient detail so that the U.S. Office of General Services, Sourcewell, and Participating Entity are able to assess the actual or potential conflict; and provide any additional information as necessary or requested.

xviii) **U.S. EXECUTIVE ORDER 13224.** The Supplier, and its subcontractors, must comply with U.S. Executive Order 13224 and U.S. Laws that prohibit transactions with and provision of resources and support to individuals and organizations associated with terrorism.

xix) **PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT.** To the extent applicable, Supplier certifies that during the term of this Agreement it will comply with applicable requirements of 2 C.F.R. § 200.216.

xx) **DOMESTIC PREFERENCES FOR PROCUREMENTS.** To the extent applicable, Supplier certifies that during the term of this Agreement, Supplier will comply with applicable requirements of 2 C.F.R. § 200.322.

Article 2: Sourcewell and Supplier Obligations

The Terms in this Article 2 relate specifically to Sourcewell and its administration of this Master Agreement with Supplier and Supplier's obligations thereunder.

- 1) **Authorized Sellers.** Supplier must provide Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers which may complete transactions of Included Solutions offered under this Agreement. Sourcewell may request updated information in its discretion, and Supplier agrees to provide requested information within a reasonable time.
- 2) **Product and Price Changes Requirements.** Supplier may request Included Solutions changes, additions, or deletions at any time. All requests must be made in writing by submitting a Sourcewell Price and Product Change Request Form to Sourcewell. At a minimum, the request must:
 - Identify the applicable Sourcewell Agreement number;
 - Clearly specify the requested change;
 - Provide sufficient detail to justify the requested change;
 - Individually list all Included Solutions affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
 - Include a complete restatement of Pricing List with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Included Solutions offered, even for those items where pricing remains unchanged.

A fully executed Sourcewell Price and Product Change Request Form will become an amendment to this Agreement and will be incorporated by reference.

- 3) **Authorized Representative.** Supplier will assign an Authorized Representative to Sourcewell for this Agreement and must provide prompt notice to Sourcewell if that person is changed. The Authorized Representative will be responsible for:
 - Maintenance and management of this Agreement;
 - Timely response to all Sourcewell and Participating Entity inquiries; and
 - Participation in reviews with Sourcewell.

Sourcewell's Authorized Representative is its Chief Procurement Officer.

- 4) **Performance Reviews.** Supplier will perform a minimum of one review with Sourcewell per agreement year. The review will cover transactions to Participating Entities, pricing and terms,

administrative fees, sales data reports, performance issues, supply chain issues, customer issues, and any other necessary information.

- 5) **Sales Reporting Required.** Supplier is required as a material element to this Master Agreement to report all completed transactions with Participating Entities utilizing this Agreement. Failure to provide complete and accurate reports as defined herein will be a material breach of the Agreement and Sourcewell reserves the right to pursue all remedies available at law including cancellation of this Agreement.
- 6) **Reporting Requirements.** Supplier must provide Sourcewell an activity report of all transactions completed utilizing this Agreement. Reports are due at least once each calendar quarter (Reporting Period). Reports must be received no later than 45 calendar days after the end of each calendar quarter. Supplier may report on a more frequent basis in its discretion. Reports must be provided regardless of the amount of completed transactions during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

- Participating Entity Name (e.g., City of Staples Highway Department);
- Participating Entity Physical Street Address;
- Participating Entity City;
- Participating Entity State/Province;
- Participating Entity Zip/Postal Code;
- Sourcewell Participating Entity Account Number;
- Transaction Description;
- Transaction Purchased Price;
- Sourcewell Administrative Fee Applied; and
- Date Transaction was invoiced/sale was recognized as revenue by Supplier.

If collected by Supplier, the Report may include the following fields as available:

- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;

- 7) **Administrative Fee.** In consideration for the support and services provided by Sourcewell, Supplier will pay a one percent (1%) Administrative Fee to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.
- 8) **Fee Calculation.** Supplier's Administrative Fee payable to Sourcewell will be calculated as a stated percentage (listed in Supplier's Proposal) of all completed transactions utilizing this Master Agreement within the preceding Reporting Period. For certain categories, a flat fee may be proposed. The Administrative Fee will be stated in Supplier's Proposal.
- 9) **Fee Remittance.** Supplier will remit fee to Sourcewell no later than 45 calendar days after the close of the preceding calendar quarter in conjunction with Supplier's Reporting Period obligations defined herein. Payments should note the Supplier's name and Sourcewell-assigned Agreement

number in the memo; and must be either mailed to Sourcewell above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions.

- 10) **Noncompliance.** Sourcewell reserves the right to seek all remedies available at law for unpaid or underpaid Administrative Fees due under this Agreement. Failure to remit payment, delinquent payments, underpayments, or other deviations from the requirements of this Agreement may be deemed a material breach and may result in cancellation of this Agreement and disbarment from future Agreements.
- 11) **Audit Requirements.** Pursuant to Minn. Stat. § 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Agreement are subject to examination by Sourcewell and the Minnesota State Auditor for a minimum of six years from the end of this Agreement. Supplier agrees to fully cooperate with Sourcewell in auditing transactions under this Agreement to ensure compliance with pricing terms, correct calculation and remittance of Administrative Fees, and verification of transactions as may be requested by a Participating Entity or Sourcewell.
- 12) **Assignment, Transfer, and Administrative Changes.** Supplier may not assign or otherwise transfer its rights or obligations under this Agreement without the prior written consent of Sourcewell. Such consent will not be unreasonably withheld. Sourcewell reserves the right to unilaterally assign all or portions of this Agreement within its sole discretion to address corporate restructurings, mergers, acquisitions, or other changes to the Responsible Party and named in the Agreement. Any prohibited assignment is invalid. Upon request Sourcewell may make administrative changes to agreement documentation such as name changes, address changes, and other non-material updates as determined within its sole discretion.
- 13) **Amendments.** Any material change to this Agreement must be executed in writing through an amendment and will not be effective until it has been duly executed by the parties.
- 14) **Waiver.** Failure by Sourcewell to enforce any right under this Agreement will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right.
- 15) **Complete Agreement.** This Agreement represents the complete agreement between the parties for the scope as defined herein. Supplier and Sourcewell may enter into separate written agreements relating specifically to transactions outside of the scope of this Agreement.
- 16) **Relationship of Sourcewell and Supplier.** This Agreement does not create a partnership, joint venture, or any other relationship such as employee, independent contractor, master-servant, or principal-agent.
- 17) **Indemnification.** Supplier must indemnify, defend, save, and hold Sourcewell, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell, arising out of any act or omission in the performance of this Agreement by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in design, condition, or performance of Included

Solutions under this Agreement. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.

18) **Data Practices.** Supplier and Sourcewell acknowledge Sourcewell is subject to the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. As it applies to all data created and maintained in performance of this Agreement, Supplier may be subject to the requirements of this chapter.

19) **Grant of License.**

a) **During the term of this Agreement:**

i) **Supplier Promotion.** Sourcewell grants to Supplier a royalty-free, worldwide, non-exclusive right and license to use the trademark(s) provided to Supplier by Sourcewell in advertising, promotional materials, and informational sites for the purpose of marketing Sourcewell's Agreement with Supplier.

ii) **Sourcewell Promotion.** Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising, promotional materials, and informational sites for the purpose of marketing Supplier's Agreement with Sourcewell.

b) **Limited Right of Sublicense.** The right and license granted herein includes a limited right of each party to grant sublicenses to their respective subsidiaries, distributors, dealers, resellers, marketing representatives, partners, or agents (collectively "Permitted Sublicensees") in advertising, promotional, or informational materials for the purpose of marketing the Parties' relationship. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this section by any of their respective sublicensees.

c) **Use; Quality Control.**

i) Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.

ii) Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Each party may make written notice to the other regarding misuse under this section. The offending party will have 30 days of the date of the written notice to cure the issue or the license/sublicense will be terminated.

d) **Termination.** Upon the termination of this Agreement for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of suppliers which may be used until the next printing). Supplier must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions.

20) **Venue and Governing law between Sourcewell and Supplier Only.** The substantive and procedural laws of the State of Minnesota will govern this Agreement between Sourcewell and Supplier. Venue for all legal proceedings arising out of this Agreement between Sourcewell and Supplier will be in

court of competent jurisdiction within the State of Minnesota. This section does not apply to any dispute between Supplier and Participating Entity. This Agreement reserves the right for Supplier and Participating Entity to negotiate this term to within any transaction documents.

- 21) **Severability.** If any provision of this Agreement is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Agreement is capable of being performed, it will not be affected by such determination or finding and must be fully performed.
- 22) **Insurance Coverage.** At its own expense, Supplier must maintain valid insurance policy(ies) during the performance of this Agreement with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:
- a) **Commercial General Liability Insurance.** Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Agreement.
 - \$1,500,000 each occurrence Bodily Injury and Property Damage
 - \$1,500,000 Personal and Advertising Injury
 - \$2,000,000 aggregate for products liability-completed operations
 - \$2,000,000 general aggregate
 - b) **Certificates of Insurance.** Prior to execution of this Agreement, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Agreement. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or provided to in an alternative manner as directed by Sourcewell. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. Failure of Supplier to maintain the required insurance and documentation may constitute a material breach.
 - c) **Additional Insured Endorsement and Primary and Non-contributory Insurance Clause.** Supplier agrees to list Sourcewell, including its officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Supplier, and products and completed operations of Supplier. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.
 - d) **Waiver of Subrogation.** Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Agreement or other insurance applicable to the Supplier or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its

subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.

- e) **Umbrella/Excess Liability/SELF-INSURED RETENTION.** The limits required by this Agreement can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

23) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

24) **Termination for Cause.** Sourcewell may terminate this Agreement upon providing written notice of material breach to Supplier. Notice must describe the breach in reasonable detail and state the intent to terminate the Agreement. Upon receipt of Notice, the Supplier will have 30 calendar days in which it must cure the breach. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

Article 3: Supplier Obligations to Participating Entities

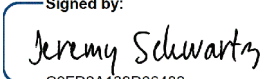
The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.


- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within the Suppliers proposal and Included Solutions within transaction documents.
- 2) **Shipping, Delivery, Acceptance, Rejection, and Warranty.** Supplier's proposal may include proposed terms relating to shipping, delivery, inspection, and acceptance/rejection and other relevant terms of tendered Solutions. Supplier and Participating Entity may negotiate final terms appropriate for the specific transaction relating to non-appropriation, shipping, delivery, inspection, acceptance/rejection of tendered Solutions, and warranty coverage for Included Solutions. Such terms may include, but are not limited to, costs, risk of loss, proper packaging, inspection rights and timelines, acceptance or rejection procedures, and remedies as mutually agreed include notice requirements, replacement, return or exchange procedures, and associated costs.
- 3) **Applicable Taxes.** Participating Entity is responsible for notifying supplier of its tax-exempt status and for providing Supplier with any valid tax-exemption certification(s) or related documentation.
- 4) **Ordering Process and Payment.** Supplier's ordering process and acceptable forms of payment are included within its Proposal. Participating Entities will be solely responsible for payment to Supplier and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.

- 5) **Transaction Documents.** Participating Entity may require the use of its own forms to complete transactions directly with Supplier utilizing the terms established in this Agreement. Supplier’s standard form agreements may be offered as part of its Proposal. Supplier and Participating Entity may complete and document transactions utilizing any type of transaction documents as mutually agreed. In any transaction document entered utilizing this Agreement, Supplier and Participating Entity must include specific reference to this Master Agreement by number and to Participating Entity’s unique Sourcewell account number.
- 6) **Additional Terms and Conditions Permitted.** Participating Entity and Supplier may negotiate and include additional terms and conditions within transaction documentation as mutually agreed. Such terms may supplant or supersede this Master Agreement when necessary and as solely determined by Participating Entity. Sourcewell has expressly reserved the right for Supplier and Participating Entity to address any necessary provisions within transaction documents not expressly included within this Master Agreement, including but not limited to transaction cancellation, dispute resolution, governing law and venue, non-appropriation, insurance, defense and indemnity, force majeure, and other material terms as mutually agreed.
- 7) **Subsequent Agreements and Survival.** Supplier and Participating Entity may enter into a separate agreement to facilitate long-term performance obligations utilizing the terms of this Master Agreement as mutually agreed. Such agreements may provide for a performance period extending beyond the full term of this Master Agreement as determined in the discretion of Participating Entity.
- 8) **Participating Addendums.** Supplier and Participating Entity may enter a Participating Addendum or similar document extending and supplementing the terms of this Master Agreement to facilitate adoption as may be required by a Participating Entity.

Sourcewell

22nd Century Technologies, Inc.

Signed by:

C0FD2A139D06489...
By: _____
Jeremy Schwartz
Title: Chief Procurement Officer
Date: 3/28/2025 | 9:33 AM CDT

Signed by:

A4E74670AADF4F3...
By: _____
Ashley Christina De Sa
Title: Administrator
Date: 3/28/2025 | 7:29 AM PDT

RFP 110724 - Artificial Intelligence (AI) Readiness, Implementation, and Support Services

Vendor Details

Company Name: 22nd Century Technologies, Inc.
Address: 220 Davidson Avenue, Suite 118
Somerset, NJ 08873
Contact: Shikha Sharma
Email: sledbids@tscti.com
Phone: 888-998-7284
Fax: 732-537-0888
HST#: 223502121

Submission Details

Created On: Thursday September 26, 2024 14:44:40
Submitted On: Thursday November 07, 2024 08:42:15
Submitted By: Shikha Sharma
Email: sledbids@tscti.com
Transaction #: 2af7b146-35dc-4c21-9e50-627e1d15b3b9
Submitter's IP Address: 103.53.165.163

Specifications

Table 1: Proposer Identity & Authorized Representatives (Not Scored)

General Instructions (applies to all Tables) Sourcewell prefers a brief but thorough response to each question. Do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; respond “N/A” if the question does not apply to you (preferably with an explanation).

Table 1 Specific Instructions. Sourcewell requires identification of all parties responsible for providing Solutions under a resulting master agreement(s) (Responsible Supplier). Proposers are strongly encouraged to include all potential Responsible Suppliers including any corporate affiliates, subsidiaries, D.B.A., and any other authorized entities within a singular proposal. All information required under this RFP must be included for each Responsible Supplier as instructed. Proposers with multiple Responsible Supplier options may choose to respond individually as distinct entities, however each response will be evaluated individually and only those proposals recommended for award may result in a master agreement award. Unawarded entities will not be permitted to later be added to an existing master agreement through operation of Proposer’s corporate organization affiliation.

Line Item	Question	Response *	
1	Provide the legal name of the Proposer authorized to submit this Proposal.	22nd Century Technologies, Inc.	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Y	*
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	None	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	3DYY9	*
5	Provide your NAICS code applicable to Solutions proposed.	541511 - Custom Computer Programming Services, 541512 - Computer Systems Design Services, 541611 - Administrative Management and General Management Consulting Services, 541690 - Other Scientific and Technical Consulting Services, 518210 - Data Processing, Hosting, and Related Services.	
6	Proposer Physical Address:	8251 Greensboro Drive, Suite 900, McLean, VA 22102	*
7	Proposer website address (or addresses):	www.tscti.com	*
8	Proposer’s Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the “Proposer’s Assurance of Compliance” on behalf of the Proposer):	Ashley Christina De Sa, Administrator; 8251 Greensboro Drive, Suite 900, McLean, VA 22102; sledproposals@tscti.com ; (866) 537-9191 Ext 2	*
9	Proposer’s primary contact for this proposal (name, title, address, email address & phone):	Ashley Christina De Sa, Administrator; 8251 Greensboro Drive, Suite 900, McLean, VA 22102; sledproposals@tscti.com ; (866) 537-9191 Ext 2	*
10	Proposer’s other contacts for this proposal, if any (name, title, address, email address & phone):	Isha Sharma, Compliance Manager; 8251 Greensboro Drive, Suite 900, McLean, VA 22102; sledproposals@tscti.com ; (866) 537-9191 Ext 2	

Table 2A: Financial Viability and Marketplace Success (50 Points)

Line Item	Question	Response *
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11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	<p>TSCTI was established in 1997 as a s - corporation and has its head office in McLean VA locally present in 35+ states and Canada. We are a mature IT service provider appraised at CMMI Level 3, and certified as ISO 9001:2015, ISO 20000-1:2018, and ISO 27001:2013 with over 27 years of continuous experience in providing similar IT consulting services. TSCTI with over 27+ years of experience in the industry. Our extensive experience covers all regions, encompassing the Northeast, Mid-Atlantic, Southeast, Central, Great Lakes, and Western regions of the United States. TSCTI has been serving more than 10 co-operative purchasing programs including our current Security, Cloud, Network, and Data Services service contract with Sourcewell. Additionally, we have over 450+ technology products and services with related IT solutions contracts for Federal, State, and Local agencies including 25+ cities, towns, and counties, 5+ education service co -operatives, 60+ K-12 and higher education entities, 70+ non-profit entities, and other major clients across the USA. We have successfully executed similar AI tasks for clients of comparable size and complexity, such as the United States Department of Agriculture, the City of New Orleans, EdLink, the City of Dallas, Orange County Public Schools, and the FL DMS Retirement Board.</p> <p>We started our journey with 200 employees and today we stand strong with 6500+ full-time equivalent employees (FTEs), TSCTI stands as a sizable privately held company. Our robust workforce enables us to effectively tackle a wide range of projects and provide comprehensive solutions to our clients. The depth and breadth of our team allow us to manage complex IT initiatives, ensuring that we have the expertise and resources to deliver exceptional services and meet the evolving needs of our clients. Founded to deliver exceptional IT services, the company has grown into a trusted partner for government agencies, educational institutions, and regional cooperatives. TSCTI specializes in offering cutting-edge solutions, with particular expertise in Artificial Intelligence (AI), data analytics, cloud computing, and managed IT services.</p> <p>Our core values are centered around integrity, innovation, and client success. We believe in delivering customized solutions that align with our clients' specific needs, ensuring they receive scalable and flexible technology that evolves with their goals. TSCTI places a strong emphasis on responsible AI practices, ensuring that all AI implementations adhere to ethical guidelines and industry best practices. Our business philosophy is built on collaboration and long-term partnerships. We don't just deliver technology; we help our clients adopt it effectively, ensuring that their teams are equipped with the knowledge and tools to maximize their investments. By focusing on innovation, quality, and client satisfaction, we have consistently delivered value that goes beyond technology—helping clients achieve operational excellence.</p> <p>With over 97% of our revenue derived from public sector clients, TSCTI understands the unique challenges faced by government agencies and educational institutions. Our experience in providing tailored solutions for complex, large-scale projects make us a leader in the industry. We have been recognized as one of the "Most Promising Managed IT Service Providers" and have earned multiple awards, including the "Best Government Contracting Company of 2023" in the \$50M+ category. These accolades reflect our commitment to excellence and industry leadership. In relation to AI Readiness, Implementation, and Support Services, TSCTI has been at the forefront of delivering custom AI strategies and solutions that are scalable and adaptable to the specific needs of public entities. We offer a comprehensive suite of services from AI readiness assessments to ongoing support and maintenance, ensuring that clients are fully equipped to adopt AI technologies responsibly and effectively. This long-standing expertise ensures that we are well-positioned to meet Sourcewell's requirements for AI solutions tailored to the unique needs of its Participating Entities.</p>
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12	What are your company's expectations in the event of an award?	<p>In the event of an award, TSCTI's primary expectation is to establish a long-term, collaborative partnership with Sourcewell and its Participating Entities, like we have done in past with our other IT contracts: IT Managed and Staff Augmentation Services; and Security, Cloud, Network, and Data Services. Our goal is to ensure the successful delivery of custom Artificial Intelligence (AI) solutions and services that align with each entity's unique needs, goals, and operational environments. We expect to work closely with Sourcewell to refine implementation strategies, timelines, and deliverables, ensuring that all projects are executed with precision and efficiency. This includes conducting AI readiness assessments, developing strategic roadmaps, and tailoring scalable AI solutions that foster responsible AI adoption.</p> <p>TSCTI is committed to providing the highest level of customer service and support throughout the lifecycle of any awarded contract. This includes ongoing communication, project transparency, and flexibility to accommodate changing needs or priorities. Our dedicated teams of AI specialists, project managers, and support staff will work tirelessly to ensure that all projects are delivered on time, within budget, and to the highest quality standards. We also expect to build strong relationships with individual Participating Entities, customizing our approach to reflect their specific requirements. Our priority is to deliver not only the technology but also the necessary training and education so that clients are empowered to manage and sustain AI-driven initiatives independently over time. In terms of pricing, TSCTI is committed to offering highly competitive rates, ensuring that Sourcewell and its members receive the best value possible for the services provided. By leveraging economies of scale, we aim to offer custom AI solutions at lower costs than would be available to individual entities, ensuring cost-efficiency and value.</p>	*
13	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.	TSCTI has experienced robust financial growth, positioning us as a stable and thriving company in the industry. As evidenced by our D&B open rating score of 93, we have a strong financial foundation. In 2023, our company was valued at an impressive \$480 million, reflecting our consistent expansion and success. Furthermore, with a credit line of \$10 million and over \$56 million in deposits at the bank, we possess the necessary financial capacity to effectively deliver the requested services. Our solid financial standing ensures our ability to invest in innovative technologies, recruit top talent, and maintain the resources required to meet Sourcewell's needs. TSCTI states that it has never filed bankruptcy, pending litigation, planned office closures, or impending merger, and possesses the necessary financial capacity, working capital, and other resources to conduct the capital, operating, planning, and future maintenance activities listed in the solicitation, without assistance from an external source.	*
14	Describe the number of US entities, both public and private, to which you have provided Artificial Intelligence (AI) Readiness, Implementation, and Support Services. Public: Private:	Public: 25+ Private: 50+	*
15	Describe the number of Canadian entities, both public and private, to which you have provided Artificial Intelligence (AI) Readiness, Implementation, and Support Services. Public: Private:	Public: 3+ Private: 5+	*
16	Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	None	*

17	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b).</p> <p>a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?</p> <p>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>TSCTI is best described as a service provider. We specialize in delivering customized Artificial Intelligence (AI) Readiness, Implementation, and Support Services, including assessments, strategy development, infrastructure recommendations, AI model development, deployment, and ongoing maintenance. Our focus is on providing tailored, scalable solutions that meet the specific needs of our clients, with a strong emphasis on public sector projects. Our sales and service force consists entirely of in-house employees, ensuring full control over the quality and consistency of services delivered. We do not rely on third-party dealer networks or resellers to provide our services. TSCTI's dedicated teams of AI specialists, project managers, and customer support staff work directly with clients to ensure seamless service delivery, from initial consultation to ongoing support. This direct relationship with our clients allows us to maintain high standards of service and ensure that all solutions are customized and aligned with each client's unique requirements. Through this approach, we can offer personalized, reliable support throughout the lifecycle of each project. TSCTI has been successfully servicing the Sourcewell; we have teams in place to manage the sourcewell contract and to meet the IT goals of all participants. A dedicated Portfolio Manager, Sales Manager, and Business Development Manager will be assigned to each participant.</p>	*
18	<p>If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.</p>	<p>TSCTI holds an extensive array of certifications and licenses that affirm our alignment with stringent industry standards, regulatory compliance, and operational excellence. Our certifications underscore our commitment to maintaining robust security, data protection, and ethical AI practices. Core certifications and licenses held by TSCTI:</p> <ul style="list-style-type: none"> • ISO/IEC 27001: Ensuring adherence to global standards in information security management, this certification is essential for the secure handling and protection of sensitive client data. • SOC 2 Type II Certification: Validates our system's design for data integrity and security, affirming that we have controls in place for continuous monitoring and safeguarding of customer information. • GDPR Compliance: With GDPR certification, we assure compliance with EU data protection laws for any projects involving international data. • NIST Cybersecurity Framework: Our alignment with the NIST Cybersecurity Framework demonstrates robust security and risk management practices, crucial for AI solutions that handle sensitive information. • FedRAMP Authorization: In partnership with authorized entities, we secure FedRAMP certification to support federal-level cloud solutions and maintain compliance with government regulations. • HIPAA Compliance: When working with healthcare data, our HIPAA certification guarantees that we meet all required safeguards for protected health information. • CMMI (Capability Maturity Model Integration): CMMI certification underscores our commitment to continual process improvement, ensuring efficient and effective project delivery across all our AI and IT service engagements. <p>Additionally, we hold certifications in, but not limited to:</p> <ul style="list-style-type: none"> • AWS Certified Solutions Architect and Azure AI Engineer for cloud-based AI and data solutions, • PMP (Project Management Professional) for structured and compliant project management, • Certified Ethical Hacker (CEH) to uphold high security standards, • AI Ethics and Responsible AI Development for transparent and fair AI practices. <p>TSCTI also maintains a business license in good standing across all U.S. states, further confirming our compliance and operational integrity. This suite of certifications and licenses equips TSCTI to deliver reliable, compliant, and cutting-edge solutions tailored to client needs in AI readiness, implementation, and ongoing support, ensuring best-in-class service aligned with all relevant regulatory and technical standards.</p>	*
19	<p>Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.</p>	<p>None</p>	*

20	Describe any relevant industry awards or recognition that your company has received in the past five years.	As part of our unrelenting focus on quality and compliance, TSCTI's delivery is based on Certified Matured Processes including CMMI L3 Dev & SVC, ISO 20000, ISO 27001, and ISO 9001 quality processes. TSCTI has a rich history of achievements and accolades that highlight its commitment to excellence and industry leadership over the years. In 2023, TSCTI's influence expanded further, earning recognition as one of the "Largest Firms in the US." It also secured the "Awarded as America's Greatest Workplaces for Diversity 2023" and "Best Government Contracting Company " award in the category of \$50M+ at the ICON awards hosted by the Maryland Tech Council. TSCTI's global reach was exemplified as it clinched victory in the Global Pith competition at TiECon Silicon Valley and received the prestigious "Jewels of Asia Power 30 Award" in the \$100+ million award category by the Asian American Chamber of Commerce. Additionally, it was acknowledged as the "Most Promising Managed IT Services Provider" by CIO Review and ranked #86 in the 2023 Solution Provider 500. TSCTI's unwavering dedication to excellence and innovation was underscored by its inclusion in the Elite 150 of the 2023 Managed Service Provider 500. In 2022, TSCTI continued its successful journey, earning recognition as the "Forbes Best Software Company to Work" and securing the title of "Most Promising Low Code No Code Platform Solutions Provider" by CIO Review. It further solidified its position as a leader in government business, ranking 12th among the fastest-growing government businesses according to Washington Technologies. TSCTI's commitment to diversity was celebrated as it became one of "America's Greatest Workplaces for Diversity" and was honored as a "Tech 100 Company" by the Northern Virginia Technology Council. In 2021, TSCTI's success story continued, with notable achievements including being named a 10-time honoree on the Inc. 5,000 list. It secured high rankings in the IT industry, earning the 86th position among the fastest-growing companies in New Jersey and the 17th spot among the fastest-growing US staffing firms according to SIA. CRN recognized TSCTI as one of the "Top 10 Managed IT Services Companies" and "Top 10 Most Promising Cloud Services Companies." In 2020, TSCTI maintained its impressive growth trajectory, ranking 1071 on the Inc. 5,000 list of the fastest-growing private companies in America. It also earned recognition as one of the "Top 10 Naval Tech USA Consulting/Services Companies" in the aerospace and defense sector and was featured among the "Top 500 Diversity Businesses in the Nation." In 2019, TSCTI was acknowledged as one of the "Top 10 Most Promising SharePoint Solutions Providers" by CIO Review magazine, highlighting its expertise in SharePoint solutions. In 2018, TSCTI ranked 3rd in the NJ Fast 50, solidifying its position as one of the fastest-growing companies in New Jersey. Additionally, it earned recognition as a "Top Diversity Owned Business in the USA" and received the "Top 500 Global Software Magazine" award, underscoring its rapid growth and expertise in software.	*
21	What percentage of your sales are to the governmental sector in the past three years?	2023: 95%+ 2022: 91%+ 2021: 85%+	*
22	What percentage of your sales are to the education sector in the past three years?	2023: 45%+ 2022: 38%+ 2021: 35%+	*
23	List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreement over the past three years?	TSCTI holds the following cooperative purchasing contracts we hold: GSA IT Schedule 70 2021: \$7,944,340.85 2022: \$9,805,725.84 2023: \$6,963,766.35 The National Association of State Procurement Officials (NASPO) 2021: \$51,452,332.74 2022: \$60,528,180.93 2023: \$69,956,082.34 Sourcewell IT Managed Services & Staff Augmentation Contract: task orders/projects worth about \$20 million have been signed through this contract since the award in 2022. We are also an awardee of several other regional and nationwide cooperative contracts such as DIR, TIPS, Educational & Institutional Cooperative Services, to name a few. Additionally, We have numerous state contracts in District of Columbia, Washington State, Idaho, California, Texas, New York, Iowa, Arizona, South Carolina, Nevada, Michigan, and more.	*
24	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	Yes, we hold GSA IT Schedule 70. Contract: U.S. Department of Energy: Task Order No. 1 / DE-DT0008046 Sale Volume FY2021: 9,400,825.02 Sale Volume FY2022: 9,185,550.37 Sale Volume FY2023: \$8,450,417.95	*

Table 2B: References/Testimonials

Line Item 25. Supply reference information from three customers for projects performed relevant to this RFP. Of these customers, please list at least one (1) who is eligible to be a Sourcewell participating entity.

Entity Name *	Contact Name *	Phone Number *	
Louisiana Department of Education (EDLINK) (eligible to be a Sourcewell participating entity)	Chintan Shah	407-430-5965	*
US Office of Personnel Management	Karim Alami Ouahabi, ITIL v3, HDI-DSM, Program Manager	Help Desk: 202.606.4927 Toll Free: 866.631.3019 Phone: 202.987.3131	*
Internal Revenue Services	Amy Stefenack	(215) 704-2696	*

Table 3: Ability to Sell and Deliver Solutions (150 Points)

Describe your company's capability to meet the needs of Sourcewell participating entities across the US and Canada, as applicable. Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *	
26	Sales force.	TSCTI has an extensive network of over 35+ regional offices across the US and 5+ offices in Canada, ensuring broad geographical coverage and customer access. Under contract #121923-CEN; Security, Cloud, Network, and Data Services, we have a direct-hire sales force stationed at each physical office, with over 100 sales representatives across both countries. Our familiarity with Sourcewell's framework is reflected in how we approach customer management. Our account management teams specialize in geographic regions and specific verticals such as K-12, Higher Education, and State & Local entities, providing a deep understanding of local markets and trends. This dedicated structure facilitates customer intimacy through local engagement and supports seamless adoption of solutions tailored to Sourcewell participating entities. When a new customer is onboarded, a dedicated customer success manager ensures all professional services, including software configuration, training, and post-sale support, are delivered efficiently, aligning with the high standards set by Sourcewell contracts.	*
27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	TSCTI is a technology partner to Industry leaders are: Microsoft (Gold Partner), Oracle (Gold Level), HP (Registered Partner), Cisco (Registered Partner), IBM (Registered Partner), Lenovo (Authorized Lenovo Reseller), SolarWinds (Registered Partner), Red Hat (RedHat Ready- Solution Provider partner), Dell (Authorized Reseller), UI Path (Consulting Partner), Amazon AWS (Registered Partner), Salesforce (Consulting Partner), ServiceNow (Registered Partner), Cherwell Software (License, Solutions, and Professional Services), Evolveware (Registered Partner), CA (Registered Partner), Twilio (Consulting Partner), MarkLogic, SAP Concur, Totara (Learning Partner), Imageware, Appian, Netreo, and more.	*
28	Service force.	TSCTI has 35+ regional offices across the US and 5+ offices in Canada. Our direct-hire service force representatives are located at each of our physical offices. We have employed a total of 1000+ service representatives across the US and Canada to market our product offerings. Our Public Sector and technology expertise, history of success with Sourcewell partners, and commitment to our customers combine to create a dynamic and relevant offering. We are uniquely positioned to deliver a comprehensive contracting solution - one that simplifies buying and removes the complexity of developing and implementing IT solutions. We have multiple ongoing Sourcewell contracts including Security, Cloud, Network, and Data Services - #121923-CEN and IT managed services and staff augmentation provider #071321-CEN. TSCTI is uniquely positioned to successfully meet the needs of Sourcewell contract's need.	*

29	<p>Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.</p>	<p>At TSCTI, the ordering process is designed for seamless end-to-end management using our robust e-order system and the CONREP internal portal, which is supported by a dedicated Portfolio Manager. This process ensures all AI readiness, implementation, and support services are efficiently configured, customized, and delivered according to each Participating Entity's needs. Our approach is entirely internal, meaning no third-party distributors, dealers, or resellers are involved, allowing TSCTI to retain full control over service quality, transparency, and alignment with Sourcewell's standards. The process begins with an initial consultation, where the Portfolio Manager collaborates closely with the Sourcewell customer to thoroughly assess their unique requirements. Based on this consultation, TSCTI develops a tailored proposal that outlines the scope of services, project timelines, costs, and key deliverables. Upon proposal approval, the Portfolio Manager oversees the entire order lifecycle, acting as the main point of contact and ensuring alignment with the client's goals. Orders are processed through CONREP, which streamlines access to available services, provides real-time tracking of project milestones, and issues regular progress updates to keep the client informed.</p> <p>Throughout the process, the Portfolio Manager coordinates with TSCTI's specialized project team—including AI experts, project managers, and support personnel—facilitating clear communication and ensuring every phase is executed according to plan. By embedding the Portfolio Manager within each client interaction and leveraging CONREP for detailed tracking and management, TSCTI delivers fully customized AI solutions that are promptly executed and rigorously managed. This comprehensive approach reinforces our commitment to client satisfaction and ensures all service agreements are met with excellence.</p>	*
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30	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	<p>TSCTI's customer service program is designed to ensure responsive, efficient, and proactive support for all Participating Entities. Our deep understanding of our customers' working environments has helped us select and offer the best accessories for each use case. Our SLED customer service Teams are experts in our customer working environment and our offerings that suit them best. At TSCTI, our customer service program is built on a foundation of efficiency, responsiveness, and a deep commitment to client satisfaction. Each client is assigned a dedicated Account Management Team that is responsible for maintaining clear communication and ensuring that the client's needs are fully understood and addressed throughout the lifecycle of the project. This Portfolio Manager serves as the single point of contact, streamlining communication and guaranteeing accountability. In addition, clients have access to our proprietary CONREP portal, which allows them to track project progress in real-time, submit service requests, and communicate with our team at any time. This portal helps eliminate delays and ensures that any issue or inquiry is handled in a timely and transparent manner.</p> <p>Our response-time capabilities are designed to meet industry standards, with an initial response guaranteed within 2 hours for critical issues and 4 hours for non-critical issues during business hours. This response time is benchmarked against best practices in the IT and managed services industries, ensuring we remain competitive and responsive. For standard issues, TSCTI aims to provide a resolution within 24 to 48 hours, depending on the complexity of the problem. For more complex challenges, we establish a detailed resolution plan with specific milestones, ensuring that the client remains fully informed of our progress at every stage. Additionally, recognizing the importance of uptime and performance in AI-driven solutions, TSCTI offers 24/7 emergency support for critical system failures or performance issues. This service ensures that any mission-critical challenges are addressed immediately, minimizing downtime and operational disruption.</p> <p>TSCTI takes pride in our ability to meet and exceed customer service expectations by adhering to clear performance metrics. These metrics include response time, resolution speed, and customer satisfaction scores. We hold ourselves accountable to these standards, and they are continuously monitored to ensure we are meeting client expectations. For example, our goal is to maintain a customer satisfaction rating of at least 95%, and we review feedback from clients regularly to ensure we are delivering on this promise. We also formalize these commitments through Service-Level Agreements (SLAs) with our clients, which detail specific response times, escalation procedures, and service quality expectations. These SLAs are customized to fit the unique needs of each client and ensure that our team remains focused on delivering high-quality support.</p> <p>In appreciation of our clients' loyalty and timely engagement, TSCTI offers customer-centric incentives designed to support Sourcewell Participating Entities' financial and operational goals. These incentives may include early payment discounts, volume-based pricing, and exclusive access to enhanced support features (varies depending upon the volume and demand of the project). These offerings are crafted to provide clients with added value and encourage long-term partnerships built on mutual benefit and trust.</p> <p>In cases where a service request requires immediate attention or cannot be resolved within the standard timeframe, TSCTI has a well-defined escalation process in place. Should an issue require additional technical expertise or senior management involvement, it is escalated to the appropriate team member to ensure that it receives the necessary priority. Clients are informed about the escalation and are kept updated on progress until the issue is resolved. This escalation framework is based on ITIL (Information Technology Infrastructure Library) best practices, which define clear roles, responsibilities, and timelines for escalations. We are committed to continuous improvement of our customer service program by leveraging industry standards such as ISO 20000 and ISO 9001, which guide our service delivery and quality management processes. These certifications ensure that TSCTI's customer service practices align with global best practices in IT service management and quality assurance. By combining real-time data, feedback, and process analytics, we continually assess our performance and identify areas for improvement. Our goal is to not only meet but exceed the expectations of our clients, providing them with world-class service that supports their success in AI readiness and deployment.</p>
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31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities.	<p>TSCTI is fully committed to providing our AI readiness, implementation, and support services to Sourcewell Participating Entities with the highest levels of customization, flexibility, and scalability. TSCTI has been successfully partnering with cooperatives that have national, regional and local reach. We established our relationship with Sourcewell back in 2022 with our IT managed Service contract, following that we are serving its entities under Security, Cloud, Network, and Data Services. A significant portion of our business is conducted through cooperative/consortium group purchasing contracts. We support the smallest memberships with the same care as we do the largest memberships. We understand how these contracts work and operate and pride ourselves on working closely with our cooperative administrators and members to identify where the value is needed.</p> <p>TSCTI's ability and willingness to provide AI readiness, implementation, and support services to Sourcewell Participating Entities are backed by a comprehensive array of in-house resources, advanced tools and technologies, certified processes, and a highly skilled team. Our tailored AI solutions are built on a foundation of flexibility, scalability, and a deep understanding of public sector needs, ensuring that each Participating Entity is fully prepared to adopt and leverage AI for their specific goals. With our strong local resource pool, industry-standard certifications, and proven track record of service delivery, we are well-positioned to meet the diverse and evolving AI needs of Sourcewell Participating Entities. We understand that each Participating Entity has unique goals, challenges, and technological environments, and our approach is specifically tailored to meet those individual needs, aligned with the scope of work outlined by Sourcewell. We are equipped to offer full lifecycle AI services, from initial readiness assessments to ongoing support and maintenance post-deployment. Our proven methodologies, certified processes (CMMI L3, ISO 20000, ISO 27001, and ISO 9001), and cutting-edge technology enable us to meet the highest industry standards for quality and service delivery. Additionally, our CONREP platform ensures a seamless ordering, project management, and support experience, providing transparency and efficient communication for Participating Entities throughout the process.</p> <p>In-House Resources and Local Resource Pool: We have a robust in-house team of AI specialists, data scientists, machine learning engineers, and project managers who are highly skilled in developing and deploying custom AI solutions. TSCTI boasts a workforce of over 6,500 employees in US and Canada, including 250+ AI specialists, data scientists, and machine learning engineers, spread across the U.S. and globally. Our highly experienced teams have successfully delivered over 100+ AI and data science projects to public sector entities, including government departments, school districts, and higher education institutions. With a network of local experts positioned in key regions, we ensure that our clients receive timely, on-site support where required. In addition, we have access to a database of over 50,000+ pre-screened technical experts, allowing us to quickly scale teams to meet project demands. This vast talent pool ensures that we can provide rapid staffing and support solutions tailored to the specific needs of Sourcewell Participating Entities. Our local resource pool consists of experts located across various regions, ensuring that we can provide timely, on-site support where needed. Our extensive experience working with government entities, educational institutions, and public sector organizations means we understand the specific needs of Sourcewell Participating Entities. Our team is not only capable of handling technical challenges but also excels at delivering AI solutions that comply with regulations and align with the operational goals of public sector organizations.</p> <p>Commitment to Service Excellence and Local Presence: Our commitment to providing high-quality services is reflected in our comprehensive service-level agreements (SLAs), which guarantee response times of less than 4 hours for high-priority issues and resolution within 48 hours. We have consistently exceeded these targets, with 95% of incidents resolved within the SLA timeframe in the past 12 months. Our 35+ local offices across states such as New York, Virginia, California, Minnesota, Texas, and more enable us to provide prompt and efficient support to Participating Entities in these regions. We follow industry best practices such as ITIL (Information Technology Infrastructure Library) for service management, which ensures that every aspect of our service—from data preparation to deployment—is handled in alignment with global standards. Our service desk, powered by ITIL-compliant processes, has managed over 25,000 support requests with an average resolution time of 3 hours.</p> <p>TSCTI is not only capable of delivering services but is also highly willing to engage in long-term partnerships with Sourcewell Participating Entities. We offer flexible pricing and service models that ensure our services provide maximum value to government entities, school districts, and other regional cooperatives, often at rates lower than what they would receive if procuring these services individually. Furthermore, our presence across multiple states, combined with our MBE certifications and experience in working with diverse public-sector organizations, allows us to serve a wide variety of entities across different geographic regions.</p>
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32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>TSCTI is fully equipped and highly committed to delivering AI readiness, implementation, and support services to Sourcewell Participating Entities. Our capability to provide these services stems from our extensive in-house resources, local resource pool, advanced tools and technologies, certified processes, and the specialized expertise of our personnel. This allows us to deliver tailored, scalable, and flexible AI solutions that meet the unique needs of each Participating Entity.</p> <p>1. Our local Presence: TSCTI has a strong presence in Canada with a local office in British Columbia and an established clientele across various provinces. Our Canadian clients include both government entities and commercial organizations such as: First Nations Health Authority, BC; Metro Vancouver Regional District, BC; British Columbia Lottery Corporation, BC; City of Burnaby, BC; Community Living British Columbia, BC; City of Winnipeg, MB; Manitoba Liquor and Lotteries, MB; University-Northern Alberta Institute of Technology, AB; Alberta Innovates, AB; Toronto Police Service, ON; Region of Peel, ON; City of Toronto, ON (Commercial); Saskatchewan Workers' Compensation Board, SK; Saskatchewan Power Corporation, SK; Axis Capital (Commercial); UPS Global Contingent Staffing Program/Tapfin Canada (Commercial), and more.</p> <p>2. Advanced Tools and Technologies: TSCTI leverages a range of advanced tools and technologies to ensure the highest quality of AI services. We are proficient in using AI development platforms such as TensorFlow, PyTorch, Microsoft Azure AI, and AWS SageMaker for model development and deployment. Our data preparation and analytics capabilities are supported by tools like Python, R, and Apache Spark, enabling us to handle complex datasets, clean and prepare data, and generate valuable insights. Our proprietary CONREP platform manages workflows and project communication, providing transparency and efficiency for Participating Entities. This platform has successfully handled over 10,000 service requests in the last year, with 98% on-time project completion.</p> <p>3. Certified Processes and Expertise: TSCTI's processes are certified to internationally recognized standards, which underscore our commitment to quality and security. Our certifications include:</p> <ul style="list-style-type: none"> • CMMI Level 3 for Development and Services, validating that our development and service processes adhere to best practices and are continuously improving. We have maintained this certification for over a decade, demonstrating our commitment to process maturity. • ISO 20000, ensuring our IT service management processes align with global standards. This is critical in the support and maintenance phase, and our service desk has maintained a 99% compliance rate with ISO standards over the past three years. • ISO 27001, ensuring our information security management systems meet stringent standards. With over 150 government and public sector clients relying on our data security practices, we have achieved a 0% data breach rate for the last five years. • ISO 9001, which reflects our focus on continuous improvement. This certification supports our high customer satisfaction ratings, which have exceeded 90% across our public sector contracts. <p>Additionally, Our team includes certified professionals in AI and data science, with key members holding certifications such as Microsoft Certified: Azure AI Engineer, AWS Certified Machine Learning Specialist, and other relevant credentials. These industry-recognized qualifications ensure that our team remains at the cutting edge of AI technologies, offering the most effective solutions to Sourcewell Participating Entities.</p> <p>4. Proven Ability to Scale and Deliver: TSCTI has a well-established history of delivering large-scale, complex AI and IT solutions. We have provided AI services across sectors including education, healthcare, defense, and public administration, and have the capability to scale these solutions to fit the specific needs of Sourcewell Participating Entities. Our ability to scale is supported by our deep bench of technical talent and proven methodologies for AI readiness assessments, custom AI model development, and ongoing support.</p>	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	TSCTI confirms that we will be fully serving all geographic areas of the United States and Canada through the proposed agreement. We are committed to ensuring that every client receives the same high level of service, expertise, and support, enabling them to successfully adopt and integrate AI solutions into their operations. This nationwide reach allows us to be responsive to the unique needs of each Participating Entity, ensuring that geographical limitations do not hinder our ability to deliver exceptional service and value.	*
34	Identify any account type of participating entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.	TSCTI will provide full access to our AI readiness, implementation, and support services to all types of Participating Entities, regardless of their account type.	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	TSCTI is fully committed to serving Participating Entities in Hawaii, Alaska, and U.S. territories without imposing specific restrictions or requirements that would limit access to our services	*

36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes, TSCTI is committed to extending the terms of any awarded master agreement to nonprofit entities.	*
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Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *
37	Describe your marketing strategy for promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>TSCTI has successfully partnered with Sourcewell in past to help its members agencies meet their technological needs. In continuing with this tradition, TSCTI will provide a multi-channel plan to market and promote the Sourcewell Contract. TSCTI employs a comprehensive marketing strategy to promote our AI readiness, implementation, and support services tailored for Sourcewell Participating Entities. Our approach incorporates various channels and methods to ensure maximum visibility and engagement with potential clients, including government agencies, educational institutions, and nonprofit organizations.</p> <ol style="list-style-type: none"> Channels of Marketing Strategy: <ul style="list-style-type: none"> Targeted Outreach and Relationship Building Digital Marketing Search Engine Optimization (SEO) Content Marketing Social Media Engagement Email Campaigns Partnerships and Alliances Client Testimonials and Case Studies Public Relations and Media Outreach Marketing Strategy Process: <p>TSCTI has developed a comprehensive marketing plan focusing on targeting agencies with which we have existing relationships to secure business under Sourcewell's program. To facilitate this, we have designated a dedicated marketing manager who will be integral to our Project Management Office (PMO) Advisory Council, working closely with clients to promote our services.</p> <ul style="list-style-type: none"> Market Analysis and Targeting: Our marketing strategy begins with a detailed market analysis, assessing strategic plans, key drivers, and potential opportunities within our target sectors. This analysis guides the launch of a targeted marketing campaign designed to establish and strengthen customer relationships. We develop and distribute customized marketing materials, such as brochures and foldouts specifically for Sourcewell customers, to ensure they have the information needed to make informed decisions. Engagement and Education: To engage our audience, we participate in industry-specific events and conferences, such as the National Association of State Procurement Officials (NASPO) and TechEd. These events allow us to showcase our AI solutions and engage directly with potential clients. Additionally, we host educational webinars and workshops that highlight the benefits of AI adoption, featuring relevant case studies and best practices tailored to the specific interests of our audience. Digital Outreach: Our digital marketing efforts are essential for increasing online visibility and generating leads. We optimize our website content for search engines to ensure decision-makers can easily find information about our services. We also produce high-quality, informative content, such as whitepapers and case studies, that demonstrate our expertise in AI and its applications within the public sector. Social media engagement on platforms like LinkedIn and Twitter further enhances our visibility, allowing us to share insights, updates, and success stories. Email Campaigns and Follow-Up: To maintain communication with potential clients, we implement targeted email marketing campaigns that keep them informed about our services and highlight recent successes. Our email newsletters include updates on AI trends and relevant industry news. Partnerships for Broader Reach: Collaborating with technology vendors and industry associations amplifies our marketing efforts. By aligning with partners committed to innovation and public service, we expand our reach and credibility. We also establish relationships with local chambers of commerce to co-host events aimed at reaching nonprofit organizations in specific regions. Building Trust and Credibility: With a history of serving over 450 public agencies, we leverage client testimonials and detailed case studies to build trust. Showcasing measurable outcomes from past projects—such as a 30% increase in operational efficiency for a public sector client—provides concrete evidence of our capabilities. Media Outreach and Thought Leadership: Our public relations efforts include proactive media outreach to secure coverage and thought leadership opportunities. We regularly issue press releases to announce significant achievements, such as industry awards or notable project completions, and contribute articles or participate in interviews to share insights on AI trends and best practices.

38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>TSCTI employs a proven, strategic and integrated approach to utilizing technology and digital data to enhance our marketing effectiveness. Our Public Sector Publications (State Tech & Ed Tech), a sale- led communications campaign, and Social Media. We use Twitter, Facebook, and LinkedIn as avenues for marketing, education, updates and general communication with customers. Active social media helps customers stay informed with links, posts and articles of interest in the way that they choose to receive information. At the foundation of our strategy is a robust Customer Relationship Management (CRM) system. This tool allows us to meticulously track leads, manage client interactions, and analyze customer data, enabling us to tailor our outreach efforts and maintain personalized communication in real-time. The insights gained from CRM analytics help us identify trends and patterns that inform our marketing strategies, ensuring we meet the specific needs and preferences of our clients.</p> <p>Building on this foundation, we implement Search Engine Optimization (SEO) techniques to enhance our online visibility. By optimizing our website content for relevant keywords, we ensure that our services rank highly in search results. Complementing our organic reach, we engage in pay-per-click (PPC) advertising, targeting specific demographics and industries to drive traffic to our site and generate qualified leads. To further maximize our online presence, we utilize advanced analytics tools such as Google Analytics. These tools allow us to track user behavior on our website, measure campaign performance, and derive actionable insights that guide our marketing decisions. This data-driven approach enables us to continuously refine our marketing efforts and improve client engagement.</p> <p>Our outreach strategy relies heavily on social media sites, primarily LinkedIn and Twitter. We actively publish useful content, updates, and success stories that resonate with our target audience. Monitoring engagement metrics like as likes, shares, and comments gives us insights into our audience's interests, allowing us to fine-tune our content approach. In addition, we use targeted social media advertising to reach larger audiences, leveraging demographic data to successfully personalize our messaging. Email marketing is another important part of our digital approach. We employ automated email solutions to segment our audience and provide personalized information based on their preferences and previous interactions. This tailored approach enhances our open and click-through rates, ensuring that our communications are relevant and powerful.</p> <p>Moreover, we optimize our content using metadata within our content management system, enhancing the discoverability of our materials online. By embedding relevant keywords, tags, and descriptions, we ensure that potential clients can easily find the information they need. Finally, TSCTI conducts regular market research using digital data analytics tools to stay informed about industry trends, competitor activities, and emerging technologies. This data-driven research helps us adjust our marketing tactics and ensure that our services align with the evolving needs of our clients.</p>	*
39	In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?	<p>At TSCTI, we recognize the pivotal role Sourcewell plays in promoting agreements from this RFP by streamlining procurement processes for its Participating Entities. As an established Sourcewell vendor under two existing contracts, we leverage our dedicated marketing team to actively promote our AI readiness, implementation, and support services. Our team not only capitalizes on Sourcewell's expansive network and reputation but also actively participates in Sourcewell-hosted events, ensuring engagement with a diverse range of public agencies and educational institutions. This partnership allows us to directly connect with potential clients, fostering a well-informed, efficient procurement process that meets the unique needs of Sourcewell's Participating Entities.</p> <p>To integrate a Sourcewell-awarded agreement into our sales process, TSCTI will adopt a comprehensive approach that emphasizes collaboration and visibility. We will ensure that our sales team is well-versed in the specifics of the Sourcewell agreement, including the terms, pricing structures, and service offerings. This knowledge will enable our representatives to communicate effectively with potential clients and highlight the unique benefits of utilizing Sourcewell's contracts. Additionally, we will actively participate in Sourcewell's promotional activities, such as webinars and outreach events, to showcase our capabilities and foster relationships with participating entities.</p> <p>Our marketing strategy will also incorporate targeted outreach campaigns aimed at informing current and prospective clients about the advantages of sourcing our services through Sourcewell. This will include creating tailored marketing materials, conducting informative webinars, and engaging with decision-makers at various agencies to highlight how our solutions align with their needs and goals. By embedding the Sourcewell agreement into our sales process, we can streamline procurement, reduce barriers to entry for potential clients, and ultimately enhance our service delivery to ensure a seamless experience for all participating entities.</p>	*
40	Are your Solutions available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.	Not Applicable.	*

Table 5A: Value-Added Attributes (100 Points)

Line Item	Question	Response *
41	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	<p>At TSCTI, we provide Sourcewell Participating Entities with a robust training program designed to ensure comprehensive knowledge transfer and readiness to operate, maintain, and optimize AI systems effectively. Our training is delivered by experienced trainers with specific expertise in areas like systems management, data security, change management, and AI application, each focused on ensuring users can confidently leverage AI solutions to meet operational needs. These training sessions are structured to support not only initial system deployment but also continuous operation, maintenance, and adaptation to any technological or operational changes. Training can be delivered on-site at the agency location, virtually, or as hybrid sessions tailored to suit client schedules and preferences. Our System training covers essential aspects of system operation and integration, guiding teams through system configuration, data management, and troubleshooting. Led by our system engineers, this training is designed to address the specific organizational needs of each Participating Entity, ensuring that users can operate and manage AI solutions in real-time. To enhance ongoing operational efficiency, our Operations & Maintenance (O&M) support training equips agency staff to handle system checks, optimize resource use, and carry out regular maintenance tasks. This training is provided quarterly to keep teams well-prepared for continuous system upkeep and is facilitated by senior maintenance specialists.</p> <p>For security and functionality, patch training ensures that Sourcewell entities understand the secure and systematic application of patches and updates. Our cybersecurity specialists guide agency IT teams through best practices for testing and deploying patches, thereby reducing downtime risks. This training prepares internal teams to handle security and software patches independently, aligning with industry standards to ensure operational integrity. Change management is another cornerstone of our program, where our change management experts provide both change management and communication training to prepare teams for handling updates and system modifications effectively. This includes crafting and deploying internal communications to end-users, coordinating with stakeholders, and handling technical challenges that may arise post-update. Each entity also receives assistance in creating a tailored communication plan to ensure engagement and transparency across all organizational levels. These sessions can be conducted in a workshop format, allowing real-time collaboration and feedback.</p> <p>Downtime process training is offered to guide Sourcewell Participating Entities in handling and recovering from system outages with minimal disruption. Our incident response trainers instruct teams on rapid incident management, system recovery, and role-based task allocation for swift issue resolution. Each participant gains a clear understanding of their role in minimizing downtime and restoring functionality quickly, contributing to the agency's resilience in mission-critical scenarios. Our program also includes product-specific training that allows teams to delve deeply into each feature of the deployed products, such as AI analytics or custom applications, ensuring that teams can fully leverage each tool. Product specialists deliver these sessions, and agencies receive access to ongoing support resources, including user guides, video tutorials, and refresher courses, keeping team members proficient in their roles and confident in their abilities. Roles of trainers are integrated into each training component to ensure highly focused sessions led by domain experts. Standard training is included in our service package, with options for more customized sessions available upon request. This approach provides Sourcewell agencies with a seamless path to confidently adopt and maintain their AI technologies for long-term success.</p> <p>TSCTI is committed to ensuring the continuous development of its workforce through comprehensive training programs, professional development initiatives, and strategic partnerships with leading educational and certification bodies. Our learning ecosystem serves employees at all levels, starting from campus hire training for entry-level staff to capability assurance programs for professional practitioners. We allocate approximately 19% of our total annual revenue to research and development (R&D), with a significant portion dedicated to workforce development. In 2023 alone, our internal training budget exceeded \$2 million, demonstrating our dedication to keeping our employees at the forefront of industry advancements. To maintain proficiency in the latest technologies, TSCTI has established partnerships with top certification bodies and technology providers, including AWS, Microsoft, Cisco, and Oracle. These partnerships provide our employees access to industry-leading certifications such as AWS Certified Solutions Architect, Microsoft Certified Engineer, and Cisco Certified Network Professional (CCNP). Additionally, we offer tuition reimbursement of up to \$6,000 per year for employees who wish to pursue professional certifications and courses from accredited institutions. This ensures that our workforce remains skilled in key areas such as IoT, AI, cloud computing, and software engineering. Training is delivered by our in-house team of certified experts, which includes senior data scientists, AI engineers, and solution architects. These experts ensure that the training is practical and aligned with the specific AI systems deployed, helping participants gain hands-on experience and operational expertise. Formats include in-person sessions, virtual workshops, and on-demand e-learning modules, allowing Participating Entities to select the training method that best suits their schedules and operational needs. For instance, hands-on sessions may focus on the operation and management of AI systems, while workshops could explore topics such as data preparation, model training, and pilot project management. This ensures that all key</p>

personnel—from operators to decision-makers—are equipped to integrate AI into their workflows effectively. While the standard training offerings are included in our service agreements, we also offer advanced training options at additional cost, focusing on specialized areas like advanced data analytics, custom AI model tuning, or responsible AI policy development.

In addition to internal and external training, TSCTI fosters an environment of continuous learning through annual "boot camps" and a Leadership Development Program designed to nurture high-potential project staff. Our Organizational Training Plan (OTP) aligns with project, organizational, and individual needs, ensuring that learning remains relevant and supports both employee growth and client success. Also, In terms of cost, our standard training offerings are included in the overall implementation and support service agreements. TSCTI also offers optional, advanced training programs for clients who wish to deepen their expertise. These advanced courses focus on niche areas such as advanced data analytics, custom AI model tuning, or the development of responsible AI policies.

42	Describe any technological advances that your proposed Solutions offer.	<p>TSCTI's AI readiness, implementation, and support services are powered by state-of-the-art technologies and tools that demonstrate our hands-on expertise in delivering innovative, customized AI solutions for Sourcewell Participating Entities. Our ability to integrate cutting-edge advancements with real-world applications sets us apart in driving AI adoption across various sectors. Below are the key technological advances and the tools that showcase our capabilities:</p> <ul style="list-style-type: none"> • AI-Powered Data Analytics: TSCTI utilizes advanced AI and machine learning tools like TensorFlow, PyTorch, and Apache Spark to handle large-scale data analytics. These tools enable us to process structured and unstructured data in real-time, offering predictive analytics and trend forecasting to improve decision-making. For instance, our AI models can analyze vast datasets to predict demand for public services, optimize budget allocations, or detect inefficiencies in operational workflows. Our hands-on experience with these platforms ensures that entities can extract actionable insights and achieve data-driven transformations. • Custom AI Model Development: TSCTI has deep expertise in developing custom AI models using cutting-edge machine learning techniques. We use platforms such as Microsoft Azure Machine Learning Studio and AWS SageMaker to build, train, and deploy AI models tailored to specific operational needs. Whether it's a natural language processing (NLP) solution for document management or a deep learning model for predictive maintenance, our in-house data scientists and AI engineers create models that continuously adapt and improve. These models are designed with scalability in mind, evolving alongside the organization's growing data sets and requirements. • Automated Process Optimization: To streamline operations, TSCTI leverages robotic process automation (RPA) tools like UiPath and Automation Anywhere. Our hands-on experience with these platforms allows us to automate repetitive administrative tasks, reducing manual labor and human errors. For example, public agencies can automate processes like invoice processing, application approvals, and claims management, freeing up staff to focus on more strategic activities. Our RPA solutions are designed to seamlessly integrate with existing systems, improving operational efficiency and reducing costs. • Scalable Cloud Infrastructure: TSCTI's cloud-based AI deployments are supported by leading platforms like AWS, Microsoft Azure, and Google Cloud. These platforms offer scalable, secure, and cost-effective infrastructure for deploying AI models, ensuring clients can easily expand their capabilities without significant upfront investment. Our team's hands-on experience with these cloud environments means that we can quickly deploy and scale AI solutions, providing Sourcewell Participating Entities with flexibility and ease of access to AI tools and services from anywhere, at any time. • Responsible AI & Ethical Frameworks: TSCTI is committed to developing responsible AI solutions that are fair, transparent, and secure. We use IBM's AI Fairness 360 and Google's What-If Tool to ensure that our models are free from bias and adhere to ethical standards. Our AI governance frameworks ensure compliance with regulatory standards like GDPR and HIPAA, protecting data privacy and maintaining transparency in decision-making processes. Our expertise in responsible AI ensures that entities can confidently deploy AI solutions that meet legal and ethical requirements. • Enhanced Cybersecurity Features: Given the critical importance of cybersecurity, TSCTI integrates advanced AI-driven security tools like Darktrace and Splunk into our solutions. These platforms offer real-time threat detection, anomaly detection, and automated incident responses, helping protect sensitive data from cyber threats. Our hands-on experience in deploying these tools ensures that AI systems remain secure, particularly for government and public-sector entities dealing with confidential data. • Edge AI and IoT Integration: TSCTI has extensive experience in deploying edge AI solutions using platforms such as Nvidia Jetson and Microsoft Azure IoT Edge. These tools allow us to implement real-time processing and analytics at the network's edge, reducing latency and enabling faster decision-making. For instance, smart city applications such as traffic monitoring or utility management can benefit from real-time insights, improving operational efficiency. Our edge AI solutions provide real-time intelligence while minimizing bandwidth use and cloud dependence. • Natural Language Processing (NLP) and Chatbots: TSCTI uses advanced NLP technologies, including Google Dialogflow and Microsoft Bot Framework, to develop AI-powered chatbots and virtual assistants. These tools enable seamless, real-time communication with users in natural language, improving both internal operations and customer service. For example, public sector clients can deploy chatbots to assist citizens with queries, process requests, or even automate documentation processes. Our hands-on experience ensures that these solutions are fully customized to the specific needs of each entity, enhancing operational efficiency. • AI-Driven Predictive Maintenance: We use AI-powered platforms such as IBM Maximo and GE's Predix to offer predictive maintenance solutions that anticipate when equipment or infrastructure might fail. These solutions analyze data in real-time to predict maintenance needs, reducing downtime and extending the lifecycle of assets. In one of our recent projects, we implemented predictive maintenance for a public transportation system, reducing equipment downtime by 30%. Our ability to deploy such tools showcases our expertise in applying AI to optimize asset management and operational continuity. <p>Through the integration of these tools and technologies, TSCTI not only demonstrates its technical prowess but also ensures that Sourcewell Participating Entities receive innovative, secure, and scalable AI solutions tailored to their specific needs. Our hands-on experience across these platforms allows us to deliver solutions that are not only cutting-edge but also practical and effective in real-world environments. This commitment to technology and innovation positions TSCTI as a leading partner in AI adoption and digital transformation.</p>
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43	Describe specific customer challenges your Artificial Intelligence (AI) services successfully addressed and provide two (2) examples that demonstrate how those challenges were overcome.	<p>TSCTI has a proven track record of addressing complex customer challenges through innovative AI solutions. Below are two examples where we successfully overcame customer challenges using advanced AI technologies:</p> <p>1. Internal Revenue Services</p> <p>Challenges: The IRS faced significant inefficiencies in handling large volumes of mail, including tax returns, correspondence, and remittances. The traditional manual processing methods were slow, error-prone, and struggled to meet the increasing demands for accuracy and speed. The challenge was to modernize the submission processing system to streamline operations, improve accuracy, and comply with cybersecurity requirements while interfacing seamlessly with existing IRS systems.</p> <p>Solutions Provided: TSCTI addressed this challenge by implementing the "IDPBot" solution, a comprehensive automation system that revolutionized mail processing. By integrating advanced technologies such as machine learning, OCR, and AI-driven automation, TSCTI enhanced the speed, precision, and efficiency of document handling. The deployment included RPA for automating repetitive tasks, AI assistants for decision support, and predictive analytics to anticipate processing needs. TSCTI hosted Treasury Secretary Janet Yellen and IRS Commissioner Danny Werfel for a digital showcase that underscores the national commitment to modernizing government operations. The solution also incorporated machine learning models tailored to IRS data and OCR tools for accurate digitization. During IRS filing seasons 2022 and 2023 approximately 1.3 million images extracted by TSCTI from IRS 1040+28 forms were processed as part of our IRS Submission Processing Modernization contract. Additionally, we processed 9,000,000 images as part of digitalization and conversion services provided to the State of Virginia, Department of Taxation.</p> <p>2. The Office of Personnel Management (OPM)</p> <p>Challenges: OPM faced significant challenges in managing its IT infrastructure across six geographically dispersed locations in DC, GA, PA, KS, FL, and VA. The agency was undergoing a critical IT transformation, including transitioning from physical datacentres to cloud-based services and adopting a Zero Trust Networking (ZTN) solution. The existing support structure struggled to manage hardware and software issues, password resets, troubleshooting, and maintenance.</p> <p>Solutions provided: A key feature was the deployment of an AI-driven chatbot equipped with sophisticated natural language processing capabilities. This chatbot facilitated real-time interactions with users, automated routine tasks, generated service tickets, and provided immediate assistance. Acting as a virtual assistant, the chatbot delivered precise answers and guided users through common issues, significantly improving the speed and accuracy of problem resolution. To ensure seamless communication across various platforms, TSCTI implemented unified communication solutions, including chatbots, SMS, and call centers. These tools enhanced the communication flow between users and IT support personnel, optimizing both input and output processes.</p>
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44	Describe any "green" initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.	<p>TSCTI is ISO 14001 certified and follows responsible and sustainable recycling services processed to OHSAS 18001 standards. TSCTI works with a wide variety of clients, but it especially seeks out businesses that are committed to values beyond profit. It's our goal to do business the way we live by using no more than we need, respecting those around us, and treading lightly with a small footprint. Although this is hard to accomplish in the modern world; we believe that design, creativity, and innovation can drive change, generate new ideas, and leave things in a better state than the way we found them. Through our Go Green policies, also known as our Environmental Policy, TSCTI is committed to saving the environment and contributing towards making the Earth a better place to live in. Outlined below is the Green code of practices that we follow:</p> <ul style="list-style-type: none"> • Recycling: We recycle waste papers and reuse materials at every opportunity. • Partners: TSCTI commits to aligning with green suppliers and partners. • Save Trees/ Paper: TSCTI encourages using emails instead of paper; using e-methods to note things; and minimizing the number of printed materials & direct mail. At TSCTI we use minimalistic printing and embed the following into our email signatures to remind us and others of saving trees. • "Please consider the environment before printing this e-mail". When paper is necessary, we photocopy on both sides and use old paper for scrap paper. • Digital/ Cloud storage: To cut down paper usage and reduce clutter, digital/ cloud storage solutions are followed across TSCTI. • Avoid Plastic Bags: Our employees use bags that can be recycled, preferably reusable cloth bags instead of plastic bags. • Bi-annual Green Earth Campaign: At TSCTI we conduct an awareness campaign aligned with our Go Green policy twice a year. • Training: Every quarter we train our staff on how to be responsible corporate Green citizens. • Conduct Annual Go Green Surveys: TSCTI employees are encouraged to make suggestions on how we can be a "Greener and environmentally friendly" company and to use natural resources efficiently and effectively. • Bike-Friendly Workplace: We have provided bike racks, showers, and lockers to encourage employees to bike to work. Encourage employees to participate in bike-to-work challenges. • Carpooling Program: We encourage employees to carpool to work and provide incentives such as preferred parking spots or reduced parking fees. • Public Transportation Subsidies: We have provided subsidies for public transportation such as bus or train passes, to make it more affordable for our employees. • Remote Work: We offer flexible work arrangements, such as working from home or working flexible hours, to reduce the need for our employees to commute to the office. • Walk to Work: We encourage employees to walk to work by providing incentives such as pedometers and walking challenges. • Telecommuting: We also provide remote work options for employees who live far from the office, to reduce the need for them to commute every day. 	*
45	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the Solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	None	*
46	What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?	<p>TSCTI has been providing quality Artificial Intelligence (AI), Machine Learning (ML), Natural Language Processing (NLP), and Data Science services for the past 27+ years. We help our public sector clients to plan, govern, and deliver ethical and secure AI projects that create better customer experiences. TSCTI was recognized as one of the "Most Promising Managed IT Service Providers" and "Best Government Contracting Company of the Year" award in the category of \$50M+ at the ICON awards hosted by the Maryland Tech Council. TSCTI's global reach was exemplified as it clinched victory in the Global Pith competition at TieCon Silicon Valley and received the prestigious "Jewels of Asia Power 30 Award" in the \$100+ million award category by the Asian American Chamber of Commerce. With over 03 decades of dedicated focus in this domain, we have emerged as a leading provider of advanced technology solutions tailored to the specific needs of Finance, Tax, and Income Departments, Colleges, Universities, Transportation Departments, law enforcement agencies, fire departments, emergency medical services, and other public safety organizations. One of TSCTI's key differentiators is our breadth and depth of work, with more than 50+ projects underway today. Our experience equips us with unique knowledge and capabilities to take trusted AI solutions from the lab to accomplish mission requirements at unprecedented speeds, accelerating the time to AI impact. Our expertise spans generative AI, data science and machine learning, robotic process automation (RPA), and beyond. We have successfully implemented AI-driven solutions in diverse public sectors, helping clients automate routine tasks, gain insights from large datasets, and improve user experiences through intelligent virtual assistants and chatbots. TSCTI has worked and held certified partnerships with industry leaders such as Microsoft, IBM, Snowflake, and Salesforce to remain at the forefront of AI technology, allowing us to leverage the latest advances in natural language processing and machine learning to continually develop and update our AI solutions. Our customer-centric approach is based on industry best practices, including ITIL (Information Technology</p>	

Infrastructure Library) for service management to tailor chatbot solutions to meet Sourcewell's specific needs, ensuring seamless integration and optimal performance. Additionally, we adhere to agile principles and enable iterative development cycles for rapid delivery and continuous improvement.

- **Commitment to Innovation:** Our core values center around innovation, collaboration, and a relentless drive for excellence, which collectively creates an environment where creativity and technical expertise thrive. Adhering to industry best practices, including the Digital Services Playbook and Section 508 compliance, we ensure our solutions are inclusive and accessible. We allocate approximately 19% of our total annual revenue to Research and Development initiatives. This investment underscores our dedication to staying at the forefront of technological advancements and industry trends, ensuring that our solutions are innovative, efficient, and aligned with the evolving needs of our clients by leveraging industry analyses from Gartner and Forrester. To support our customers with better solutions, TSCTI has established a Center of Excellence (CoE) & Digital Intake Center at our McLean, VA Office which is led by our CTO and CGO. Recently our CEO Anil Sharma hosted Treasury Secretary Janet Yellen and IRS Commissioner Danny Werfel at the Digital Intake Center at our McLean, VA for a digital showcase that underscores the national commitment to modernizing government operations. This office supports all the clients with a) white papers on new trends b) solution prototyping with integration with new tools c) SME support for the assessment of our customer services d) providing an excellent source for reaching back technical know-how for employees at client sites. By integrating innovations such as artificial intelligence, machine learning, and blockchain into our services, we provide our clients with high-tech solutions that give them a competitive edge. Our CoE serves as the hub of technical expertise, knowledge, and support that drive our solutions forward. Our CoEs foster employee growth, manage, and develop our strategic partnerships, and support teams' training and project delivery. In the process, they develop the best practices that position us to serve our customers at the highest level. These include but are not limited to –

- Our Software Development CoE integrates corporate expertise and strategic partnerships to drive innovation. By fostering collaboration and staying at the forefront of technology, we consistently deliver applications that maximize investment, enhance security, and create the right user experience at scale, through accelerated pipeline.

- Our Data & AI CoE is focused on scoping, prioritizing, governing, and integrating data and AI opportunities to align with customer needs. We are committed to advancing TSCTI's data & AI culture, practice, products, partnerships, and social influence.

- Our Cloud CoE shares critical information on cutting-edge cloud technologies and develops innovative and customizable cloud solutions. Our commitment is to strengthen TSCTI's leadership in cloud computing and cultivate brilliant minds.

- Our Cyber CoE leads innovation, collaborates with industry, and builds a community both internally with our cyber practitioners and externally with partners, clients, and thought leaders. Together, we solve problems and share knowledge.

- Management CoE as a part of our CoE that helps drive – 1) The direction and strategy of program/project management competency; 2) Ensure management competency development of all staff and the expansion of general knowledge across through various learning and development initiatives; 3) Act as a Central Hub for all management best practices, systems (including repository, standards, guidance, and tools) 4) Ensures continuous improvement to meet the client changing needs; and 5) Provide advisory and coaching support to all staff and stakeholders on the application of program/project management practices.

- **Dedicated & Experienced Program Management Team:** TSCTI's local program management approach for handling contracts ensures that contract requirements and goals are well supported. For Sourcewell, we have a dedicated program management team including a local dedicated PMP-certified Program Manager (PM) to ensure the right delivery of services. Our PM will provide a single face to the customer with clear lines of authority: vertical and horizontal coordination and open flow of communication to appropriate levels. Our program management team has a collective experience of 70+ years in handling similar contracts.

- **Certified Best Practices –** TSCTI is CMMI 2.2 Dev certified, ensuring our development processes meet rigorous quality standards. Additionally, TSCTI is appraised at CMMI Level 3, and ISO 20000-1:2018, ISO 9001:2015, ISO 27001:2013 certified, ITIL, and HDI-based industry standardized support that brings optimized service delivery and advanced IT services through innovation, automation, increased transparency, quality reporting, and change management support. TSCTI holds Top-secret facility clearance and SOC -2 Audited security processes.

- **Problem Escalation Procedure:** The program team will provide escalation & issue resolution support from 08:00 AM EST to 08:00 PM PST, Monday – Friday. An emergency / after-hours number is made available and is covered 24/7/365 to ensure any urgent conflicts are addressed timely.

- **Performance Monitoring:** At the beginning of each contract, TSCTI establishes performance metrics with the client. TSCTI tracks performance by these mutually agreed automated metrics. When any metric falls outside of the acceptable range, it immediately escalates to the next level of management and based on the severity, could be escalated to the president of TSCTI. All existing contracts are performed within budget and a defined schedule.

- **Ethical AI Policy Development:** TSCTI is committed to implementing and upholding comprehensive ethical AI policies that emphasize fairness, transparency, accountability, and

		privacy across all AI initiatives. Our policies are aligned with global and national standards, such as the General Data Protection Regulation (GDPR), California Consumer Privacy Act (CCPA), IEEE's Ethically Aligned Design, NIST AI Risk Management Framework, and ISO/IEC 23894 for bias and risk mitigation. TSCTI incorporates best practices like model interpretability, bias audits, and secure data handling, following AI ethics guidelines from the OECD, Algorithmic Accountability Act, and the World Economic Forum's AI Governance Framework. Our team integrates these frameworks into tailored AI solutions, ensuring they reflect the values, legal requirements, and public responsibilities of each client and promote responsible AI usage.	
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Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment
47	Select any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation and a listing of dealerships, HUB partners or re-sellers if available. Select all that apply.		<input checked="" type="radio"/> Yes <input type="radio"/> No	
48		Minority Business Enterprise (MBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	
49		Women Business Enterprise (WBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	
50		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
51		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
52		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
53		Small Business Enterprise (SBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
54		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
55		Women-Owned Small Business (WOSB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	

Table 6: Pricing (400 Points)

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *	
56	Describe your payment terms and accepted payment methods.	Payment Terms: Net 30 Days and accepted payment methods are ACH & Cheques.	*
57	Describe any leasing or financing options available for use by educational or governmental entities.	None	*
58	Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to participating entities.	The scope template is a generic document that we develop at the time of scoping with the customer. Typically, most T&C/contract/purchase orders are provided by our customers, and we negotiate individually with those public entities, only if necessary.	*

59	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell participating entities for using this process?	Yes, we do accept P-card procurement payment process and there is an additional cost to Sourcwell participating entities for using P-card procurement and payment.	*
60	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcwell discounted price) on all of the items that you want Sourcwell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	Not Applicable as our pricing model is services based. We don't offer electronic catalog system permitting Sourcwell and Sourcwell Participating Entities to make web-based purchases for the solutions.	*
61	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	Not Applicable as our pricing model is services based. We don't offer electronic catalog system permitting Sourcwell and Sourcwell Participating Entities to make web-based purchases for the solutions.	*
62	Describe any quantity or volume discounts or rebate programs that you offer.	Yes, we offer 0.025% discount on volume purchases over \$5M.	*
63	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "non-contracted items". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.	Not Applicable as our pricing model is services based. We don't offer electronic catalog system permitting Sourcwell and Sourcwell Participating Entities to make web-based purchases for the solutions.	*
64	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	Not Applicable as our provided cost covers all cost of acquisition.	*
65	Describe any unique distribution and/or delivery methods or options offered in your proposal.	Not applicable, our services are supported by products and we don't offer electronic catalog system for distribution of our services.	*
66	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcwell. This process includes ensuring that Sourcwell participating entities obtain the proper pricing.	To verify compliance with our agreement with Sourcwell, TSCTI employs a rigorous self-audit process that ensures pricing accuracy and adherence to all contractual obligations. Our dedicated compliance team conducts quarterly audits, reviewing transactional data to confirm that Sourcwell participating entities receive contracted pricing and services as outlined. This process involves cross-referencing our pricing records with contract stipulations, as well as validating that any discounts or promotions are applied accurately. Additionally, we utilize automated audit software to identify discrepancies proactively and maintain transparency. This approach ensures that our offerings remain fully compliant with Sourcwell agreements, safeguarding consistency and accountability in pricing and service delivery.	*
67	If you are awarded an agreement, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the agreement.	If awarded an agreement, TSCTI will monitor critical internal metrics aligned with Sourcwell's scope to ensure sustained success and value delivery for participating entities. Key metrics include Customer Satisfaction Scores (CSAT) to measure service quality through post-engagement surveys, and Contract Compliance Rate, reviewed quarterly to ensure adherence to Sourcwell's pricing and contractual terms. We will also track Customer Retention Rate annually to assess long-term satisfaction, aiming for 90% or higher, alongside Service Response Times to ensure that all inquiries meet our 24-hour response standard. Lastly, On-Time Delivery and Project Completion Rates will be monitored to meet our goal of 95% timely completion, ensuring consistent and reliable service. These metrics collectively support TSCTI in meeting Sourcwell's expectations for high-quality, compliant, and efficient service.	*
68	Provide a proposed Administration Fee payable to Sourcwell. The Fee is in consideration for the support and services provided by Sourcwell. The propose an Administrative Fee will be payable to Sourcwell on all completed transactions to participating entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	Upto 2%	*

Table 7: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
69	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	The pricing structure provided in this proposal is competitive and is designed to offer rates that are equal to or lower than those typically available through established cooperative contracts, state contracts, or agency agreements. By aligning with these standard agreements, we ensure sourcewell receives cost-effective and budget-conscious solutions without compromising on quality. This approach also underscores our commitment to delivering value through optimized pricing, reflecting our awareness of public sector budget constraints and our dedication to fostering long-term partnerships.

Table 8A: Depth and Breadth of Offered Solutions (200 Points)

Line Item	Question	Response *
70	Provide a detailed description of all Solutions offered in your proposal.	<p>TSCTI offers a comprehensive suite of AI Readiness, Implementation, and Support Services tailored specifically for Sourcewell Participating Entities. Each service is designed to address the unique needs of public sector clients, enabling them to adopt AI technologies in a scalable, responsible, and effective manner. Below is a detailed description of each service, highlighting our capabilities, qualifications, best practices, tools, and technologies:</p> <p>1. AI Readiness Assessments: TSCTI conducts in-depth AI readiness assessments to help organizations evaluate their current infrastructure, data, processes, and workforce capabilities. Our assessments focus on identifying gaps and opportunities for AI adoption, ensuring that organizations have the necessary foundation for a successful AI implementation. Using best practices from industry-leading frameworks, such as the AI Maturity Model, we provide a clear roadmap for AI adoption. Our expert team of data scientists, AI engineers, and business analysts utilize tools like TensorFlow, AWS SageMaker, and Azure Machine Learning to conduct technical assessments and readiness analyses. This ensures that we capture a holistic view of the client's technological landscape and workforce preparedness. Key Capabilities: In-depth infrastructure and data evaluations. AI maturity assessments based on industry standards. Strategic recommendations aligned with organizational goals. Tools: TensorFlow, Azure Machine Learning, SAS, PowerBI.</p> <p>2. AI Strategy and Roadmap Development: TSCTI helps organizations develop tailored AI strategies and roadmaps that align with their specific objectives and constraints. Our approach involves collaborating closely with stakeholders to ensure that AI initiatives are both scalable and sustainable. Leveraging our deep understanding of public sector needs and industry-specific challenges, we craft strategies that encompass both short-term wins and long-term goals. We utilize best practices such as Agile development methodologies and the Lean AI framework, ensuring that our roadmaps are both adaptable and results-driven. Key Capabilities: Tailored AI strategy development. Roadmap creation for phased AI implementation. Alignment with regulatory and compliance requirements. Tools: JIRA, Confluence, Microsoft Project, PowerBI.</p> <p>3. Responsible AI Policy Development: TSCTI is committed to ensuring ethical AI adoption, providing Sourcewell entities with robust Responsible AI policy development services. We work with legal experts, ethicists, and AI specialists to create policies that prioritize fairness, transparency, and accountability in AI usage. Our approach is grounded in global best practices, such as the EU AI Act and IEEE's Ethical AI</p>

Standards. We ensure that AI models are developed and deployed in a way that mitigates bias, respects data privacy, and promotes inclusivity. Key Capabilities: Development of ethical AI policies aligned with regulatory standards. Ensuring AI fairness, transparency, and accountability. Best practices: EU AI Act, IEEE Ethical AI Standards.

4. AI Implementation and Support Services: Our AI implementation services cover the full lifecycle, from proof of concept to deployment and ongoing maintenance. TSCTI has deep expertise in building custom AI solutions that seamlessly integrate with existing systems. We utilize leading AI platforms like AWS SageMaker, Google Cloud AI, and IBM Watson to develop models that meet specific business needs. Whether it's deploying an AI-powered chatbot, automating workflows through Robotic Process Automation (RPA), or implementing advanced Natural Language Processing (NLP) systems, our team is well-equipped to handle it. Key Capabilities: Custom AI solution development and deployment. Integration with existing infrastructures. Automation of workflows using RPA and NLP. Tools: AWS SageMaker, Google Cloud AI, IBM Watson, UiPath.

5. Data Preparation and Management: High-quality data is crucial for AI success, and TSCTI excels in data preparation, cleansing, and management. We leverage advanced ETL (Extract, Transform, Load) processes, data wrangling tools, and cloud-based data platforms like Azure Synapse Analytics and Google BigQuery to ensure clean, structured data for AI modeling. Our data scientists ensure that the data used in AI projects is accurate, relevant, and compliant with data governance policies such as GDPR and HIPAA. Key Capabilities: Data extraction, transformation, and cleansing. Managing large-scale datasets in compliance with privacy regulations. Tools: Azure Synapse Analytics, Google BigQuery, Apache Hadoop.

6. Proof of Concept (PoC) and Pilot Projects: To help clients de-risk AI adoption, TSCTI offers Proof of Concept (PoC) and pilot project services. We develop and test AI models on a small scale to demonstrate feasibility and effectiveness before full-scale deployment. By applying Agile and DevOps methodologies, we ensure fast iteration and feedback loops, enabling rapid refinement of AI models. Our approach minimizes risks and helps Sourcewell entities make informed decisions about AI deployment. Key Capabilities: Rapid PoC development using Agile and DevOps methodologies. Pilot project execution to test and validate AI models. Tools: GitLab, Jenkins, Kubernetes.

7. Deployment and Integration: TSCTI excels in deploying AI solutions in complex IT environments while ensuring seamless integration with existing systems. Our deployment approach involves robust testing and quality assurance to guarantee the accuracy and reliability of AI models. We have experience deploying solutions in both on-premise and cloud environments using tools like Kubernetes, Docker, and Ansible for containerization and orchestration. Key Capabilities: Seamless AI model deployment in cloud and on-prem environments. End-to-end testing, validation, and integration. Tools: Kubernetes, Docker, Ansible, Terraform.

8. Ongoing Support and Maintenance: Once deployed, TSCTI offers comprehensive support and maintenance services to ensure the continued success of AI solutions. We provide 24/7 monitoring, performance optimization, and regular updates to keep AI models functioning at peak efficiency. Our team uses AI Ops platforms such as Datadog and New Relic to monitor performance and proactively address any issues that may arise. Key Capabilities: Continuous monitoring and performance optimization. AI model updates and issue resolution. Tools: Datadog, New Relic, Splunk.

9. Training and Education: TSCTI's training programs ensure that Sourcewell Participating Entities are fully equipped to leverage AI technologies. We offer both in-person and virtual training sessions delivered by certified experts. Our training covers everything from AI basics to advanced model tuning, ensuring that users can maximize the value of AI technologies. Key Capabilities: In-depth AI training programs tailored to user needs. Flexible learning options: in-person, virtual, or on-demand.

71	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	TSCTI provides a holistic suite of AI solutions, ensuring a 360-degree approach to AI readiness, implementation, and support. Our core competencies in AI include AI readiness assessments, custom AI model development, AI strategy and roadmap development, AI infrastructure design and integration, responsible AI policy development, AI-driven automation (RPA), AI deployment and integration services, data preparation and quality assurance, AI support and maintenance services, AI training and education programs, predictive analytics with AI, natural language processing (NLP) applications, AI-enabled chatbots and virtual assistants, AI for decision support systems, machine learning model training and tuning, AI-based cybersecurity enhancements, deep learning model development, computer vision solutions, AI-powered document processing (OCR and IDP), AI-driven fraud detection systems, ethical AI governance and compliance frameworks, AI-powered customer service automation, sentiment analysis using AI, AI in predictive maintenance, AI model lifecycle management, AI-powered data visualization, AI and IoT integration, AI-enhanced supply chain optimization, AI-based demand forecasting, AI in healthcare diagnostics and management, AI-enabled personalized learning systems, scalable cloud-based AI solutions, AI-based operational efficiency improvements, real-time AI analytics and insights, AI-enhanced workforce automation.	*
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Table 8B: Depth and Breadth of Offered Solutions

Indicate below if the listed types or classes of Solutions are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Line Item	Category or Type	Subcategory	Offered *	Comments
72	<p>ARTIFICIAL INTELLIGENCE (AI) READINESS ASSESSMENTS</p> <p>Describe how you evaluate an organization's current AI readiness and identify areas for improvement.</p> <p>Provide examples of successful AI readiness assessments you have conducted for other public entities.</p>		<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>To evaluate an organization's current AI readiness and identify areas for improvement, TSCTI employs a structured and multi-dimensional approach that assesses technical, operational, strategic, and cultural factors. This comprehensive readiness evaluation ensures that organizations can effectively adopt AI technologies in alignment with their goals and capacities. Here's how we carry out the AI readiness evaluation:</p> <p>1. Initial Consultation and Stakeholder Interviews: We begin by engaging with key stakeholders from various departments, such as IT, operations, strategy, and compliance, to understand the organization's objectives, current technology landscape, and expectations for AI adoption. This consultation helps us identify high-priority areas for AI implementation and align them with the organization's strategic goals. Tools & Techniques:</p> <ul style="list-style-type: none"> • Workshops with department heads and IT teams. • Use of JIRA and Confluence to capture requirements and feedback. • SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis. <p>2. Infrastructure and Data Capability Assessment: One of the key pillars of AI readiness is having the right technical infrastructure and data management practices. We assess the organization's existing infrastructure (cloud, on-premise, hybrid), networking capabilities, and data availability. This includes evaluating the quality, volume, and diversity of data, as well as the organization's data governance policies. We also examine whether the organization has access to scalable cloud platforms like AWS, Google Cloud, or Azure that are critical for running AI workloads. Tools & Techniques:</p> <ul style="list-style-type: none"> • Cloud readiness assessment using Azure Readiness Toolkit. • Data Quality Assessment tools such as Talend and Alteryx. • Infrastructure evaluations using AWS CloudWatch, Azure Monitor, or Google Cloud Operations Suite. <p>3. Workforce Capability and Skills Evaluation: We evaluate the current skill set of the workforce to determine whether they have the technical expertise and digital literacy to work with AI solutions. This includes assessing the availability of data scientists, machine learning engineers, data analysts, and other roles crucial for AI success. We also examine the organization's culture to gauge openness to innovation and digital</p>

				<p>transformation. Tools & Techniques:</p> <ul style="list-style-type: none">• Skill gap analysis using digital tools like Skillsoft and LinkedIn Learning.• Survey tools to assess workforce comfort with AI and automation technologies.• HR assessments to understand team dynamics and readiness for change. <p>4. Business Process Analysis: AI readiness is also highly dependent on the existing business processes and workflows. We conduct a thorough review of critical processes to determine where automation, AI, and machine learning can be integrated for efficiency gains. This analysis also helps us identify bottlenecks, redundancies, and areas that can be improved through AI-driven automation. Tools & Techniques:</p> <ul style="list-style-type: none">• Process mapping with tools like Lucidchart or Visio.• Analysis using RPA tools like UiPath and Automation Anywhere to identify automation opportunities.• Business Process Re-engineering (BPR) methodologies. <p>5. Compliance and Ethical Considerations: We assess the organization's adherence to data privacy laws, ethical standards, and regulatory requirements, which are crucial for responsible AI deployment. Understanding the current framework helps us identify potential gaps in compliance and align AI strategies with legal and ethical considerations. Tools & Techniques:</p> <ul style="list-style-type: none">• GDPR and HIPAA compliance assessments.• Review of ethical AI standards using EU AI Act and IEEE Ethical AI Standards frameworks. <p>6. AI Maturity Assessment: We measure the organization's current AI maturity level using a structured AI maturity model. This model evaluates the organization's capabilities across various dimensions such as data strategy, AI governance, machine learning operations (MLOps), innovation culture, and scalability. Tools & Techniques:</p> <ul style="list-style-type: none">• AI maturity models based on frameworks from Gartner and McKinsey.• Custom AI Maturity Survey tools to assess readiness at different organizational levels. <p>7. Identification of Gaps and Areas for Improvement: Based on the findings from the assessments, we identify key gaps and areas where the organization can improve to support successful AI implementation. This includes recommendations for upgrading infrastructure, enhancing data governance, reskilling the workforce, and aligning business processes with AI goals. Outcome:</p> <ul style="list-style-type: none">• Detailed readiness report that identifies gaps and areas for improvement.• AI adoption roadmap with actionable recommendations for short-term and long-term improvements.• Prioritized list of AI use cases based on business needs and feasibility. <p>8. Strategic Roadmap Development: Once we've identified the readiness gaps, we collaborate with the organization to develop a strategic roadmap for AI implementation. This roadmap is designed to be phased, starting with high-impact projects (such as pilot AI projects) and scaling up to full AI adoption across the enterprise. Tools & Techniques:</p> <ul style="list-style-type: none">• Roadmap creation using Microsoft Project, JIRA, or Asana.• Use of Agile methodologies to ensure iterative and adaptive planning. <p>Office of Personnel Management (OPM): TSCTI conducted a comprehensive AI readiness assessment for the Office of Personnel Management (OPM) as part of their IT transformation initiative, which involved</p>
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				<p>transitioning from physical data centers to cloud-based services and adopting a Zero Trust Networking (ZTN) model. OPM faced challenges in managing their IT infrastructure across six geographically dispersed locations and required an efficient solution to enhance their internal IT support. After a detailed assessment, we identified key areas for improvement, including infrastructure modernization, the need for automation in routine IT support tasks, and improving communication channels between end-users and IT support teams. Based on these findings, we deployed an AI-driven chatbot equipped with natural language processing (NLP) capabilities. This chatbot automated routine tasks such as password resets, troubleshooting, and service ticket generation. It acted as a virtual assistant, providing immediate, accurate assistance to users across OPM's locations, significantly reducing response times and improving operational efficiency. The AI chatbot also helped OPM to seamlessly integrate AI technologies into their existing systems, setting the foundation for broader AI adoption across the agency.</p> <p>Internal Revenue Service (IRS): TSCTI conducted an AI readiness assessment for the Internal Revenue Service (IRS) to address inefficiencies in their document handling and submission processing systems. The IRS was struggling with large volumes of mail, including tax returns, correspondence, and remittances, which were processed manually, leading to delays and errors. After a thorough analysis of the IRS's existing workflows, data handling processes, and system integration challenges, we identified the need for automation to improve speed and accuracy. In response, TSCTI implemented the "IDPBot" solution, an advanced AI and automation system that leveraged machine learning, Optical Character Recognition (OCR), and Robotic Process Automation (RPA) to streamline document processing. The IDPBot drastically improved processing times by automating repetitive tasks, enhancing data extraction accuracy, and supporting decision-making through AI-driven insights. This transformation not only modernized the IRS's submission processing system but also enabled them to handle larger workloads more efficiently while maintaining compliance with strict cybersecurity and data privacy requirements.</p>
73	<p>AI STRATEGY AND ROADMAP DEVELOPMENT</p> <p>Describe your approach to developing a comprehensive AI strategy and roadmap tailored to the unique needs of public entities.</p> <p>Describe how you ensure the AI strategy aligns with the entity's goals and objectives.</p>		<p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	<p>TSCTI has a proven track record of successfully developing comprehensive AI strategies and roadmaps tailored to the unique needs of public entities. Our approach is rooted in hands-on experience, having worked with numerous government agencies to implement AI solutions that deliver measurable results. At TSCTI, we ensure that the AI strategy aligns with the entity's goals and objectives through a structured, collaborative, and iterative process. We begin by engaging key stakeholders to gain a deep understanding of the entity's mission, strategic priorities, and specific challenges. This helps us tailor the AI strategy to directly support the organization's overarching goals, whether it's improving operational efficiency, enhancing service delivery, or driving innovation. Our experience with public sector from past 03 decades ensures that the strategies we design are not just theoretical but grounded in real-world application, aligned with the operational realities and regulatory frameworks that public sector organizations face.</p> <p>1. Initial Assessment and Discovery: We have conducted AI readiness assessments for organizations like the IRS and OPM, where we meticulously evaluated their current technology, workflows, and data capabilities. Our discovery process includes deep engagement with stakeholders, as we did when deploying the "IDPBot" for the IRS. We identified operational inefficiencies in their document processing workflows and laid the groundwork for a strategy that improved processing times and accuracy. Similarly, our engagement with OPM to deploy AI-driven chatbots involved assessing the IT infrastructure</p>

			<p>across geographically dispersed locations to identify where AI could streamline operations and improve user experiences.</p> <p>2. Define Objectives and KPIs: For each public entity we work with, defining clear, measurable objectives is a core component of our strategy development. For example, in our work with the IRS, one of the key KPIs was reducing manual processing errors in handling tax returns and remittances. By establishing such KPIs upfront, we ensure that our AI implementations are results driven. In the case of OPM, our objective was to improve service delivery and support through AI-powered chatbots, with a specific focus on increasing first-contact resolution rates for IT support queries.</p> <p>3. Capability Gap Analysis and Data Strategy: TSCTI's experience with public sector projects allows us to perform comprehensive gap analyses. For the IRS, this included evaluating their data governance, system integration, and workforce skills. By understanding these gaps, we tailored AI solutions that included machine learning models and RPA (Robotic Process Automation) to fit seamlessly into their existing systems. For OPM, we assessed the cloud infrastructure and cybersecurity framework to ensure our AI chatbot solution could be securely deployed across all their service locations.</p> <p>4. Roadmap Development: Our AI roadmaps are phased, pragmatic, and tailored to each entity's needs. For example, the roadmap we developed for the IRS included immediate, medium-term, and long-term AI initiatives, beginning with automating specific document processing tasks and expanding to predictive analytics that help anticipate workload peaks. Similarly, at OPM, the roadmap focused first on implementing AI chatbots for basic IT support, with plans to expand into more complex service areas. These roadmaps are designed with flexibility, allowing for quick wins while building towards larger AI transformations.</p> <p>5. Pilot Programs and Proof of Concept (PoC): TSCTI has successfully implemented pilot programs as part of AI strategy rollouts. For the IRS, the implementation of the "IDPBot" started with a PoC that automated a subset of their mail processing tasks. Once the initial deployment proved successful, we scaled the solution to handle more complex processes, providing tangible value early on. In the case of OPM, we piloted the chatbot solution within one division before expanding it to all six locations, ensuring that our AI-driven solution was scalable and effective across different environments.</p> <p>6. Training and Change Management: Our commitment to supporting public entities extends to ensuring that their teams are ready to adopt and use AI tools. For example, when we implemented the "IDPBot" at the IRS, we provided extensive training to both technical and non-technical staff, helping them integrate AI tools into their daily operations. We also conducted change management workshops at OPM to ensure that staff were comfortable using AI-driven chatbots and understood how these tools would enhance their roles rather than replace them.</p> <p>7. Continuous Evaluation and Optimization: At TSCTI, we understand that AI strategies must evolve over time. For both the IRS and OPM, we built in continuous monitoring and optimization processes. We regularly evaluated the AI systems against the pre-defined KPIs, adjusting and improvements as needed. For example, after the initial deployment of the IRS "IDPBot," we fine-tuned its machine learning algorithms to further improve accuracy in document classification.</p>	
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74	<p>RESPONSIBLE AI POLICY DEVELOPMENT</p> <p>Describe how your organization addresses ethical concerns related to AI, such as bias, fairness, and transparency.</p> <p>Provide one (1) example of how these considerations have been integrated into your AI solutions for your clients.</p>		<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>At TSCTI, addressing ethical concerns related to AI, such as bias, fairness, and transparency, is a central part of our Responsible AI Policy development process. We follow a structured approach to ensure that AI systems are ethically robust and compliant with both industry standards and public sector regulations. Our process begins with an in-depth ethical impact assessment, where we evaluate potential areas of bias and discrimination in data collection, model design, and deployment. We utilize cutting-edge tools such as fairness metrics, bias detection algorithms, and explainable AI frameworks to identify and mitigate potential issues at the earliest stages of development.</p> <p>Once the assessment is complete, we implement technical measures to address bias and fairness concerns. This involves training AI models on diverse and representative datasets to avoid skewed outcomes and running regular bias audits to ensure that the models are equitable over time. Our transparency practices are aligned with global standards, such as the European Union's General Data Protection Regulation (GDPR) and the Algorithmic Accountability Act, ensuring all AI decisions can be explained clearly and reviewed by stakeholders. Our AI systems also incorporate accountability measures such as human-in-the-loop validation, where critical decisions are subject to human review and approval.</p> <p>Additionally, our Responsible AI Policy aligns with state-specific regulations, such as California's Consumer Privacy Act (CCPA), and industry best practices from bodies like the National Institute of Standards and Technology (NIST) and IEEE. We ensure that our AI models are explainable, transparent, and auditable, which not only meets regulatory requirements but also builds trust with end users.</p> <p>For example, in our project with the Louisiana Department of Education, we developed an AI solution aimed at improving student outcomes through predictive analytics. Throughout the project, we implemented bias detection tools and ensured that all decisions made by the AI system were fully transparent and auditable. We worked closely with the department to align our AI models with educational fairness laws and conducted bias audits to ensure that the system did not disproportionately impact students from underrepresented groups. This responsible approach helped the department achieve its objectives while ensuring the ethical deployment of AI technologies.</p>
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75	IMPLEMENTATION AND SUPPORT SERVICES		<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>At TSCTI, our implementation and support services are designed to ensure the successful integration and ongoing operation of AI solutions tailored to the specific needs of public entities. Our approach encompasses a comprehensive suite of services, guided by industry best practices and a commitment to delivering measurable results.</p> <p>1. Implementation Services: The implementation phase begins with a thorough requirement gathering and assessment process, where we work closely with stakeholders to understand their unique challenges and objectives. This collaborative approach allows us to tailor our AI solutions to fit the organizational context. Utilizing tools such as Agile project management methodologies, we ensure a flexible and iterative development process. Our implementation services include the deployment of custom AI models, integration with existing IT infrastructure, and robust data preparation practices to ensure data quality and accessibility. We leverage cutting-edge technologies, including cloud platforms like AWS and Azure, to enhance scalability and reliability.</p> <p>Our dedicated team of experts comprises certified professionals with a wealth of experience in AI and IT services. Many of our team members hold relevant certifications, such as AWS Certified Solutions Architect, Microsoft Certified: Azure AI Engineer Associate, and Cisco Certified Network Professional (CCNP). This diverse skill set enables us to effectively deploy solutions across a variety of environments, ensuring that we meet the unique needs of our clients in both the United States and Canada. Throughout the implementation process, our team employs best practices in change management to facilitate a smooth transition. This includes training end-users on the new systems and providing them with necessary resources and support. Our experienced project managers, data scientists, and AI engineers work together to maintain a high level of communication and transparency with stakeholders, ensuring that the project stays on track and aligned with defined goals.</p> <p>2. Support Services: Once the AI solution is live, TSCTI offers comprehensive support services to ensure optimal performance and continual improvement. This includes ongoing monitoring and maintenance, where our team utilizes advanced analytics and monitoring tools to identify and address issues proactively. We implement a service-level agreement (SLA) to define our response time capabilities and support commitments, ensuring that Participating Entities receive timely assistance when needed.</p> <p>Our support services also extend to continuous training and upskilling of personnel to keep them updated on the latest advancements in AI technology. We conduct regular performance reviews and audits to assess the effectiveness of the AI solution and make necessary adjustments. This proactive approach helps us not only maintain the integrity and functionality of the deployed systems but also enhances their value over time. By combining our implementation expertise with dedicated support services, TSCTI ensures that public entities can effectively harness the power of AI to achieve their operational goals and drive meaningful change. Our commitment to customer satisfaction is reflected in our long-standing relationships with clients across various sectors, where we have successfully transformed their operational capabilities through tailored AI solutions.</p>	
76		INFRASTRUCTURE AND TECHNOLOGY RECOMMENDATIONS Describe the infrastructure and technology	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>At TSCTI, we understand that a robust infrastructure and appropriate technology stack are essential for the successful implementation of AI solutions. Our recommendations are tailored to meet the unique needs of public entities, ensuring that they can harness the full potential of AI while maintaining scalability, security, and</p>	

recommendations you provide to support AI implementation.

Describe how you ensure that your AI solutions integrate seamlessly with existing IT systems and databases.

efficiency.

1. Infrastructure Recommendations: We recommend a hybrid infrastructure model that combines on-premises and cloud- based resources, enabling organizations to leverage the advantages of both environments. Our approach includes:

- Cloud Services: Utilizing cloud platforms such as Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform (GCP) allows for scalable storage, computing power, and advanced machine learning services. These platforms offer pre-built AI services and tools that can accelerate the development process, enabling organizations to focus on their specific needs rather than infrastructure management.
- Data Management Systems: Implementing robust data management solutions is crucial for effective AI deployment. We recommend the use of data lakes and data warehouses to centralize data storage, ensuring that high-quality data is readily accessible for AI training and analysis. Tools like Apache Hadoop, Snowflake, and Microsoft Azure Data Lake Storage can facilitate data ingestion, processing, and analytics.
- Networking and Security: A secure and reliable network infrastructure is vital for supporting AI applications, especially in public sector environments. We recommend implementing a zero-trust network architecture that ensures secure access to data and applications. This includes using VPNs, firewalls, and intrusion detection systems to protect sensitive information. Additionally, cloud service providers often offer built-in security features that can be leveraged to enhance data protection.
- Computing Resources: AI workloads can be resource-intensive, requiring powerful processing capabilities. We recommend utilizing GPUs (Graphics Processing Units) for training machine learning models, as they significantly speed up computation times compared to traditional CPUs. Options such as NVIDIA's GPU Cloud or specialized AI hardware from providers like Google Cloud's TPUs (Tensor Processing Units) are excellent choices for high-performance AI workloads.

2. Technology Recommendations: To support AI implementation effectively, we suggest a comprehensive technology stack that includes:

- AI Development Frameworks: Utilizing established AI frameworks such as TensorFlow, PyTorch, and Apache MXNet enables developers to create and deploy machine learning models efficiently. These frameworks offer robust libraries and tools that streamline the model development process, making it easier to implement advanced AI algorithms.
- Data Preparation and ETL Tools: Effective data preparation is critical for AI success. We recommend using Extract, Transform, Load (ETL) tools such as Talend, Apache NiFi, or Alteryx to automate data processing and ensure data quality. These tools help organizations clean, aggregate, and transform data into usable formats for training AI models.
- Model Management and Deployment Solutions: Once AI models are developed, effective management and deployment are essential. We recommend using platforms such as MLflow or Kubeflow for model tracking, versioning, and deployment. These tools help organizations manage the lifecycle of machine learning models, ensuring that they remain updated and aligned with changing business needs.
- Collaboration and Project Management Tools: Successful AI implementation requires cross-functional collaboration. We advocate for using project management and collaboration tools like Jira, Asana, or Trello to facilitate communication among stakeholders and track project progress. These tools help ensure that AI initiatives align with organizational goals and that all team members are on the same page.

				<p>At TSCTI, we prioritize seamless integration of AI solutions with existing IT systems and databases to ensure that organizations can leverage their current infrastructure and data assets effectively. Our approach to integration encompasses several key strategies and practices that facilitate a smooth transition and operational continuity.</p> <ul style="list-style-type: none">• Comprehensive Assessment and Planning: Before implementation, we conduct a thorough assessment of the client's existing IT landscape, including databases, applications, and workflows. This assessment allows us to identify integration points and potential challenges. We collaborate with stakeholders to understand their unique requirements and objectives, ensuring that our AI solutions align with their overall IT strategy. This upfront planning phase is crucial for laying the groundwork for a successful integration process.• Adoption of Open Standards and APIs: To facilitate compatibility with various systems, we design our AI solutions based on open standards and utilize Application Programming Interfaces (APIs). This approach enables our solutions to communicate seamlessly with existing systems, regardless of their underlying technologies. By leveraging RESTful APIs, we ensure that data can flow freely between AI applications and other IT components, minimizing disruption to current operations.• Middleware Solutions: In cases where direct integration is complex, we recommend employing middleware solutions that act as intermediaries between different systems. Middleware can help standardize data formats, manage communication protocols, and provide a unified interface for interacting with various applications. Our team is experienced in implementing middleware technologies, such as Apache Kafka and MuleSoft, which facilitate real-time data exchange and integration across diverse platforms.• Data Synchronization and ETL Processes: Effective data synchronization is essential for AI applications to function optimally. We implement Extract, Transform, Load (ETL) processes that ensure data from existing databases is accurately migrated, transformed, and made available for AI models. This involves automating data extraction from legacy systems and transforming it into formats suitable for AI analysis. We also ensure that data is regularly updated to reflect changes in source systems, maintaining data integrity and accuracy.• User-Centric Integration: Our integration approach is user-centric, focusing on minimizing disruption to end-users. We design intuitive interfaces and workflows that incorporate AI capabilities into existing systems without requiring users to change their established processes significantly. For instance, if we implement an AI chatbot for customer service, we ensure it integrates seamlessly with the existing helpdesk software, allowing support staff to access AI-generated insights directly from their familiar platforms.• Iterative Testing and Feedback: Throughout the integration process, we employ iterative testing and gather feedback from users to ensure that our AI solutions perform as intended within the existing IT ecosystem. We conduct pilot tests, gather user input, and make necessary adjustments to optimize performance and usability. This collaborative approach ensures that any integration challenges are addressed proactively, resulting in a smoother deployment.• Continuous Support and Maintenance: Post-implementation, TSCTI offers ongoing support and maintenance to ensure the sustained integration of AI solutions with existing systems. Our dedicated support team is available to troubleshoot issues, provide updates, and ensure that integrations remain effective as organizational needs evolve. Additionally, we offer training sessions for staff to familiarize them with the new AI capabilities, ensuring they can leverage the full potential of the integrated solution.
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77		<p>DATA PREPARATION</p> <p>Describe what steps you take to prepare data for AI implementation, and how do you ensure data quality and consistency.</p>	<p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	<p>Preparing data for AI implementation is a critical step that TSCTI takes seriously to ensure the effectiveness and reliability of our AI solutions. TSCTI ensures that the data prepared for AI implementation is not only high-quality and consistent but also aligned with the specific needs and objectives of the public entities we serve. Our commitment to data integrity is a cornerstone of our AI readiness and implementation services, enabling organizations to derive meaningful insights and make informed decisions based on accurate and reliable data. This meticulous approach is further supported by our team's expertise, which includes certifications such as Certified Data Management Professional (CDMP) and Certified Information Systems Security Professional (CISSP), ensuring that we maintain industry-leading standards in data preparation and management. Our approach involves several methodical steps designed to not only prepare the data but also to guarantee its quality and consistency throughout the process.</p> <p>1. Data Discovery and Assessment: The first step in our data preparation process is a comprehensive discovery phase where we identify the available data sources within the organization. This includes databases, spreadsheets, and external data feeds. We assess the quality, relevance, and completeness of the data to understand its suitability for AI applications. Our team, composed of certified data scientists and data analysts, conducts stakeholder interviews and reviews existing data documentation to gather insights into data sources and their intended uses. We adhere to best practices outlined in frameworks such as DAMA-DMBOK (Data Management Body of Knowledge) to ensure thoroughness and accuracy.</p> <p>2. Data Cleaning and Preprocessing: Once we have a clear understanding of the data landscape, we implement data cleaning techniques to address issues such as missing values, duplicates, and inconsistencies. This step is crucial for ensuring the accuracy and reliability of the data. We use automated tools and algorithms, such as Talend and Apache Spark, to standardize data formats, eliminate duplicate records, and fill in missing values based on established methodologies, such as mean substitution or predictive imputation. This preprocessing stage helps create a clean dataset that is ready for analysis, following industry standards such as ISO 8000 for data quality.</p> <p>3. Data Transformation: In this phase, we transform the cleaned data into a format suitable for AI models. This includes feature selection, normalization, and encoding categorical variables. Our data scientists leverage best practices and domain expertise to identify the most relevant features that will enhance model performance. We utilize advanced techniques such as one-hot encoding for categorical data and normalization to ensure that numerical features are on a similar scale, which is essential for many machine learning algorithms. Our team follows the CRISP-DM (Cross-Industry Standard Process for Data Mining) methodology to guide our transformation efforts.</p> <p>4. Data Integration: For organizations with multiple data sources, we employ data integration strategies to create a unified dataset. This may involve merging datasets from different sources, aligning data structures, and resolving discrepancies. Our team uses ETL (Extract, Transform, Load) processes, utilizing tools like Informatica and Microsoft Azure Data Factory, to facilitate this integration, ensuring that all relevant data is combined into a single, coherent dataset that supports comprehensive analysis.</p> <p>5. Ensuring Data Quality and Consistency: To maintain high data quality and consistency, we establish robust data governance practices throughout the data preparation process. This includes implementing data validation rules, automated quality checks, and regular audits to monitor data integrity. We leverage industry-standard tools for data profiling and quality assessment,</p>	
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				<p>such as SAS Data Management and Talend Data Quality, ensuring that the data meets predefined quality metrics before it is used for AI training. Additionally, we adhere to compliance standards such as the GDPR (General Data Protection Regulation) and CCPA (California Consumer Privacy Act) to ensure that data handling practices align with legal requirements.</p> <p>6. Continuous Monitoring and Improvement: Data preparation is not a one-time effort; it requires ongoing monitoring and refinement. We establish processes for continuous data quality assessment, allowing us to identify and rectify issues as they arise. By setting up feedback loops with data stakeholders, we ensure that any changes in data sources or formats are promptly addressed, maintaining the consistency and reliability of the data used in AI applications.</p> <p>7. Documentation and Knowledge Sharing: Finally, we document the entire data preparation process, including data sources, cleaning procedures, transformation methods, and quality assessments. This documentation serves as a reference for stakeholders and helps ensure transparency in the data preparation efforts. We also facilitate knowledge sharing sessions with the client's teams to empower them with best practices in data management and preparation.</p>	
78		<p>PROOF OF CONCEPT</p> <p>Provide one (1) example of a proof-of-concept project you have conducted and what were the outcomes.</p>	<input checked="" type="radio"/> Yes <input type="radio"/> No	Attached Separately	*
79		<p>CUSTOM AI MODEL DEVELOPMENT</p> <p>Describe your approach to developing custom AI models tailored to the specific needs of an entity.</p>	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>At TSCTI, our approach to developing custom AI models is both systematic and collaborative, ensuring that we create solutions that align with the specific needs and objectives of each entity we serve. We recognize that every organization has unique challenges, datasets, and goals, which requires a tailored strategy to effectively harness the power of artificial intelligence. Our methodology consists of several key phases:</p> <p>1. Understanding the Entity's Requirements: The first step in our process is to engage closely with the client to understand their specific requirements, challenges, and objectives. This involves conducting detailed discussions and workshops with key stakeholders to gather insights into their operational processes and desired outcomes. We utilize techniques such as stakeholder interviews, surveys, and process mapping to identify the critical factors that will influence the AI model's development. This collaborative approach ensures that we align our efforts with the entity's vision, goals, and operational context.</p> <p>2. Data Collection and Assessment: Once we have a clear understanding of the entity's needs, we assess the available data. Our data scientists work with the client's data teams to identify relevant data sources, evaluate data quality, and determine the feasibility of using existing datasets for model development. We adhere to best practices in data management, including the CRISP-DM (Cross-Industry Standard Process for Data Mining) framework, to ensure thorough data exploration and assessment.</p> <p>3. Model Development and Customization: With a robust dataset in hand, we begin the development of the custom AI model. Our team employs a variety of machine learning and deep learning techniques, selecting the most appropriate algorithms based on the specific use case and data characteristics. We utilize tools and frameworks such as TensorFlow, PyTorch, and Scikit-Learn, leveraging industry-leading technologies to build models that are not only effective but also scalable. The customization process involves tailoring the model architecture, tuning hyperparameters, and incorporating entity-specific variables to ensure that the model effectively addresses the organization's challenges.</p> <p>4. Model Training and Validation: During the training</p>	*

				<p>phase, we split the dataset into training and validation sets to ensure that the model can generalize well to unseen data. We employ rigorous evaluation metrics, such as accuracy, precision, recall, and F1-score, to assess the model's performance. Our data scientists conduct iterative testing and refinement, using techniques like cross-validation to fine-tune the model and optimize its predictive capabilities. This iterative approach allows us to identify and address any issues that may arise during model development, ensuring that the final product meets the client's expectations.</p> <p>5. Deployment and Integration: Once the model has been trained and validated, we move to the deployment phase. TSCTI ensures that the AI model integrates seamlessly with the client's existing IT systems and workflows. Our team collaborates with the client's IT personnel to implement the model within their operational environment, utilizing tools like Docker and Kubernetes for efficient deployment. We prioritize creating user-friendly interfaces and dashboards that enable stakeholders to interact with the AI model and access insights easily.</p> <p>6. Continuous Monitoring and Improvement: Post-deployment, we establish mechanisms for continuous monitoring of the AI model's performance in real-world scenarios. We set up feedback loops to gather data on the model's effectiveness and identify areas for improvement. Our team conducts regular reviews and updates, leveraging ongoing data collection to retrain and enhance the model as needed. This commitment to continuous improvement ensures that the AI solution remains relevant and effective in addressing the entity's evolving needs.</p> <p>7. Knowledge Transfer and Training: To empower the client's team, we provide comprehensive training sessions on the AI model's functionality and how to leverage its capabilities effectively. We equip stakeholders with the knowledge and tools necessary to maintain and further develop the model independently. This knowledge transfer is an essential part of our service, ensuring that clients can continue to benefit from the AI solution long after deployment.</p>
80		<p>PILOT PROJECT</p> <p>Describe how you manage and implement pilot projects.</p>	<p><input checked="" type="radio"/> Yes</p> <p><input type="radio"/> No</p>	<p>To manage and implement pilot AI projects effectively, we take a structured and data-driven approach that ensures alignment with the entity's unique objectives. One example of a proof-of-concept project conducted by TSCTI is our ongoing collaboration with the City of Elkins, West Virginia, where we are piloting a Smart City application. This application is designed to enhance urban services and improve citizen engagement through real-time information sharing and automated services. The app integrates features such as live city updates, infrastructure reporting, emergency notifications, and access to local government services. Currently in the pilot stage, the project has shown promising results, with increased user engagement and positive feedback on the platform's ease of use and functionality. The City of Elkins aims to expand the application's capabilities following the pilot's successful outcomes, enhancing urban connectivity and operational efficiency. Our method involves the following key steps, backed by industry standards, certified personnel, and advanced technologies:</p> <ul style="list-style-type: none"> • Project Initiation and Scoping: Each pilot project begins with a comprehensive scoping session led by a dedicated project manager with PMP certification, and senior AI experts, typically a lead AI engineer or solution architect. During this phase, we collaborate closely with stakeholders to define specific objectives, success criteria, timelines, and resource requirements. We apply best practices from PMBOK (Project Management Body of Knowledge) and the CRISP-DM (Cross-Industry Standard Process for Data Mining) framework to ensure thorough planning. • Data Preparation and Validation: Before deploying any AI model, we prioritize data preparation, leveraging industry standards like ISO 8000 for data quality. Our

				<p>team uses advanced tools such as Apache Hadoop, TensorFlow, and Azure Data Factory to collect, clean, and validate datasets. Data quality and consistency are ensured through automated pipelines that handle missing values, data normalization, and outlier detection. This stage is critical, as high-quality data leads to more accurate and reliable AI outputs.</p> <ul style="list-style-type: none">• Custom Model Development: TSCTI's data scientists and AI engineers, with certifications from platforms like Google Cloud AI and AWS, tailor AI models to the specific needs of each entity. For instance, predictive models for public services, NLP models for chatbots, or computer vision models for automation, are developed using state-of-the-art libraries like PyTorch or Keras. We use Agile methodologies, with iterative sprints and regular stakeholder feedback loops, ensuring that each model iteration aligns with the client's evolving needs.• Testing and Evaluation: Our pilot projects are evaluated using both qualitative and quantitative metrics. We conduct rigorous A/B testing, leveraging platforms like MLflow and TensorBoard to compare model performance against baseline systems. During this stage, stakeholders are presented with clear, data-driven insights, detailing the model's precision, recall, F1 scores, and any necessary refinements.• Deployment in Controlled Environments: Once the model has been validated, we deploy it in a controlled environment, typically leveraging cloud platforms such as AWS, Microsoft Azure, or Google Cloud. This step ensures that the AI system integrates smoothly with the client's IT infrastructure, with minimal disruptions. Throughout deployment, we use Kubernetes for containerization, ensuring scalability, and CI/CD pipelines to manage continuous updates and improvements.• Feedback and Continuous Improvement: Feedback is collected from end-users and stakeholders after a period of use, typically 30-60 days. Based on this, the AI model is fine-tuned for better performance and usability. Tools like Tableau or Power BI are employed to present performance dashboards that help stakeholders visualize the success of the pilot.• Industry Compliance and Best Practices: Throughout the process, we ensure compliance with relevant industry regulations, including GDPR for data privacy, NIST AI Risk Management Framework for security, and federal or state-level laws like California Consumer Privacy Act (CCPA). Our commitment to ethical AI development is backed by the development of models that adhere to ISO 27001 standards for information security.	*
81		<p>DEPLOYMENT AND INTEGRATION</p> <p>Describe how you take a pilot project and transition it to a full-scale deployment, include what metrics are used to measure their success.</p>	<p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	<p>To manage and implement pilot AI projects, TSCTI employs a detailed and structured approach that ensures the delivery of solutions aligned with the entity's specific objectives, with a focus on practical application, iterative improvement, and industry compliance. Our process comprises the following key stages:</p> <p>1. Project Initiation and Scoping: In the first phase, we focus on thoroughly understanding the entity's needs and outlining clear objectives for the pilot project. This phase is led by a certified Project Manager (PMP) and a senior AI solution architect who ensure all aspects of the project are well-defined. We initiate by collaborating closely with stakeholders to define the scope, requirements, and success criteria. This includes specifying what outcomes are expected, identifying key performance indicators (KPIs), and allocating necessary resources (e.g., technical personnel, computational resources). At this stage, we adopt the PMBOK (Project Management Body of Knowledge) guidelines for project structure, and use the CRISP-DM framework to prepare for the AI-specific workflow. For example, a pilot to deploy AI-driven automation for public services would begin with stakeholder interviews, assessing current operations, and pinpointing areas where AI could improve efficiency, such as processing times or error reduction. We ensure transparency throughout this</p>	

			<p>process, using tools like Jira to track project progress.</p> <p>2. Data Preparation and Validation: Once the scope is defined, we move into the data preparation phase. This is a critical step where we focus on data acquisition, cleaning, and transformation. Our data scientists follow industry standards like ISO 8000 for data quality, ensuring the data is accurate, complete, and fit for purpose. We utilize tools such as Apache Hadoop, TensorFlow, and Azure Data Factory to process and validate the datasets, ensuring they are free from anomalies or inconsistencies. This process involves steps like removing duplicate records, normalizing data formats, handling missing values, and ensuring consistency across multiple data sources. Additionally, automated data quality checks and auditing mechanisms are employed, ensuring compliance with industry regulations like GDPR (General Data Protection Regulation) and CCPA (California Consumer Privacy Act). High-quality data is a key determinant of AI success, so we invest substantial effort in this phase to ensure reliability.</p> <p>3. Custom Model Development: The next phase is the development of AI models tailored to the specific objectives of the entity. Our team of certified data scientists and AI engineers (with credentials such as AWS Certified Machine Learning, Google Cloud AI, and Microsoft Certified: Azure AI Engineer) begin by designing and training AI models that address the identified challenges. We leverage machine learning frameworks such as PyTorch, Keras, and Scikit-learn, depending on the complexity of the problem. For example, if the project involves predicting public service demand trends, our team may use time-series forecasting models and regression algorithms to forecast future service utilization based on historical data. We follow the Agile methodology, delivering incremental updates to the AI models, allowing for continuous feedback and adjustment throughout the development process.</p> <p>4. Testing and Evaluation: Before the pilot is fully deployed, we rigorously test the AI model in a controlled environment. We use metrics like precision, recall, and F1 scores to evaluate performance and reliability. Tools like MLflow and TensorBoard are employed to track the training progress, evaluate model performance, and visualize outputs. A/B testing is conducted to compare the pilot model against existing systems, ensuring that the new AI model performs better in terms of accuracy, speed, or other relevant criteria. This testing phase also involves stress-testing the model under various scenarios, including edge cases, to identify potential weaknesses and areas for further refinement. Stakeholders are involved in testing, providing real-world feedback that can be incorporated into subsequent iterations.</p> <p>5. Deployment in Controlled Environments: After testing, the pilot AI model is deployed in a controlled, sandbox environment where it operates alongside the entity's existing IT infrastructure. We utilize cloud platforms such as AWS, Microsoft Azure, or Google Cloud to host the pilot, ensuring scalability and robustness. To manage this deployment efficiently, we employ containerization technologies like Kubernetes and Docker, which ensure that the AI solution is scalable, portable, and easy to manage across different environments. During this phase, we also ensure seamless integration with existing systems by using APIs, ETL pipelines (Extract, Transform, Load), and middleware solutions to enable real-time data exchange between the AI system and the entity's databases or software applications.</p> <p>6. Feedback Collection and Continuous Improvement: After deployment, we actively collect feedback from end-users and stakeholders. This feedback is essential to refining the AI model, improving its performance, and ensuring it meets user needs. We conduct regular feedback sessions—typically after 30, 60, and 90 days—where we review operational results, gather insights on</p>
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				<p>any challenges, and discuss opportunities for optimization. Using tools like Tableau and Power BI, we present stakeholders with visualized reports showing the pilot's performance and ROI. This feedback is used to further refine the model in real-time, ensuring it continuously evolves to meet the client's needs.</p> <p>7. Industry Compliance and Best Practices: Throughout the pilot implementation process, we ensure strict adherence to relevant industry laws and standards. This includes NIST AI Risk Management Framework, ISO 27001 for information security, and federal and state-level regulations like GDPR and CCPA. Ethical considerations, such as Responsible AI frameworks, are incorporated to mitigate bias, promote transparency, and ensure fairness in AI decision-making. We follow best practices in model development, deployment, and maintenance, ensuring the AI solution aligns with the organization's operational goals and regulatory requirements. Moreover, our commitment to continuous learning and R&D ensures we stay ahead of the curve, implementing the latest advances in AI.</p>
82		<p>ONGOING SUPPORT AND MAINTENANCE</p> <p>Describe what ongoing support and maintenance services are offered to ensure continued success of AI solutions in the face of rapidly evolving technology.</p>	<p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	<p>TSCTI offers a comprehensive suite of ongoing support and maintenance (O&M) services designed to ensure the long-term success, adaptability, and security of AI solutions amid rapidly advancing technology. Our services follow established O&M principles, best practices, and procedures aligned with industry standards such as ITIL, ISO/IEC 20000, IEEE, and the NIST AI Risk Management Framework. These frameworks guide our technical, operational, and strategic support, ensuring that AI solutions remain robust, scalable, and responsive to each client's evolving needs. Central to this effort is our Center of Excellence (CoE), which drives adherence to best practices, continuous improvement, and proactive innovation, sustaining AI capabilities over time.</p> <p>1. Proactive Monitoring and Incident Management: We provide 24/7 system monitoring to ensure the AI solution operates smoothly and without interruption. This includes real-time tracking of system performance using advanced monitoring tools like Datadog and Nagios, which allow us to detect anomalies, security threats, or performance bottlenecks before they impact the system. Our certified AI engineers and DevOps specialists handle incident management, offering quick resolution times to any issues that arise. We adhere to ITIL (Information Technology Infrastructure Library) standards for service management, ensuring structured and efficient problem handling. In addition, the CoE continuously monitors industry trends and technological advancements, ensuring that our AI solutions are not just maintained but enhanced in response to emerging technologies or threats. For example, when new AI algorithms or techniques improve upon current methodologies, our CoE identifies these innovations and evaluates their potential for integration.</p> <p>2. Model Performance Optimization: One of the key challenges in AI systems is ensuring that models remain accurate and effective as data patterns evolve. To address this, we provide continuous model retraining and optimization services. Our data scientists regularly evaluate the AI models for performance decay, such as model drift or data bias, and retrain them using the latest datasets and algorithms. Tools like MLflow and Kubeflow are employed to automate parts of the retraining process and ensure reproducibility. The CoE also acts as a hub for best practices and AI governance, providing standardized processes for continuous improvement of AI models. Through periodic reviews, the CoE ensures models are aligned with industry standards and regulatory requirements such as GDPR, CCPA, and NIST AI Risk Management Framework. This process helps entities stay compliant while maintaining AI performance and relevance.</p>

3. Software and System Updates: With AI solutions relying heavily on the underlying software infrastructure, we ensure that all components, from the machine learning libraries to operating systems and middleware, are kept up-to-date. We manage software updates, patches, and system upgrades, ensuring minimal disruption and maximum compatibility with other technologies. For instance, critical updates in machine learning frameworks like TensorFlow, PyTorch, or Azure Machine Learning are applied with careful version control, ensuring stability and performance. The CoE plays a key role in identifying new tools and technologies that can be incorporated into the AI stack. By staying ahead of technological advancements, the CoE ensures that our clients benefit from cutting-edge innovations without sacrificing system reliability.

4. Scalability and Infrastructure Support: As the entity's needs grow, we provide infrastructure support to scale the AI solution accordingly. Whether through cloud platforms like AWS, Google Cloud, or Microsoft Azure, or through on-premise hardware, our team ensures that the AI infrastructure remains scalable and robust. Kubernetes and Docker are utilized for containerization and orchestration, allowing for seamless scaling and portability of AI solutions. The CoE collaborates with infrastructure teams to ensure scalability is both cost-efficient and performance-optimized. As a repository of expertise, the CoE provides guidance on infrastructure enhancements, storage solutions, and computing power optimization. This guarantees that AI solutions remain flexible and capable of handling increased loads or new use cases as required by the entity.

5. Security and Compliance Management: Given the sensitivity of data and AI processes, we ensure that our solutions maintain the highest levels of security. Our ongoing maintenance includes regular security audits, vulnerability assessments, and compliance checks. We follow industry standards like ISO 27001 for information security management and ensure compliance with relevant federal and state-level regulations, such as FISMA (Federal Information Security Management Act) and HIPAA (Health Insurance Portability and Accountability Act) for health-related AI solutions. The CoE contributes by tracking the latest security threats and incorporating new defense mechanisms into our AI solutions. Our security architects and AI engineers collaborate to implement zero-trust models, encryption protocols, and automated threat detection systems to ensure AI systems remain secure against evolving cyber threats.

6. User Support and Training: To ensure that users can fully leverage the AI solution, we provide comprehensive training and support services. This includes regular workshops, user manuals, and on-demand training modules tailored to different user groups, from operators to decision-makers. Our in-house trainers and AI experts offer one-on-one coaching sessions, enabling users to maximize their interaction with the AI systems. The CoE actively develops and updates training materials, incorporating feedback from users to ensure continuous learning and development. As part of this service, the CoE also facilitates the dissemination of best practices and lessons learned across different teams, fostering a culture of AI excellence within the organization.

7. Strategic Advisory and Continuous Improvement: Our CoE also provides strategic advisory services, helping entities align their AI strategies with their long-term objectives. This involves regular consultation sessions where we review the performance of the AI system, assess its impact, and recommend adjustments or new use cases. The CoE supports these efforts by continuously researching AI innovations, regulatory

				changes, and emerging best practices to keep our clients at the forefront of AI adoption. For example, as AI technology advances, the CoE might recommend integrating natural language processing tools or advanced neural networks to further enhance solution capabilities. These recommendations ensure that the AI solution evolves in tandem with technological advancements.	
83	<p>TRAINING AND EDUCATION</p> <p>Describe what training and education programs you provide to help entity staff effectively adopt, use, and manage AI solutions.</p> <p>Describe the topics and skills covered in your training program as well as your experience in providing AI training and education.</p>		<p><input checked="" type="radio"/> Yes</p> <p><input type="radio"/> No</p>	<p>TSCTI offers comprehensive training and education programs designed to help entity staff effectively adopt, use, and manage AI solutions. Our training programs are a key part of our AI implementation process, ensuring that employees at all levels have the knowledge and skills necessary to leverage AI technologies to meet their operational objectives. The training is tailored to the specific needs of each entity, ranging from AI fundamentals for beginners to advanced workshops for technical teams.</p> <p>Train-the-Trainer Program: Our Train-the-Trainer program empowers internal staff to become proficient trainers within their own organizations, ensuring widespread knowledge and sustainable skills transfer. This program is ideal for Sourcewell's Participating Entities looking to maintain in-house expertise for AI solution management and scalability. The curriculum covers core AI fundamentals, model management, data processing, and system troubleshooting, emphasizing hands-on practice and real-world applications. Key components include an introduction to AI/ML concepts, responsible AI practices, data governance, change management, and operational use cases tailored to specific organizational needs.</p> <p>Our certified AI specialists lead the sessions, combining technical instruction with guided labs and live simulations. Trainers learn effective communication techniques, audience engagement strategies, and adaptable teaching methods, which allow them to address varied proficiency levels across teams. Regular assessments and one-on-one mentorships ensure trainers can confidently handle inquiries, lead training workshops, and resolve operational issues. Additionally, participants receive a training toolkit with digital resources, step-by-step guides, and ongoing access to our AI experts, promoting continuous learning and long-term skill retention across departments.</p> <p>Training Formats:</p> <ul style="list-style-type: none"> - In-Person and Virtual Workshops: Our expert trainers conduct both in-person and virtual workshops, ensuring flexibility based on the organization's needs. - On-Demand Learning Platforms: We provide access to our learning management system, which includes self-paced e-learning modules that staff can access anytime. This includes instructional videos, interactive tutorials, and quizzes to reinforce learning. - Hands-On Training and Simulations: Practical training sessions allow users to directly interact with AI tools and systems, giving them hands-on experience in operating, managing, and troubleshooting AI solutions. - Customized Learning Paths: We create specific learning paths tailored to different user groups within the entity, such as operators, IT professionals, data scientists, and decision-makers. <p>Topics and Skills Covered:</p> <ul style="list-style-type: none"> - AI Fundamentals: An introduction to AI concepts, machine learning, and data science, covering topics such as supervised and unsupervised learning, neural networks, and natural language processing. This ensures staff have a foundational understanding of AI's potential and limitations. - AI Readiness and Strategy: Training on how to evaluate the organization's current AI readiness, how to align AI initiatives with organizational goals, and how to create a long-term AI strategy. Topics include digital 	*

			<p>transformation frameworks, AI governance, and responsible AI principles.</p> <ul style="list-style-type: none">- Data Preparation and Management: This section focuses on data collection, cleaning, labeling, and preparation for AI. Staff learn industry best practices for ensuring data quality, consistency, and security. Tools such as Pandas, NumPy, and SQL are demonstrated to provide hands-on data management skills.- AI System Operation and Management: Staff are trained on the technical aspects of running AI models, managing algorithms, and tuning performance. This includes topics like model retraining, hyperparameter optimization, and system monitoring using platforms like TensorFlow, PyTorch, and Azure Machine Learning.- AI Ethics and Governance: A critical area of training is understanding the ethical implications of AI, including bias mitigation, fairness, and transparency. We cover compliance with industry regulations such as GDPR, HIPAA, and NIST AI Risk Management Framework, ensuring that AI implementations align with legal and ethical standards.- AI Solution Customization and Integration: For more technical teams, we provide detailed training on customizing AI models, integrating them with existing IT systems, and scaling AI solutions for future growth. This includes topics on cloud integration using AWS, Google Cloud, and Microsoft Azure, as well as orchestration tools like Kubernetes.- Ongoing Support and Troubleshooting: Staff learn how to maintain and troubleshoot AI systems, including model performance monitoring, security audits, and incident response management. We emphasize the importance of continuous model retraining and how to use monitoring tools like Prometheus and Grafana. <p>Experience in AI Training: Our team of certified AI professionals, data scientists, and solution architects has extensive experience in delivering AI training programs across various industries, including public sector clients. We have successfully trained over 3,000 individuals across the U.S. and Canada, tailoring programs to diverse user groups from non-technical managers to data science teams</p>
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Exceptions to Terms, Conditions, or Specifications Form

Only those Proposer Exceptions to Terms, Conditions, or Specifications that have been accepted by Sourcwell have been incorporated into the contract text.

Documents

Ensure your submission document(s) conforms to the following:

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcwell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcwell.
3. Sourcwell may reject any response where any document(s) cannot be opened and viewed by Sourcwell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the

zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as "Marketing Plan."

- [Pricing](#) - TSCTI_Pricing.pdf - Thursday November 07, 2024 08:34:35
- [Financial Strength and Stability](#) - TSCTI_Financial Strength and Stability.pdf - Thursday November 07, 2024 06:45:58
- [Marketing Plan/Samples](#) - TSCTI_Marketing Plan Samples.pdf - Thursday November 07, 2024 06:46:13
- [WMBE/MBE/SBE or Related Certificates](#) - TSCTI_MBE Certificates.pdf - Thursday November 07, 2024 06:46:30
- [Standard Transaction Document Samples](#) - TSCTI_Standard Transaction Document Sample .pdf - Thursday November 07, 2024 08:16:33
- [Requested Exceptions](#) - TSCTI_Requested Exceptions.pdf - Thursday November 07, 2024 06:46:44
- [Upload Additional Document](#) - Proof of Concept_Scope Document-1 Elkins.pdf - Thursday November 07, 2024 07:58:46

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT OF COMPLIANCE

I certify that I am an authorized representative of Proposer and have authority to submit the foregoing Proposal:

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.
2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for award.
3. The Proposer certifies that:
 - (1) The prices in this Proposal have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other Proposer or competitor relating to-
 - (i) Those prices;
 - (ii) The intention to submit an offer; or
 - (iii) The methods or factors used to calculate the prices offered.
 - (2) The prices in this Proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor before award unless otherwise required by law; and
 - (3) No attempt has been made or will be made by Proposer to induce any other concern to submit or not to submit a Proposal for the purpose of restricting competition.
4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest is created when a current or prospective supplier is unable to render impartial service to Sourcewell due to the supplier's: a. creation of evaluation criteria during performance of a prior agreement which potentially influences future competitive opportunities to its favor; b. access to nonpublic and material information that may provide for a competitive advantage in a later procurement competition; c. impaired objectivity in providing advice to Sourcewell.
5. Proposer will provide to Sourcewell Participating Entities Solutions in accordance with the terms, conditions, and scope of a resulting master agreement.
6. The Proposer possesses, or will possess all applicable licenses or certifications necessary to deliver Solutions under any resulting master agreement.
7. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
8. Proposer its employees, agents, and subcontractors are not:
 1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>;
 2. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or
 3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

☒ By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Ashley Christina De Sa, Administrator, 22nd Century Technologies, Inc.

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the obligations contemplated in the solicitation proposal.

☒ Yes ☐ No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "I have reviewed this addendum" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum_16_Artificial_Intelligence_Readiness_RFP110724 Thu October 31 2024 01:28 PM	<input checked="" type="checkbox"/>	19
Addendum_15_Artificial_Intelligence_Readiness_RFP110724 Tue October 29 2024 04:21 PM	<input checked="" type="checkbox"/>	2
Addendum_14_Artificial_Intelligence_Readiness_RFP110724 Mon October 28 2024 03:58 PM	<input checked="" type="checkbox"/>	2
Addendum_13_Artificial_Intelligence_Readiness_RFP110724 Fri October 25 2024 08:03 AM	<input checked="" type="checkbox"/>	4
Addendum_12_Artificial_Intelligence_Readiness_RFP110724 Tue October 22 2024 02:06 PM	<input checked="" type="checkbox"/>	2
Addendum_11_Artificial_Intelligence_Readiness_RFP110724 Thu October 17 2024 12:52 PM	<input checked="" type="checkbox"/>	6
Addendum_10_Artificial_Intelligence_Readiness_RFP110724 Tue October 15 2024 03:11 PM	<input checked="" type="checkbox"/>	3
Addendum_9_Artificial_Intelligence_Readiness_RFP110724 Mon October 14 2024 04:12 PM	<input checked="" type="checkbox"/>	4
Addendum_8_Artificial_Intelligence_Readiness_RFP110724 Thu October 10 2024 03:44 PM	<input checked="" type="checkbox"/>	3
Addendum_7_Artificial_Intelligence_Readiness_RFP110724 Wed October 9 2024 08:27 AM	<input checked="" type="checkbox"/>	2
Addendum_6_Artificial_Intelligence_Readiness_RFP110724 Mon October 7 2024 01:55 PM	<input checked="" type="checkbox"/>	2
Addendum_5_Artificial_Intelligence_Readiness_RFP110724 Wed October 2 2024 02:17 PM	<input checked="" type="checkbox"/>	2
Addendum_4_Artificial_Intelligence_Readiness_RFP110724 Mon September 30 2024 01:45 PM	<input checked="" type="checkbox"/>	4
Addendum_3_Artificial_Intelligence_Readiness_RFP110724 Thu September 26 2024 03:00 PM	<input checked="" type="checkbox"/>	4
Addendum_2_Artificial_Intelligence_Readiness_RFP110724 Tue September 24 2024 09:11 AM	<input checked="" type="checkbox"/>	7
Addendum_1_Artificial_Intelligence_Readiness_RFP110724 Fri September 20 2024 12:54 PM	<input checked="" type="checkbox"/>	2