

**MASTER AGREEMENT #110724****CATEGORY: Artificial Intelligence (AI) Readiness, Implementation, and Support Services****SUPPLIER: Infojini, 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 Infojini, Inc., 10015 Old Columbia Road, Suite B215, Columbia, MD 21046-1865 (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 1.5% 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.

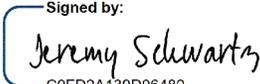
- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within 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

Infojini, Inc.

Signed by:  
  
 C0FD2A139D06489...  
 By: \_\_\_\_\_  
 Jeremy Schwartz  
 Title: Chief Procurement Officer  
 Date: 3/31/2025 | 8:48 AM CDT  
 \_\_\_\_\_

Signed by:  
  
 EC2816CD0280408...  
 By: \_\_\_\_\_  
 Sandeep Harjani  
 Title: President  
 Date: 3/31/2025 | 8:24 AM CDT  
 \_\_\_\_\_

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

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## Vendor Details

Company Name: Infojini, Inc.  
Address: 10015 Old Columbia Rd  
Suite B215  
Columbia, MD 21046  
Contact: Sandeep Harjani  
Email: statebids@infojiniconsulting.com  
Phone: 443-257-0086  
Fax: 443-257-0086  
HST#: 204624920

## Submission Details

Created On: Tuesday October 15, 2024 09:18:40  
Submitted On: Thursday November 07, 2024 11:18:06  
Submitted By: Sandeep Harjani  
Email: statebids@infojiniconsulting.com  
Transaction #: 415096a8-ce84-4854-a35d-0efbd1e06ceb  
Submitter's IP Address: 103.201.151.130

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**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.	Infojini 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).	N.A.
4	Provide your CAGE code or Unique Entity Identifier (SAM):	5STD0
5	Provide your NAICS code applicable to Solutions proposed.	541511, 541512, 561312, 561320
6	Proposer Physical Address:	10015 Old Columbia Rd, Suite B215, Columbia, MD 21046-1865
7	Proposer website address (or addresses):	www.infojiniconsulting.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):	Name: Sandeep Harjani Title: President Address: 10015 Old Columbia Rd, Suite B215, Columbia, MD 21046-1865 Email ID: statebids@infojiniconsulting.com Phone No: 443-257-0086
9	Proposer’s primary contact for this proposal (name, title, address, email address & phone):	Name: Sandeep Harjani Title: President Address: 10015 Old Columbia Rd, Suite B215, Columbia, MD 21046-1865 Email ID: statebids@infojiniconsulting.com Phone No: 443-257-0086
10	Proposer’s other contacts for this proposal, if any (name, title, address, email address & phone):	Infojini will assign Mr. Sandeep Harjani as the Single Point of Contact for this proposal.

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

Line Item	Question	Response *
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<p>11</p>	<p>Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.</p>	<p>History:                  Founded in 2006, Infojini, Inc. has established itself as a leading provider of IT consulting, digital transformation, and managed services solutions. Headquartered in Columbia, Maryland, Infojini began as a technology consulting firm, gradually expanding its expertise to include customized software development, staffing solutions, cloud services, and AI and machine learning solutions. Infojini has successfully served a diverse range of clients across public and private sectors, including government agencies, educational institutions, and healthcare organizations. Infojini is a CMMI Level 3 Appraised Firm with ISO 9001, ISO 20000 &amp; ISO 27001 certifications, and is a Microsoft Certified Silver Partner and a Salesforce Certified Partner. Infojini is also a National Minority Supplier Development Council Certified Minority Business Enterprise.</p> <p>Core Values:                  Infojini's vision is to achieve global IT services leadership in providing value-added high-quality IT solutions to our clients by combining technology skills, domain expertise, process focus, and a commitment to long-term client relationships. Our core values are centered around innovation, integrity, client-centricity, and excellence. These values drive every aspect of our work:                  1. Innovation: We embrace emerging technologies and prioritize creative solutions that meet the unique needs of our clients, helping them stay ahead in a fast-evolving digital landscape.                  2. Integrity: Ethical practices and transparency are integral to our operations, guiding our interactions with clients, partners, and team members.                  3. Client-Centricity: Our solutions are customized to align closely with our clients' goals and needs, and we strive to build lasting partnerships through open communication and proactive support.                  4. Excellence: We are committed to delivering high-quality solutions that exceed client expectations, continuously refining our approach to achieve optimal results.</p> <p>Business Philosophy:                  Infojini's business philosophy is founded on the principle of collaborative partnership. We believe in working closely with our clients to understand their organizational objectives and challenges, enabling us to deliver solutions that drive measurable impact. Our approach is centered on:                  1. Customization: Every organization is unique, and our solutions reflect that. We take the time to develop tailored strategies, ensuring our offerings are the right fit for our clients.                  2. Sustainability and Scalability: We design solutions that not only address immediate needs but also support long-term growth and adaptability, enabling clients to scale with minimal disruption.                  3. Commitment to Continuous Improvement: Infojini invests in ongoing R&amp;D and employee training to stay abreast of the latest technological advancements, ensuring we bring the best solutions to our clients.</p> <p>Industry Longevity and Experience in Requested Solutions:                  Infojini has significant industry experience in AI, digital transformation, and managed services, with a strong track record of successful deployments in both the public and private sectors. Our AI solutions—such as chatbots, predictive analytics, and custom machine learning models—are designed to streamline operations, enhance decision-making, and improve user experience. We have completed AI and technology-driven projects for governmental and educational institutions, ensuring we understand the regulatory, security, and operational requirements specific to these sectors.</p> <p>With over a decade of experience delivering scalable, compliant, and innovative solutions, Infojini is well-positioned to meet the needs outlined in the Sourcewell RFP. Our commitment to delivering excellence, combined with our adaptability and proven success, has enabled us to build enduring client relationships and contribute meaningfully to their digital transformations.</p>
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<p>12</p>	<p>What are your company's expectations in the event of an award?</p>	<p>In the event of an award, Infojini's primary expectations are centered around establishing a collaborative, transparent, and efficient partnership with Sourcewell and its participating entities. Our key expectations include:</p> <ol style="list-style-type: none"> <li>1. Clear Communication and Alignment on Goals We anticipate regular communication with Sourcewell to ensure alignment on objectives, expectations, and performance metrics. This includes onboarding meetings, progress updates, and feedback sessions to refine strategies and achieve mutual goals. We expect to receive guidance from Sourcewell regarding any unique needs or considerations from participating entities, allowing us to tailor our approach and offerings accordingly.</li> <li>2. Streamlined Onboarding Process Infojini expects a well-coordinated onboarding process that enables us to understand Sourcewell's operational protocols, compliance requirements, and reporting processes. We also look forward to participating in Sourcewell-led training or orientation sessions to familiarize ourselves with any systems, standards, and resources specific to the agreement.</li> <li>3. Access to Sourcewell's Participating Entities As part of our go-to-market strategy, we expect support from Sourcewell in promoting our offerings to its network of participating entities. This may include opportunities to engage with member agencies through Sourcewell's marketing channels, events, or promotional platforms. We also look forward to collaborative marketing efforts and materials that introduce our solutions and highlight the benefits for Sourcewell members.</li> <li>4. Timely Support and Feedback from Sourcewell To ensure effective service delivery, we anticipate timely feedback from Sourcewell regarding performance, suggestions for improvement, and any concerns from participating entities. We expect Sourcewell to facilitate open channels for constructive feedback and provide input on our performance metrics and customer satisfaction results.</li> <li>5. Structured Reporting and Performance Evaluation Framework We expect Sourcewell to outline specific reporting requirements and performance standards to maintain transparency and measure success. This includes clear guidelines on reporting frequency, formats, and metrics to ensure consistent, meaningful reporting on project progress, financials, and customer feedback. We also welcome opportunities to participate in periodic performance reviews with Sourcewell to assess the impact of our solutions and identify areas for further improvement.</li> <li>6. Mutual Commitment to Long-Term Success Infojini seeks a partnership where Sourcewell is actively invested in fostering long-term success, offering ongoing guidance and support for relationship-building with participating entities. We anticipate Sourcewell's commitment to maintaining the partnership by facilitating necessary adjustments over time to meet evolving member needs and market conditions.</li> <li>7. Support for Compliance and Best Practices We expect assistance from Sourcewell in understanding and adhering to all relevant compliance and regulatory requirements specific to the public sector, helping us align with best practices for serving governmental and educational clients. Additionally, we anticipate access to Sourcewell's resources, such as policy updates or compliance guidelines, to maintain alignment with industry and public-sector standards.</li> </ol> <p>By fostering an effective, cooperative partnership with Sourcewell, Infojini aims to deliver high-quality solutions and consistent value to participating entities. In return, we believe these expectations will help us exceed Sourcewell's standards and contribute to a successful, impactful partnership.</p>
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<p>13</p>	<p>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.</p>	<p>To demonstrate Infojini's financial strength and stability, we have added data and documents that reflect our capacity to support large, long-term engagements. This data establishes our credibility and assures Sourcewell of our financial resilience and ability to fulfill contractual obligations.</p> <p>1. Financial Statements for the past 3 years The financial statement showcases our assets, liabilities, and equity, indicating our strong capital position and liquidity. This provides a snapshot of our financial health, stability, and ability to manage cash flows effectively.</p> <p>2. D&amp;B Report Our attached D&amp;B report provides insights into our creditworthiness, showing that Infojini is a low-risk partner with a strong credit profile, capable of sustaining operational demands.</p> <p>3. Letters of Credit Infojini has a letter of credit of \$1.5M from the Bank of America. This provide a secure guarantee of our financial backing and capability to cover obligations.</p> <p>4. Consistent Annual Revenue Growth Infojini is a financially sound organization with revenues increasing every year since its inception. Please find below Infojini's annual revenue for the past 3 years: Revenue in 2023 - \$93.69M Revenue in 2022 - \$92.15M Revenue in 2021 - \$57.09M</p> <p>5. Required Insurances Infojini has all the required insurance coverage specified under "Article 2: Sourcewell and Supplier Obligations - Section 22. Insurance Coverage" in the Master Agreement document.</p> <p>Please find attached "Infojini Inc. - Financial Strength and Stability" for the above documents.</p>
<p>14</p>	<p>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:</p>	<p>Public: 2 Private: 1</p>
<p>15</p>	<p>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:</p>	<p>Infojini has not provided Artificial Intelligence (AI) Readiness, Implementation, and Support Services to Canadian entities.</p>
<p>16</p>	<p>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.</p>	<p>Infojini does not have any current and completed bankruptcy proceedings against it or any included possible Responsible Party within the past seven years. Infojini will provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.</p>
<p>17</p>	<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). 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? 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>Infojini is a service-based firm specializing in providing IT services to over 350 government agencies across the United States.</p> <p>Infojini's workforce comprises 900+ employees, including 40+ Sales Representatives. Most members of the Sales Team and Account Management Team at Infojini carry experience of more than 8 years working on the requisitions of Government clients in different verticals.</p> <p>Infojini's sales and service teams work from various locations across the United States, including but not limited to: - Columbia, MD - Roseville, MN - Edison, NJ - New York City, NY - Austin, TX - Los Angelas, CA - Raleigh, NC - Chicago, IL - Boston, MA - Atlanta, GA</p> <p>Our vast presence in the United States allows us to provide our clients with local account management and support services.</p>

		<p>Infojini plans to establish offices in Toronto and Vancouver in the Canadian region soon.</p> <p>Infojini has its own in-house sales team (employees) who regularly reach out to potential clients by conducting meetings and sharing our capability statement. Our sales team is comprised of VP Sales, Sales Manager, Team Lead, Sales Representatives/Executives, Relationship Manager, MIS (Management Information System) Executive, and Market Researcher, amongst others. We will assign one Team Lead (Sales) for each State who will lead a team of Sales Representatives/Executives.</p> <p>Our Sales Team conducts selling and marketing efforts by meeting prospective Customers, listening to their needs, and finding ways to fulfill them. Our team contacts the Procurement Officers and Program Managers of current and eligible customers and requests for a meeting so that we can present our capabilities. We distribute our capability statement with our Vendor Contract Number and encourage eligible entities to purchase our services through the cooperative purchasing contract. Our Sales Team also performs additional marketing activities to promote the Cooperative Purchasing Contract and shares its benefits with prospective customers.</p> <p>Infojini's in-house service force includes administrative personnel from the Account Management, Recruitment, and Project Implementation Teams. We will assign a dedicated local Account Manager and a Recruitment Manager for each contract.</p> <p>Infojini's Account Managers are responsible for responding to all requests for services from the client, acting as our single point of contact for each and every client. Our Account Management Team conducts one-on-one meetings with the Customer to build a healthy relationship and assure them that our success lies in their satisfaction. The team speaks with the client regularly to identify opportunities and to improve our performance further, and establish goals.</p> <p>We assign one Account Manager for each entity in the Cooperative Purchasing Contract. The Account Manager communicates with the participating agency to understand the needs. Every resource assigned to the Cooperative Purchasing Contract participating entity has extensive experience of serving similar staffing requests of other clients. Several of our team members are certified professionals who mentor other team members in the organization. We provide quarterly refresher training to all the employees for keeping them updated about the changing trends and new technologies, which in turn help us achieve higher customer satisfaction.</p> <p>Our dealer network comprises of 100+ subcontractors across the United States. We augment our capabilities by adding subcontractors who could be used on as needed basis for providing solutions required by our clients. These subcontractors are third-party entities who help us in filling niche skill experts across diverse geographic locations across the nation. Infojini will be the face to Sourcewell while subcontractors will help us in marketing the contract by reaching out to the Sourcewell participating entities. We manage a strong list of approved sub-contractors and select them based on skills, servicing locations, years in business, candidate pool, expertise, payment terms, experience, recognitions, process and policies, certifications, placement history, clientele, and their diversity status. We optimize our subcontractor base on a quarterly basis and remove non-performing subcontractors and add new subcontractors who would be a best fit in strengthening our team. We ensure that the subcontractors sign the Non-Disclosure and Confidentiality Agreement and all the terms between Infojini, and our Client are flowed down to the subcontractor.</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>Infojini holds the following certifications:</p> <ol style="list-style-type: none"> <li>1. ISO 9001:2015 - Quality Management System</li> <li>2. ISO 20000-1:2018 - IT Service Management System</li> <li>3. ISO 27001:2013 - Information Security Management System</li> <li>4. CMMI Level 3 Appraised Firm</li> </ol>
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>Infojini does not have any current and past debarments or suspensions or for any included possible Responsible Party within the past seven years. Infojini will provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.</p>

20	Describe any relevant industry awards or recognition that your company has received in the past five years.	<p>Best Staffing to work for 2022,23, 2024 by SIA                  Joint Commision, 2023                  Inc. 5000 Regionals-Mid-Atlantic List                  CMMI Level 3 appraisal                  ISO 9001                  ISO 20000                  ISO 27001                  NMSDC                  CMSDC                  Baltimore Business Journal - Top 100 Companies' 2022                  Hire Vets Gold Award ' 2021                  40 under 40' 2021                  USPAACC' 2023                  NYOGS Certified                  DFW Certified                  NYC MBE Certified                  Dallas Fort Worth Minority Supplier                  Military Friendly Employer 2022                  Microsoft Silver Partner                  Salesforce Partner</p>
21	What percentage of your sales are to the governmental sector in the past three years?	~80%
22	What percentage of your sales are to the education sector in the past three years?	~8%
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?	<p>Infojini has over 350+ direct purchasing agreements with government agencies and over 10+ cooperative contracts. Please find below the sales volume for the state-wide government contracts of our top 5 clients:</p> <p>State of New York</p> <ul style="list-style-type: none"> <li>• 2021 annual sales volume: \$15,231,625.53</li> <li>• 2022 annual sales volume: \$17,280,441.95</li> <li>• 2023 annual sales volume: \$17,635,378.02</li> <li>• Total Sales Volume (2021-23): \$50,147,445.51</li> </ul> <p>State of Texas</p> <ul style="list-style-type: none"> <li>• 2021 annual sales volume: \$5,786,636.88</li> <li>• 2022 annual sales volume: \$12,262,054.20</li> <li>• 2023 annual sales volume: \$7,745,583.60</li> <li>• Total Sales Volume (2021-23):</li> </ul> <p>State of Maryland</p> <ul style="list-style-type: none"> <li>• 2021 annual sales volume: \$8,493,521.74</li> <li>• 2022 annual sales volume: \$7,334,689.60</li> <li>• 2023 annual sales volume: \$8,637,571.41</li> <li>• Total Sales Volume (2021-23):</li> </ul> <p>State of California</p> <ul style="list-style-type: none"> <li>• 2021 annual sales volume: \$3,619,606.54</li> <li>• 2022 annual sales volume: \$7,333,457.13</li> <li>• 2023 annual sales volume: \$6,597,479.68</li> <li>• Total Sales Volume (2021-23): \$17,550,543.35</li> </ul> <p>State of North Carolina</p> <ul style="list-style-type: none"> <li>• 2021 annual sales volume: \$5,159,204.45</li> <li>• 2022 annual sales volume: \$5,603,527.22</li> <li>• 2023 annual sales volume: \$6,524,941.13</li> <li>• Total Sales Volume (2021-23): \$17,287,672.80</li> </ul>
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?	<p>Infojini holds the following two GSA Multiple Award Schedule (MAS) contracts:</p> <ol style="list-style-type: none"> <li>1. GSA MAS Contract Number: 47QTCA21D00A2 SIN 54151S Information Technology Professional Services</li> <li>2. GSA MAS Contract Number: 47QTCA21D00A3 SIN 561320SBSA Temporary Staffing</li> </ol>

**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 *	
Texas Department of Transportation	Melanie Lambert	512-963-1471	*
Dallas Fort Worth International Airport	Jessica Santiago	972-973-4770	*
Integrated Technology Solutions and Services Inc. (ITSSI)	Rahul Sharma	201-830-1523	*

**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.	<p>Infojini’s workforce comprises of 900+ employees, including 60+ Sales Representatives who have experience working on various IT Contracts. Infojini has its own in-house sales team who regularly reach out to potential clients by conducting meetings and sharing our capability statement. Most members of the Sales Team at Infojini carry an experience of more than 8 years working on the requisitions of Government clients in different verticals.</p> <p>Our Sales Team comprises of VP Sales, Sales Manager, Team Lead, Sales Representatives/Executives, Relationship Manager, MIS (Management Information System) Executive, Market Researcher amongst others. We will assign one Team Lead (Sales) for each State who will be leading a team of Sales Representatives/Executives.</p> <p>Infojini’s sales team will be working from various locations across the United States including but not limited to:</p> <ul style="list-style-type: none"> <li>o Columbia, MD</li> <li>o Roseville, MN</li> <li>o Edison, NJ</li> <li>o New York City, NY</li> <li>o Austin, TX</li> <li>o Los Angeles, CA</li> <li>o Raleigh, NC</li> <li>o Chicago, IL</li> <li>o Boston, MA</li> <li>o Atlanta, GA</li> </ul> <p>Our vast presence in the United States allows us to provide local account management and support services to our clients.</p> <p>In the Canadian region, Infojini plans to establish offices in Toronto and Vancouver soon.</p> <ul style="list-style-type: none"> <li>• Number of workers (full-time equivalents) involved in each sector: 40+</li> <li>• Whether these workers are your direct employees: Yes.</li> </ul> <p>Our Sales Team will conduct selling and marketing efforts by visiting Sourcewell participating entities, to listen to their needs and find ways to fulfill them. Our team will contact the Procurement officers and Program Managers of the Sourcewell participating entities and request a meeting so that we can present our capabilities. We would distribute our capability statement with our Vendor Contract Number and encourage eligible entities to buy through the contract. Our Sales Team will perform additional marketing activities to promote the Sourcewell Contract and share its benefits with the prospective customers.</p>

<p>27</p>	<p>Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.</p>	<p>Infojini employs a centralized distribution model that directly manages the delivery of solutions to ensure consistent quality, streamlined communication, and dedicated support. However, to expand our reach and enhance local service availability, Infojini has established a network of Authorized Sellers, including regional resellers, certified service partners, and distribution channels. These partners are strategically selected based on their expertise, geographic coverage, and alignment with Infojini's standards for quality and customer service. Below is an overview of our distribution network and delivery approach.</p> <p>1. Direct Sales and Service Delivery by Infojini</p> <ul style="list-style-type: none"> <li>- Direct Engagement: For most services, Infojini directly engages with Sourcewell's participating entities. This includes managing initial consultations, project implementations, and ongoing support through our dedicated team of consultants, technical experts, and account managers.</li> <li>- Dedicated Account Management: Each client is assigned an Infojini account manager who coordinates project delivery, resource allocation, and service management to ensure a high standard of service and accountability.</li> </ul> <p>2. Regional Resellers and Certified Service Partners</p> <ul style="list-style-type: none"> <li>- Localized Presence: Infojini partners with certified resellers and service providers to extend our reach across various regions. These partners are vetted and trained to uphold our standards, ensuring consistent service quality regardless of location.</li> <li>- Specialized Expertise: Authorized resellers often have specialized expertise in areas like software licensing, implementation, and technical support, enabling them to handle specific service needs while benefiting from Infojini's support and resources.</li> <li>- Training and Certification: All resellers are required to undergo Infojini's certification programs to ensure familiarity with our solutions, delivery standards, and customer service expectations. This training includes periodic refresher sessions to keep them updated on new products, technologies, and best practices.</li> </ul> <p>3. Strategic Distribution Partnerships</p> <ul style="list-style-type: none"> <li>- National Distribution Channels: Infojini collaborates with select national distributors for hardware and software components needed for AI or IT infrastructure projects. These distributors handle logistics, ensuring that all equipment is available and delivered on time.</li> <li>- Cloud and Software Distribution Partners: For cloud-based services and software licensing, we work with cloud service providers and software distributors to streamline access to digital solutions. This model allows entities to deploy solutions rapidly, with seamless integration into existing infrastructure.</li> </ul> <p>4. Authorized Support and Implementation Partners</p> <ul style="list-style-type: none"> <li>- Implementation Partners: Infojini works with certified implementation partners for large-scale projects that require additional resources, such as AI model deployment, data integration, or custom software development. These partners assist with on-site installation, configuration, and end-user training.</li> <li>- Technical Support Providers: Authorized support partners provide specialized assistance in select regions, offering first-line and advanced technical support. They are fully trained on Infojini's products and can handle issues locally, ensuring quick response times and high service availability.</li> </ul> <p>5. Quality Assurance and Compliance Monitoring</p> <ul style="list-style-type: none"> <li>- Performance Monitoring: All Authorized Sellers are regularly evaluated on performance metrics, including response times, service quality, and customer satisfaction. Infojini monitors these metrics to ensure that all partners meet our standards for quality and reliability.</li> <li>- Feedback and Improvement Programs: We collect client feedback on reseller performance and use it to guide ongoing training and improvement programs, ensuring continuous alignment with Infojini's quality standards.</li> </ul>
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<p>28</p>	<p>Service force.</p>	<p>Infojini's workforce comprises of 900+ employees, including 600+ IT professionals who have experience working on various IT Consulting and Development Contracts. Infojini's inhouse service force includes the Account Management, Recruitment, and the Service Delivery Team. Most members of our Account Management Team at Infojini carry an experience of more than 8 years working with Government clients in different verticals.</p> <p>We will assign a dedicated local Account Manager and a Project Manager for Sourcewell participating entity. Infojini, Inc.'s Account Managers will be responsible for responding to all requests from the client for services, acting as single point of contact for the client. Our Account Management Team conducts one-on-one meetings with the Customer to build a healthy relationship with them and assure them that our success lies in their satisfaction. The team speak with the client regularly to identify opportunities for improvement and establish goals. We will assign one Project Manager for each Sourcewell participating entity. The Project Manager leads a team of IT professionals who will be working on the project. Every resource assigned to Sourcewell participating entity will have extensive experience of serving projects required by the Sourcewell participating agencies. Several of our employees are certified professionals who mentor other employees in our organization. We provide quarterly refresher training to all the employees for keeping them updated about the changing trends and new technologies, which in turn help us achieve higher customer satisfaction.</p> <p>Infojini's service team will be working from various locations across the United States including but not limited to:</p> <ul style="list-style-type: none"> <li>o Columbia, MD</li> <li>o Roseville, MN</li> <li>o Edison, NJ</li> <li>o New York City, NY</li> <li>o Austin, TX</li> <li>o Los Angelas, CA</li> <li>o Raleigh, NC</li> <li>o Chicago, IL</li> <li>o Boston, MA</li> <li>o Atlanta, GA</li> </ul> <p>In the Canadian region, Infojini plans to establish offices in Toronto and Vancouver soon.</p> <ul style="list-style-type: none"> <li>• Number of workers (full-time equivalents) involved in each sector: 600+</li> <li>• Whether these workers are your direct employees: Yes.</li> </ul>
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<p>29</p>	<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>Infojini's ordering process is designed to be efficient, transparent, and client-focused, ensuring Sourcewell's participating entities experience a seamless and consistent experience from order initiation to delivery. All orders under this contract will be managed directly by Infojini to maintain control over quality and timelines.</p> <p>Infojini follows the ordering process as mentioned below:</p> <ol style="list-style-type: none"> <li>1. Order Initiation <ul style="list-style-type: none"> <li>- Participating Entity Contact: The ordering process begins when a Sourcewell participating entity contacts Infojini directly or through a designated sourcewell representative. This initial contact could be for new service inquiries, additional support, or repeat orders.</li> <li>- Needs Assessment: Infojini's account conducts a needs assessment to confirm the entity's requirements, service scope, pricing, and any customization needs, ensuring the right solutions are recommended.</li> </ul> </li> <li>2. Order Placement and Documentation <ul style="list-style-type: none"> <li>- Order Form Creation: Once the requirements are confirmed, Infojini generates an order form with all relevant details, including service descriptions, quantities, pricing (with Sourcewell discounts), delivery timelines, and any specific terms.</li> <li>- Order Confirmation: The order form is reviewed and approved by the participating entity. At this stage, any special conditions or terms, such as payment schedules, SLAs, or delivery preferences, are finalized.</li> </ul> </li> <li>3. Order Processing and Fulfillment by Infojini <ul style="list-style-type: none"> <li>- Order Verification: Infojini's fulfillment team reviews all order details to ensure accuracy and readiness for deployment. This includes verifying configuration requirements, delivery timelines, and support needs.</li> <li>- Scheduling and Deployment: For service-based orders, Infojini schedules resources, assigns project managers, and sets up deployment timelines. For product-based orders, Infojini coordinates shipment details with the distributor to ensure delivery aligns with project timelines.</li> <li>- Status Updates: Participating entities receive regular status updates throughout the fulfillment process, including estimated delivery dates, deployment timelines, and any support or setup instructions.</li> </ul> </li> <li>4. Delivery and Installation <ul style="list-style-type: none"> <li>- Direct Delivery by Infojini or Distributors: For physical products, Infojini or the designated distributor arranges direct delivery to the entity's location. For software solutions, digital access and licenses are provided, with setup instructions if required.</li> <li>- On-Site or Virtual Setup: For services requiring installation or setup, Infojini or an Authorized Service Partner (if applicable) provides on-site or virtual setup support. This may include installing software, configuring systems, and completing initial testing.</li> <li>- Quality Assurance: Post-delivery, Infojini conducts a quality check to ensure that the order meets all specified requirements and standards. Any discrepancies are addressed promptly to maintain quality control.</li> </ul> </li> <li>5. Post-Delivery Support and Follow-Up <ul style="list-style-type: none"> <li>- Support Handoff: Once the order is fulfilled, Infojini provides the participating entity with all necessary support contacts, including phone numbers, emails, and online support portals for any ongoing assistance.</li> <li>- Follow-Up: Infojini's account manager or regional partner follows up with the participating entity to confirm satisfaction and address any initial questions or issues. This follow-up ensures the entity is fully operational and satisfied with the delivered solutions.</li> <li>- Service-Level Agreements (SLAs): Infojini's support team, or a certified service partner, provides ongoing support according to predefined SLAs, including response times, escalation protocols, and resolution timelines.</li> </ul> </li> </ol>
<p>30</p>	<p>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>	<p>Infojini's customer service program is designed to provide responsive, reliable, and proactive support to all clients, ensuring that Sourcewell's participating entities receive the highest quality of service throughout their engagement. Our program includes a multi-tier support structure, clearly defined response times, and performance incentives that keep our team aligned with service goals. Here's a detailed overview of our customer service program:</p> <ol style="list-style-type: none"> <li>1. Customer Support Structure <ul style="list-style-type: none"> <li>- Tier 1: Frontline Support – Handles initial inquiries, general questions, and basic troubleshooting. This team manages common issues such as system navigation, account access, and routine operational questions.</li> <li>- Tier 2: Advanced Technical Support – Focuses on more complex issues that require specialized knowledge or advanced troubleshooting, such as system configurations, software errors, and integration issues.</li> <li>- Tier 3: Expert or Escalation Support – Provides expert-level assistance for critical issues or escalations that need in-depth investigation or a dedicated response. This team includes senior technical specialists and project managers who coordinate closely with the client for high-priority cases.</li> </ul> </li> </ol>

## 2. Response-Time Capabilities and Commitments

Infojini is committed to prompt and effective response times, with service levels defined based on the urgency and impact of the issue. Our response-time commitments are structured as follows:

- Priority 1 (Critical Issues): Response within 1 hour – For issues that significantly disrupt business operations or critical service functions, we initiate troubleshooting and resolution activities within one hour of receiving the report.
- Priority 2 (High-Priority Issues): Response within 4 hours – For high-priority issues that impact productivity or key features, we respond within four hours, aiming to resolve the issue or provide a workaround as soon as possible.
- Priority 3 (Standard Issues): Response within 24 hours – For standard service requests or minor issues, such as non-urgent inquiries or low-impact performance issues, we commit to a 24-hour response time.
- Priority 4 (Routine Inquiries): Response within 48 hours – For routine requests, informational queries, or non-critical issues, our support team responds within 48 hours.

## 3. Service Channels and Accessibility

- 24/7 Help Desk: We provide 24/7 support access via phone, email, and an online support portal, ensuring that participating entities can reach us anytime for assistance, regardless of their operating hours or geographic location.
- Online Support Portal: Clients have access to a self-service portal that includes a knowledge base, FAQs, and support ticketing for streamlined assistance. This portal allows clients to submit requests, track ticket status, and access helpful resources.
- Dedicated Account Managers: Each client is assigned a dedicated account manager to serve as their main point of contact for escalations, service inquiries, and ongoing relationship management. Account managers ensure continuity of service and keep clients updated on any resolutions, new features, or relevant changes.

## 4. Proactive Customer Support

- Regular System Health Checks: For clients using complex solutions or high-dependency systems, we conduct periodic system health checks to identify and address potential issues before they impact operations.
- Scheduled Review Meetings: Infojini's account managers conduct quarterly review meetings to assess service performance, address any ongoing issues, and discuss future needs or upgrades. These reviews help us stay proactive in aligning our services with evolving client needs.

## 5. Quality Assurance and Continuous Improvement

- Performance Monitoring and Metrics: We track key support metrics, including response time, resolution time, customer satisfaction, and support ticket volume, to monitor service performance continually.
- Client Feedback Loops: After resolving support cases, we send brief feedback requests to clients to gauge satisfaction with the service. This feedback is analyzed to identify trends, common issues, and areas for improvement.
- Monthly Support Audits: Our quality assurance team performs monthly audits of closed tickets to ensure that solutions were provided in a timely and efficient manner, meeting or exceeding client expectations.

## 6. Incentives and Accountability for Service Goals

- Performance-Based Incentives for Support Teams: Infojini offers incentives to support staff based on response time, resolution time, and customer satisfaction scores. These incentives motivate the team to meet or exceed service goals.
- Internal Service-Level Agreements (SLAs): Each support tier has internal SLAs that establish expected timelines and performance standards. Meeting these SLAs is a key component of team evaluations, ensuring a high standard of accountability.
- Customer Satisfaction Bonuses: Bonuses are awarded to team members who receive exceptional feedback or consistently high ratings on post-service feedback forms, reinforcing the importance of positive client experiences.

## 7. Escalation and Resolution Protocol

- Defined Escalation Pathways: If an issue cannot be resolved at the Tier 1 or Tier 2 levels, it is promptly escalated to Tier 3, where expert technical staff address complex problems. Escalated issues are prioritized and assigned a dedicated point of contact to provide regular updates to the client.
- Incident Resolution Teams: For high-impact incidents, we establish a cross-functional team to work exclusively on the resolution, ensuring prompt attention and resource allocation. The team remains in direct contact with the client until the issue is resolved.

## 8. Client Education and Preventative Resources

- Knowledge Base and Training Materials: Our support portal includes a comprehensive knowledge base with step-by-step guides, video tutorials, and troubleshooting documents. Clients are encouraged to use these resources to resolve common issues independently.
- Client Webinars and Training Sessions: We regularly offer training sessions and webinars for participating entities, covering topics such as system best practices, troubleshooting techniques, and new feature demonstrations.

<p>31</p>	<p>Describe your ability and willingness to provide your products and services to Sourcewell participating entities.</p>	<p>Infojini is fully prepared and committed to delivering our products and services to Sourcewell participating entities. With a deep understanding of public sector requirements and extensive experience working with governmental and educational institutions, Infojini is well-positioned to serve Sourcewell's network with tailored solutions, responsive support, and high-quality service. Our commitment to Sourcewell entities is demonstrated through the following key areas:</p> <ol style="list-style-type: none"> <li>1. Broad Service and Geographic Reach             <ul style="list-style-type: none"> <li>- Nationwide Service Network: Infojini's centralized delivery model, supported by a network of certified resellers and regional partners, allows us to provide consistent, high-quality service across the United States and Canada. We are capable of reaching entities in both urban and rural areas, ensuring that all participating entities have access to our solutions and support.</li> <li>- Local Partnerships: For regions requiring specialized services or on-the-ground support, we work with Authorized Sellers and service partners to ensure prompt and effective delivery. These partnerships enable us to meet local needs while adhering to Infojini's standards for quality and customer satisfaction.</li> </ul> </li> <li>2. Adaptable Solutions for Public Sector Requirements             <ul style="list-style-type: none"> <li>- Public Sector Expertise: Infojini has significant experience providing solutions to governmental and educational entities, with deep knowledge of regulatory, compliance, and procurement requirements specific to these sectors.</li> <li>- Tailored Solutions: We adapt our products and services to align with the needs of Sourcewell entities, offering customized AI, staffing, IT consulting, and digital transformation services. We understand the unique constraints and goals of public sector organizations and are adept at providing scalable, secure, and compliant solutions.</li> </ul> </li> <li>3. Efficient Ordering and Support Processes             <ul style="list-style-type: none"> <li>- Streamlined Ordering Process: We have designed a straightforward ordering process that simplifies procurement for Sourcewell entities, ensuring fast and easy access to our products and services. With dedicated account managers and a clear documentation process, we make ordering seamless and transparent.</li> <li>- Comprehensive Support Program: Our 24/7 customer service program and tiered support structure enable us to provide responsive and reliable support to all Sourcewell entities. With rapid response times and a structured escalation process, we address issues promptly and ensure high customer satisfaction.</li> </ul> </li> <li>4. Commitment to Compliance and Security             <ul style="list-style-type: none"> <li>- Regulatory Compliance: Infojini is well-versed in regulatory frameworks such as HIPAA, GDPR, and NIST, and we implement strict compliance protocols across our services. Our commitment to data security and privacy ensures that Sourcewell entities can trust us with sensitive data and comply with all applicable regulations.</li> <li>- Data Security and Privacy: Our solutions are designed with security as a priority, featuring advanced access controls, encryption, and regular audits. This commitment to security aligns with the expectations of public sector entities, helping Sourcewell members safeguard their data.</li> </ul> </li> <li>5. Flexible Pricing and Financing Options             <ul style="list-style-type: none"> <li>- Sourcewell-Specific Discounts: We provide line-item discounts tailored specifically for Sourcewell entities, offering competitive and transparent pricing on our full range of services. This ensures that entities can access high-quality solutions at affordable rates.</li> <li>- Flexible Payment and Financing: Infojini offers flexible payment terms, including leasing, installment financing, and subscription-based pricing. These options help public sector entities manage budgets effectively and acquire solutions in alignment with their financial cycles.</li> </ul> </li> <li>6. Proactive Partnership with Sourcewell             <ul style="list-style-type: none"> <li>- Dedicated Account Management: Each Sourcewell participating entity is assigned a dedicated account manager to streamline communication, coordinate service delivery, and provide personalized support.</li> <li>- Collaborative Marketing and Outreach: We are committed to actively promoting our solutions to Sourcewell entities through joint marketing efforts, webinars, and educational resources. Infojini is ready to collaborate with Sourcewell to maximize the visibility and accessibility of our offerings to all participating entities.</li> <li>- Feedback-Driven Improvement: We continuously seek feedback from Sourcewell entities to refine our offerings and improve service delivery. This feedback loop ensures that our solutions remain relevant, effective, and aligned with evolving needs.</li> </ul> </li> <li>7. Proven Track Record of Public Sector Success             <ul style="list-style-type: none"> <li>- Experience with Government and Education Sectors: Infojini has a proven history of delivering successful projects for government agencies and educational institutions. Our experience includes AI implementations, digital transformation projects, IT consulting, and staffing solutions tailored to public sector needs.</li> <li>- Long-Term Partnerships: Our commitment to quality, reliability, and transparency has earned us long-term partnerships with several public sector clients. We aim to bring</li> </ul> </li> </ol>
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		<p>this same level of commitment and partnership to Sourcewell entities, ensuring they benefit from Infojini's expertise and resources.</p>
32	<p>Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.</p>	<p>Infojini is fully prepared and enthusiastic about providing our products and services to Sourcewell's participating entities in Canada. With a strong history of supporting public sector clients across North America, Infojini is well-equipped to meet the unique needs of Canadian entities, ensuring compliance with regional requirements and adapting solutions to align with Canadian standards and expectations.</p> <p>1. Experience with Canadian Public Sector Requirements</p> <ul style="list-style-type: none"> <li>- Familiarity with Canadian Regulations: Infojini has good knowledge of Canadian regulatory frameworks, including data privacy laws such as the Personal Information Protection and Electronic Documents Act (PIPEDA) and regional privacy mandates like Québec's Bill 64. We will ensure that our solutions align with these standards, safeguarding data privacy and maintaining regulatory compliance.</li> <li>- Bilingual Support (English and French): Infojini will provide support materials and customer service in both English and French for entities in regions where bilingual support is required. Our bilingual capabilities enhance accessibility and meet the needs of participating entities across Canada.</li> </ul> <p>2. Adapted Solutions for Canadian Market</p> <ul style="list-style-type: none"> <li>- Localized Data Management and Hosting Options: For Canadian entities with data residency requirements, we will offer cloud hosting and data storage options based in Canada. This ensures data remains within Canadian borders, meeting regulatory and organizational needs for local data sovereignty.</li> <li>- Customizable Solutions for Public Sector Needs: Infojini will design solutions for government and educational institutions that address the specific needs of public sector entities in Canada. We will offer AI, staffing, IT consulting, and digital transformation services customized to align with Canadian public sector priorities, such as transparency, cost-effectiveness, and efficiency.</li> </ul> <p>3. Established Partnerships and Service Network</p> <ul style="list-style-type: none"> <li>- Canadian Authorized Sellers and Resellers: Infojini is developing partnerships with local resellers and service providers in Canada to support on-the-ground service delivery and ensure timely, localized assistance. These partners are certified to provide Infojini's products and services, maintaining consistent quality and adherence to Infojini's standards.</li> <li>- Direct and Localized Service Model: While Infojini manages the overall engagement, we will leverage local partners for quick response times and in-person support when needed. This model provides a seamless and efficient experience for Canadian Sourcewell entities.</li> </ul> <p>4. Efficient Ordering and Support Process for Canadian Entities</p> <ul style="list-style-type: none"> <li>- Streamlined Cross-Border Ordering: Infojini's ordering process for Canadian entities will be designed to be as efficient and straightforward as for U.S. clients. We will handle all necessary documentation and logistics to ensure smooth transactions, including compliance with Canadian tax and procurement standards.</li> <li>- 24/7 Support Across Time Zones: Our customer service program includes 24/7 support with capabilities to serve Canadian time zones, ensuring all participating entities receive prompt and reliable assistance, regardless of location.</li> </ul> <p>5. Commitment to Compliance and Security Standards</p> <ul style="list-style-type: none"> <li>- Data Privacy and Security: Infojini is committed to adhering to Canadian data privacy standards, including PIPEDA, and ensures data is stored, managed, and accessed in compliance with Canadian regulations. We will use strict security protocols, including encryption, access controls, and regular audits, to protect sensitive data for Canadian entities.</li> <li>- Regulatory and Compliance Assistance: For complex compliance needs, Infojini will provide consulting and assistance to help Canadian entities navigate local laws and integrate our solutions in full alignment with regional standards.</li> </ul> <p>6. Transparent Pricing and Payment Flexibility for Canadian Entities</p> <ul style="list-style-type: none"> <li>- Currency and Tax Considerations: We will offer pricing in Canadian dollars (CAD) with clear, transparent line-item discounts tailored to Sourcewell entities. All taxes, including GST and HST, are applied as required, making the pricing structure fully compliant with Canadian financial standards.</li> <li>- Flexible Payment Terms: Infojini will offer payment terms and financing options that align with Canadian public sector budgeting cycles, including deferred payment options and installment plans to support budget management.</li> </ul> <p>7. Proactive Engagement with Sourcewell's Canadian Entities</p> <ul style="list-style-type: none"> <li>- Dedicated Account Managers for Canada: Each Canadian entity will be assigned a dedicated account manager familiar with Canadian market nuances, who ensures all aspects of the engagement are managed smoothly.</li> <li>- Collaborative Marketing and Outreach: Infojini is committed to engaging Canadian Sourcewell entities actively through targeted marketing materials, webinars, and educational resources relevant to the Canadian context.</li> </ul>

33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	<p>Infojini is committed to fully serving all geographic areas across both the United States and Canada under the proposed Sourcewell agreement. We do not have any geographic exclusions and are prepared to support Sourcewell's participating entities regardless of location, including rural and remote areas.</p> <p>Through strategic partnerships and remote support capabilities, Infojini can serve even the most geographically remote locations in both countries. We leverage virtual support tools, local partners, and on-site assistance (when needed) to ensure all Sourcewell entities have equal access to our services.</p>	*
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.	<p>Infojini does not place any restrictions on the type of participating entities that will have access to our solutions under a Sourcewell agreement. All eligible Sourcewell entities—including governmental agencies, educational institutions, healthcare organizations, and non-profit entities—will have full access to our entire range of solutions and services.</p>	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	<p>Infojini is committed to providing equitable service to all Sourcewell participating entities, including those in Hawaii, Alaska, and U.S. territories. However, due to logistical factors, a few specific considerations may apply to these regions to ensure effective delivery and support.</p> <p>1. Shipping and Delivery Times</p> <ul style="list-style-type: none"> <li>- Longer Delivery Lead Times: For physical products, hardware, or on-site meetings required as part of a solution, delivery times may be longer due to the geographic distance and limited options to Hawaii, Alaska, and U.S. territories. We will coordinate with local service providers to minimize delays and keep participating entities informed of estimated timelines.</li> <li>- Additional Shipping Costs: Due to increased shipping expenses to these regions, there may be higher shipping costs associated with physical deliveries. Infojini is committed to providing transparent pricing, and any additional costs will be communicated upfront to the participating entities.</li> </ul> <p>2. Remote Support and Service Options</p> <ul style="list-style-type: none"> <li>- Virtual Support and Remote Assistance: For technical support and service needs, Infojini leverages virtual support tools, including remote diagnostics and troubleshooting, to provide timely assistance without the need for physical presence. This ensures that participating entities in Hawaii, Alaska, and U.S. territories receive the same high-quality support as entities in the contiguous United States.</li> <li>- On-Site Service Limitations: While Infojini strives to offer on-site support when necessary, in-person assistance may require additional scheduling and travel time for entities in Hawaii, Alaska, and U.S. territories. We will work closely with participating entities to arrange on-site support as needed, but remote support is typically more readily available and efficient for these locations.</li> </ul> <p>3. Compliance with Local Regulations</p> <ul style="list-style-type: none"> <li>- Territory-Specific Compliance: For U.S. territories, such as Puerto Rico, Guam, and the U.S. Virgin Islands, Infojini ensures compliance with any additional local regulations, including data handling and privacy laws that may differ from mainland U.S. requirements. We work with participating entities to confirm and adhere to any regional regulatory standards as needed.</li> </ul> <p>4. Time Zone Considerations</p> <ul style="list-style-type: none"> <li>- Extended Support Hours: Infojini provides 24/7 support to accommodate different time zones, ensuring entities in Hawaii, Alaska, and U.S. territories have access to assistance during their standard business hours. Our support teams are equipped to manage time zone differences effectively.</li> </ul>	*
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	<p>Yes, Infojini is fully prepared to extend the terms of any awarded master agreement to nonprofit entities. We recognize the vital role that nonprofits play in their communities and are committed to supporting them by making our solutions accessible under the same terms as other Sourcewell participating entities.</p>	*

**Table 4: Marketing Plan (100 Points)**

Line Item	Question	Response *
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<p>37</p>	<p>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>	<p>Infojini's marketing strategy for promoting this opportunity would focus on a multi-channel approach, ensuring visibility across various platforms and direct engagement with key stakeholders. Here's an overview of the strategy:</p> <p>Targeted Content Marketing: We will develop case studies, whitepapers, and blog posts that highlight our past successes, specifically tailored to the AI and data analytics needs of similar organizations. These pieces will demonstrate our capabilities in AI strategic planning, machine learning, and data-driven insights, focusing on the benefits for transportation, airport, and similar sectors.</p> <p>Social Media Campaigns: Leveraging platforms such as LinkedIn, Twitter, and industry forums, we'll share relevant content to reach industry professionals. Targeted ads will be used to attract attention from decision-makers in public and private sectors needing advanced AI and analytics solutions.</p> <p>Email Marketing and Newsletters: Our email campaigns will focus on showcasing Infojini's AI expertise, including testimonials and case studies from projects like those with TxDOT and Dallas Fort Worth International Airport. Personalized outreach to prospects in sectors like transportation and logistics will enhance the campaign's effectiveness.</p> <p>Webinars and Virtual Workshops: Hosting webinars and workshops on topics like "The Future of AI in Transportation" or "Leveraging Machine Learning for Operational Excellence" will provide Infojini a platform to demonstrate expertise and interact with a live audience, allowing for direct engagement and lead generation.</p> <p>Listing of the Contract on Infojini's website: We will add a page on our website highlighting our contract with Sourcewell for Artificial Intelligence (AI) Readiness, Implementation, and Support Services. We will also add contact details for an Account Manager who can be reached for prompt assistance or queries from any participating agency.</p> <p>A representative sample of our marketing materials for AI service is attached as a separate document named "Infojini Inc. - Marketing Plan and Sample".</p>
<p>38</p>	<p>Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.</p>	<p>Infojini leverages advanced technology and digital data to bolster its marketing strategies, enhancing engagement and reach across multiple channels. Here's a breakdown of how Infojini uses technology and digital data effectively:</p> <ol style="list-style-type: none"> <li><b>1. Social Media Platforms:</b> Infojini actively utilizes social media platforms (such as LinkedIn, Twitter, and Facebook) to connect with diverse audiences, including potential clients and job seekers. These platforms allow Infojini to share insights, updates on projects, case studies, and industry trends, all of which help in building brand awareness and credibility. Social media analytics provide insights into user engagement, allowing Infojini to tailor content to audience preferences and maximize reach.</li> <li><b>2. Data-Driven Marketing:</b> By collecting and analyzing metadata from various digital touchpoints, Infojini gains insights into customer behavior, preferences, and trends. This metadata is used to segment audiences more precisely, enabling targeted campaigns that resonate with specific demographics and industry needs. Such data-driven approaches make campaigns more effective, as they reach the right audiences with relevant messages.</li> <li><b>3. Search Engine Optimization (SEO) and Content Optimization:</b> Infojini optimizes its online content to rank higher on search engines, ensuring that potential clients searching for related services find Infojini's offerings easily. The company manages metadata, including keywords, descriptions, and alt texts, to improve search engine rankings. Additionally, content is tailored based on performance data and search trends, making Infojini's marketing more relevant to the current needs of the audience.</li> <li><b>4. Marketing Automation and CRM Integration:</b> Infojini uses marketing automation tools integrated with CRM systems to streamline and personalize interactions with leads and clients. Automated workflows allow for timely follow-ups and customized communications based on user interactions with the brand, ensuring that prospects receive information relevant to their interests and stage in the decision-making process.</li> <li><b>5. Email Marketing with Behavioral Insights:</b> Through email marketing campaigns, Infojini connects with its client base and shares information on new services, updates, and industry insights. By tracking metadata such as open rates, click-through rates, and user engagement with email content, Infojini continuously refines its email strategies to increase engagement and conversion rates.</li> <li><b>6. Analytics and Performance Tracking:</b> Infojini relies on digital analytics tools to measure the effectiveness of its marketing initiatives. By monitoring website traffic, engagement metrics, and conversions, the company can assess the success of campaigns and make data-backed decisions to adjust strategies for better results.</li> </ol>

<p>39</p>	<p>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>	<p>Sourcewell plays a pivotal role in promoting agreements resulting from this RFP by leveraging its extensive network and resources to enhance visibility and accessibility for awarded suppliers. As a cooperative purchasing organization, Sourcewell facilitates connections between suppliers and over 50,000 government, education, and nonprofit entities, streamlining procurement processes and fostering mutually beneficial partnerships.</p> <p>Sourcewell's Promotional Activities:</p> <ul style="list-style-type: none"> <li>- Contract Visibility: Sourcewell maintains a comprehensive, searchable database of awarded contracts and vendors, ensuring that participating agencies can easily discover and access supplier offerings.</li> <li>- Marketing Support: Sourcewell collaborates with awarded vendors to develop and implement joint marketing plans, including advertising awarded contracts and promoting partners through its website and at national and regional trade shows.</li> <li>- Educational Outreach: Sourcewell provides educational resources and training sessions to help participating entities understand the benefits and utilization of cooperative contracts, thereby increasing engagement with awarded suppliers.</li> </ul> <p>Integrating a Sourcewell-Awarded Agreement into Infojini's Sales Process:</p> <ul style="list-style-type: none"> <li>- Sales Team Training: We will educate our sales team on the advantages of the Sourcewell contract, ensuring they can effectively communicate the benefits to potential clients, such as streamlined procurement and pre-negotiated pricing.</li> <li>- Marketing Alignment: Our marketing materials will highlight the Sourcewell-awarded status, emphasizing the credibility and ease of procurement it offers to government and nonprofit clients.</li> <li>- Client Outreach: We will proactively reach out to existing and potential clients within the Sourcewell network, informing them of our awarded contract and how it simplifies the purchasing process.</li> <li>- Collaborative Promotion: Partnering with Sourcewell, we will participate in joint marketing initiatives, including webinars, trade shows, and co-branded content, to enhance visibility and engagement.</li> <li>- Feedback Integration: We will establish channels to gather feedback from clients utilizing the Sourcewell contract, allowing us to continuously improve our offerings and address any concerns promptly.</li> </ul> <p>By aligning our sales and marketing strategies with Sourcewell's promotional efforts, Infojini aims to maximize the benefits of the awarded agreement, providing efficient and effective solutions to participating entities.</p>
<p>40</p>	<p>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.</p>	<p>Yes, Infojini's solutions are accessible through various e-procurement systems, facilitating streamlined purchasing for governmental and educational clients. Infojini participates in multiple cooperative purchasing contracts, allowing these entities to procure services efficiently.</p> <p>E-Procurement Systems and Cooperative Contracts:</p> <p>Infojini is a vetted supplier on several cooperative contracts, including:</p> <ol style="list-style-type: none"> <li>1. Sourcewell: A service cooperative facilitating cooperative purchasing for government, education, and nonprofit organizations. Infojini's contract with Sourcewell enables clients to access their services through a streamlined procurement process.</li> <li>2. The Interlocal Purchasing System (TIPS): A national purchasing cooperative offering access to competitively procured contracts. Infojini's participation allows educational institutions and government agencies to procure services efficiently.</li> <li>3. National Association of State Procurement Officials (NASPO) ValuePoint: A cooperative purchasing program offering public procurement solutions. Infojini's inclusion provides governmental entities with access to their services through NASPO's e-procurement system.</li> <li>4. Equalis Group: A cooperative purchasing organization offering competitively solicited contracts. Infojini's contract with Equalis Group enables public sector clients to procure services via an e-procurement process.</li> <li>5. Texas Department of Information Resources: The Texas Department of Information Resources (DIR) delivers technology solutions to state and local government entities. Specifically, DIR offers purchasing support and policy insights so organizations across all levels of Texas government can find and securely implement modern technology, set forth strategic direction for IT statewide through policies and guidance, empower state and local government entities with reliable and secure technology, assist with technology procurement/purchasing, collaborate with technology vendors and create a dynamic online community for knowledge sharing.</li> </ol> <p>Utilization by Governmental and Educational Customers:</p> <ol style="list-style-type: none"> <li>1. Texas based Government agencies are utilizing our Texas Department of Information Resources contract for procuring our services using the portal for web development and staffing, by getting in touch with us using our published services page with them.</li> </ol> <p>By participating in these e-procurement systems, Infojini ensures that governmental and educational clients can efficiently access their comprehensive range of services, including IT staffing, application development, and consulting, through established and compliant procurement channels.</p>

**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>Infojini offers comprehensive training programs for Sourcewell participating entities, covering products, equipment, software, and solution maintenance. These training programs are designed to help entities effectively adopt, operate, and maintain our solutions while ensuring optimal performance and user satisfaction. Training options are flexible, and programs can be tailored to meet specific needs. Below are the primary types of training available, along with key details on each.</p> <ol style="list-style-type: none"> <li>1. Product and Equipment Training                     <ul style="list-style-type: none"> <li>- Overview: Infojini provides training on specific products and equipment, especially for entities using hardware or integrated solutions. This training covers essential functions, safety protocols, and troubleshooting techniques.</li> <li>- Type: Standard; included as part of the initial purchase or implementation.</li> <li>- Delivery Method: Training is delivered on-site, virtually, or through self-paced modules, depending on the product and client preference.</li> <li>- Provider: Conducted by Infojini-certified trainers or local authorized service partners with expertise in the specific equipment.</li> <li>- Cost: Included with the product purchase; no additional cost unless custom or extended sessions are requested.</li> </ul> </li> <li>2. Maintenance Training                     <ul style="list-style-type: none"> <li>- Overview: Maintenance training focuses on helping entities conduct routine checks, identify potential issues, and perform basic repairs on software or hardware solutions to maintain performance and prevent downtime.</li> <li>- Type: Optional; available as part of a service package or upon request.</li> <li>- Content: Covers preventive maintenance, troubleshooting common issues, software updates, and proper care protocols. Training materials, such as guides and checklists, are provided for reference.</li> <li>- Delivery Method: Typically delivered as an on-site or virtual session, with hands-on demonstrations for technical teams.</li> <li>- Provider: Led by Infojini's technical support team or certified local partners.</li> <li>- Cost: Included in the initial deployment for basic maintenance. Custom or advanced maintenance training may incur additional costs based on the scope and duration.</li> </ul> </li> <li>3. Operator Training                     <ul style="list-style-type: none"> <li>- Overview: Operator training is designed for end-users to help them navigate and operate the solution efficiently, maximizing its benefits in day-to-day tasks.</li> <li>- Type: Standard for all new implementations and deployments.</li> <li>- Content: Includes system navigation, key functions, data entry, report generation, and basic troubleshooting. Custom sessions can be developed for unique applications.</li> <li>- Delivery Method: Can be delivered on-site or virtually, with options for group sessions, one-on-one, or self-paced online modules.</li> <li>- Provider: Infojini-certified trainers or local authorized partners with expertise in the specific application.</li> <li>- Cost: Included in the initial implementation. Additional sessions, if requested beyond the standard training, may incur additional fees.</li> </ul> </li> <li>4. Advanced Operator and Administrator Training                     <ul style="list-style-type: none"> <li>- Overview: This in-depth training program is aimed at administrators, IT teams, or super-users who are responsible for managing or customizing the solution within the entity.</li> <li>- Type: Optional; recommended for entities seeking a higher level of operational control.</li> <li>- Content: Covers advanced functionalities, configuration settings, user management, data analysis, and security protocols.</li> <li>- Delivery Method: Delivered as on-site workshops, virtual sessions, or detailed online courses, including lab exercises and practical applications.</li> <li>- Provider: Led by Infojini's senior technical consultants or expert trainers.</li> <li>- Cost: Additional fees may apply based on the complexity, duration, and customization of the training. A detailed quote is provided based on the entity's specific needs.</li> </ul> </li> <li>5. Ongoing and Refresher Training                     <ul style="list-style-type: none"> <li>- Overview: Infojini offers ongoing and refresher training sessions to keep users up-to-date on new features, updates, and best practices.</li> <li>- Type: Optional; available as part of a maintenance contract or upon request.</li> <li>- Content: Training sessions are tailored based on updates or specific areas requested by the client, such as new software functionalities or changes in usage protocols.</li> <li>- Delivery Method: Virtual sessions or self-paced modules are typically used, but on-site options are available for larger groups.</li> <li>- Provider: Delivered by Infojini trainers, who provide documentation and guides for future reference.</li> <li>- Cost: Costs vary depending on the session type and frequency. Some refresher sessions may be provided at no additional cost as part of a service agreement, while specialized sessions may incur a fee.</li> </ul> </li> </ol>

		<p>6. Training Materials and Support Resources</p> <ul style="list-style-type: none"> <li>- Overview: Each training program includes comprehensive resources such as user manuals, video tutorials, quick-reference guides, and access to a knowledge base.</li> <li>- Type: Standard; included with all training programs.</li> <li>- Access: Participants receive digital and/or physical materials to support ongoing learning and easy access to information.</li> <li>- Cost: Included with the training program at no additional charge.</li> </ul>
42	Describe any technological advances that your proposed Solutions offer.	<p>Infojini's proposed solutions leverage several technological advances that enhance performance, flexibility, security, and user experience for Sourcewell's participating entities. These innovations help public sector organizations stay competitive, efficient, and resilient in a rapidly evolving digital landscape. Here are some of the key technological advances that Infojini brings through our solutions:</p> <ol style="list-style-type: none"> <li>1. AI-Driven Insights and Automation             <ul style="list-style-type: none"> <li>- Advanced AI and Machine Learning Models: Infojini uses sophisticated AI models, including natural language processing (NLP), predictive analytics, and computer vision, to automate routine tasks, optimize decision-making, and uncover valuable insights from data. These models can predict trends, classify large volumes of information, and generate actionable recommendations, helping entities make data-driven decisions quickly.</li> <li>- Conversational AI and Chatbots: Our AI chatbots provide intelligent, 24/7 customer service support, capable of understanding and responding to user queries in real-time. These chatbots can handle frequently asked questions, assist users in navigating resources, and escalate complex issues to human agents, enhancing service accessibility and responsiveness.</li> </ul> </li> <li>2. Cloud-Based and Hybrid Solution Models             <ul style="list-style-type: none"> <li>- Cloud-Native Infrastructure: Infojini's solutions are designed for cloud deployment, allowing entities to access services and resources from anywhere while reducing dependency on physical infrastructure. This cloud-native model offers easy scalability, high availability, and cost savings through on-demand resource allocation.</li> <li>- Hybrid Cloud Options: For organizations with data residency or compliance requirements, Infojini provides hybrid cloud solutions that combine on-premises and cloud resources. This model allows sensitive data to be stored locally while leveraging the cloud for processing power, flexibility, and remote access.</li> </ul> </li> <li>3. Intelligent Data Integration and Management             <ul style="list-style-type: none"> <li>- Automated Data Integration: Our solutions use automated data integration tools to connect and harmonize data from multiple sources, including legacy systems, external databases, and cloud platforms. By centralizing data from various sources, Infojini enables unified reporting and analytics, reducing data silos and improving data accessibility.</li> <li>- Real-Time Data Processing: With real-time data streaming capabilities, Infojini's solutions process and analyze data as it is generated, enabling timely decision-making and monitoring. This is especially useful for applications requiring up-to-the-minute insights, such as predictive maintenance or real-time performance dashboards.</li> </ul> </li> <li>4. Enhanced Security and Privacy Features             <ul style="list-style-type: none"> <li>- Zero Trust Security Architecture: Infojini implements a Zero Trust model, which verifies the identity and integrity of every user and device attempting to access the system. This advanced security model reduces the risk of unauthorized access and protects sensitive data, making it ideal for public sector entities with stringent security requirements.</li> <li>- End-to-End Encryption and Multi-Factor Authentication (MFA): All data managed through Infojini's solutions is protected by end-to-end encryption, while MFA adds an additional layer of security. These features meet high security standards, including compliance with regulations like HIPAA, GDPR, and NIST.</li> <li>- Data Masking and Anonymization: For data privacy protection, Infojini's solutions incorporate data masking and anonymization techniques, ensuring that personal or sensitive information is protected while maintaining data usability for analytics.</li> </ul> </li> <li>5. Robust API Integration and Interoperability             <ul style="list-style-type: none"> <li>- Open APIs and Microservices Architecture: Infojini's solutions use open APIs and a microservices architecture, enabling seamless integration with existing systems like ERPs, CRMs, and other software applications. This design supports interoperability across different platforms, ensuring that entities can incorporate Infojini's solutions without disrupting existing workflows.</li> <li>- Customizable API Connections: Our solutions include customizable API connections, allowing entities to integrate data sources or third-party services based on their unique needs. This flexibility supports extended functionalities, from connecting with specialized software to integrating IoT devices.</li> </ul> </li> <li>6. Data Visualization and Advanced Analytics             <ul style="list-style-type: none"> <li>- Interactive Dashboards: Infojini provides intuitive, interactive dashboards that enable users to visualize complex data in easy-to-understand formats, such as charts, graphs, and maps. This helps decision-makers quickly grasp insights, track performance, and identify trends.</li> <li>- Predictive and Prescriptive Analytics: Beyond traditional reporting, Infojini's solutions offer predictive analytics to forecast future trends and prescriptive analytics to recommend optimal actions based on data patterns. This empowers entities to make proactive decisions and</li> </ul> </li> </ol>

		<p>improve operational efficiency.</p> <p>7. Low-Code/No-Code Customization</p> <ul style="list-style-type: none"> <li>- User-Friendly Customization Tools: Infojini's solutions include low-code/no-code customization options, enabling non-technical users to create workflows, adjust dashboards, and configure settings without programming knowledge. This democratizes technology, allowing users across departments to tailor the solution to their needs without relying heavily on IT resources.</li> <li>- Rapid Deployment and Flexibility: Low-code capabilities also enable rapid deployment and modification, allowing entities to launch new features, adapt to policy changes, or adjust processes quickly.</li> </ul> <p>8. AI-Powered Accessibility Features</p> <ul style="list-style-type: none"> <li>- Natural Language Processing (NLP) for Multi-Language Support: Infojini's solutions incorporate NLP capabilities to provide multi-language support, making AI-based services accessible to users who speak different languages. This feature is particularly valuable in diverse communities and public sector applications.</li> <li>- Assistive Technologies for Accessibility Compliance: We integrate AI-driven assistive technologies, such as voice recognition, screen readers, and dynamic font adjustments, to ensure that our solutions meet ADA and WCAG compliance standards. These features enhance usability for all users, including those with disabilities.</li> </ul> <p>9. Automated Compliance and Regulatory Monitoring</p> <ul style="list-style-type: none"> <li>- Automated Compliance Checks: For highly regulated sectors, Infojini's solutions include automated compliance monitoring, which tracks and enforces adherence to standards like HIPAA, GDPR, and other regulatory frameworks. This reduces administrative burdens and ensures continuous compliance.</li> <li>- Audit Trails and Reporting: Our solutions generate detailed audit trails, documenting data access, changes, and interactions. This feature is essential for transparency, regulatory compliance, and simplified auditing processes.</li> </ul> <p>10. Machine Learning-Enhanced Predictive Maintenance</p> <ul style="list-style-type: none"> <li>- Predictive Maintenance Models: For entities that manage physical assets, Infojini offers predictive maintenance models powered by machine learning. These models analyze historical and real-time data to predict equipment failures, enabling proactive maintenance that reduces downtime and extends asset life.</li> <li>- IoT Integration for Real-Time Monitoring: Our solutions can integrate with IoT devices, enabling real-time monitoring of physical assets and environmental conditions. This data is used to trigger predictive maintenance actions, ensuring operational continuity and resource efficiency.</li> </ul>
43	<p>Describe specific customer challenges your Artificial Intelligence (AI) services successfully addressed and provide two (2) examples that demonstrate how those challenges were overcome.</p>	<p>Project 1: AI Strategic Plan for TxDOT</p> <ul style="list-style-type: none"> <li>- Challenge: TxDOT faced the challenge of preparing for a future where AI could be effectively integrated into various operational areas. The organization required a structured approach to identify long-term AI goals and actionable steps to achieve them.</li> <li>- Solution: Infojini developed a 3-year AI strategic plan, guiding TxDOT toward a cohesive, organization-wide AI adoption strategy. Through 'backcasting' interview sessions, AI subject matter experts collaborated with each division and district, envisioning a future state for AI across TxDOT's operations. This approach helped align stakeholders and identify specific AI applications suitable for each operational division, building a roadmap for incremental adoption.</li> <li>- Outcome: This strategic plan provided TxDOT with a clear, phased approach to integrate AI in diverse operational areas, from traffic management to predictive maintenance. It addressed stakeholder concerns by establishing achievable milestones and setting clear guidelines for AI implementation, empowering TxDOT to make informed investments in AI over the coming years.</li> </ul> <p>Project 2: Data-Driven Analytics for Dallas Fort Worth International Airport</p> <ul style="list-style-type: none"> <li>- Challenge: Dallas Fort Worth International Airport aimed to transform operations with data-driven insights but needed to overcome operational silos and create a collaborative environment to realize strategic goals.</li> <li>- Solution: Infojini assessed the airport's existing operations, implementing data analytics and machine learning models that enabled real-time, predictive insights. By collaborating with cross-functional teams, Infojini's team was able to identify and design targeted machine learning models that aligned with the airport's key metrics. Additionally, they established clear communication channels to translate data insights into actionable strategies, facilitating decision-making at all organizational levels.</li> <li>- Outcome: This project empowered Dallas Fort Worth International Airport with a more agile and data-informed approach to operational and strategic planning. Machine learning models provided predictive insights into passenger flow, staffing requirements, and facility maintenance, which reduced downtime and enhanced customer experience, demonstrating the value of AI in achieving operational excellence.</li> </ul>
44	<p>Describe any "green" initiatives that relate to your company or to</p>	<p>Infojini understands the importance of sustainability and its importance of preserving the resources for future generations and believes in delivering value and sustainability to the</p>

your Solutions, and include a list of the certifying agency for each.

ever- changing business environment with emerging technology trends while balancing amid social, economic and environmental requirements of contemporary and impending generations. We believe in providing equal growth opportunities to all, fostering them with proper training programs, cultural and group activities like celebrating festivals, organizing annual function, birthday and work anniversary celebrations, reward and recognition, team & company outings and parties, R&D, certification assistance and competitions. A few of our simple initiatives for protecting the health and safety of our people and the community in which we operate include:

- Quarterly Overview on Recycling and Energy Efficiency: - Conducting quarterly overviews emphasizes the company's commitment to sustainability by educating employees on the importance of recycling and energy efficiency. These sessions can include information on the environmental benefits of recycling, tips for reducing energy consumption both at work and at home, and updates on company initiatives aimed at sustainability. By regularly reinforcing these concepts, Infojini ensures that employees stay informed and engaged in sustainable practices.

- Reminders to Turn Off Lights: - Posting reminders and reiterating the importance of turning off lights when not in use demonstrates Infojini's dedication to reducing energy consumption. By encouraging employees to be mindful of their energy usage, the company promotes a culture of responsibility towards environmental sustainability. This simple yet effective measure can significantly contribute to reducing the company's carbon footprint and conserving resources.

- Encouraging Recycling: - Placing recycle bins under each desk and regularly reminding employees to recycle reinforces Infojini's commitment to waste reduction and recycling. By making it easy and convenient for employees to recycle, the company promotes environmentally responsible behavior in the workplace. This initiative not only diverts waste from landfills but also fosters a culture of sustainability among employees.

- Digitalization of Paperwork: - Going digital with paperwork by utilizing software like Adobe Acrobat and DocuSign reduces paper usage and promotes efficiency in administrative tasks. By eliminating the need for physical paperwork, Infojini minimizes its environmental impact while streamlining processes. This transition to digital platforms not only reduces paper waste but also saves time and resources previously spent on printing, storing, and managing physical documents.

- Minimizing Printing and Using Recyclable Paper: - Posting reminders to minimize printing and requiring duplex printing whenever possible further reduces paper consumption in the workplace. By encouraging double-sided printing and discouraging unnecessary printing, Infojini demonstrates its commitment to resource conservation. This practice not only saves paper but also reduces ink and energy usage associated with printing, contributing to overall sustainability efforts. Opting for recyclable paper for printing demonstrates Infojini's preference for sustainable materials. By choosing paper that can be recycled, the company supports the circular economy and reduces its environmental footprint. This commitment to using eco-friendly materials aligns with Infojini's broader sustainability goals and sets an example for responsible procurement practices.

- Reusable Dining Utensils: - Purchasing reusable or recyclable dining utensils promotes waste reduction in the office kitchen or cafeteria. By providing employees with sustainable alternatives to single-use plastic utensils, Infojini encourages environmentally friendly practices during meal times. This initiative contributes to reducing plastic waste and supports a more eco-conscious workplace environment.

- Encouraging Carpooling and Low-Emission Vehicles: - Encouraging carpooling and promoting the use of hybrid or low-emission vehicles demonstrates Infojini's commitment to reducing carbon emissions from transportation. By providing resources and incentives for carpooling, such as sign-up sheets and designated parking spaces, the company encourages employees to choose sustainable commuting options. This initiative not only reduces traffic congestion and air pollution but also supports employee well-being by promoting shared transportation.

- Corporate Wellness Initiative: - Promoting exercise and outdoor breaks as part of a corporate wellness initiative underscores Infojini's holistic approach to employee health and well-being. By encouraging employees to take breaks for physical activity, the company promotes a healthy work-life balance and fosters a supportive workplace culture. This initiative not only improves employee morale and productivity but also reinforces Infojini's commitment to employee health and safety.

- Local Recruitment Strategy: - Actively recruiting local candidates reflects Infojini's commitment to supporting the local community and economy. By prioritizing local hiring, the company contributes to the economic growth and development of the communities where it operates. This strategy not only strengthens ties with the local community but also ensures that Infojini's workforce reflects the diversity and talent of the region, ultimately benefiting both the company and its stakeholders.

		<p>Each of these initiatives showcases Infojini's dedication to sustainability and corporate social responsibility, demonstrating how the company integrates environmental and social considerations into its operations and workplace culture.</p>
45	<p>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.</p>	<p>Infojini does not have any third-party issued eco-labels, ratings, or certifications that it has received for the Solutions included in our Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.</p>
46	<p>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>	<p>Infojini offers several unique attributes that set our company, products, and services apart in the industry, providing exceptional value to Sourcewell participating entities. Our approach combines industry-leading technology, a client-centric philosophy, and specialized expertise tailored to the needs of public sector entities. Here's what makes our proposed solutions unique and beneficial for Sourcewell members:</p> <ol style="list-style-type: none"> <li>1. Public Sector Expertise and Customization <ul style="list-style-type: none"> <li>- Experience working with Sourcewell: Infojini has extensive experience working with Sourcewell and its participating agencies. Infojini is well-versed with the Sourcewell process and procedures to assist the participating entities with the services they need.</li> <li>- Deep Understanding of Public Sector Needs: With over a decade of experience working with government agencies, educational institutions, and non-profit organizations, Infojini understands the specific challenges these entities face, such as compliance, budget constraints, and the need for transparency.</li> <li>- Customizable Solutions for Unique Requirements: Our solutions are not "one-size-fits-all"; they are tailored to meet the unique needs of each participating entity. From customizable AI models to flexible cloud and hybrid deployment options, we ensure that our services align with the goals and operational requirements of public sector organizations.</li> </ul> </li> <li>2. End-to-End Service Offering <ul style="list-style-type: none"> <li>- Comprehensive Solutions Portfolio: Infojini provides a complete range of digital transformation services, including AI-driven insights, IT consulting, staffing, and managed services, allowing Sourcewell entities to address all their digital needs through a single, trusted provider.</li> <li>- Turnkey Implementation and Support: We manage the entire lifecycle—from initial assessment to deployment, training, and support—ensuring a seamless and efficient experience for participating entities. Our support program includes 24/7 customer service and ongoing training to maximize the value of our solutions.</li> </ul> </li> <li>3. Advanced AI and Data Analytics Capabilities <ul style="list-style-type: none"> <li>- Sophisticated AI Models Tailored for Public Sector Use: Our AI solutions go beyond standard automation, leveraging advanced models such as natural language processing (NLP), predictive analytics, and computer vision. These technologies can be adapted for a variety of applications, including citizen engagement, resource optimization, and policy analysis.</li> <li>- Actionable Data Insights: Infojini's data analytics solutions provide actionable insights that help public sector leaders make informed decisions. By integrating data from multiple sources and applying machine learning, we empower Sourcewell entities to achieve greater efficiency, transparency, and accountability.</li> </ul> </li> <li>4. Cloud and Hybrid Infrastructure Flexibility <ul style="list-style-type: none"> <li>- Flexible Deployment Models: Infojini offers cloud-native, on-premises, and hybrid deployment options to meet the diverse needs of Sourcewell's participating entities. Our hybrid solutions are particularly beneficial for public sector organizations with data residency or compliance requirements.</li> <li>- Scalability and Cost Efficiency: Our cloud and hybrid solutions allow entities to scale resources on demand, optimizing costs while providing the flexibility to expand or adapt as needs evolve. This flexibility is ideal for entities with seasonal demand fluctuations or budgetary cycles.</li> </ul> </li> <li>5. Enhanced Security and Compliance Standards <ul style="list-style-type: none"> <li>- Zero Trust Security Model: Infojini employs a Zero Trust security framework to protect sensitive data, ensuring that every access request is verified. This model is particularly suited to public sector entities with stringent security requirements, such as healthcare and government agencies.</li> <li>- Regulatory Compliance Expertise: We have extensive experience ensuring compliance with standards such as HIPAA, GDPR, and NIST. Our solutions include built-in compliance features, making it easier for Sourcewell entities to meet regulatory requirements and protect their data.</li> </ul> </li> <li>6. Low-Code/No-Code Customization for Non-Technical Users <p>Empowerment Through Low-Code Solutions: Infojini's low-code/no-code tools enable non-technical users to create workflows, configure dashboards, and customize reporting without needing extensive IT support. This approach democratizes technology, allowing users across various departments to tailor solutions to their needs and quickly adapt to changes.</p> <p>Faster Deployment and Adjustments: Low-code capabilities mean that entities can deploy</p> </li> </ol>

solutions faster and make adjustments as their needs evolve, significantly reducing the time and cost associated with traditional development.

7. Transparent and Flexible Pricing Models

- Sourcewell-Specific Discounts: We offer line-item discounts tailored for Sourcewell, ensuring competitive and transparent pricing on our full range of products and services.
- Flexible Payment and Financing Options: Infojini provides flexible payment terms, deferred payment options, and leasing models that align with public sector budget cycles. This flexibility allows Sourcewell entities to adopt modern technology within their financial constraints.

8. Environmental Sustainability Initiatives

- Commitment to Green Practices: Infojini is dedicated to sustainable practices, from energy-efficient operations to telecommuting policies that reduce our carbon footprint. For participating entities focused on sustainability, our commitment to green initiatives and environmentally responsible solutions adds unique value.
- Eco-Friendly Technology Solutions: Our cloud-based solutions reduce the need for physical infrastructure, promoting a lower environmental impact while still delivering advanced technology.

9. Dedicated Account Management and Customer Success Program

- Dedicated Sourcewell Account Team: Every Sourcewell entity is assigned a dedicated account manager who provides personalized support, tracks service performance, and serves as the primary point of contact. This approach ensures that each entity receives consistent, high-quality service tailored to their specific needs.
- Proactive Customer Success Program: We prioritize client satisfaction and continuous improvement, with regular check-ins, performance reviews, and open feedback channels to address evolving needs and optimize solution performance.

10. Commitment to Innovation and Continuous Improvement

- Investment in R&D: Infojini continuously invests in research and development to stay at the forefront of technology advancements. This commitment allows us to offer cutting-edge solutions that incorporate the latest developments in AI, data security, and cloud technology.
- Adaptable to Future Needs: Our solutions are designed with flexibility and scalability in mind, enabling Sourcewell entities to adapt as technology advances and organizational needs change. We support entities with continuous updates, new features, and strategic guidance to help them stay current and competitive.

**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	Infojini is a certified Minority Business Entity. We have attached our MBE certificates as a separate document named "Infojini Inc. - MBE Certificates".
48		Minority Business Enterprise (MBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Infojini is a certified Minority Business Entity. We have attached our MBE certificates as a separate document named "Infojini Inc. - MBE Certificates".
49		Women Business Enterprise (WBE)	<input type="radio"/> Yes <input checked="" 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 checked="" type="radio"/> Yes <input type="radio"/> No	Infojini is a certified Small and Minority Owned Business by the Commonwealth of Virginia Department of Small Business and Supplier Diversity.
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.	Infojini's standard payment terms are Net 30, meaning payment is due within 30 days from the invoice date. Infojini's accepted payment methods include electronic funds transfer (EFT), wire transfer, and check. Infojini is also open to any alternative specific payment arrangements, or to discuss alternative terms upon contract award.

<p>57</p>	<p>Describe any leasing or financing options available for use by educational or governmental entities.</p>	<p>Infojini offers flexible leasing and financing options tailored to meet the budgetary and procurement needs of educational and governmental entities. These options are designed to make technology solutions, including AI implementations and digital transformations, accessible and manageable within the constraints of public sector funding cycles. Here's an overview of the leasing and financing options available:</p> <ol style="list-style-type: none"> <li>1. Operating Lease                     <ul style="list-style-type: none"> <li>- Overview: This option allows entities to use Infojini's solutions for a fixed term without taking ownership. It's ideal for entities looking for lower monthly costs and planning to update or replace technology frequently.</li> <li>- Benefits: Operating leases do not require a large upfront investment and typically qualify as an operating expense rather than a capital expense, making them easier to budget within annual constraints.</li> </ul> </li> <li>2. Capital Lease                     <ul style="list-style-type: none"> <li>- Overview: A capital lease is structured so that the entity has the option to own the technology at the end of the lease term. This can be suitable for longer-term projects where the entity intends to keep the assets.</li> <li>- Benefits: With lower monthly payments spread over the lease term, this option makes it easier for government and educational entities to acquire AI and IT infrastructure while maintaining budgetary compliance.</li> </ul> </li> <li>3. Installment Financing                     <ul style="list-style-type: none"> <li>- Overview: Infojini provides installment financing, allowing entities to pay for solutions in equal monthly installments over an agreed term. This option is structured to avoid large upfront costs and to fit within typical budget cycles.</li> <li>- Benefits: Ideal for organizations with strict annual budgets, installment financing provides predictable monthly payments, facilitating easier budget planning and approval.</li> </ul> </li> <li>4. Deferred Payment Options                     <ul style="list-style-type: none"> <li>- Overview: Infojini offers deferred payment options for government and educational clients to help bridge budget approval periods. Payments can be scheduled to begin after a designated period (e.g., after implementation or within the next fiscal year).</li> <li>- Benefits: This flexibility supports entities that may face delays in budget approvals or funding allocations, ensuring they can start projects without financial strain.</li> </ul> </li> <li>5. Subscription-Based Financing (As-a-Service)                     <ul style="list-style-type: none"> <li>- Overview: For certain solutions, Infojini offers subscription-based or "as-a-service" options where entities pay a recurring fee rather than a large one-time payment. This model is ideal for cloud-based services, software licensing, and AI solutions with ongoing support and maintenance.</li> <li>- Benefits: With consistent monthly or annual payments, this model minimizes initial costs and is easily adaptable to changing needs and budgets, providing flexibility for scaling services up or down.</li> </ul> </li> </ol> <p><b>Additional Support for Leasing and Financing</b>                      Infojini collaborates with financing partners who specialize in government and educational financing to ensure that terms align with the unique requirements of these entities. Customized payment structures, flexible terms, and comprehensive support are available to make adoption of advanced technology solutions as accessible as possible.</p> <p>Each option can be tailored based on the entity's budget, procurement requirements, and project scope, ensuring alignment with funding cycles and financial planning needs. Infojini is open to any alternative specific arrangements, or to discuss alternative terms upon contract award.</p>
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<p>58</p>	<p>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.</p>	<p>In connection with an awarded agreement, Infojini proposes to use the following standard documents to ensure clarity, consistency, and alignment with participating entities' expectations. These documents establish a clear framework for transactions and help outline the scope, responsibilities, and terms of our services:</p> <ol style="list-style-type: none"> <li>1. Order Forms                     <ul style="list-style-type: none"> <li>- Purpose: Captures essential details for each order, such as service descriptions, quantities, costs, delivery timelines, and specific requirements.</li> <li>- Content: Includes entity information, specific products or services requested, pricing, duration of service (if applicable), and contact details for both parties. Each order form will reference the Master Agreement to ensure consistency with Sourcewell's terms.</li> </ul> </li> <li>2. Terms and Conditions (T&amp;C)                     <ul style="list-style-type: none"> <li>- Purpose: Provides a detailed framework governing all transactions, including payment terms, confidentiality, liability, termination, and compliance with applicable laws.</li> <li>- Content: Standard terms covering warranties, indemnification, limitations of liability, intellectual property rights, and data protection standards, including privacy and confidentiality agreements. These T&amp;Cs are designed to be compatible with Sourcewell's guidelines and public-sector requirements.</li> </ul> </li> <li>3. Service Level Agreement (SLA)                     <ul style="list-style-type: none"> <li>- Purpose: Outlines service expectations, including performance benchmarks, availability, support response times, and resolution timelines.</li> <li>- Content: Defines measurable performance standards such as response time, uptime requirements, and resolution time for support requests. SLAs also include escalation procedures and remedies in case service levels are not met, ensuring accountability and clear expectations.</li> </ul> </li> <li>4. Statement of Work (SOW)                     <ul style="list-style-type: none"> <li>- Purpose: Specifies project-specific details, including objectives, deliverables, timelines, roles and responsibilities, and pricing for custom projects or complex engagements.</li> <li>- Content: A detailed outline of work scope, milestones, resource requirements, project timelines, acceptance criteria, and payment schedules. The SOW ensures both parties have a clear understanding of each project's unique requirements and helps manage expectations.</li> </ul> </li> <li>5. Invoice Template                     <ul style="list-style-type: none"> <li>- Purpose: Standardizes billing information for participating entities, ensuring transparency in charges and compliance with payment terms.</li> <li>- Content: Includes line-item descriptions of services rendered, unit costs, total charges, payment instructions, due dates, and remittance details. The template is designed to align with the entity's accounting requirements for efficient processing.</li> </ul> </li> <li>6. Change Order Form                     <ul style="list-style-type: none"> <li>- Purpose: Manages modifications to an original order or SOW, such as scope adjustments, timeline changes, or cost updates.</li> <li>- Content: Details the requested changes, reason for modification, and any associated cost or timeline impact, with approval sections for both Infojini and the participating entity. This ensures flexibility while maintaining a structured process for modifications.</li> </ul> </li> <li>7. Data Processing Addendum (DPA)                     <ul style="list-style-type: none"> <li>- Purpose: Protects data privacy and ensures compliance with applicable data protection regulations, particularly in cases involving personal data.</li> <li>- Content: Outlines data handling practices, including data collection, processing, storage, access controls, and data retention policies. This addendum is particularly relevant for services involving data analysis, storage, or transfer.</li> </ul> </li> </ol> <p>Infojini is open to using the templates utilized by the participating agencies under this contract.</p>
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59	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	Yes, Infojini accepts procurement and payment via Purchasing Cards (P-cards). Utilizing P-cards can streamline the procurement process, offering efficiency and convenience. Infojini does not impose additional fees for payments made through P-cards; however, it's important to note that P-card transactions may incur standard merchant processing fees, which are typically absorbed by the P-Card vendor. These fees are standard across the industry and are not unique to Infojini.	*
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 Sourcewell discounted price) on all of the items that you want Sourcewell 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.	In response to Sourcewell's RFP, Infojini proposes a line-item discount pricing model that applies 2% flat discounts to the hourly rates of our proposed professionals for the specific services based on the selected solutions and services. This model provides transparency in pricing and allows participating entities to see exact discounts applied to each line item based on the tasks of the project, helping them align with their unique budget requirements.  Infojini's proposed rate sheet is attached as a separate document named "Infojini Inc. - Price Sheet".	*
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.	Infojini's pricing proposal for Sourcewell participating entities includes a flat discount of 2% off on our list price. Additionally, Infojini will offer 0.5% discount if payment are made within 10 days.	*
62	Describe any quantity or volume discounts or rebate programs that you offer.	Infojini will offer 1% Discounts on task orders above \$250,000.00.	*

<p>63</p>	<p>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.</p>	<p>Infojini proposes a flexible and transparent approach for facilitating “sourced” products or related services, often referred to as “open market” or “non-contracted” items. Our approach is designed to provide Sourcwell participating entities with competitive and fair pricing for these items, while ensuring the process is straightforward and aligns with procurement requirements. Below are the proposed options for handling such items:</p> <ol style="list-style-type: none"> <li>1. Cost Plus a Percentage Model                     <ul style="list-style-type: none"> <li>- Pricing Structure: Infojini will provide sourced products or related services at cost plus a fixed percentage markup. We propose a 5-10% markup on the supplier cost to cover handling, administrative expenses, and procurement efforts while ensuring affordability for Sourcwell entities.</li> <li>- Transparency: Each item will be accompanied by a breakdown showing the original supplier cost, the percentage markup, and the final price. This transparency ensures that participating entities understand the exact cost structure.</li> </ul> </li> <li>2. Quote-Based Model for Unique Requests                     <ul style="list-style-type: none"> <li>- Custom Quotation for Each Request: For open market items that require special sourcing or customization, Infojini will provide a detailed quote for each specific request. This allows us to source products and services based on exact specifications, quality standards, and budgetary constraints.</li> <li>- Competitive Bidding: If applicable, Infojini may source multiple quotes from suppliers to ensure competitive pricing, passing on the most cost-effective option to the Sourcwell entity.</li> <li>- Approval Process: Once the quote is provided, the entity has the option to review and approve the pricing before proceeding, ensuring that all open market items are sourced in full alignment with their needs.</li> </ul> </li> <li>3. Bulk Purchase Discounts                     <ul style="list-style-type: none"> <li>- Volume-Based Savings: For open market items ordered in larger quantities, Infojini will work to secure bulk purchase discounts from suppliers. Any savings achieved through volume pricing will be passed directly to the Sourcwell entity, making it a cost-effective option for larger purchases.</li> <li>- Transparent Bulk Pricing: Each quote will reflect the discounted bulk rate, clearly showing the savings associated with the volume discount.</li> </ul> </li> <li>4. Option for “At Cost” Sourcing for Essential Services                     <ul style="list-style-type: none"> <li>- At Cost for Select Items: For essential items or services critical to the entity’s operation, Infojini is open to offering “at cost” pricing without any markup, particularly if these items are needed to supplement contracted solutions. This ensures that essential services are affordable and accessible.</li> <li>- Eligibility Criteria: This model can apply to items that are directly related to our contracted services, such as add-on components, licenses, or specific support tools that enhance or expand on existing solutions.</li> </ul> </li> </ol>
<p>64</p>	<p>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.</p>	<p>Infojini aims to provide transparent and comprehensive pricing for Sourcwell participating entities. However, there may be certain elements of the total cost of acquisition that are not included in the base pricing submitted with this response. These additional costs are generally associated with optional or customized services that may be requested by participating entities to enhance the deployment and operation of the solution. Below is a list of potential costs not included in the base pricing:</p> <ol style="list-style-type: none"> <li>1. Installation and Setup Fees                     <ul style="list-style-type: none"> <li>- Description: For physical equipment or complex software solutions, additional installation and setup services may be required. These fees cover labor for setting up hardware, configuring systems, and ensuring all components are fully operational.</li> <li>- Cost Implications: Installation and setup fees vary based on the complexity of the solution and are provided as a separate line item in the quote if requested.</li> <li>- Responsible Party: Infojini or a certified regional partner may perform installation services as needed.</li> </ul> </li> <li>2. On-Site Training (Optional)                     <ul style="list-style-type: none"> <li>- Description: While initial virtual training is included in the base price, in-depth on-site training sessions for end-users or administrators are optional and may incur additional fees. These fees</li> </ul> </li> </ol>

cover travel, trainer time, and customized training materials.  
 - Cost Implications: On-site training fees are based on location, duration, and level of customization required. These costs are quoted separately if an entity requests in-person training.  
 - Responsible Party: Training is delivered by Infojini-certified trainers or authorized service partners.

3. Custom Configuration or Integration Services

- Description: Some entities may require custom configurations, integrations with existing systems, or additional software customization to meet unique needs. These services extend beyond standard setup and are optional.  
 - Cost Implications: Customization costs are based on project scope and the level of integration required. Quotes are provided for these services based on specific requirements.  
 - Responsible Party: These services are performed by Infojini's technical team or trusted integration partners.

4. Pre-Delivery Inspection and Testing (If Required)

- Description: Certain equipment or specialized components may require pre-delivery inspection or testing for quality assurance before deployment. This includes functionality testing, calibration, and quality checks.  
 - Cost Implications: Pre-delivery inspection fees vary based on the type and quantity of equipment. These fees are only included if specified by the participating entity.  
 - Responsible Party: Inspections are conducted by Infojini's quality assurance team or certified equipment vendors.

5. Ongoing Maintenance and Support Contracts

- Description: Standard support is included with initial purchase, but ongoing maintenance contracts (e.g., for software updates, hardware upkeep, or extended technical support) may be optional additions that carry extra charges.  
 - Cost Implications: Maintenance and support contract costs depend on the scope, coverage period, and service level agreement (SLA). Customized quotes are provided upon request.  
 - Responsible Party: Ongoing support is provided directly by Infojini, with optional specialized maintenance by certified partners.

6. Data Migration or Data Integration Services

- Description: Data migration services are sometimes needed to transfer or integrate data from legacy systems into the new solution. This service is tailored to individual requirements and not typically included in the base cost.  
 - Cost Implications: Fees are based on data volume, complexity, and security requirements. Data migration costs are quoted separately based on specific needs.  
 - Responsible Party: Infojini's data specialists or authorized partners handle data migration services as required.

7. Travel Expenses for On-Site Services

- Description: For services requiring travel, such as on-site training, installation, or extended support, travel expenses (e.g., airfare, lodging, and per diem) are charged separately.  
 - Cost Implications: Travel costs vary depending on location and length of stay. Detailed estimates are provided if on-site services are requested.  
 - Responsible Party: Travel costs apply only to Infojini staff or certified partners performing on-site work.

8. Compliance and Regulatory Certification Fees (if Applicable)

- Description: For specific solutions that require additional certifications or compliance assessments (e.g., HIPAA, GDPR, FedRAMP for cloud solutions), costs associated with third-party certification may apply.  
 - Cost Implications: These fees are determined based on regulatory requirements and are only applicable if the entity requests certified compliance services.  
 - Responsible Party: Third-party auditors or certification bodies, coordinated through Infojini, provide these services if requested.

65	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>Infojini offers the following distribution and/or delivery methods or options for the services requested by our clients:</p> <ul style="list-style-type: none"> <li>- On-site services</li> <li>- Remote services</li> <li>- Near office services</li> <li>- Off-shore services</li> </ul>
66	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing.	<p>Infojini is committed to maintaining compliance with all terms and conditions of the Sourcewell agreement, including ensuring that Sourcewell participating entities receive the agreed-upon pricing and any applicable discounts. To uphold this commitment, Infojini employs a robust self-audit process that verifies compliance, monitors pricing accuracy, and proactively addresses any discrepancies. Below is an overview of our self-audit process:</p> <ol style="list-style-type: none"> <li>1. Quarterly Internal Compliance Audits</li> <li>2. Transaction Review and Verification Process for Price Verification and Reconciliation of Discrepancies</li> <li>3. Compliance Reporting and Documentation</li> <li>4. Regular Training and Updates for Sales and Customer Service Teams</li> <li>5. Proactive Issue Resolution and Corrective Action</li> <li>6. Annual Review with Sourcewell for Continuous Improvement</li> </ol>

<p>67</p>	<p>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.</p>	<p>If awarded an agreement, Infojini will track a series of internal metrics to assess the effectiveness and success of our partnership with Sourcewell. These metrics focus on operational performance, customer satisfaction, and overall growth under the agreement. Here are key examples of internal metrics we would use:</p> <ol style="list-style-type: none"> <li>1. Engagement and Adoption Metrics             <ul style="list-style-type: none"> <li>- Number of Participating Entities Engaged: Tracks the total number of Sourcewell entities that engage with our services through this agreement. This metric helps gauge the reach and adoption rate of our services within the Sourcewell network.</li> <li>- Proposal Conversion Rate: Measures the percentage of proposals submitted to participating entities that convert into active projects. This helps us assess the effectiveness of our sales and engagement strategies.</li> <li>- Customer Retention and Repeat Engagement: Tracks the number of entities that return for additional services, indicating satisfaction and the strength of ongoing relationships.</li> </ul> </li> <li>2. Service Delivery and Project Success             <ul style="list-style-type: none"> <li>- Project Completion Rate on Schedule: Monitors the percentage of projects completed within the agreed timelines. This metric reflects our ability to meet deadlines and manage project schedules effectively.</li> <li>- Budget Adherence Rate: Tracks how often projects are completed within the allocated budget. This measure indicates financial discipline and helps improve forecasting and resource allocation.</li> <li>- Customer Support Response Time: Measures the average time taken to respond to support inquiries or issues from participating entities, ensuring timely and efficient support for client needs.</li> </ul> </li> <li>3. Quality and Satisfaction Metrics             <ul style="list-style-type: none"> <li>- Customer Satisfaction Score (CSAT): Collected via post-project surveys, this score captures overall satisfaction with our services, including responsiveness, quality of work, and overall experience.</li> <li>- Net Promoter Score (NPS): Gauges the likelihood of participating entities recommending Infojini's services to others. A high NPS score indicates strong satisfaction and loyalty.</li> <li>- Issue Resolution Rate: Measures how quickly and effectively we resolve issues reported by participating entities. This metric reflects our commitment to maintaining high-quality support and client satisfaction.</li> </ul> </li> <li>4. Growth and Revenue Metrics             <ul style="list-style-type: none"> <li>- Revenue Growth from Participating Entities: Tracks revenue generated through the Sourcewell agreement, indicating the financial success and viability of our offerings within the Sourcewell ecosystem.</li> <li>- Sales Growth by Service Category: Monitors the performance of different types of requests (e.g., AI assessments, strategy and roadmap development, implementation and support services) within the agreement, helping us identify areas of high demand and potential for expansion.</li> <li>- Average Transaction Value: Calculates the average revenue per transaction, which provides insights into the scale and scope of projects initiated under the agreement.</li> </ul> </li> <li>5. Marketing and Outreach Metrics             <ul style="list-style-type: none"> <li>- Lead Generation Rate: Measures the number of leads generated through marketing and outreach efforts targeting Sourcewell participating entities, helping evaluate the effectiveness of our promotional strategies.</li> <li>- Engagement with Marketing Content: Tracks interactions with marketing materials, such as webinars, newsletters, and case studies, to understand the impact of our educational and engagement efforts.</li> <li>- Conversion Rate from Marketing Campaigns: Evaluates the percentage of leads from specific campaigns that convert into active projects, enabling us to refine messaging and outreach.</li> </ul> </li> </ol> <p>By monitoring these metrics, Infojini can ensure that we are meeting the goals of the Sourcewell agreement, delivering value to participating entities, and continuously improving our service offerings. Regular reviews of these metrics also allow us to adapt our strategies to maximize the agreement's success over time.</p>
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68	<p>Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The propose an Administrative Fee will be payable to Sourcewell 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.</p>	<p>Infojini proposes an Administration Fee of 1% of all completed transactions under the Sourcewell Master Agreement. This fee structure aligns with industry standards and ensures Sourcewell receives adequate support for the services and resources it provides in facilitating the agreement.</p> <p>Administration Fee Details:                  - Fee Percentage: 1% of the transaction amount.                  - Reporting Period: The fee will be calculated based on all completed transactions within each quarterly reporting period, as defined in the Master Agreement.                  - Payment Terms: The Administration Fee payment will be remitted to Sourcewell within the agreed timeframe following each reporting period.</p> <p>This proposed fee structure is designed to offer Sourcewell consistent support while keeping the costs reasonable for participating entities. Infojini is open to adjusting the fee structure if Sourcewell requires a different arrangement, such as a flat fee or modified percentage based on transaction volume or specific services utilized.</p>
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**Table 7: Pricing Offered**

Line Item	The Pricing Offered in this Proposal is: *	Comments
69	<p>The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.</p>	<p>The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.</p>

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

Line Item	Question	Response *
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70	Provide a detailed description of all Solutions offered in your proposal.	<p>Infojini's vision is to achieve global IT services leadership in providing value-added high-quality IT solutions to our clients by combining technology skills, domain expertise, process focus, and a commitment to long-term client relationships. Infojini understands the importance of Artificial Intelligence and the impact it is having on our technology can be best utilized. Infojini offers a wide breadth of Software and web &amp; mobile Application Development, IT Infrastructure, Database Creation, Management, and IT Consulting. Please find below the solutions Infojini proposes to meet the needs of Sourcewell's Participating Entities across the United States and Canada:</p> <ol style="list-style-type: none"> <li>1. AI Readiness Assessments <ul style="list-style-type: none"> <li>- Goal: Prepare entities for successful AI adoption by evaluating their current AI maturity, data infrastructure, and strategic goals.</li> <li>- Process: Conduct thorough assessments to determine each entity's AI readiness, focusing on data infrastructure, technology landscape, and alignment with AI transformation goals.</li> <li>- Outcomes: Deliver comprehensive reports detailing the organization's AI maturity level, change readiness, and recommendations for infrastructure or skillset improvements necessary for AI adoption.</li> </ul> </li> <li>2. AI Strategy and Roadmap Development <ul style="list-style-type: none"> <li>- Goal: Develop tailored AI strategies that align with the unique goals and constraints of each Participating Entity.</li> <li>- Process: Engage with stakeholders to define strategic AI goals, identify high-value use cases, and create phased AI adoption roadmaps, including scaling and compliance with relevant standards (e.g., NIST, GDPR for data privacy).</li> <li>- Outcomes: A strategic roadmap that enables scalable AI adoption with phased milestones, budget estimates, and potential use cases for rapid implementation.</li> </ul> </li> <li>3. 3. Responsible AI Policy Development <ul style="list-style-type: none"> <li>- Goal: Ensure that AI systems are developed and implemented in an ethically responsible and transparent manner.</li> <li>- Process: Develop AI policies that cover data privacy, model interpretability, bias detection, and fairness assessment.</li> <li>- Outcomes: Formalized policies supporting transparency and ethical standards, ensuring AI usage aligns with social and regulatory expectations.</li> </ul> </li> <li>4. Implementation and Support Services <ul style="list-style-type: none"> <li>- Infrastructure and Technology Recommendations: Advise on suitable infrastructure, including cloud options and hybrid models, that meet AI operational demands and regulatory standards.</li> <li>- Data Preparation: Ensure that data used for AI models is clean, structured, and accessible. This includes handling data integration with existing systems and addressing any sovereignty requirements, especially for Canadian entities.</li> <li>- Proof of Concept (PoC) and Pilot Projects: Conduct pilot projects that allow Participating Entities to test AI solutions on a smaller scale before full deployment.</li> <li>- Custom AI Model Development: Develop tailored AI models using various techniques (e.g., predictive analytics, natural language processing) as per the specific use cases of each entity.</li> <li>- Deployment and Integration: Seamlessly integrate AI solutions with existing systems (e.g., ERP, CRM systems) to enhance operational efficiencies.</li> <li>- Ongoing Support and Maintenance: Provide continued support, including technical maintenance, regular updates, and health checks to ensure system performance and reliability.</li> </ul> </li> <li>5. Training and Education <ul style="list-style-type: none"> <li>- Goal: Empower staff with the skills and knowledge needed to manage, interpret, and utilize AI solutions effectively.</li> <li>- Process: Offer multi-tiered training sessions, including workshops for leadership, technical training for IT staff, and user training for end-users. Both in-person and virtual formats can be provided to ensure broad accessibility.</li> <li>- Outcomes: Trained staff capable of effectively managing AI tools, enhancing AI adoption across Participating Entities.</li> </ul> </li> <li>6. Marketing and Engagement Strategy <ul style="list-style-type: none"> <li>- Goal: Maximize adoption by developing a strategic marketing plan to promote the AI solutions to Sourcewell's broad network of Participating Entities.</li> <li>- Process: Craft a comprehensive outreach plan that includes webinars, workshops, and tailored marketing materials to educate entities on the benefits and applications of AI.</li> <li>- Outcomes: Enhanced visibility and interest among Participating Entities, leading to greater adoption and engagement with the proposed AI solutions.</li> </ul> </li> </ol>
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71	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	Please find below some potential subcategory titles for Infojini's products and services within the AI and data-driven analytics solutions category: 1. AI Strategic Planning and Roadmap Development 2. Data-Driven Decision Support and Business Intelligence 3. Predictive Analytics and Forecasting Models 4. Machine Learning Model Development and Deployment 5. Cross-Functional Data Integration and Analytics 6. AI-Based Operational Optimization 7. Real-Time Analytics and Monitoring Solutions 8. Customer and Stakeholder Engagement through AI 9. Data Governance and Compliance Solutions 10. Collaborative AI Implementation Framework
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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
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72	<p><b>ARTIFICIAL INTELLIGENCE (AI) READINESS ASSESSMENTS</b></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>Evaluating an organization's Artificial Intelligence (AI) readiness involves a comprehensive assessment across several key areas to gauge its current state, infrastructure, and capacity for implementing AI-driven solutions. This assessment identifies potential gaps and actionable improvements. Infojini employs a multi-dimensional AI readiness assessment framework that includes the following critical components:</p> <ol style="list-style-type: none"> <li><b>1. Data Readiness and Quality:</b> Examining data availability, structure, and quality to determine if an organization has the data needed for AI algorithms and models. This involves reviewing data governance policies, sources, consistency, and the extent to which data is structured for analysis.</li> <li><b>2. Infrastructure and Technology:</b> Evaluating current technological infrastructure, such as hardware, cloud capabilities, storage solutions, and network security. This ensures the organization has the technical foundation to support AI models, including computing power, security, and data storage solutions.</li> <li><b>3. Talent and Skillset:</b> Assessing the skills and expertise of the workforce to determine if the organization has the technical and analytical skills necessary to implement and manage AI projects. This assessment may lead to recommendations for skill development or specialized hiring.</li> <li><b>4. Leadership and Organizational Alignment:</b> Analyzing the organization's leadership's alignment with AI strategies and their commitment to adopting AI initiatives. Leadership support is critical for AI projects, as is a culture that promotes innovation and cross-functional collaboration.</li> <li><b>5. Process Readiness:</b> Reviewing existing workflows to see if they are suited for AI integration. We assess where AI can optimize operations, automate repetitive tasks, or improve decision-making. This step may involve recommending adjustments to processes to enable smooth AI adoption.</li> <li><b>6. Ethics and Compliance:</b> Examining ethical standards, privacy regulations, and compliance policies relevant to AI. Ensuring data privacy and ethical standards is especially important for public sector entities dealing with sensitive information.</li> <li><b>7. Change Management and User Adoption:</b> Evaluating the organization's readiness for change, including the systems in place to manage it. AI requires adaptation, so we assess the potential for user buy-in and provide strategies to support a smooth transition to AI.</li> </ol> <p>Examples of successful AI readiness assessments Conducted by Infojini:</p> <ol style="list-style-type: none"> <li>1. Infojini prepared a 3-year Artificial Intelligence (AI) strategic plan for the Texas Department of Transportation (TxDOT). As part of the project, our AI SMEs met with representatives of every division and district in TxDOT to conduct 'backcasting' interview sessions to assess the future state of AI in TxDOT operations.</li> <li>2. Dallas Fort Worth International Airport intended to shape the organization's future through data-driven analytics within a dynamic and collaborative work environment. Our team assessed the existing operations and leveraged data to drive strategic decision-making, innovation, and operational excellence by collaborating with cross-functional teams, designing and developing machine learning models, and effectively communicating actionable insights to technical and non-technical stakeholders.</li> </ol>
73	<p><b>AI STRATEGY AND ROADMAP DEVELOPMENT</b></p>		<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>To develop a comprehensive AI strategy and roadmap tailored to the unique needs of public entities, Infojini follows a structured, collaborative, and iterative approach</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>that ensures alignment with each entity's goals and objectives. Here's a detailed overview of this approach:</p> <ol style="list-style-type: none"> <li>1. Initial Assessment and Alignment with Entity Goals             <ul style="list-style-type: none"> <li>- Stakeholder Engagement: We begin by meeting with key stakeholders, including leadership, IT, operations, and any relevant departments, to understand the entity's mission, objectives, and desired AI outcomes.</li> <li>- Current State Assessment: Our team conducts an AI maturity and readiness assessment to gauge the entity's existing infrastructure, data capabilities, workforce skills, and digital maturity. This includes analyzing current processes and identifying opportunities where AI could add value.</li> <li>- Goal Mapping and Alignment: Infojini works collaboratively with the entity to translate its high-level objectives into measurable AI goals, such as improving efficiency, enhancing service delivery, or enabling data-driven decision-making. We ensure these goals are rooted in the public sector's core values, such as transparency, accountability, and public trust.</li> </ul> </li> <li>2. Customized AI Strategy Development             <ul style="list-style-type: none"> <li>- Use Case Identification: Based on identified goals and assessment findings, we develop a set of high-value AI use cases relevant to the entity. Use cases could range from predictive analytics for resource allocation to citizen-facing services like chatbots or automated document processing.</li> <li>- Feasibility Analysis: Each potential use case undergoes a feasibility analysis, evaluating technical requirements, budgetary constraints, anticipated impact, and alignment with regulatory requirements, especially in areas like data privacy and security.</li> <li>- Ethics and Compliance Planning: Infojini integrates responsible AI practices, focusing on ethical considerations, transparency, and fairness. This step includes planning for bias detection, auditability, and adherence to any relevant standards (e.g., NIST, GDPR, FedRAMP).</li> </ul> </li> <li>3. Roadmap Creation and Phased Implementation Plan             <ul style="list-style-type: none"> <li>- Phased Roadmap: We create a phased AI roadmap that sequences activities based on priority, impact, and readiness. This roadmap typically includes Short-term roadmaps(3–6 months) which include quick-win use cases, infrastructure upgrades, initial training; Mid-term roadmaps(6–12 months) which include pilot programs, broader deployment, and integration with key systems; and Long-term roadmaps(1+ years) which include full implementation, scaling AI capabilities, continuous improvement processes.</li> <li>- Change Management and Scalability: To facilitate adoption, we incorporate change management strategies, addressing cultural, procedural, and skill-based barriers to AI integration. The roadmap allows for scalability, enabling the entity to expand its AI capabilities as it matures.</li> </ul> </li> <li>4. Resource Planning and Budgeting             <ul style="list-style-type: none"> <li>- Resource Allocation: Infojini provides a detailed resource plan, specifying technical, human, and financial resources required at each roadmap stage. This plan includes budget estimates, ROI projections, and guidance on optimizing existing resources to reduce costs.</li> <li>- Vendor and Technology Selection: We help select AI tools, platforms, and vendors that align with the entity's needs, ensuring compatibility with existing technology stacks and compliance with regulatory standards. Infojini prioritizes cost-effective, flexible solutions suitable for public-sector environments.</li> </ul> </li> <li>5. Stakeholder Validation and Iterative Refinement             <ul style="list-style-type: none"> <li>- Feedback Loops: At key milestones, we engage stakeholders to review progress and gather feedback. This iterative approach ensures that the strategy remains</li> </ul> </li> </ol>
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			<p>aligned with changing goals, regulatory updates, or shifts in priorities.</p> <ul style="list-style-type: none"> <li>- Performance Metrics and Success Criteria: We work with the entity to establish performance metrics and KPIs for each AI initiative, such as efficiency gains, cost reductions, or user satisfaction improvements. These metrics help measure the impact of AI initiatives and demonstrate alignment with strategic objectives.</li> </ul> <p>6. Implementation Support and Continuous Evaluation</p> <ul style="list-style-type: none"> <li>- Implementation Oversight: Infojini offers hands-on support for AI solution deployment, working closely with internal teams to ensure smooth integration, performance optimization, and initial troubleshooting.</li> <li>- Continuous Monitoring and Adjustment: Post-implementation, we monitor AI solutions' performance, offering insights and recommendations for continuous improvements and adjustments. Regular assessments ensure that the AI strategy evolves alongside the entity's needs and advances in AI technology.</li> </ul> <p>To ensure the AI strategy aligns with the public entity's goals, Infojini emphasizes a collaborative, outcome-driven approach:</p> <ol style="list-style-type: none"> <li>1. Early and Ongoing Engagement: By involving stakeholders from the outset, we make sure AI initiatives resonate with the entity's mission and key objectives.</li> <li>2. Outcome-Driven Roadmapping: The roadmap is explicitly designed to achieve the specific outcomes the entity seeks, with built-in checkpoints and performance metrics.</li> <li>3. Flexibility and Scalability: Our approach accommodates adjustments based on feedback, making it adaptable as the entity's needs evolve.</li> <li>4. Transparency and Accountability: Our strategy emphasizes ethical AI practices, ensuring compliance, fairness, and public trust, which are vital in the public sector.</li> </ol> <p>This holistic, flexible, and transparent approach ensures that the AI strategy and roadmap are not only actionable but also sustainable, effectively supporting the public entity's mission and enhancing its service delivery capabilities.</p>
74	<p><b>RESPONSIBLE AI POLICY DEVELOPMENT</b></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>	<p><input checked="" type="radio"/> Yes  <input type="radio"/> No</p>	<p>Infojini prioritizes ethical AI practices by integrating fairness, transparency, and accountability into every stage of our AI solutions, ensuring that public entities can deploy AI responsibly. Here's how we address ethical concerns, particularly bias, fairness, and transparency:</p> <ol style="list-style-type: none"> <li>1. Bias Detection and Mitigation <ul style="list-style-type: none"> <li>- Data Audits and Quality Checks: We start by conducting extensive data audits to identify and address potential sources of bias. By examining data sources and attributes, we work to eliminate any bias introduced during data collection, selection, or labeling.</li> <li>- Algorithmic Fairness: Our approach includes testing AI models for fairness across demographic groups and applying techniques like re-weighting or re-sampling to reduce biases.</li> <li>- Iterative Testing: We implement continuous testing to detect and mitigate bias as new data is added or algorithms are retrained. This iterative process helps identify any emerging biases and allows for quick adjustments to keep the models fair.</li> </ul> </li> <li>2. Transparent Model Development and Explainability <ul style="list-style-type: none"> <li>- Model Explainability Tools: We use tools and methodologies that enhance the interpretability of AI models, such as SHAP (SHapley Additive exPlanations) and LIME (Local Interpretable Model-agnostic Explanations). These tools allow stakeholders to understand why a model made a particular decision, especially in high-stakes or sensitive contexts.</li> <li>- Clear Documentation: Each AI model is accompanied</li> </ul> </li> </ol>

by thorough documentation detailing data sources, training processes, validation methods, and limitations. This documentation helps ensure that all stakeholders can understand the model's design, capabilities, and constraints.

- Transparency by Design: We emphasize transparency as a fundamental principle, ensuring that all AI processes, from data handling to model outputs, are accessible and understandable for end users and stakeholders. Our commitment to transparency promotes trust and supports informed decision-making.

### 3. Ethics-Driven AI Development Framework

- Ethical AI Guidelines: Infojini has adopted an ethical AI framework based on widely recognized standards, such as the NIST AI Risk Management Framework and the IEEE Global Initiative on Ethics of Autonomous and Intelligent Systems. These guidelines help ensure that our AI solutions are aligned with ethical standards that prioritize public welfare.

- Ethics Review Board: For high-stakes projects, we involve an ethics review board or advisory group, either within the organization or in collaboration with stakeholders, to review AI models and use cases for ethical compliance. This board assesses the potential impact of AI solutions on users, identifying ethical concerns early on.

- Responsible AI Principles: Our AI projects are guided by principles of accountability, inclusivity, and public trust. These principles are reflected in our commitment to using fair, unbiased data and developing transparent, interpretable models.

### 4. User-Centric and Inclusive Design

- Diverse Stakeholder Involvement: We engage diverse groups of stakeholders throughout the AI development process, gathering input from end-users, technical teams, and community representatives. This collaborative approach helps ensure that AI solutions address a wide range of perspectives and needs.

- Inclusive User Testing: Our testing processes involve diverse user groups to validate that the AI models perform equitably across various demographics. This helps identify any disparities in the model's outcomes, ensuring that the solution is inclusive and effective for all users.

### 5. Compliance with Legal and Ethical Standards

- Adherence to Regulatory Standards: We ensure our AI solutions comply with applicable regulations and standards, such as GDPR for data privacy and protection, and regional regulations on AI transparency and ethical use. This compliance demonstrates our commitment to responsible AI use, particularly when handling sensitive data.

- Privacy-First Data Handling: Infojini implements data privacy protocols, including anonymization and encryption, to protect user information. These protocols safeguard individual privacy, ensuring that AI applications respect users' rights.

### 6. Continuous Monitoring and Accountability

- Post-Deployment Audits: Infojini conducts regular audits and evaluations of AI systems post-deployment to ensure that they continue to perform ethically and fairly. This includes monitoring model outputs for unintended bias or adverse effects over time.

- Stakeholder Feedback Loops: We establish feedback mechanisms for end-users and stakeholders to report concerns about AI behaviors or outcomes. This open feedback loop allows us to make timely adjustments to improve the ethical performance of AI models.

- Accountability Mechanisms: Infojini implements accountability mechanisms, such as logging and version control, to track AI model updates and decisions. These mechanisms ensure that actions taken by AI systems

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				<p>can be traced, fostering transparency and accountability.</p> <p>7. Training and Awareness for Ethical AI</p> <ul style="list-style-type: none"> <li>- Training for Teams and Stakeholders: We provide ethics-focused training sessions for development teams and stakeholders, covering topics such as responsible AI practices, bias mitigation techniques, and data privacy. This training fosters a culture of ethical awareness and ensures that all team members understand the importance of ethical AI.</li> <li>- Guidelines for End-Users: For public sector clients, we create resources and guidelines that help end-users understand the ethical dimensions of AI applications, promoting responsible and informed AI use.</li> </ul> <p>Example of Consideration:                  Infojini led the preparation of TxDOT's 3 year AI strategic plan which included policy governing various aspects about AI ethical concerns related to AI, such as bias, fairness, and transparency.</p>
75	IMPLEMENTATION AND SUPPORT SERVICES		<input checked="" type="radio"/> Yes <input type="radio"/> No	Infojini provides implementation and support services for AI programs.
76		<b>INFRASTRUCTURE AND TECHNOLOGY RECOMMENDATIONS</b>  Describe the infrastructure and technology recommendations you provide to support AI implementation.  Describe how you ensure that your AI solutions integrate seamlessly with existing IT systems and databases.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Infojini's approach to AI infrastructure and technology recommendations focuses on creating a flexible, scalable, and secure foundation tailored to the specific requirements of public entities. By prioritizing seamless integration with existing IT systems, compliance, and adaptability, we ensure that our AI solutions fit seamlessly within the existing technology landscape while supporting sustainable, responsible growth in AI capabilities. To support effective AI implementation, Infojini provides comprehensive infrastructure and technology recommendations that align with the unique needs and constraints of each public entity. We emphasize scalable, flexible, and secure infrastructure that enables seamless integration with existing IT systems and databases. Here's an overview of our approach:  1. Infrastructure and Technology Recommendations - Cloud, On-Premises, or Hybrid Environments: Based on the entity's requirements and data sensitivity, we recommend the optimal environment for hosting AI solutions: a. Cloud: For entities seeking flexibility and scalability, we suggest cloud-based platforms, leveraging providers like AWS, Azure, or Google Cloud. This approach allows easy access to advanced AI tools, quick scaling, and lower upfront costs. b. On-Premises: For entities with stringent data residency, security, or compliance requirements, we recommend an on-premises solution that gives full control over data and infrastructure. c. Hybrid: In cases where public entities require a balance of security and scalability, we suggest a hybrid approach, enabling data storage on-premises while using the cloud for compute-intensive AI tasks. - High-Performance Computing (HPC): We assess whether high-performance resources, such as GPUs and TPUs, are needed based on AI model complexity. For compute-heavy tasks (e.g., deep learning), we recommend suitable resources for faster processing times. - Data Storage Solutions: We guide the selection of databases and storage solutions compatible with AI models, from relational databases like PostgreSQL for structured data to data lakes for large-scale unstructured data storage. - Security and Compliance: We integrate data protection features (e.g., encryption, access control) that align with regulations like GDPR, NIST, and FedRAMP. This ensures data privacy, especially in the public sector, and meets specific compliance needs of U.S. and Canadian entities.

2. Ensuring Seamless Integration with Existing IT Systems

- System Compatibility Assessment: Before integration, we conduct a comprehensive assessment of existing IT systems, databases, and technology stacks to identify compatibility and potential challenges. This assessment helps ensure that the chosen AI infrastructure will work effectively with the current environment.
- APIs and Middleware for Interoperability: We develop custom APIs or use middleware solutions to facilitate seamless communication between AI applications and existing IT systems, such as ERPs, CRMs, and legacy databases. This layer ensures that data flows smoothly across systems, enabling real-time access and reducing integration friction.
- Data Integration and ETL Processes: To support continuous data flow, we implement Extract, Transform, Load (ETL) processes that prepare, cleanse, and integrate data from various sources. Our ETL solutions ensure data consistency and readiness for AI models without disrupting current systems.
- Support for Legacy Systems: Recognizing the prevalence of legacy systems in public entities, we design AI solutions that can operate alongside or integrate with older infrastructure. This includes using custom connectors or adapting AI models to work with existing data formats and protocols.

3. Scalability and Flexibility

- Modular Design: We build AI systems with a modular architecture that can scale as the entity's needs grow. This modularity allows for adding new features or capabilities, such as additional AI models or data sources, without extensive rework.
- Elastic Compute Resources: In cloud environments, we enable auto-scaling for compute resources, ensuring that AI infrastructure can dynamically adjust to workload demands, from model training to real-time predictions, while controlling costs.
- Microservices Architecture: Where feasible, we adopt a microservices-based architecture that enables each component of the AI system to function independently, allowing for updates, maintenance, and scaling without affecting other parts of the system.

4. Data Governance and Compliance

- Data Privacy and Residency: For public entities, particularly those in Canada, we ensure compliance with data residency requirements. This includes data localization, where necessary, to meet regulatory standards and ensure data remains within specific geographic boundaries.
- Auditability and Access Controls: Our infrastructure includes audit trails, logging mechanisms, and role-based access controls to support data security and accountability. These features help public entities track data access and usage, aligning with transparency requirements in the public sector.

5. Integration Testing and Quality Assurance

- Testing for Compatibility: We conduct thorough integration testing to confirm that AI solutions work as intended with existing IT systems and databases, without disrupting current operations. This testing includes API reliability, data synchronization accuracy, and system load handling.
- Continuous Monitoring and Optimization: Post-deployment, we monitor AI systems to ensure smooth integration and performance. Our team provides regular updates, performance tuning, and proactive troubleshooting to ensure ongoing compatibility and efficiency.

6. Stakeholder Training and Knowledge Transfer

- Technical Training for IT Teams: We provide in-depth training for IT teams to manage the AI infrastructure and troubleshoot integration issues. This includes

			<p>understanding the AI model's operation, data pipelines, and the maintenance of connectors or APIs.</p> <ul style="list-style-type: none"> <li>- Documentation and Knowledge Transfer: We supply detailed documentation covering infrastructure setup, data flows, and integration points. This knowledge transfer helps internal teams maintain the AI solution independently over time.</li> </ul>
77		<p><b>DATA PREPARATION</b></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>Infojini's data preparation process for AI implementation emphasizes rigorous cleansing, transformation, and validation steps to ensure data quality and consistency. By employing structured quality checks, data profiling, and automation, we create datasets that are reliable, compliant, and primed for AI model success. This approach ensures that the AI solutions we develop are accurate, effective, and capable of delivering meaningful insights for public entities. To prepare data for AI implementation, Infojini follows a structured approach that emphasizes data quality, consistency, and readiness. Here's a breakdown of our key steps and methods to ensure data is prepared effectively for AI solutions:</p> <ol style="list-style-type: none"> <li><b>1. Data Collection and Aggregation</b> <ul style="list-style-type: none"> <li>- Identifying Data Sources: We start by identifying relevant data sources, including internal databases, legacy systems, external APIs, and any third-party datasets, ensuring they align with the AI model's objectives.</li> <li>- Data Ingestion: Using ETL (Extract, Transform, Load) pipelines, we bring data from disparate sources into a unified environment, such as a data warehouse or data lake. This consolidation step is essential for creating a comprehensive dataset that captures all relevant information.</li> </ul> </li> <li><b>2. Data Profiling and Exploration</b> <ul style="list-style-type: none"> <li>- Initial Data Profiling: We analyze the dataset to understand its structure, distributions, missing values, and any outliers. Data profiling provides a clear picture of data quality issues early in the process, helping to define corrective actions.</li> <li>- Statistical Analysis: By applying statistical measures (e.g., mean, median, standard deviation) to each dataset attribute, we evaluate data characteristics and identify inconsistencies or anomalies.</li> </ul> </li> <li><b>3. Data Cleansing</b> <ul style="list-style-type: none"> <li>- Handling Missing Data: Missing values are addressed through imputation techniques or, if necessary, by removing incomplete records to ensure data completeness. For numerical data, we use mean or median imputation, while for categorical data, we may use the mode or predictive algorithms.</li> <li>- Outlier Detection and Removal: Outliers are identified using statistical methods such as z-scores or interquartile range (IQR). Based on the context, we either remove or adjust outliers to prevent them from skewing the AI model.</li> <li>- Data De-duplication: We check for and remove duplicate entries, ensuring that each data record is unique and does not skew the model's learning.</li> </ul> </li> <li><b>4. Data Transformation and Standardization</b> <ul style="list-style-type: none"> <li>- Normalization and Scaling: We apply normalization (e.g., min-max scaling) or standardization (e.g., z-score scaling) techniques to ensure consistent value ranges, which are critical for algorithms sensitive to data scale, such as neural networks.</li> <li>- Feature Engineering: To enhance model performance, we create new features by transforming or combining existing attributes. For example, date and time attributes might be transformed into day, month, or hour features, providing AI models with a richer dataset for analysis.</li> <li>- Encoding Categorical Data: We encode categorical variables using techniques like one-hot encoding or ordinal encoding, depending on the type of categorical data, ensuring it is in a format compatible with AI</li> </ul> </li> </ol>

			<p>algorithms.</p> <p>5. Data Integration and Consistency Checks</p> <ul style="list-style-type: none"> <li>- Schema Matching and Alignment: For data from multiple sources, we match schemas and align data structures to ensure consistency. This includes unifying naming conventions, formats, and data types across datasets.</li> <li>- Data Consistency Rules: We define and enforce rules to maintain data consistency, such as unique constraints and foreign key checks. These rules ensure that related data points across different tables or sources are synchronized and error-free.</li> </ul> <p>6. Data Quality Assurance</p> <ul style="list-style-type: none"> <li>- Data Quality Metrics: We establish quality metrics, such as accuracy, completeness, consistency, and validity, to evaluate data throughout the preparation process. These metrics allow us to measure and improve data quality at each step.</li> <li>- Automated Quality Checks: Automated scripts and tools are deployed to run routine checks for issues such as missing values, duplicates, and formatting errors. This automation ensures that data quality is maintained consistently as new data is ingested.</li> </ul> <p>7. Data Labeling and Annotation</p> <ul style="list-style-type: none"> <li>- Labeling for Supervised Learning: For supervised learning models, we assign labels to training data points. Depending on the data type (e.g., images, text), we may use manual or semi-automated labeling techniques to ensure accurate labeling.</li> <li>- Annotation Tools: When working with unstructured data, such as text or images, we use annotation tools to label data consistently. These tools enable precise labeling, essential for model performance in tasks like object detection or sentiment analysis.</li> </ul> <p>8. Ensuring Data Privacy and Compliance</p> <ul style="list-style-type: none"> <li>- Data Anonymization and Pseudonymization: We apply anonymization techniques to protect sensitive information. This includes removing or masking personally identifiable information (PII) in compliance with data privacy regulations (e.g., GDPR, HIPAA).</li> <li>- Access Control: Access to data during preparation is limited to authorized personnel, ensuring compliance with data security policies. We implement role-based access control to protect sensitive data throughout the process.</li> </ul> <p>9. Data Versioning and Traceability</p> <ul style="list-style-type: none"> <li>- Version Control: We track different versions of datasets to ensure traceability, allowing us to reproduce results or roll back changes if needed. This versioning is particularly useful for model retraining and auditing purposes.</li> <li>- Metadata Documentation: Comprehensive metadata, including source, transformation steps, and quality checks, is recorded. This documentation provides a clear lineage, enabling stakeholders to understand the data's journey and transformations.</li> </ul> <p>10. Final Data Validation and Testing</p> <ul style="list-style-type: none"> <li>- Train-Test Split: To ensure that the AI model generalizes well, we split the dataset into training, validation, and testing sets. This split prevents data leakage and helps evaluate model performance on unseen data.</li> <li>- Cross-Validation: We use cross-validation techniques to assess model performance across multiple data folds, ensuring that data preparation aligns with the model's requirements and that the model is robust against unseen variations.</li> <li>- Quality Assurance Review: Before finalizing, our team conducts a thorough review of data quality, confirming that the dataset meets the standards for accuracy, consistency, and completeness.</li> </ul>
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**PROOF OF CONCEPT**

Provide one (1) example of a proof-of-concept project you have conducted and what were the outcomes.

- Yes
- No

Infojini conducted a proof-of-concept (PoC) project to develop and implement an AI-powered chatbot for customer support on a client's website. The objective was to create an interactive, AI-driven chatbot that could answer frequently asked questions, assist users with navigating the website, and provide basic support, all while reducing the workload on the client's customer service team.

**Goals and Objectives**

1. Improve Customer Engagement: Increase user engagement by providing immediate answers to common inquiries and offering 24/7 support.
2. Enhance User Experience: Assist users with website navigation, helping them find the information or services they needed quickly.
3. Reduce Support Costs: Decrease the number of incoming customer support calls and emails by handling routine questions and inquiries.
4. Collect Customer Insights: Gather data on common customer questions and behaviors to inform future website updates and customer support strategies.

**Approach and Key Features**

1. Natural Language Processing (NLP): The chatbot was built using NLP to understand user queries accurately and respond in a conversational tone. It was trained on a dataset of FAQs and previous support interactions to recognize common questions and provide relevant answers.
2. Intelligent Routing: For questions beyond the chatbot's knowledge base, it directed users to the appropriate human support channels, such as live chat, email, or phone.
3. Adaptive Learning: The chatbot was designed to improve over time by learning from interactions, allowing it to address new queries and continuously expand its knowledge base.
4. Analytics Dashboard: An analytics dashboard was integrated, providing the client with insights into common queries, peak interaction times, and user satisfaction levels.

**Proof-of-Concept Execution**

The PoC was deployed on Infojini's website as well as a limited section of the client's website for a month, targeting high-traffic pages where users commonly sought support. During this period, Infojini monitored the chatbot's performance, collecting data on response accuracy, resolution rates, and user feedback.

**Outcomes and Success Metrics**

1. Increased Engagement: The chatbot successfully engaged with over 5,000 users in two months, demonstrating strong user adoption and interaction rates. Users appreciated having instant access to answers, especially during off-hours.
2. Reduced Support Volume: The chatbot resolved approximately 60% of inquiries autonomously, reducing the volume of support calls and emails by 35% during the PoC phase.
3. High User Satisfaction: Feedback from users showed an 85% satisfaction rate, with most users finding the responses accurate and helpful. The seamless transition to human support for complex queries also improved overall user experience.
4. Valuable Customer Insights: The analytics dashboard provided the client with actionable insights into frequent customer inquiries and identified gaps in existing website content. These insights enabled the client to enhance their FAQ section and make further website improvements.

**Conclusion**

The PoC demonstrated that an AI chatbot could significantly enhance user experience, reduce support

			<p>costs, and provide valuable customer insights. Based on the successful outcomes, Infojini worked with the client to scale the chatbot to other parts of the website and integrate it with additional support channels. The project illustrated the potential of AI-driven chatbots to transform customer support, offering a scalable solution to handle growing support demands.</p>
79		<p><b>CUSTOM AI MODEL DEVELOPMENT</b></p> <p>Describe your approach to developing custom AI models tailored to the specific needs of an entity.</p>	<p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Infojini's approach to developing custom AI models is highly collaborative, iterative, and tailored to meet the specific needs of each entity. We design models that are aligned with the organization's goals, data resources, and operational requirements, ensuring they deliver actionable insights and tangible outcomes. Here's an overview of our approach:</p> <ol style="list-style-type: none"> <li>1. Understanding Entity Objectives and Use Cases                     <ul style="list-style-type: none"> <li>- Stakeholder Engagement: We begin by meeting with key stakeholders to understand the entity's mission, strategic goals, and specific objectives for AI. This ensures that the model development process is grounded in the entity's unique needs.</li> <li>- Use Case Definition: Through workshops and discussions, we identify high-priority use cases where AI can add significant value. These use cases are prioritized based on expected impact, feasibility, and alignment with the entity's goals, such as improving operational efficiency, automating processes, or enhancing decision-making.</li> </ul> </li> <li>2. Data Assessment and Feasibility Analysis                     <ul style="list-style-type: none"> <li>- Data Availability and Quality Check: We assess the availability, quality, and relevance of data needed for each use case. This analysis helps us identify any gaps in data or preprocessing needs, ensuring the dataset is robust enough to support accurate model training.</li> <li>- Feasibility and Model Selection: Depending on the specific needs and constraints, we select appropriate model types (e.g., classification, regression, natural language processing) and frameworks. This includes evaluating whether a supervised, unsupervised, or reinforcement learning approach is most suitable.</li> </ul> </li> <li>3. Model Design and Customization                     <ul style="list-style-type: none"> <li>- Algorithm Selection: Based on the use case, we select algorithms that are best suited to the task. For example:</li> <li>- Deep Learning: For image and text-based tasks, such as object detection or sentiment analysis, we use deep learning models like CNNs (Convolutional Neural Networks) and RNNs (Recurrent Neural Networks).</li> <li>- Tree-Based Models: For structured data, tree-based algorithms like random forests or gradient boosting are used due to their interpretability and accuracy.</li> <li>- Time Series Models: For forecasting and trend analysis, we use models like ARIMA, LSTM, or Prophet to handle sequential data effectively.</li> <li>- Custom Feature Engineering: We create tailored features that capture domain-specific insights, which improves model accuracy and relevance. For example, in predictive maintenance, we might engineer features around equipment usage cycles, time intervals, and sensor data.</li> </ul> </li> <li>4. Iterative Model Development and Testing                     <ul style="list-style-type: none"> <li>- Prototyping and Experimentation: We use agile methods to quickly prototype and test models, iterating based on initial performance results. This allows us to refine the model architecture and parameters to achieve optimal accuracy and performance.</li> <li>- Hyperparameter Tuning: We employ automated tuning methods, such as grid search or Bayesian optimization, to identify the best model parameters. This fine-tuning improves model accuracy and efficiency while balancing computational resources.</li> <li>- Cross-Validation: To ensure the model generalizes well, we use cross-validation techniques, testing performance across multiple data splits to avoid overfitting and</li> </ul> </li> </ol>

			<p>ensure robust predictions.</p> <p>5. Ensuring Model Interpretability and Transparency</p> <ul style="list-style-type: none"> <li>- Explainable AI (XAI) Techniques: We integrate interpretability tools, such as SHAP (SHapley Additive exPlanations) and LIME (Local Interpretable Model-agnostic Explanations), to make model predictions understandable to non-technical stakeholders. This is especially important for public sector entities, where transparency is essential.</li> <li>- Clear Documentation: Each model's development process, including data sources, features, algorithms, and limitations, is documented. This documentation helps stakeholders understand the model's logic, scope, and constraints.</li> </ul> <p>6. Bias Detection and Mitigation</p> <ul style="list-style-type: none"> <li>- Bias Assessment: We evaluate models for potential biases, ensuring that the predictions are fair and equitable across different demographic groups. This is crucial for public entities, where fairness is essential.</li> <li>- Bias Mitigation: When biases are detected, we apply techniques like re-sampling, re-weighting, or adjusting feature importance to minimize disparate impacts. This approach helps create more ethical and inclusive AI solutions.</li> </ul> <p>7. Model Validation and Performance Evaluation</p> <ul style="list-style-type: none"> <li>- Evaluation Metrics: Depending on the use case, we select evaluation metrics (e.g., accuracy, precision, recall, F1 score, or ROC-AUC) that best reflect model performance for the entity's objectives.</li> <li>- Scenario Testing: We simulate various scenarios, testing how the model performs under different conditions. This approach helps validate that the model will deliver reliable results when applied in real-world situations.</li> <li>- Stakeholder Review and Feedback: Before finalizing, we present the model and its initial results to stakeholders for feedback. This review ensures alignment with their expectations and allows for any final adjustments to improve model performance or usability.</li> </ul> <p>8. Deployment and Integration with Existing Systems</p> <ul style="list-style-type: none"> <li>- Integration Planning: We work closely with the entity's IT and operations teams to define the deployment strategy, whether it's batch processing, real-time API integration, or embedded solutions within existing platforms (e.g., ERP, CRM).</li> <li>- Scalable Deployment: We use containerization (e.g., Docker) and orchestration tools (e.g., Kubernetes) to enable scalable and flexible deployment, making it easy to update or modify models as needed.</li> <li>- Monitoring and Maintenance: Once deployed, we implement monitoring tools to track model performance and detect any drift in accuracy or consistency over time. This proactive approach ensures the model remains reliable and relevant.</li> </ul> <p>9. Post-Deployment Support and Continuous Improvement</p> <ul style="list-style-type: none"> <li>- User Training and Knowledge Transfer: We provide training for end-users and technical staff to ensure they understand how to interpret and work with the model's outputs effectively.</li> <li>- Regular Updates and Retraining: To keep the model accurate and aligned with any new data trends, we establish a schedule for retraining and updates. This ongoing improvement process allows the model to adapt to changing conditions or new requirements.</li> <li>- Feedback Loops: We establish feedback loops with stakeholders and end-users to gather insights on the model's performance in real scenarios. This feedback is crucial for identifying any necessary adjustments and maintaining alignment with evolving needs.</li> </ul> <p>Infojini's custom AI model development approach is</p>
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			<p>grounded in collaboration, transparency, and continuous optimization. By deeply understanding the entity's needs, rigorously testing for fairness and accuracy, and ensuring seamless integration, we build AI models that are both impactful and responsible. Our iterative, data-driven process ensures that models remain effective, aligned with the entity's goals, and adaptable to future needs.</p>
80		<p>PILOT PROJECT</p> <p>Describe how you manage and implement pilot projects.</p>	<p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Managing and implementing pilot projects is a strategic process at Infojini, designed to validate AI solutions in real-world conditions, gain insights, and set a solid foundation for future scalability. Here's how we manage and implement AI pilot projects to ensure they align with our clients' needs, deliver measurable value, and provide a clear pathway to full-scale deployment.</p> <p>1. Define Objectives and Success Criteria</p> <ul style="list-style-type: none"> <li>- Stakeholder Engagement: We start by collaborating with key stakeholders to clearly define the objectives of the pilot project. This ensures the pilot aligns with the organization's broader goals and addresses specific pain points.</li> <li>- Success Metrics: Together with stakeholders, we establish key performance indicators (KPIs) and success metrics to measure the pilot's effectiveness. Common KPIs include accuracy, processing speed, error rates, and user satisfaction.</li> <li>- Pilot Scope and Limitations: To manage resources effectively and focus efforts, we define the pilot's scope, specifying the departments, datasets, and processes involved. This helps avoid overextending the pilot and ensures it remains manageable.</li> </ul> <p>2. Pilot Project Planning and Design</p> <ul style="list-style-type: none"> <li>- Project Plan Development: We create a detailed project plan, including timelines, resources, and milestones. This plan is shared with stakeholders to keep everyone aligned and ensure transparency.</li> <li>- Data Requirements and Preparation: For AI solutions, data is foundational. We identify and prepare data needed for the pilot, ensuring it meets quality and consistency standards. This preparation includes data cleansing, transformation, and integration from relevant sources.</li> <li>- Technical Infrastructure Setup: Based on the requirements, we establish the technical infrastructure for the pilot, whether it's on-premises, cloud-based, or hybrid. This infrastructure is designed to be flexible, scalable, and compliant with relevant security standards.</li> </ul> <p>3. Model Development and Configuration</p> <ul style="list-style-type: none"> <li>- Algorithm Selection: We choose algorithms tailored to the pilot's specific objectives. This could range from classification models for prediction tasks to clustering algorithms for identifying patterns.</li> <li>- Custom Feature Engineering: To enhance model performance, we perform feature engineering, creating relevant variables that improve predictive power. For instance, we may derive features based on historical trends or seasonality to capture relevant patterns.</li> <li>- Iterative Development and Testing: Our team uses an agile approach to develop and test the AI model iteratively, fine-tuning parameters and optimizing performance to ensure the model performs reliably.</li> </ul> <p>4. Pilot Deployment and Monitoring</p> <ul style="list-style-type: none"> <li>- Controlled Deployment: We deploy the AI model in a controlled environment, often within a sandbox or isolated setting, to monitor performance without affecting existing workflows.</li> <li>- Real-Time Monitoring: During deployment, we set up real-time monitoring of key metrics, such as accuracy, speed, and resource usage. Alerts are configured for any performance deviations, allowing us to address issues promptly.</li> <li>- Baseline Comparisons: The pilot results are compared against existing processes or baseline metrics to</li> </ul>

evaluate improvements. For instance, if the pilot is intended to improve efficiency, we track time savings compared to previous methods.

5. User Training and Engagement

- Training for Pilot Users: We provide targeted training sessions for users involved in the pilot to ensure they understand how to interact with the AI solution and interpret its outputs.
- User Feedback Mechanisms: To gather qualitative data, we set up feedback mechanisms (e.g., surveys, focus groups) for users to share their experiences, insights, and any challenges they encounter. This input helps refine the solution based on real-world interactions.
- Change Management Support: Recognizing that AI solutions may change workflows, we provide change management support to help users adapt, addressing any resistance and promoting a positive outlook on the new technology.

6. Data Collection and Performance Measurement

- Data Logging and Analysis: We log and analyze data generated during the pilot, including model predictions, user interactions, and system resource usage. This provides a detailed view of the model's performance and areas for improvement.
- Performance Metrics Tracking: Metrics such as accuracy, processing time, user satisfaction, and error rates are continuously monitored to assess the solution's effectiveness. These metrics serve as benchmarks to determine whether the pilot meets success criteria.
- User and Stakeholder Insights: Beyond quantitative metrics, qualitative insights from user feedback are invaluable. We conduct post-pilot interviews or feedback sessions with stakeholders to capture their views on the AI solution's impact and usability.

7. Evaluation and Refinement

- Pilot Results Analysis: We conduct a comprehensive analysis of the pilot data to identify strengths, limitations, and any unforeseen issues. This analysis helps validate the AI solution's effectiveness and identifies any adjustments needed.
- Model Refinement: Based on the analysis, we make necessary adjustments to the AI model, such as improving feature engineering, tuning parameters, or retraining with additional data to enhance accuracy and robustness.
- Process Adjustments: We assess any adjustments needed in data flows, workflows, or integration points based on the pilot's findings, ensuring that all aspects of the solution are optimized before scaling.

8. Scaling and Transition Planning

- Scalability Assessment: We evaluate the technical and operational requirements needed for a full-scale deployment. This includes assessing data storage, compute resources, and user load capacities.
- Risk and Compliance Check: To prepare for scaling, we conduct a final review of compliance with regulatory standards, data security, and ethical guidelines. Any risks identified during the pilot are mitigated through adjusted protocols.
- Full Deployment Roadmap: We develop a roadmap for full-scale deployment, including phased rollouts, resource allocation, and timelines. This roadmap is aligned with the organization's goals, budgets, and capacity for scaling.

9. Reporting and Stakeholder Review

- Pilot Project Report: We prepare a detailed report summarizing the pilot's findings, including performance metrics, user feedback, lessons learned, and recommendations for full-scale deployment.
- Stakeholder Presentation: Our team presents the report to stakeholders, including a cost-benefit analysis and ROI

			<p>projections based on pilot results. This review allows decision-makers to evaluate the project's impact and make informed choices about scaling.</p> <ul style="list-style-type: none"> <li>- Continuous Feedback Loop: We establish a feedback loop with stakeholders for any final adjustments or considerations before transitioning the solution to full-scale deployment.</li> </ul>
81		<p><b>DEPLOYMENT AND INTEGRATION</b></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>Transitioning a pilot AI project to full-scale deployment involves a structured and phased approach that ensures the solution is robust, scalable, and aligned with organizational goals. Infojini uses specific metrics throughout the transition to measure success, address any potential issues, and support sustainable scaling. Here's how we handle the process:</p> <ol style="list-style-type: none"> <li>1. Evaluation of Pilot Results and Validation <ul style="list-style-type: none"> <li>- Performance Metrics Assessment: We begin by reviewing key performance metrics established during the pilot phase. Typical metrics include: <ul style="list-style-type: none"> <li>- Accuracy and Precision: The accuracy of predictions or classifications to confirm that the model meets performance benchmarks.</li> <li>- Recall and Sensitivity: Particularly for applications where minimizing false negatives is critical, such as in safety or security contexts.</li> <li>- F1 Score: A balance of precision and recall, ensuring the model performs well across multiple aspects.</li> <li>- Processing Speed: Response times or throughput metrics to evaluate efficiency, especially in real-time applications.</li> <li>- User Feedback and Satisfaction: We collect feedback from pilot participants, including end-users and stakeholders, to gauge their experience with the AI solution. User satisfaction scores and qualitative feedback help us identify any usability issues or potential enhancements.</li> </ul> </li> </ul> </li> <li>2. Scalability and Resource Planning <ul style="list-style-type: none"> <li>- Scalability Testing: We assess the pilot solution's performance under larger, simulated workloads to identify any bottlenecks or limitations. This includes testing the infrastructure for handling increased data volumes and simultaneous user requests.</li> <li>- Infrastructure and Resource Allocation: Based on scalability tests, we adjust the infrastructure requirements, such as compute resources, storage, and network bandwidth, to support full-scale deployment. We recommend cloud-based or hybrid solutions to provide the flexibility needed to scale dynamically.</li> <li>- Cost-Benefit Analysis: We perform a cost-benefit analysis to ensure that scaling the solution aligns with budgetary constraints and delivers value. This analysis takes into account projected usage, ongoing operational costs, and anticipated benefits.</li> </ul> </li> <li>3. Operational Readiness and Process Alignment <ul style="list-style-type: none"> <li>- Workflow Integration: We work with the organization to integrate the AI solution into existing workflows, ensuring minimal disruption. This includes defining how the AI outputs are used in daily operations and adjusting any related processes.</li> <li>- Data Pipeline Optimization: If data flow changes are necessary, we refine data pipelines to support higher data loads and ensure that the solution continues to receive timely, accurate data.</li> <li>- Standard Operating Procedures (SOPs): We establish SOPs for operating, maintaining, and troubleshooting the AI system. This includes clear documentation and roles for operational teams to manage the solution post-deployment.</li> </ul> </li> <li>4. Performance Metrics for Full-Scale Success <ul style="list-style-type: none"> <li>- Core AI Metrics: Metrics like accuracy, precision, recall, and processing speed are tracked continuously to monitor ongoing performance and detect any drift over time.</li> </ul> </li> </ol>

- Operational Efficiency: We measure the time saved or productivity gains from using the AI solution. For example, if the AI model is used to automate a task, we calculate the time saved per task and the overall impact on team efficiency.
- User Adoption and Satisfaction: Tracking user adoption rates and satisfaction scores provides insights into how well the solution is being received. High user adoption and positive feedback indicate effective integration and utility.
- Cost Savings or ROI: For many public entities, ROI is a critical measure of success. We calculate cost savings by comparing the new process with the previous method, including labor, operational, and infrastructure savings.

5. Risk Management and Compliance Check

Risk Assessment: We evaluate any potential risks associated with full-scale deployment, such as data privacy concerns or operational dependencies. We also check for any risks that surfaced during the pilot and ensure that they are mitigated in the full deployment.  
 Compliance and Security Review: Ensuring compliance with applicable regulations, such as GDPR or HIPAA, is crucial for public entities. We review the solution for data security, privacy, and ethical considerations, applying necessary controls or adjustments to maintain compliance.

6. User Training and Change Management

Comprehensive Training Programs: We conduct training sessions for all relevant users, including IT, operational staff, and end-users, ensuring they understand how to operate the AI solution and interpret its outputs.  
 User Documentation and Support: We provide detailed user manuals, quick-reference guides, and access to a support team for troubleshooting. This documentation is tailored to different user groups, from technical support to general users.  
 Change Management: Our approach includes strategies to help users adapt to new workflows and technologies, such as workshops and support forums. This change management ensures smooth adoption and reduces resistance from staff.

7. Deployment and Monitoring Setup

Phased Rollout: For large organizations, we often deploy the solution in stages, starting with specific departments or locations. This phased approach allows us to monitor performance closely and address any issues on a smaller scale before full rollout.  
 Continuous Monitoring and Alerts: We implement real-time monitoring of key metrics and set up alerts for significant changes in performance or errors. This proactive monitoring helps detect issues early and ensures the solution continues to function as expected.  
 Performance Benchmarks: We establish benchmarks to compare performance over time. Any deviation from these benchmarks triggers a review, allowing us to assess if retraining or adjustments are needed.

8. Post-Deployment Review and Continuous Improvement

Regular Performance Audits: We conduct regular audits to verify that the solution is meeting its goals and that metrics like accuracy, speed, and efficiency remain within desired thresholds.  
 Model Retraining and Updates: Based on the solution's ongoing performance and any changes in data patterns, we schedule retraining sessions to keep the AI model accurate and relevant. We also apply software updates to improve functionality and address any emerging needs.  
 Feedback Loop for Enhancements: We maintain open communication with stakeholders and end-users to gather feedback on the solution's performance. This feedback is used to make iterative improvements or develop new features that enhance the solution over time.

			<p>Infojini lays emphasis on the below Key Metrics to measure success:</p> <ol style="list-style-type: none"> <li>1. Technical Metrics: Accuracy, precision, recall, processing speed, and resource utilization to monitor the AI's effectiveness.</li> <li>2. Operational Metrics: Efficiency gains, time savings, user adoption rates, and user satisfaction to evaluate impact on operations.</li> <li>3. Financial Metrics: ROI, cost savings, and budget alignment to measure financial performance and value.</li> <li>4. Risk and Compliance Metrics: Frequency of security incidents, compliance adherence, and privacy control effectiveness to ensure risk management.</li> </ol> <p>By following this structured approach, Infojini transitions AI pilot projects into full-scale deployments that are reliable, aligned with organizational goals, and equipped to deliver measurable value. Our focus on metrics-driven success, change management, and continuous improvement ensures that the solution remains effective and adaptable to future requirements.</p>
82		<p><b>ONGOING SUPPORT AND MAINTENANCE</b></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>Infojini's ongoing support and maintenance services are structured to ensure that AI solutions remain current, compliant, and effective amid technological changes. Through continuous monitoring, regular updates, retraining, user engagement, and proactive adaptation, we provide AI solutions that deliver sustained value, align with evolving needs, and integrate the latest technological advancements. Please find below Infojini's comprehensive approach to ensure that our clients can rely on Infojini's AI solutions for long-term success:</p> <ol style="list-style-type: none"> <li>1. Performance Monitoring and Optimization <ul style="list-style-type: none"> <li>- Real-Time Monitoring: We implement monitoring tools to track the AI system's key performance metrics (e.g., accuracy, processing speed, resource utilization) in real-time. Any deviations or drops in performance trigger alerts for prompt investigation.</li> <li>- Regular Optimization: As part of routine maintenance, we optimize the model's algorithms, parameters, and infrastructure configurations to ensure efficiency, especially as data volumes or usage patterns change.</li> <li>- Usage Analytics: We review system usage metrics periodically to understand how end-users interact with the AI solution. This information informs refinements to improve user experience and system responsiveness.</li> </ul> </li> <li>2. Model Retraining and Updates <ul style="list-style-type: none"> <li>- Data Drift Detection: We implement tools to detect data drift, a phenomenon where the underlying data distribution changes over time. Data drift can reduce the model's accuracy and relevance, so we monitor for it continuously.</li> <li>- Scheduled Retraining: Based on data drift or new data availability, we retrain models on fresh datasets to maintain accuracy. Scheduled retraining cycles are established depending on the AI model's sensitivity to data changes, typically every 3-6 months.</li> <li>- Algorithm and Feature Updates: As new AI algorithms and feature engineering techniques become available, we evaluate their potential to improve the existing model. When beneficial, we incorporate these updates to keep the AI solution current with best practices.</li> </ul> </li> <li>3. System Updates and Technical Support <ul style="list-style-type: none"> <li>- Software and Infrastructure Updates: We keep the AI solution up-to-date with the latest software patches, library updates, and infrastructure improvements to maintain compatibility, security, and performance.</li> <li>- 24/7 Technical Support: Infojini provides round-the-clock support to address any technical issues promptly. Our support team is accessible via phone, email, and online portals to resolve issues and minimize downtime.</li> <li>- Proactive Issue Resolution: Our team uses predictive analytics to identify potential issues before they impact system performance, such as anticipated system load</li> </ul> </li> </ol>

increases. This proactive approach minimizes disruptions.

4. Security and Compliance Management

- Continuous Security Audits: We conduct regular security audits to ensure the AI system complies with industry standards and protects against emerging cybersecurity threats. This includes vulnerability assessments, penetration testing, and applying security patches as needed.
- Data Privacy and Compliance: We monitor the AI system to ensure ongoing compliance with regulations, such as GDPR or HIPAA. Any regulatory updates are incorporated promptly to maintain compliance, especially where data handling and user privacy are involved.
- Access Control and Role Management: We continuously update access control settings, ensuring that only authorized personnel can interact with or manage the AI system. Role-based access management is adapted as team structures or responsibilities change.

5. Regular Health Checks and System Audits

- Routine Health Assessments: We conduct monthly or quarterly health checks to assess the AI system's operational stability. This includes examining model accuracy, data pipeline integrity, system response times, and resource utilization.
- End-to-End System Audits: Periodic audits of the full AI pipeline (from data ingestion to model output) help ensure that all components function correctly and efficiently. This process identifies potential optimizations and maintenance needs.
- Documentation Updates: We regularly update the AI system's documentation, including setup, configuration, and usage guidelines, so that internal teams and new staff can manage and understand the solution effectively.

6. Adaptation to Evolving Business Needs

- Feature Expansion and Customization: As the entity's goals or operations evolve, Infojini provides support for feature expansion and customization. We assess requests for new functionalities or adjustments and implement them to enhance the AI system's relevance.
- Feedback Integration: We gather ongoing feedback from users and stakeholders to address any emerging needs or usability concerns. Feedback informs both minor adjustments and larger updates, ensuring that the AI solution remains aligned with organizational objectives.
- Scalability Support: For growing entities, we provide support for scaling the AI system to handle larger data volumes, user loads, or additional functionalities. This includes infrastructure expansion and optimizing data flows to accommodate increased usage.

7. Continuous Improvement with Technology Advancements

- Model Upgrade Pathways: We monitor advancements in AI, such as new algorithms, tools, or techniques, that could benefit the solution. When relevant, we propose and implement model upgrades to take advantage of the latest AI innovations.
- Evaluation of New Technologies: As technology advances, we evaluate the potential of new platforms, cloud services, or frameworks that could enhance the solution's performance, efficiency, or security. If beneficial, we assist with migrating or integrating these technologies into the AI solution.
- R&D and Proof of Concept: For emerging AI technologies that might benefit the solution in the future, Infojini conducts research and proof-of-concept projects to assess their viability. This research ensures the AI system is always poised to leverage the latest advancements.

8. User Training and Knowledge Transfer

- Continuous Training: We offer periodic training sessions for end-users, IT staff, and data scientists, covering any system updates, new features, and best

			<p>practices. This training helps teams stay proficient and leverage the AI solution effectively.</p> <ul style="list-style-type: none"> <li>- Online Resources and Knowledge Base: We maintain an online knowledge base with guides, tutorials, and FAQs to provide quick support and troubleshooting resources for end-users. This ensures users can independently resolve minor issues and maximize solution value.</li> <li>- Annual Refresher Programs: For public sector clients with rotating staff, we provide annual refresher training to ensure that new team members are comfortable with the AI system. This helps maintain solution continuity and effectiveness.</li> </ul> <p>9. Comprehensive Reporting and Review</p> <ul style="list-style-type: none"> <li>- Regular Performance Reports: We provide monthly or quarterly reports on system performance, user engagement, and data trends. These reports offer insights into the AI system's impact and identify areas for improvement.</li> <li>- Annual Strategy Review: We conduct annual strategy reviews with stakeholders to assess the AI solution's alignment with organizational goals. During these reviews, we discuss potential enhancements, emerging trends, and a roadmap for the upcoming year.</li> <li>- Customized Dashboards: To support ongoing monitoring, we create customized dashboards that give stakeholders real-time visibility into key metrics, such as model accuracy, error rates, and usage statistics.</li> </ul>
<p>83</p>	<p><b>TRAINING AND EDUCATION</b></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 <input type="radio"/> No</p>	<p>Infojini offers robust training and education programs designed to help entity staff effectively adopt, use, and manage AI solutions. These programs are tailored to meet the needs of various user roles, ensuring everyone from end-users to technical staff and executive leaders can confidently interact with and maximize the potential of AI solutions. Our training focuses on practical skills, knowledge transfer, and hands-on experience, helping organizations achieve smooth, sustainable adoption.</p> <p>Our programs include a blend of in-person and virtual workshops, self-paced online modules, and interactive labs. Each program is customized based on the complexity of the AI solution, the existing skill levels of staff, and the organization's strategic objectives.</p> <p>1. End-User Training Program</p> <ul style="list-style-type: none"> <li>- Objective: Empower end-users to confidently navigate, interpret, and leverage AI insights in their day-to-day roles.</li> </ul> <p>Topics Covered:</p> <ul style="list-style-type: none"> <li>- Understanding AI Outputs: Guidance on how to interpret AI-generated results, recognize patterns, and make informed decisions.</li> <li>a. System Features and Navigation: Step-by-step instructions on using the AI system interface, generating reports, and accessing analytics.</li> <li>b. Data Privacy and Compliance: Basic understanding of data privacy practices and regulatory compliance in day-to-day use.</li> <li>c. Troubleshooting Basics: Overview of common issues end-users may encounter and basic troubleshooting steps.</li> <li>- Format: Hands-on workshops, guided tutorials, and user-friendly quick-reference guides.</li> <li>- Outcomes: End-users gain confidence in using the AI solution within their workflows, enhancing adoption and productivity.</li> </ul> <p>2. Technical Training for IT and Data Science Teams</p> <ul style="list-style-type: none"> <li>- Objective: Equip IT and data science teams with the skills needed to maintain, troubleshoot, and optimize AI systems.</li> <li>- Topics Covered:</li> <li>a. AI Model Architecture and Basics: Overview of the model architecture, algorithm selection, and AI decision logic.</li> <li>b. Data Pipeline Management: Managing data flows,</li> </ul>

transformations, and integrations to ensure data consistency and quality.

c. Model Retraining and Updating: How to handle data drift and perform model retraining to maintain model accuracy.

d. System Monitoring and Performance Optimization: Key metrics for tracking system health, real-time monitoring, and optimization strategies.

e. Security and Compliance Protocols: Data security best practices, governance standards, and regulatory compliance.

- Format: Interactive sessions, code walkthroughs, hands-on labs, and a repository of scripts and configuration files.
- Outcomes: Technical teams gain the expertise needed to manage and optimize the AI system independently, ensuring long-term performance.

3. Advanced Training for Data Scientists and AI Engineers \*

- Objective: Provide in-depth training for advanced technical users involved in model development and system customization.
- Topics Covered:
  - a. Algorithm Selection and Hyperparameter Tuning: Advanced methods for selecting algorithms, tuning parameters, and optimizing model performance.
  - b. Feature Engineering and Data Preparation: Techniques for creating new features and preparing data to improve model accuracy.
  - c. Explainable AI (XAI) and Model Interpretability: Using tools like SHAP and LIME to interpret AI model decisions and explain results.
  - d. Model Validation Techniques: Best practices for validating models, including cross-validation and A/B testing.
  - e. API Integration and Customization: Skills for integrating AI models with other systems and customizing data pipelines.
- Format: Hands-on labs, sandbox experimentation, advanced workshops, and detailed documentation.
- Outcomes: Advanced technical staff gain the skills to refine, extend, and adapt the AI solution to evolving needs.

4. Executive and Management Training Program

- Objective: Educate leaders on the strategic value of AI and help them support data-driven decision-making.
- Topics Covered:
  - a. AI Fundamentals and Use Cases: Introduction to AI concepts and real-world applications.
  - b. Strategic Value of AI: How AI aligns with organizational goals and supports long-term strategy.
  - c. Performance Metrics and ROI: Metrics for assessing AI success, calculating ROI, and tracking impact.
  - e. Ethics, Privacy, and Compliance: Overview of ethical AI use, data privacy regulations, and compliance considerations.
  - f. Risk Management in AI Projects: Recognizing and mitigating risks, from data quality to operational challenges.
- Format: Executive briefings, interactive presentations, and case studies from successful AI implementations.
- Outcomes: Leaders gain a clear understanding of AI's potential, enabling them to champion and support the solution's adoption.

5. Ongoing Education and Knowledge Transfer

- Objective: Support continuous learning to keep staff up-to-date on AI trends, solution updates, and best practices.
- Topics Covered:
  - a. Emerging AI Trends and Best Practices: Insights into advancements in AI that could impact the solution or organization.
  - b. New Feature Walkthroughs: Training on newly implemented features or system updates.

			c. Refresher Courses and Certification: Periodic refresher sessions to reinforce key skills, with optional certifications for staff who complete specific modules. - Format: Webinars, online training modules, and a knowledge base with tutorials and documentation. - Outcomes: Staff remain proficient in using the AI system and stay current with advancements, fostering long-term solution success.
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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 Sourcewell 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 Sourcewell 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 Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
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](#) - Infojini Inc. - Price Sheet.xlsx - Thursday November 07, 2024 07:01:52
- [Financial Strength and Stability](#) - Infojini Inc. - Financial Strength and Stability.pdf - Thursday November 07, 2024 07:50:28
- [Marketing Plan/Samples](#) - Infojini Inc. - Marketing Plan and Sample.pdf - Thursday November 07, 2024 11:10:07
- [WMBE/MBE/SBE or Related Certificates](#) - Infojini Inc. - MBE Certificates.pdf - Thursday November 07, 2024 07:18:00
- Standard Transaction Document Samples (optional)
- [Requested Exceptions](#) - Infojini Inc. - Requested Exceptions.pdf - Thursday November 07, 2024 11:13:01
- Upload Additional Document (optional)

## 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. - Sandeep Harjani, President, Infojini 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
<b>Addendum_16_Artificial_Intelligence_Readiness_RFP110724</b> Thu October 31 2024 01:28 PM	<input checked="" type="checkbox"/>	19
<b>Addendum_15_Artificial_Intelligence_Readiness_RFP110724</b> Tue October 29 2024 04:21 PM	<input checked="" type="checkbox"/>	2
<b>Addendum_14_Artificial_Intelligence_Readiness_RFP110724</b> Mon October 28 2024 03:58 PM	<input checked="" type="checkbox"/>	2
<b>Addendum_13_Artificial_Intelligence_Readiness_RFP110724</b> Fri October 25 2024 08:03 AM	<input checked="" type="checkbox"/>	4
<b>Addendum_12_Artificial_Intelligence_Readiness_RFP110724</b> Tue October 22 2024 02:06 PM	<input checked="" type="checkbox"/>	2
<b>Addendum_11_Artificial_Intelligence_Readiness_RFP110724</b> Thu October 17 2024 12:52 PM	<input checked="" type="checkbox"/>	6
<b>Addendum_10_Artificial_Intelligence_Readiness_RFP110724</b> Tue October 15 2024 03:11 PM	<input checked="" type="checkbox"/>	3
<b>Addendum_9_Artificial_Intelligence_Readiness_RFP110724</b> Mon October 14 2024 04:12 PM	<input checked="" type="checkbox"/>	4
<b>Addendum_8_Artificial_Intelligence_Readiness_RFP110724</b> Thu October 10 2024 03:44 PM	<input checked="" type="checkbox"/>	3
<b>Addendum_7_Artificial_Intelligence_Readiness_RFP110724</b> Wed October 9 2024 08:27 AM	<input checked="" type="checkbox"/>	2
<b>Addendum_6_Artificial_Intelligence_Readiness_RFP110724</b> Mon October 7 2024 01:55 PM	<input checked="" type="checkbox"/>	2
<b>Addendum_5_Artificial_Intelligence_Readiness_RFP110724</b> Wed October 2 2024 02:17 PM	<input checked="" type="checkbox"/>	2
<b>Addendum_4_Artificial_Intelligence_Readiness_RFP110724</b> Mon September 30 2024 01:45 PM	<input checked="" type="checkbox"/>	4
<b>Addendum_3_Artificial_Intelligence_Readiness_RFP110724</b> Thu September 26 2024 03:00 PM	<input checked="" type="checkbox"/>	4
<b>Addendum_2_Artificial_Intelligence_Readiness_RFP110724</b> Tue September 24 2024 09:11 AM	<input checked="" type="checkbox"/>	7
<b>Addendum_1_Artificial_Intelligence_Readiness_RFP110724</b> Fri September 20 2024 12:54 PM	<input checked="" type="checkbox"/>	2