

**MASTER AGREEMENT #110724****CATEGORY: Artificial Intelligence (AI) Readiness, Implementation, and Support Services****SUPPLIER: Ascendum Solutions, LLC**

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 Ascendum Solutions, LLC, 10290 Alliance Road, Cincinnati, OH 45242 (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 prompt 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 an 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 third-party claims or causes of action, including reasonable attorneys' fees incurred by Sourcewell, arising out of any negligent 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) **Limitation of Liabilities.** IN NO EVENT SHALL SUPPLIER BE LIABLE, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOST SAVINGS, LOST DATA, PROFIT OR BUSINESS INTERRUPTION EVEN IF NOTIFIED IN ADVANCE OF SUCH POSSIBILITY) ARISING OUT OF OR PERTAINING TO THE SUBJECT MATTER OF THIS AGREEMENT.

19) **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.

20) **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.

- 21) **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.
- 22) **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.
- 23) **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.
 - \$1,000,000 each occurrence Bodily Injury and Property Damage
 - \$1,000,000 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.
- 24) **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.
- 25) **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.
- 26) **Notices.** All notices under this Agreement shall be provided in writing to the other party and shall be delivered by one of the following methods: (1) certified U.S. mail, return receipt requested; (2) nationally recognized courier, with tracking; (3) personal/hand delivery; (4) registered or certified airmail letter, return receipt requested; or (5) email, return receipt requested; all to the other Party at the addresses provided below (or such other address as may have been furnished by or on behalf of such Party, by notice in conformity with this Section). Notices shall be deemed given and effective: (a) if by certified U.S. mail, nationally recognized courier, personal/hand delivery, or registered or certified airmail letter, upon delivery; and (b) if by email, upon receipt of confirmation generated by the recipient's email system.

SUPPLIER:

Ascendum Solutions LLC
Attn: General Counsel
10290 Alliance Road
Cincinnati, OH 45242
Phone: 513-792-5100
Email: general-counsel@voraventures.com

SOURCEWELL:

Sourcewell
ATTN: Chief Legal Officer
202 12th St. NE
Staples, MN 56479
Email: administration@sourcewell-mn.gov

**Article 3:
Supplier Obligations to Participating Entities**

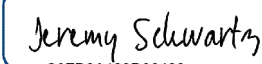
The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject,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

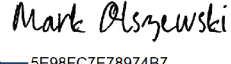
Entity to address any necessary provisions within transaction documents not expressly included within this Master Agreement, including but not limited to transaction cancellation, dispute resolution, governing law and venue, non-appropriation, insurance, defense and indemnity, force majeure, and other 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

Signed by:

C0FD2A139D06489...
By: _____
Jeremy Schwartz
Title: Chief Procurement Officer
Date: 3/31/2025 | 7:45 PM CDT

Ascendum Solutions, LLC

DocuSigned by:

5E98FC7E78974B7...
By: _____
Mark Olszewski
Title: EVP Corporate Development
Date: 3/31/2025 | 2:31 PM PDT

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

Vendor Details

Company Name: Ascendum Solutions

Does your company conduct business under any other name? If yes, please state: Ohio

Address: 10290 Alliance Rd.
10290 Alliance Road
Cincinnati, OH 45242

Contact: Paulie Anthony

Email: paul.anthony@ascendum.com

Phone: 614-397-7490

Fax: 513-792-5105

HST#: 261422951

Submission Details

Created On: Monday October 28, 2024 16:30:16

Submitted On: Thursday November 07, 2024 16:07:12

Submitted By: Paulie Anthony

Email: paul.anthony@ascendum.com

Transaction #: 4ea5669a-da72-4a4f-b764-a97dec9e43b5

Submitter's IP Address: 74.215.44.216

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.	Ascendum Solutions, LLC.	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Yes.	*
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	None.	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	ZFZMPYL9F7C6	*
5	Provide your NAICS code applicable to Solutions proposed.	541511, 518210, 541512, 513210, 541519, 561320, 561330, 541211	
6	Proposer Physical Address:	10290 Alliance Road Cincinnati, Ohio 45242	*
7	Proposer website address (or addresses):	https://www.ascendum.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):	Mark Olszewski EVP Corporate Development 10290 Alliance Road, Cincinnati, OH 45242 mark.olszewski@ascendum.com M: 513.290.3481	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Paulie Anthony Head of Marketing 10290 Alliance Road, Cincinnati, OH 45242 paul.anthony@ascendum.com 614.397.7490	*
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	None.	

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

Line Item	Question	Response *	
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11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	<p>Founded in 2008, Ascendum is an award-winning global technology firm dedicated to delivering pioneering ideas and solution-based outcomes that enrich our clients' customer experiences and business operations. Our clients come to us for our creativity, our collaboration, and our approach for prototyping new ideas and boundary-pushing solutions.</p> <p>From custom software and GenAI solution development to data engineering, user experience design, and business process solutions, Ascendum's creative global team of tech strategists, experienced designers, full-stack developers, data engineers, and process solution consultants act as a collaborative catalyst to drive positive change and elevate our clients' digital transformation strategies.</p> <p>Ascendum is MBE certified and a portfolio company of Vora Ventures with worldwide offices in the U.S., India, UK, and Australia.</p> <p>Ascendum is built on five deeply rooted core values. These values define who we are, how we operate every day, what type of employees we look for, and what our clients expect from us.</p> <p>I. Character. Practice the highest level of integrity and ethics in everything you do. Remember, you are representing our brand and values.</p> <p>II. Commitment. Work hard with intensity and passion, create high standards for yourself. Relentless commitment to the success of our clients and decisions makers.</p> <p>III. Competence. Work Smart, not just hard. Think of creative solutions to complex problems. Continuously read/learn and improve, along with professional development.</p> <p>IV. Courage. Make decisions and stand up for the decisions you make. Willing to have tough conversations when needed, with utmost transparency.</p> <p>V. Community. Build a positive culture within your project team and/or our clients. Demonstrate genuine care and empathy for others. Give back, actively organize and/or participate in community service.</p>
12	What are your company's expectations in the event of an award?	<p>Ascendum intends to bring transformative solutions to Sourcwell members upon securing this RFP award. Our plan is to leverage the expertise of our VP of AI Strategy and Innovations alongside his dedicated team to address the unique business challenges faced by Sourcwell members. By employing a strategic approach rooted in cutting-edge artificial intelligence, we will deliver consulting services that are not only insightful but also actionable.</p> <p>Our team specializes in crafting AI-driven strategies that are tailored to meet the specific needs of each organization. We intend to collaborate closely with Sourcwell members to develop prototypes that demonstrate the potential of AI in revolutionizing their operations. These prototypes will serve as a foundation for building custom digital solutions that enhance efficiency, drive innovation, and support sustainable growth.</p> <p>Ascendum is committed to providing value through our AI-driven consulting services by ensuring that each solution is strategically aligned with the member's business goals.</p> <p>Our approach goes beyond mere consultation; it encompasses a holistic view of each challenge, ensuring that the solutions we propose are both practical and forward-thinking.</p> <p>With a focus on delivering tangible results, our team is prepared to navigate the complexities of digital transformation, empowering Sourcwell members to stay ahead in a rapidly evolving technological landscape. We are dedicated to fostering a partnership that not only solves immediate concerns but also positions members for long-term success.</p>
13	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.	Please see Ascendum's latest financial statement PDF in the Financials folder of our RFP response.
14	Describe the number of US entities, both	With over 16 years of experience, we have successfully executed numerous data

<p>public and private, to which you have provided Artificial Intelligence (AI) Readiness, Implementation, and Support Services.</p> <p>Public:</p> <p>Private:</p>	<p>engineering and custom software development projects for the public and private sectors delivering more than 700 digital solutions. This extensive track record highlights our deep understanding and expertise in addressing the unique needs of government agencies and enterprise clients.</p> <p>While we are actively engaged in the development and consultation of AI products, we acknowledge that an AI-specific project with a government agency is yet to be fully completed. However, this ongoing work positions us well to undertake such projects with confidence and precision in the future. Our commitment to innovation and excellence ensures that we remain at the forefront of technological advancements, ready to deliver transformative AI solutions tailored to the public sector.</p> <p>We are dedicated to fostering long-term partnerships with government agencies, ensuring they achieve their strategic objectives through cutting-edge technology and unparalleled service.</p> <p>Case Study 1: US Air Force Keeping American Troops Safe and Ready</p> <p>To augment its Troop Readiness program, the United States Air Force partnered with Ascendum to develop a state-of-the-art, rules-based chatbot. This initiative aimed to leverage cutting-edge Conversational AI technology to streamline and enhance various aspects of troop preparedness.</p> <p>Problem statement The USAF had a critical primary need was to enhance troop readiness and streamline the deployment process by ensuring all prerequisites were completed efficiently and accurately. Manual readiness assessments were time-consuming and error-prone, leading to potential deployment delays. Lack of real-time visibility into troop readiness status hindered decision-making for commanders. Existing processes were not integrated, making it challenging to get a comprehensive view of readiness factors.</p> <p>Challenge: The Air Force faced challenges in maintaining and monitoring the readiness of their personnel. Wing commanders and other decision-makers needed a reliable, real-time overview of troop readiness, including the completion of essential prerequisites like dental exams and physicals. The existing manual processes were time-consuming and prone to errors, leading to potential delays and other logistic challenges during deployment and readiness assessments.</p> <p>Our solution</p> <ul style="list-style-type: none"> Readiness Dashboard: Provided real-time overview of troop readiness, highlighting any outstanding requirements. AI-Driven Chat Interface: Enabled commanders to inquire about historical data and readiness specifics through a conversational interface. Holistic Readiness Assessment: Integrated various readiness factors into a single, user-friendly platform. <p>Initial value realized (development is ongoing)</p> <ul style="list-style-type: none"> 50% Reduction in Assessment Time: Automated processes significantly cut down the time required for readiness assessments. 30% Improvement in Accuracy: AI-driven assessments reduced errors, ensuring more reliable readiness data. Enhanced Command Efficiency: Real-time dashboards and AI chat interfaces provided commanders with immediate access to critical readiness information, improving decision-making speed and accuracy. <p>We continue to work on developing this and other AI-powered solutions for the U.S. Air Force.</p> <p>NYCEDC Additionally, we recently completed a POC for the New York City Economic Development Corporation (NYCEDC). The NYCEDC needed an AI-powered, public-facing interface for businesses to apply for funding, submit relevant documentation, and interact with the company, as well as a back-end system for the staff to manage, review, and process these applications effectively. Time was of the essence, and they needed a POC to check the feasibility of the project as quickly as possible.</p> <p>Ascendum quickly designed two platforms that were connected but for different</p>
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	<p>purposes, an Application Interface, and Staff Interface. Ascendum worked hand-in-hand with their team to deliver POCs of the applications in only two weeks.</p> <p>Leveraging cutting-edge technologies, and prioritizing information hierarchy, we meticulously crafted a POC that not only ensured utility and actionability, but also delivered a top-tier user experience. As a result, we improved the user experience, enhanced efficiencies, and provided actionable insights to the NYC staff.</p> <p>U.S. Army Europe In the past, Ascendum had a 10-year relationship with the U.S. Army in Europe developing multiple internal mobile apps and digital logistical solutions. Please view our "Marching Together" spotlight slide: https://figmashort.link/AbHGdY In the public sector, we have completed several AI consulting and application development projects for such clients as P&G, Elevance Health,</p> <p>Public Sector In the public sector, we have completed (or are currently working on) several projects for clients such as P&G, Elevance Health, Kaplan, and loanDepot.</p> <p>Case Study 2: Elevance Health Streamlining Healthcare Management with AI</p> <p>Problem statement Elevance Health required an efficient way to manage their healthcare information through a comprehensive digital platform. Sydney Health, developed by Ascendum, serves this purpose by offering web and mobile applications with a variety of features designed to enhance the user experience.</p> <p>Challenge The main challenge was the need to streamline the management of healthcare claims, benefits, and provider searches. Users struggled with accessing timely information, managing claims efficiently, and finding in-network healthcare providers. The existing system lacked integration and user-friendly interfaces, leading to delays and frustration. The previous system was inefficient and cumbersome, making it difficult for users to access important healthcare information and manage their claims. The lack of integration across various functionalities resulted in delays and a poor user experience.</p> <p>Our solution: Our solution was the development of Sydney Health, a robust, AI-powered digital platform integrating multiple functionalities to streamline healthcare management for users.</p> <ul style="list-style-type: none"> • Digital ID Cards: Provides quick access to Anthem ID cards. • Claims Management: Efficiently tracks and manages claim status using generative AI. • Care Search and Pharmacy Management: Helps users find network doctors and manage prescriptions seamlessly. <p>Value realized</p> <ul style="list-style-type: none"> • 40% Reduction in Claims Processing Time: AI-driven backend processes streamlined claims management. • 50% Increase in User Engagement: Enhanced features and user-friendly interface led to higher app usage and satisfaction. • Improved Healthcare Navigation: Integrated care search and pharmacy management reduced time spent on finding providers and managing prescriptions. <p>Technologies used</p> <ul style="list-style-type: none"> • Generative AI: For extracting and processing claim data from PDFs, enhancing backend efficiency. • APIs: For integrating various functionalities including AI-powered claims processing and pharmacy management. • Mobile and Web Platforms <p>Case Study 3: Elevance Health Empathy in Care</p> <p>Problem statement Elevance Health is a leading healthcare insurance provider facing inefficiencies in processing complex claims. Their system struggled with the 10% of claims not automatically processed, leading to delays and increased manual workload.</p> <p>The insurance provider faced significant inefficiencies with manual processing of complex claims, leading to delays and increased errors. The lack of an integrated</p>
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		<p>solution for varying state regulations further complicated workflows.</p> <p>Challenge Managing complex claims, such as varying state maternity claims, was time-consuming and error prone. Manual processing slowed decision-making and lacked integration with existing workflows.</p> <p>Our solution Ascendum introduced Claims Buddy, an advanced tool to streamline complex insurance claims processing. It automates examinations, integrates with existing tools, and provides AI-driven decision support, reducing review times.</p> <p>Value realized:</p> <ul style="list-style-type: none"> • 45% reduction in claims processing time • 35% increase in processing accuracy • Faster decision-making • Improved regulatory compliance <p>Technologies used: Claims Buddy uses advanced AI and ML algorithms for automation, NLP for complex data management, and generative AI for accurate decision support. It seamlessly integrates with existing systems for smooth operations.</p> <p>Public: 5 (AI Consulting), 32 (data engineering) Private: 8 (AI solutions), 100+ (Software development and data engineering clients)</p> <p>In the public sector, we have completed several AI applications, including</p> <p>Public: 5 Private:</p>	
15	Describe the number of Canadian entities, both public and private, to which you have provided Artificial Intelligence (AI) Readiness, Implementation, and Support Services. Public: Private:	Ascendum has not worked with any public or private entities headquartered in Canada.	*
16	Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	None.	*
17	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>As an IT consulting and custom digital innovation firm, Ascendum's sales and service teams work synergistically to deliver seamless IT and AI consulting, custom software development, bespoke Gen-AI digital solutions, data engineering, UX/UI design, and rapid prototyping. Our sales team is equipped with in-depth knowledge of AI technologies and maintains a close relationship with clients to understand their specific business challenges and objectives. This collaborative approach ensures that our AI solutions are not only technically advanced but also strategically aligned with our clients' goals.</p> <p>Ascendum's VP of Strategy and Innovation, Uday Ayyagari is a distinguished leader in AI, machine learning, and generative AI and brings more than 15 years of experience, with a track record of transforming industries and bringing exponential technologies to market and new creating new innovative product lines.</p> <p>Uday is a sought-after advisor, mentor, and speaker, with media engagements including Google NEXT, several startup ecosystems and CIO Magazine. His academic credentials from UC Berkeley at the Haas School of Business complement his engineering background and a set extensive professional achievements. Uday Ayyagari continues to be a visionary leader, shaping the future of AI and technology.</p> <p>Our service force is comprised of highly skilled professionals who specialize in AI deployment and integration. They work diligently alongside clients to ensure smooth implementation and ongoing support, providing tailored training and resources to empower client teams and enhance operational efficiency.</p> <p>Ascendum has 300+ employees in the U.S. and 900 across the globe.</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>Ascendum's VP of AI Strategy and Innovation is a highly seasoned AI professional who's work experience includes: Chief Product officer of Aurus.ai, VP Product Management & Delivery for Deloitte, Head of Data Engineering & Machine Learning at Atos, Head of Engineering and Leard Architect at CrowdZ, Sr. Director & google Practice Head at Wipro Limited, Associate VP of Product and Solutions at Tech Mahindra, Senior Solutions Architect at Cisco, Manager of Product and Program Management at Google, and Information Technology Architect at Cisco. He holds 29 different technology certifications and licenses including:</p> <ul style="list-style-type: none"> • Chief Technology Officer, Berkeley • Google Large Language Models • ULSA Generative AI • Coursera Supervised Machine Learning • Business Analytics for Leaders, Berkeley • AWS Certified Data Analytics • AWS Certified Solutions Architect • Google Professional Security Engineer • SnowPro Core Certification • Google Cloud Certified Professional Cloud Architect • Coursera Big Data and Machine Learning • Coursera Programming in Python • Coursera Python Data Structures • Google Professional Data Engineer • Google Cloud Platform Big Data and Machine Learning • AWS Certified Cloud Practitioner • Scrum Alliance Certified Scrum Master • Among others <p>Ascendum's software development, data engineering, product manager, SCRUM, and QA teams hold a variety of certifications, including:</p> <p>Software Developers: Microsoft Certified: Azure Developer Associate, Oracle Certified Professional, Java SE Programmer, Certified Kubernetes Application Developer (CKAD), AWS Certified Developer – Associate, Microsoft Certified: Power Platform Developer Associate.</p> <p>Data Engineers: Databricks Certified Data Analyst Associate, Google Professional Data Engineer, Microsoft Certified: Azure Data Engineer Associate, AWS Certified Data Analytics – Specialty, Cloudera Certified Professional (CCP): Data Engineer, IBM Certified Data Engineer – Big Data.</p> <p>Product Managers: Certified Scrum Product Owner (CSPO), Pragmatic Institute Certified (PMC) Levels I-III, PMI Agile Certified Practitioner (PMI-ACP), Product Management Professional (PMP), SAFe Product Owner/Product Manager (POPM), Six Sigma Black Belt.</p> <p>SCRUM Masters: Certified ScrumMaster (CSM), Professional Scrum Master (PSM I, II, III), SAFe Scrum Master (SSM), Advanced Certified ScrumMaster (A-CSM), Certified Agile Leadership (CAL I, II).</p> <p>QA Professionals: ISTQB Certified Tester (Foundation Level), Certified Software Quality Analyst (CSQA), Certified Tester Advanced Level Test Manager (CTAL-TM), Certified Software Test Professional (CSTP), Six Sigma Green Belt.</p>
19	<p>Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.</p>	<p>None.</p>

20	Describe any relevant industry awards or recognition that your company has received in the past five years.	<ul style="list-style-type: none"> 2024 – Technology Executives Review Recognition Award – Uday Ayyagari 2023-24 CNBC World's Top Fintech Companies 2023 Circuit: Enterprise Innovation Award Ohio Business Magazine: 2023 Best Workplaces in Ohio 2021-2022 Fast Company's Best Workplaces For Innovators 2022 NMP Magazine's Most Loved Employers 2021 Enterprise Winner John F. Barrett Entrepreneur Vision Awards 2021 Gold and Silver Stevie Award for Anthem Broker Plus application Gold Globe Award for developing the Anthem Broker Plus application 2020-2021 Cincinnati Business Courier's Best Places to Work 2020 Webby Award our development of the Foot Locker Project Greenhouse 2020 Gold Hermes Creative Awards Winner for Foot Locker Project Greenhouse 2020 Fast Company Innovation by Design Award for Foot Locker Project Greenhouse 2020 Ascendum Solutions Chief Data Officer recognized as a Top Global Data Power Woman by CDO Magazine. 	*
21	What percentage of your sales are to the governmental sector in the past three years?	10% - including entities in the State of Ohio and Idaho.	*
22	What percentage of your sales are to the education sector in the past three years?	3% - Including Goddard Schools and NOLS.	*
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?	State of Idaho - (Contract #AR3523) - Digital & Chatbot Solutions - \$748k+ State of Ohio - (Contract # #0A1367) - Microsoft Services - \$10M+ State of Ohio - (Contract #0A1335) - Deliverable-Based AI and Data Analytics Services - \$0 - just awarded in September State of New York (Contract #23269: Lot 2) - Project Based Information Technology Consulting Projects \$500k to \$10M - \$0 - awaiting finalization of contract	*
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?	Not applicable.	*

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 Sourcwell participating entity.

Entity Name *	Contact Name *	Phone Number *	
CalOES, State of California	Grady Joseph Assistant Director (former)	(949) 395 3246	*
Aurus.ai	Frederick Sequeira Partner & MD	(949) 473 4970	*
Elevance Health (Anthem)	(Former) Global Chief Information Officer	513.290.3481	*

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

Describe your company's capability to meet the needs of Sourcwell 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>Ascendum, headquartered in Cincinnati, Ohio, operates regional offices in London, India, and Australia. Our team comprises 45 dedicated sales representatives. These representatives will be strategically assigned to Sourcwell member companies, aligning with the specific project scope and requirements. Additionally, each project secured through Sourcwell will be overseen by a designated Ascendum account manager to ensure seamless execution and client satisfaction.</p> <p>Our sales team is strategically located in States across the U.S. including New York, New Jersey, Ohio, Kentucky, California, Florida, Michigan, Illinois, Colorado, North Carolina, Arizona, and Texas.</p>	*
27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	Not applicable.	*

28	Service force.	<p>Ascendum Solutions is committed to delivering exceptional AI Consulting Services to Sourcewell by leveraging our expansive enterprise service force. We employ over 1,200 professionals worldwide, with a dedicated team of 300 based in the United States. Our diverse team includes IT consultants, AI specialists, software developers, data engineers, UX/UI and brand designers, project managers, SCRUM masters, IT talent recruiters, QA engineers, sales personnel, customer success managers, and administrative staff.</p> <p>Our workforce is strategically equipped to address a wide range of AI consulting needs, ensuring that we can deliver tailored solutions that meet the specific requirements of Sourcewell and its members. In the event that a particular project demands expertise beyond our current capabilities, we are fully prepared to recruit additional skilled professionals. Our proven recruitment process allows us to hire the necessary talent swiftly, typically within a two-week timeframe, ensuring that we maintain the highest standards of service and project execution.</p> <p>Ascendum prides itself on its ability to provide comprehensive, high-quality AI services that drive innovation and success for our clients.</p>	*
29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>Ascendum Solutions is dedicated to providing a seamless and efficient ordering process for AI and Digital Projects to Sourcewell's members. The entire process is managed internally to ensure all client needs are thoroughly addressed and satisfied.</p> <p>An Ascendum Internal Account Executive is assigned to oversee every aspect of all AI and Digital Projects. This role is crucial in ensuring that each client's specific requirements are met with precision and dedication. The Internal Account Executive acts as the central point of contact, facilitating clear and continuous communication between Sourcewell members and our team.</p> <p>In addition to the Account Executive, an experienced project manager is assigned to each project. This manager is responsible for documenting and executing all orders and change orders efficiently. They ensure that every order is completed on time, meeting the needs and expectations of all involved stakeholders.</p> <p>To maintain transparency and ensure that projects remain on track, Ascendum Solutions implements a structured communication strategy. This includes weekly check-ins to provide timely updates and address any immediate concerns. Additionally, monthly status meetings are conducted to review project progress comprehensively and ensure that all details are properly documented and aligned with the project's goals.</p> <p>Through this well-coordinated approach, Ascendum Solutions guarantees that each project is handled with the utmost professionalism and care, fostering successful outcomes and client satisfaction.</p>	*

30	<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>Ascendum is committed to delivering exceptional customer service for AI consulting services to Sourcewell's extensive membership. Our comprehensive customer service program is designed to ensure that client needs are met promptly and efficiently, maintaining the highest standards of satisfaction and support.</p> <p>Service Availability: Our customer service team is available from 8am to 6pm Eastern Time, ensuring that we are accessible during key business hours to address any inquiries or issues that may arise.</p> <p>Tiered Customer Service Levels:</p> <p>To effectively manage and prioritize support requests, we offer tiered levels of customer service based on the urgency of the issue:</p> <ol style="list-style-type: none"> 1. Tier 1 – Standard Support: For routine inquiries and non-urgent issues, our team aims to respond within 24 hours. This ensures that everyday concerns are addressed promptly, keeping projects on track. 2. Tier 2 – Priority Support: For more pressing issues that may impact project timelines or deliverables, we commit to responding within 4 hours. This level is designed to mitigate risks and ensure continuity in project execution. 3. Tier 3 – Emergency Support: For critical issues that require immediate attention, our team is prepared to respond within 1 hour. This ensures that emergencies are swiftly addressed, minimizing any potential disruption to services. <p>Response-Time Capabilities and Commitments:</p> <p>Ascendum's customer service representatives is dedicated to maintaining responsive communication channels. Our team is equipped with advanced tools and technology to manage and track service requests efficiently. We are committed to meeting or exceeding our response-time commitments at each tier level, ensuring that Sourcewell members receive the support they need when they need it.</p> <p>Incentives for Service Excellence: To uphold our commitment to exceptional service, we have implemented incentive programs for our customer service representatives. These programs give yearly bonuses to team members who consistently meet or surpass our service goals, fostering a culture of excellence and continuous improvement.</p> <p>Ascendum is dedicated to delivering unparalleled support to Sourcewell's members, ensuring successful project outcomes and long-term client satisfaction.</p>
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31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities.	<p>As an award-winning digital solutions company, we are exceptionally positioned to deliver top-tier AI consulting services to Sourcewell participating entities. Our commitment to excellence is demonstrated through our extensive experience, vast resources, and a proven track record of successful project executions across various industries.</p> <p>Expertise and Resources: Our team comprises highly skilled professionals, including AI specialists, data engineers, software developers, and UX/UI designers, all dedicated to innovating and providing state-of-the-art solutions. Our comprehensive suite of services is designed to meet the unique demands of Sourcewell entities, ensuring that your clients receive customized solutions that drive efficiency and growth.</p> <p>Commitment to Quality: We are unwavering in our dedication to maintaining the highest standards of quality in all our products and services. This commitment is reflected in the numerous recognitions we have received for our digital solutions, which is a testament to our ability to consistently deliver results that exceed client expectations.</p> <p>Flexibility and Client-Centric Approach: Understanding that each Sourcewell entity has distinct needs, we pride ourselves on our flexibility and client-centric approach. We work closely with our clients to tailor our services, ensuring alignment with their strategic objectives and operational goals. Our agile methodologies allow us to adapt swiftly to changing requirements, providing solutions that are both innovative and practical.</p> <p>Partnership and Collaboration: We value the importance of strong partnerships and are eager to collaborate with Sourcewell entities. Through open communication and a collaborative attitude, we intend to build lasting relationships that are mutually beneficial. Our team is always ready to engage with stakeholders to understand their challenges and provide expert guidance and support.</p> <p>Enthusiasm and Future Readiness: Our enthusiasm for advancing AI technologies motivates us to stay at the forefront of industry trends and innovations. We are committed to equipping Sourcewell entities with the tools and insights needed to navigate the future landscape of digital transformation successfully.</p>	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Ascendum is a leading global provider of digital solutions, proudly serving a diverse clientele across multiple continents. While we currently do not have clients in Canada, our extensive experience and proven success in international markets underscore our capacity to deliver exceptional consulting and readiness services. Our commitment to excellence is unwavering, and we are eager to bring our expertise to new markets, including Canada. Our team of skilled professionals is poised to deliver innovative solutions tailored to meet the unique needs of each Sourcewell client, ensuring successful outcomes and long-term partnerships. Ascendum is dedicated to expanding our global footprint and delivering unparalleled service quality to help Sourcewell clients achieve their strategic objectives.	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	Not applicable. Ascendum provides services to organizations globally.	*
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.	Our solutions will not be accessible to any participating entities involved in activities that are illegal, unethical, or violate moral standards. This policy ensures that our operations align with legal requirements and ethical practices.	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	We have no specific requirements or restrictions. Travel expenses would be associated with with pricing for in-person consultations.	*
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes. Ascendum has worked with several non-profit organizations, including the State of Ohio and its city's and agencies, State of Idaho and its entities, Artworks, Goddard Schools, and NOLS, among others.	*

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *
37	Describe your marketing strategy for promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your	<p>Ascendum's Sourcewell Entity Marketing Plan</p> <p>Our primary goal is to promote our AI Readiness and Consulting services to Sourcewell's clients by maximizing reach and engagement through a comprehensive and dynamic marketing strategy. This plan outlines our approach to creating awareness, generating</p>

	<p>response.</p>	<p>interest, and establishing our brand as a trusted provider in AI consulting and solutions.</p> <p>Target Audiences:</p> <p>IT leaders from participating Sourcewell entities.</p> <ul style="list-style-type: none"> • CIOs, CTOs, CDOs • SVP, VP, IT Directors • Sr. Policy Advisor on AI • Senior AI Engineers <p>Marketing Mix:</p> <p>1. Innovation Workshops:</p> <ul style="list-style-type: none"> • Purpose: Conduct interactive workshops tailored to educate Sourcewell clients on the benefits and implementation of AI technologies. • Execution: Schedule monthly workshops, both in-person and virtual, to cater to broader geographic regions. Include case studies and real-world applications to illustrate success stories. <p>2. Dynamic Figma Presentations:</p> <ul style="list-style-type: none"> • Purpose: Use visually engaging Figma presentations to convey complex AI concepts and our consulting approach effectively. • Execution: Provide links in all communications for easy access to these presentations. Regularly update content to reflect the latest advancements and tailor presentations for specific client sectors. <p>3. Digital Content Channels:</p> <ul style="list-style-type: none"> • Purpose: Utilize blogs, videos, infographics, and white papers to create a comprehensive content ecosystem. • Execution: Publish content weekly on our website and partner platforms. Focus topics on AI trends, client testimonials, and insights from industry experts. • See our recent AI blog: https://www.ascendum.com/news/ai-agents-the-powerhouse-driving-the-next-generation-of-intelligence • See our AI Specific webpage: https://www.ascendum.com/services/ascendum-ai <p>4. Social Media Marketing:</p> <ul style="list-style-type: none"> • Purpose: Engage with clients and industry peers through platforms like LinkedIn, Twitter, and Facebook. • Execution: Develop a content calendar for daily posts, including industry news, interactive polls, and success stories. Implement targeted ads to reach specific client demographics. • See a recent LinkedIn promotion: https://www.linkedin.com/events/aaiintheenterprise-tipsoncreatin7249803771197677568/comments <p>5. Email Campaigns:</p> <ul style="list-style-type: none"> • Purpose: Maintain regular communication with potential and existing clients. • Execution: Launch a series of automated email sequences tailored to different stages of the client journey. Include personalized messages, updates on AI innovations, and invitations to events. <p>6. Press Releases:</p> <ul style="list-style-type: none"> • Purpose: Announce major milestones, new offerings, and strategic partnerships. • Execution: Distribute press releases to industry publications and online platforms to increase visibility and credibility. <p>7. Targeted Advertising:</p> <ul style="list-style-type: none"> • Purpose: Reach specific client segments most likely to benefit from our AI solutions. • Execution: Leverage data analytics to identify and target high-potential clients with online and print ads. Monitor and optimize campaign performance regularly. <p>8. Webinars and Virtual Events:</p> <ul style="list-style-type: none"> • Purpose: Provide a platform for thought leadership and client interaction. • Execution: Host quarterly webinars featuring guest speakers and live Q&A sessions. Record and distribute sessions for on-demand viewing. • See our recent AI in the Enterprise webinar: https://youtu.be/0VV7p6f1tQ0 <p>9. Marketing Materials:</p> <ul style="list-style-type: none"> • Purpose: Supply potential clients with a comprehensive overview of our capabilities and approach. • Execution: Include brochures, case studies, Figma presentations, and other relevant resources in the RFP response package. <p>10. Industry Events</p> <ul style="list-style-type: none"> • We attend select Government Technology events throughout the year. • See a list of possible events for 2025: https://events.govtech.com/
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	<p>Alignment with Client Needs:</p> <p>Our marketing efforts are designed to resonate with Sourcewell's clients by addressing common industry challenges and providing tailored solutions. By emphasizing the strengths of our offerings through diverse channels and targeted messaging, we will establish meaningful connections and drive engagement.</p> <p>This multi-faceted marketing plan will position our AI Readiness and Consulting services as the optimal choice for Sourcewell clients seeking to harness the power of AI in their operations.</p> <p>We have included a Marketing Materials folder containing PDFs of some of our marketing presentations, however, these presentations were meant to be viewed as live Figma presentations which also contain animations. The PDFs provided do not show these animations.</p> <p>To view the Figma presentations as they are intended, please refer to the hyperlinks below:</p> <p>Ascendum Figma Presentations:</p> <ol style="list-style-type: none">1. Ascendum. Capabilities Overview. 2024 https://figmashort.link/MskY5x2. Ascendum. Exec Presentation. AI Practice Strategy. 2024 https://figmashort.link/tMikQz3. Ascendum. AI, IoT, Analytics Overview. 2024 https://figmashort.link/kTSssF4. Ascendum. Retail AI Presentation. 2024 https://figmashort.link/WnjNRb5. Curio Capabilities. 2024 https://figmashort.link/hPPQ5N6. Ascendum. Retail AI Presentation. 2024 https://figmashort.link/Ey8m8r7. Ascendum. Healthcare Capabilities. 2024 https://figmashort.link/e8mwFQ8. Ascendum. Fintech Solutions Overview. 2024 https://figmashort.link/wpe56W9. Ascendum. Careers Overview. 2024 https://figmashort.link/WEwmMH10. Ascendum Innovation One Pager https://figmashort.link/ni4jbJ <p>Budget</p> <p>We recommend a six-month marketing pilot program with an initial budget of \$30,000 to test which marketing strategies are most effective. After the pilot program, we will invest additional resources in the most effective marketing channels.</p>
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38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>Ascendum leverages a multifaceted technological stack to enhance our marketing effectiveness, ensuring that we reach and engage our target audience with precision and impact. Our approach integrates advanced tools and platforms to optimize every facet of our marketing strategy, from data collection to audience engagement.</p> <p>Constant Contact This serves as our core CRM and marketing platform, streamlining communication and automating email campaigns. This tool allows us to manage customer relationships efficiently, track engagement, and personalize interactions, fostering stronger client connections and driving higher conversion rates.</p> <p>VisitorQueue This platform empowers us with detailed website tracking and data provision. By identifying and analyzing visitor behavior, we gain insights into what captures the interest of our audience, enabling us to tailor our content and interactions to meet their needs more effectively. This data-driven approach enhances our ability to convert visitors into leads.</p> <p>ZoomInfo Provides us with a comprehensive database of tech leaders, organizational news, org charts, and intent data. This wealth of information enables us to strategically target decision-makers within organizations, ensuring that our messaging is relevant and timely. By understanding the intent and context of our audience, we can craft campaigns that resonate deeply.</p> <p>Cleverly Enhances our LinkedIn engagement and connections, allowing us to expand our professional network and influence within the industry. Through targeted outreach and personalized messaging, we engage with key stakeholders and industry influencers, strengthening our brand presence and credibility on this crucial platform.</p> <p>Google Analytics Google is indispensable for monitoring website performance, providing detailed analytics, and optimizing advertising efforts. By tracking user behavior and campaign effectiveness, we continuously refine our strategies to maximize ROI and ensure that our digital presence is aligned with our marketing objectives.</p> <p>SEM Rush This is utilized for SEO monitoring and competitive analysis, allowing us to maintain a strong online presence. By analyzing keyword performance and competitor strategies, we ensure that our content remains relevant and visible in search engine results, driving organic traffic and enhancing our brand authority.</p> <p>Collectively, these tools form an integrated marketing ecosystem that empowers Ascendum to deliver targeted, data-driven marketing efforts. By leveraging technology and digital data, we enhance our ability to connect with Sourcewell's clients effectively, ensuring that our AI Readiness and Consulting services are presented as the optimal choice in the marketplace.</p>
39	In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?	<p>In our view, Sourcewell's role in promoting agreements arising from this RFP is crucial. By leveraging its extensive network, Sourcewell amplifies the reach and visibility of awarded agreements, ensuring that member organizations are aware of the available resources and the benefits they offer. This, in turn, encourages broader adoption and utilization of the contracts, maximizing their impact across the sectors Sourcewell serves.</p> <p>To integrate a Sourcewell-awarded agreement into our sales process, Ascendum will capitalize on the cooperative purchasing program's strengths. We will align our sales strategies with Sourcewell's mission by actively promoting the advantages of cooperative purchasing to our clients, highlighting the ease of access, cost savings, and the reliability of contracts vetted through Sourcewell's rigorous solicitation process.</p> <p>Our sales team will be trained extensively on the specifics of the Sourcewell-awarded agreement to ensure they can effectively communicate its benefits and navigate the procurement landscape. By integrating Sourcewell's educational resources into our training programs, we will enhance our team's understanding of public procurement best practices, ensuring that we align with the expectations and requirements of Sourcewell's diverse client base.</p> <p>Additionally, we will utilize Sourcewell's promotional channels and cooperative network to disseminate information about the awarded agreement, enhancing its visibility and adoption. Our marketing strategies will include targeted outreach to Sourcewell member organizations, leveraging the trust and credibility that Sourcewell has established within these communities.</p> <p>Ascendum will integrate a Sourcewell-awarded agreement into our sales process by aligning with Sourcewell's cooperative purchasing framework, leveraging its educational resources, and utilizing its promotional channels to maximize the agreement's reach and effectiveness. This strategic approach will enhance our ability to deliver value to Sourcewell's clients, ensuring that they derive the full benefits of the awarded agreement.</p>

40	Are your Solutions available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.	<p>Ascendum is strategically aligned with a diverse array of private and public e-procurement portals, significantly enhancing our procurement capabilities and positioning us as a leader in the industry. Our connections include major platforms such as ohid.ohio.gov, purchasing.utah.gov, ogs.ny.gov/procurement, USGovBid.com, Vendor.bonfirehub.com, Coupa, Globality, SAP Ariba, Jaggaer, and Ivalua, among others.</p> <p>Each platform offers unique features and benefits that, collectively, enhance our ability to engage with a broad network of clients, accelerating seamless transactions, and enhancing our competitive edge in the marketplace.</p> <p>Ascendum's integration with these e-procurement platforms underlines our commitment to adopting advanced technological solutions to meet and exceed the expectations of our clients. This connectivity enables us to maintain agility in the procurement landscape, adapt to evolving market demands, and provide comprehensive solutions that drive efficiency and innovation.</p>	*
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Table 5A: Value-Added Attributes (100 Points)

Line Item	Question	Response *	
41	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	<p>At Ascendum, we take pride in offering comprehensive training programs tailored specifically for Sourcewell participating entities that focus on developing bespoke AI digital solutions and consulting services. Our training programs are designed to ensure that participants are fully equipped to maximize the potential of our AI solutions.</p> <p>Training Programs Overview:</p> <ol style="list-style-type: none"> Standard Training Packages: <ul style="list-style-type: none"> Our standard training packages are included as part of the service agreement with each AI solution delivered. These packages comprise a series of structured modules that cover essential operational and maintenance aspects of the deployed AI systems. Training is conducted by our team of experienced professionals, including AI specialists and data engineers, who bring rich expertise in both the technical and practical applications of AI technologies. Optional Advanced Training: <ul style="list-style-type: none"> For entities seeking a deeper understanding or specialized skills, we offer optional advanced training sessions. These sessions delve into complex AI functionalities, customization options, and advanced data analysis techniques. Optional training programs can be tailored to meet the specific needs and strategic goals of the participating entities, offering additional customization beyond the standard curriculum. Delivery and Structure: <ul style="list-style-type: none"> Training sessions are delivered through a combination of in-person workshops, virtual webinars, and written documentation. This flexible delivery model ensures accessibility and convenience for all participants. Each program is designed with a balance of theoretical knowledge and hands-on practice, enabling participants to apply learning directly to real-world scenarios. Costs and Customization: <ul style="list-style-type: none"> Standard training programs are included at no additional cost as part of the project engagement. Optional advanced training is available for an additional fee, which varies based on the scope and duration of the customized sessions. Detailed pricing is provided after an initial needs assessment. Value and Benefits: <ul style="list-style-type: none"> Our training programs are not only structured for immediate operational readiness but are also focused on empowering participants to drive continuous innovation within their organizations. By investing in thorough training, Sourcewell entities can ensure smooth implementation, optimal utilization, and long-term success of the AI solutions. <p>Ascendum is committed to partnering with Sourcewell participating entities to foster a culture of innovation and excellence through our dedicated training programs. We believe that well-trained teams are pivotal to harnessing the full potential of AI technologies and achieving strategic organizational objectives.</p>	*

42	Describe any technological advances that your proposed Solutions offer.	<p>As seasoned custom software developers and data engineers, we leverage an extensive array of tools, technologies, and methodologies to effectively address the specific requirements of Sourcewell clients. Our expertise encompasses:</p> <p>Technologies:</p> <ul style="list-style-type: none"> • Natural Language Processing (NLP) • Machine Learning (ML) algorithms • Generative AI <p>Tools:</p> <ul style="list-style-type: none"> • Databricks • Python • R • TensorFlow <p>Methodologies:</p> <ul style="list-style-type: none"> • Agile • Lean Six Sigma <p>Sample Gen-AI Technology Stack:</p> <ul style="list-style-type: none"> • LLMops: LeptonAI, Scale, Akira • Frontend Hosting: Vercel • Runtime: Huggingface, Langchain, Replicate, OctoML • Database: LanceDB, Pinecone, PGVector • Foundational Models: Open.ai, Anthropic, Llama 3.0, Huggingface, Cohere • Infrastructure Hardware: NVIDIA, Mosaic, Together.ai, CoreWeave, Databricks, Modal.ai <p>Our approach ensures that we are not only equipped with cutting-edge technologies and methodologies but also aligned with the strategic and operational goals of Sourcewell's clients.</p>
43	Describe specific customer challenges your Artificial Intelligence (AI) services successfully addressed and provide two (2) examples that demonstrate how those challenges were overcome.	<p>Case Study 1: US Air Force Keeping American Troops Safe and Ready</p> <p>To augment its Troop Readiness program, the United States Air Force partnered with Ascendum to develop a state-of-the-art, rules-based chatbot. This initiative aimed to leverage cutting-edge Conversational AI technology to streamline and enhance various aspects of troop preparedness.</p> <p>Problem statement</p> <p>The USAF had a critical primary need was to enhance troop readiness and streamline the deployment process by ensuring all prerequisites were completed efficiently and accurately. Manual readiness assessments were time-consuming and error-prone, leading to potential deployment delays. Lack of real-time visibility into troop readiness status hindered decision-making for commanders. Existing processes were not integrated, making it challenging to get a comprehensive view of readiness factors.</p> <p>Challenge</p> <p>The Air Force faced challenges in maintaining and monitoring the readiness of their personnel. Wing commanders and other decision-makers needed a reliable, real-time overview of troop readiness, including the completion of essential prerequisites like dental exams and physicals. The existing manual processes were time-consuming and prone to errors, leading to potential delays and other logistic challenges during deployment and readiness assessments.</p> <p>Our solution</p> <ul style="list-style-type: none"> • Readiness Dashboard: Provided real-time overview of troop readiness, highlighting any outstanding requirements. • AI-Driven Chat Interface: Enabled commanders to inquire about historical data and readiness specifics through a conversational interface. • Holistic Readiness Assessment: Integrated various readiness factors into a single, user-friendly platform. <p>Initial value realized (development is ongoing)</p> <ul style="list-style-type: none"> • 50% Reduction in Assessment Time: Automated processes significantly cut down the time required for readiness assessments. • 30% Improvement in Accuracy: AI-driven assessments reduced errors, ensuring more

reliable readiness data.

- Enhanced Command Efficiency: Real-time dashboards and AI chat interfaces provided commanders with immediate access to critical readiness information, improving decision-making speed and accuracy.

We continue to work on developing this and other AI-powered solutions for the U.S. Air Force.

Case Study 2: Elevance Health Streamlining Healthcare Management with AI

Problem statement

Elevance Health required an efficient way to manage their healthcare information through a comprehensive digital platform. Sydney Health, developed by Ascendum, serves this purpose by offering web and mobile applications with a variety of features designed to enhance the user experience.

Challenge

The main challenge was the need to streamline the management of healthcare claims, benefits, and provider searches. Users struggled with accessing timely information, managing claims efficiently, and finding in-network healthcare providers. The existing system lacked integration and user-friendly interfaces, leading to delays and frustration.

The previous system was inefficient and cumbersome, making it difficult for users to access important healthcare information and manage their claims. The lack of integration across various functionalities resulted in delays and a poor user experience.

Our solution

Our solution was the development of Sydney Health, a robust, AI-powered digital platform integrating multiple functionalities to streamline healthcare management for users.

- Digital ID Cards: Provides quick access to Anthem ID cards.
- Claims Management: Efficiently tracks and manages claim status using generative AI.
- Care Search and Pharmacy Management: Helps users find network doctors and manage prescriptions seamlessly.

Value realized

- 40% Reduction in Claims Processing Time: AI-driven backend processes streamlined claims management.
- 50% Increase in User Engagement: Enhanced features and user-friendly interface led to higher app usage and satisfaction.
- Improved Healthcare Navigation: Integrated care search and pharmacy management reduced time spent on finding providers and managing prescriptions.

Technologies used

- Generative AI: For extracting and processing claim data from PDFs, enhancing backend efficiency.
- APIs: For integrating various functionalities including AI-powered claims processing and pharmacy management.
- Mobile and Web Platforms

Case Study 3: Elevance Health Empathy in Care

Problem statement

Elevance Health is a leading healthcare insurance provider facing inefficiencies in processing complex claims. Their system struggled with the 10% of claims not automatically processed, leading to delays and increased manual workload.

The insurance provider faced significant inefficiencies with manual processing of complex claims, leading to delays and increased errors. The lack of an integrated solution for varying state regulations further complicated workflows.

Challenge

Managing complex claims, such as varying state maternity claims, was time-consuming and

		<p>error prone. Manual processing slowed decision-making and lacked integration with existing workflows.</p> <p>Our solution</p> <p>Ascendum introduced Claims Buddy, an advanced tool to streamline complex insurance claims processing. It automates examinations, integrates with existing tools, and provides AI-driven decision support, reducing review times.</p> <p>Value realized</p> <ul style="list-style-type: none"> • 45% reduction in claims processing time • 35% increase in processing accuracy • Faster decision-making • Improved regulatory compliance <p>Technologies used</p> <p>Claims Buddy uses advanced AI and ML algorithms for automation, NLP for complex data management, and generative AI for accurate decision support. It seamlessly integrates with existing systems for smooth operations.</p>	
44	Describe any "green" initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.	<p>At Ascendum, we are deeply committed to integrating sustainability and environmental responsibility into our AI Consulting and Development Services. Our "green" initiatives are designed to minimize environmental impact while enhancing the efficiency and effectiveness of our solutions. Here are some key initiatives and their certifying agencies:</p> <p>1. Energy-Efficient Data Centers:</p> <p>We partner with CenterGrid data centers that utilize energy-efficient technologies and practices to reduce carbon emissions. These facilities are certified by the U.S. Environmental Protection Agency (EPA) under the Energy Star program, ensuring optimal energy performance.</p> <p>2. Sustainable Cloud Computing:</p> <p>Our cloud-based solutions are designed to reduce energy consumption and optimize resource utilization. We collaborate with cloud service providers that have achieved ISO 14001 certification for environmental management systems, demonstrating their commitment to sustainability.</p> <p>3. Eco-Friendly Development Practices:</p> <p>In our software development processes, we employ practices such as code optimization and resource-efficient algorithms to minimize energy use. These practices are guided by the Green Electronics Council's EPEAT standards, which promote environmentally preferable products.</p> <p>4. Remote Work and Digital Collaboration:</p> <p>By leveraging remote work technologies and digital collaboration tools, we reduce the need for physical travel, thereby decreasing our carbon footprint. This initiative aligns with the principles set by the Global Reporting Initiative (GRI) for sustainable development and corporate responsibility.</p> <p>5. Recyclable and Energy-Conserving Hardware:</p> <p>We prioritize the use of hardware that is both energy-efficient and recyclable. Our hardware partners are certified by the Electronic Product Environmental Assessment Tool (EPEAT), ensuring compliance with environmental performance criteria.</p>	*
45	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the Solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	<p>Energy Star</p> <p>ISO 14001</p> <p>EPEAT standards</p>	*
46	What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?	<p>Ascendum's Vice President of AI Strategy and Solutions, Uday Ayyagari (LinkedIn), is a distinguished authority in the fields of artificial intelligence, machine learning, and generative AI. With more than 15 years of experience, Ayyagari has consistently demonstrated his ability to transform industries by leveraging exponential technologies. His career is marked by the successful market introduction of cutting-edge innovations and the development of new, groundbreaking product lines.</p> <p>In his current capacity, Uday delivers AI-driven products across healthcare, retail and government, shaping technology adoption at enterprise scale. His strategic expertise was</p>	

pivotal at Deloitte, Google, Cisco, and several other startups over the years in the heart of Silicon Valley.

Uday is a sought-after advisor, mentor, and speaker, with media engagements including Google NEXT, several startup ecosystems and CIO Magazine. His academic credentials from UC Berkeley at the Haas School of Business complement his engineering background, as well as his extensive professional achievements. Uday Ayyagari continues to be a visionary leader, shaping the future of AI and technology.

Founded in 2008, Ascendum Solutions is MBE certified and an award-winning global technology firm dedicated to delivering pioneering ideas and solution-based outcomes that enrich our clients' customer experiences and business operations. Our clients come to us for our creativity, our collaboration, and our approach for prototyping new ideas, and boundary-pushing solutions.

Ascendum is steadfast in its mission to drive innovation through the strategic deployment of advanced artificial intelligence and data analytics solutions. As a visionary leader in the field, Ascendum aspires to set the benchmark for market excellence by delivering AI solutions that are both ethically grounded and profoundly impactful.

Our commitment to ethical AI practices ensures that our technological advancements not only push the boundaries of what is possible but also adhere to the highest standards of responsibility and integrity. By fostering a culture of innovation, we aim to create solutions that not only meet the complex needs of today's businesses but also anticipate and shape the demands of tomorrow's marketplace.

We pride ourselves on our growing portfolio of successful implementations, all led and supported by a team of seasoned experts. Our commitment to delivering measurable business outcomes through advanced AI and data analytics solutions is unwavering. We believe in leveraging cutting-edge technology to solve complex business challenges, ensuring that our clients achieve sustainable growth and competitive advantage.

Through these efforts, Ascendum seeks to position itself at the forefront of the AI industry, championing the development of technologies that drive meaningful change and deliver measurable benefits across diverse sectors. Our overarching mission with our AI practice is to drive data-driven decision-making, enhance operational efficiency, and foster the adoption of ethical AI practices.

Capabilities overview:

- Full-stack custom software development
- Generative AI and machine learning solution development
- Data engineering, migration, integration, and visualization services (Boomi Partner)
- Next-gen mobile/desktop applications
- User experience (UX) and user interface (UI) design with our in-house design team

Curio

- Business automations (RPA)
- Natural language processing (NLP) development
- Internet of things (IoT) programming
- Quality assurance (QA) and testing
- Microsoft Office 365/SharePoint governance and migration services
- IT talent augmentation

At Ascendum, we are not simply custom software developers and integrators; we are solution engineers who act as an innovation partner to create solutions that can continually evolve and scale with your digital transformation strategies. We have a steadfast and creative team that prides itself on delivering successful project outcomes and building digital solutions that Develop Beyond.

Ascendum is committed to distinguishing itself as a leader in innovation and strategic ideation, particularly for Sourcewell clients. Our approach involves providing a dynamic proving ground where new ideas can be rapidly developed and aligned with business objectives. By leveraging Ascendum Digital's Enterprise Ideation Workshops and Hackathons, we offer clients an unparalleled opportunity to harness our strategic and creative expertise.

Our Innovation Workshops and Hackathons are designed to cultivate an environment conducive to the development of cutting-edge ideas, ultimately leading to actionable technology solutions. These sessions serve as a catalyst for turning conceptual ideas into tangible results.

During our meticulously structured ideation workshops, which length is 3 to 6 hours, we collaborate closely with organizational leaders. In these sessions, clients present Ascendum with three to five business challenges that require innovative technology solutions. This collaborative process ensures that the solutions we develop are directly aligned with the client's strategic goals.

Within a rapid turnaround time of 48 to 72 hours, our dedicated team of business strategists, experienced developers, adept data engineers, and creative designers work collaboratively to deliver functional digital solutions. This concerted effort results in real,

		<p>working technology prototypes that are not only innovative but also immediately implementable.</p> <p>By choosing Ascendum, Sourcewell clients gain access to a rich ecosystem of innovation that accelerates idea generation and transformation. Our commitment to excellence and creativity ensures that the solutions we provide are both effective and strategically advantageous, positioning our clients for sustained success in an ever-evolving technological landscape.</p> <p>As part of each Statement of Work (SOW) for our digital solutions, we are committed to offering comprehensive training documentation and conducting detailed training sessions. This approach ensures that our clients are thoroughly equipped with the necessary knowledge and skills to effectively utilize and maximize the benefits of the solutions we deliver. Our dedication to client success is reflected in our meticulous preparation and delivery of these training programs, designed to facilitate seamless integration and operational efficiency.</p>
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Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment
47	Select any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation and a listing of dealerships, HUB partners or re-sellers if available. Select all that apply.		<input checked="" type="radio"/> Yes <input type="radio"/> No	Ascendum is one of the largest minority owned businesses in the Greater Cincinnati area.
48		Minority Business Enterprise (MBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please see Ascendum's current MBE certificate uploaded with this RFP response.
49		Women Business Enterprise (WBE)	<input type="radio"/> Yes <input type="radio"/> No	
50		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input type="radio"/> No	
51		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input type="radio"/> No	
52		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input type="radio"/> No	
53		Small Business Enterprise (SBE)	<input type="radio"/> Yes <input type="radio"/> No	
54		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input type="radio"/> No	
55		Women-Owned Small Business (WOSB)	<input type="radio"/> Yes <input type="radio"/> No	

Table 6: Pricing (400 Points)

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *
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56	Describe your payment terms and accepted payment methods.	<p>A. PROFESSIONAL FEES. COMPANY shall be compensated for Services and/or Deliverables according to the rates or fees set forth in the applicable Statement of Work.</p> <p>B. INVOICING. Notwithstanding contrary terms as set forth in the applicable Statement of Work, COMPANY will invoice Client monthly. Invoices shall be mailed to Client at the address set forth in the Notice Section hereof and shall include documentation of all expenses for which COMPANY requests reimbursement in such invoice. In the event Client disputes any invoice or any portion thereof, Client shall notify COMPANY in writing of the grounds for such dispute within fifteen (15) Days after receipt of such disputed invoice. Any invoice or portions thereof not disputed by Client in writing within fifteen (15) Days of receipt of invoice shall be deemed accepted and payable by Client.</p> <p>C. PAYMENT. Unless otherwise set forth in an applicable Statement of Work, payment shall be due within thirty (30) Days of receipt of invoice. Client may not withhold or "set-off" any amounts due hereunder and COMPANY reserves the right to cease work without prejudice and assert appropriate liens if amounts are not paid when due. Any late payment shall be subject to any costs of collection (including reasonable legal fees) and shall bear interest at the rate of one and a half percent (1.5%) per month or fraction thereof until paid. Any unpaid Services and work associated with the Services, including all Intellectual Property for such work, shall be owned by COMPANY.</p> <p>D. OUT-OF-POCKET COSTS. Except as otherwise set forth in this Agreement, prices quoted for Services do not include out of pocket expenses. Client shall reimburse COMPANY for its reasonable cost of travel (air & cab fare, lodging, auto rental or local mileage, standard per diem, etc.) and out-of-pocket costs for photocopying overnight courier, long-distance telephone and the like incurred in connection with the Services.</p> <p>E. TAXES. Client shall be responsible for all sales, use and excise taxes, and any other similar taxes, duties and charges of any kind imposed by any federal, state or local governmental entity on any amounts payable by Client hereunder; provided, that, in no event shall Client pay or be responsible for any taxes imposed on, or with respect to, Service Provider's income, revenues, gross receipts, personnel or real or personal property or other assets.</p>	*
57	Describe any leasing or financing options available for use by educational or governmental entities.	Not applicable.	*
58	Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to participating entities.	<p>Depending on the project, Ascendum will issue a Master Services Agreement (MSA) and/or a Statement of Work (SOW).</p> <p>Please see the samples uploaded with our RFP response.</p>	*
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?	Ascendum currently does not accept P-cards for payment.	*

60	<p>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.</p>	<p>Please see Ascendum's Sourcewell Pricing document uploaded with this RFP response.</p> <p>Ascendum is pleased to extend an exclusive offer of a \$10 discount per hour on the standard list price for our IT talent services for Sourcewell clients. This strategic pricing initiative is designed to deliver substantial value to our clients by offering a flexible savings model that adapts to the specific skill levels required and the total hours of work completed.</p> <p>The savings realized from this offer can vary significantly, depending on the complexity and expertise needed for each project. For instance, if a client engages a senior IT consultant, typically billed at \$150 per hour, the discounted rate would be \$140 per hour. Over a 100-hour project, this discount equates to a total savings of \$1,000, providing a notable reduction in the overall project cost.</p> <p>Similarly, for projects requiring more extensive hours or a diverse range of skill sets, the cumulative savings can be even more pronounced. By tailoring our pricing to the specific demands of each engagement, Ascendum ensures that our clients can access top-tier IT talent at a more competitive rate, enhancing their ability to allocate resources effectively and maximize their operational budgets.</p> <p>Additionally, Ascendum is extending an exclusive offer to Sourcewell entities, providing a significantly discounted Discovery Week for any AI project. This initiative involves two senior-level AI consultants dedicating a total of 80 hours over a five-day period, meticulously working to uncover valuable insights and strategic opportunities for their organizations. A comprehensive recommendations report will be presented as a deliverable for this project.</p> <p>This service is offered at a special rate of \$6,000 USD (\$8,363 CAD), a substantial reduction from our standard cost of \$11,000 USD (\$15,332 CAD), reflecting our commitment to making AI innovation accessible and impactful for Sourcewell partners.</p> <p>Additionally, Ascendum proposes a 2% Administrative Fee for facilitating any resulting contracts within a calendar year.</p> <p>Through these offers, we reaffirm our commitment to delivering exceptional value and flexibility to Sourcewell entities, empowering them to achieve their strategic goals while managing costs efficiently. Our dedication to understanding and meeting client-specific needs positions us as a trusted partner in driving technological innovation and success.</p>
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61	<p>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.</p>	<p>Please see Ascendum's Sourcwell Pricing document uploaded with this RFP response.</p> <p>Ascendum is pleased to extend an exclusive offer of a \$10 discount per hour on the standard list price for our IT talent services for Sourcwell clients. This strategic pricing initiative is designed to deliver substantial value to our clients by offering a flexible savings model that adapts to the specific skill levels required and the total hours of work completed.</p> <p>The savings realized from this offer can vary significantly, depending on the complexity and expertise needed for each project. For instance, if a client engages a senior IT consultant, typically billed at \$150 per hour, the discounted rate would be \$140 per hour. Over a 100-hour project, this discount equates to a total savings of \$1,000, providing a notable reduction in the overall project cost.</p> <p>Similarly, for projects requiring more extensive hours or a diverse range of skill sets, the cumulative savings can be even more pronounced. By tailoring our pricing to the specific demands of each engagement, Ascendum ensures that our clients can access top-tier IT talent at a more competitive rate, enhancing their ability to allocate resources effectively and maximize their operational budgets.</p> <p>Additionally, Ascendum is extending an exclusive offer to Sourcwell entities, providing a significantly discounted Discovery Week for any AI project. This initiative involves two senior-level AI consultants dedicating a total of 80 hours over a five-day period, meticulously working to uncover valuable insights and strategic opportunities for their organizations. A comprehensive recommendations report will be presented as a deliverable for this project.</p> <p>This service is offered at a special rate of \$6,000 USD (\$8,363 CAD), a substantial reduction from our standard cost of \$11,000 USD (\$15,332 CAD), reflecting our commitment to making AI innovation accessible and impactful for Sourcwell partners.</p> <p>Additionally, Ascendum proposes a 2% Administrative Fee for facilitating any resulting contracts within a calendar year.</p> <p>Through these offers, we reaffirm our commitment to delivering exceptional value and flexibility to Sourcwell entities, empowering them to achieve their strategic goals while managing costs efficiently. Our dedication to understanding and meeting client-specific needs positions us as a trusted partner in driving technological innovation and success.</p>
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62	Describe any quantity or volume discounts or rebate programs that you offer.	<p>Please see Ascendum's Sourcwell Pricing document uploaded with this RFP response.</p> <p>Ascendum is pleased to extend an exclusive offer of a \$10 discount per hour on the standard list price for our IT talent services for Sourcwell clients. This strategic pricing initiative is designed to deliver substantial value to our clients by offering a flexible savings model that adapts to the specific skill levels required and the total hours of work completed.</p> <p>The savings realized from this offer can vary significantly, depending on the complexity and expertise needed for each project. For instance, if a client engages a senior IT consultant, typically billed at \$150 per hour, the discounted rate would be \$140 per hour. Over a 100-hour project, this discount equates to a total savings of \$1,000, providing a notable reduction in the overall project cost.</p> <p>Similarly, for projects requiring more extensive hours or a diverse range of skill sets, the cumulative savings can be even more pronounced. By tailoring our pricing to the specific demands of each engagement, Ascendum ensures that our clients can access top-tier IT talent at a more competitive rate, enhancing their ability to allocate resources effectively and maximize their operational budgets.</p> <p>Additionally, Ascendum is extending an exclusive offer to Sourcwell entities, providing a significantly discounted Discovery Week for any AI project. This initiative involves two senior-level AI consultants dedicating a total of 80 hours over a five-day period, meticulously working to uncover valuable insights and strategic opportunities for their organizations. A comprehensive recommendations report will be presented as a deliverable for this project.</p> <p>This service is offered at a special rate of \$6,000 USD (\$8,363 CAD), a substantial reduction from our standard cost of \$11,000 USD (\$15,332 CAD), reflecting our commitment to making AI innovation accessible and impactful for Sourcwell partners.</p> <p>Additionally, Ascendum proposes a 2% Administrative Fee for facilitating any resulting contracts within a calendar year.</p> <p>Through these offers, we reaffirm our commitment to delivering exceptional value and flexibility to Sourcwell entities, empowering them to achieve their strategic goals while managing costs efficiently. Our dedication to understanding and meeting client-specific needs positions us as a trusted partner in driving technological innovation and success.</p>	*
63	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "non-contracted items". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.	Not applicable.	*
64	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	Ascendum's pricing does not cover travel expenses, Software as a Service (SaaS) costs, or any subscription fees that may be essential for particular project requirements.	*

65	<p>Describe any unique distribution and/or delivery methods or options offered in your proposal.</p>	<p>Ascendum offers flexible engagement options to Sourcewell clients, providing the choice of on-site or remote work arrangements tailored to suit individual project needs. This dual approach is designed to maximize convenience and efficiency while ensuring that our clients receive optimal value from their partnerships with us.</p> <p>Remote engagements, in particular, present significant cost-saving opportunities. By leveraging our remote work capabilities, clients can benefit from reduced travel expenses and lower logistical costs associated with on-site deployments. This approach not only minimizes financial outlay but also enhances operational efficiency by facilitating seamless communication and collaboration through advanced digital platforms.</p> <p>Our remote work arrangements enable our teams to respond swiftly to client needs, offering a heightened level of flexibility and adaptability. This can lead to accelerated project timelines and more efficient allocation of resources, empowering Sourcewell clients to achieve their strategic objectives more effectively.</p> <p>Ascendum remains committed to delivering high-quality services regardless of the engagement model chosen. Whether on-site or remote, our teams are dedicated to providing exceptional support and expertise, ensuring that our clients receive the full benefit of our industry-leading solutions. Our focus on flexibility, cost-effectiveness, and client satisfaction underscores our role as a trusted partner in driving innovation and success for Sourcewell entities.</p>
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66	<p>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>	<p>Ascendum employs a thorough self-audit process to ensure compliance with our proposed agreement with Sourcewell, utilizing the advanced capabilities of the OpenAir billing system. This approach is designed to guarantee that Sourcewell's participating entities receive the proper pricing, and it underscores our commitment to transparency and precision in all financial transactions.</p> <p>The OpenAir system streamlines project management by providing comprehensive visibility and control over the entire billing process. It allows Ascendum to automate time and expense tracking, ensuring accurate and timely billing across multiple projects and offices. This powerful tool enables us to maintain a unified view of financials, resources, and projects, thereby supporting the entire project-to-cash process.</p> <p>To verify compliance, Ascendum implements the following key measures:</p> <ol style="list-style-type: none"> 1. Automated Billing Verification: OpenAir's invoicing and billing capabilities automate the verification of pricing structures, ensuring all participating entities are billed according to the agreed terms. This reduces the risk of manual errors and enhances the accuracy of financial records. 2. Regular Financial Audits: Our Director of Finance personally oversees regular audits of billing data processed through OpenAir. This hands-on approach ensures that any discrepancies are swiftly identified and corrected, maintaining the integrity of our pricing commitments to Sourcewell entities. 3. Real-Time Reporting and Dashboards: OpenAir provides real-time access to project and financial data through integrated reporting and dashboards. This feature allows Ascendum to monitor compliance continuously, offering instant insights into pricing accuracy and contract adherence. 4. Corrective Action Protocols: In the event of any billing discrepancies, Ascendum has established protocols to implement corrective actions promptly. This includes revising invoices, notifying affected entities, and adjusting processes to prevent future inconsistencies. 5. Transparent Communication: We maintain open lines of communication with Sourcewell and its entities, providing detailed reports from our audits and any corrective actions taken. This transparency fosters trust and ensures all stakeholders are informed and aligned. <p>Through these comprehensive strategies, Ascendum ensures that Sourcewell's participating entities benefit from precise, fair pricing, reflecting our unwavering dedication to excellence and compliance in our partnerships.</p>
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67	If you are awarded an agreement, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the agreement.	<p>To accurately measure our performance and effectiveness in delivering these services, we will employ a set of internal metrics. These metrics are designed to provide a clear picture of our impact and identify areas for continuous improvement. Key metrics include:</p> <ol style="list-style-type: none"> 1. Client Satisfaction Scores: We will regularly conduct surveys and gather feedback from Sourcewell entities to assess their satisfaction with our services. These scores will provide insights into client perceptions of our consultancy, helping us tailor our approaches to meet and exceed their expectations. 2. Project Completion Rates: We will track the timely completion of AI projects to ensure that they are delivered within the agreed timelines and budgets. High completion rates will indicate our efficiency and capability in managing and executing AI initiatives effectively. 3. Return on Investment (ROI) on AI Implementations: We will analyze the financial and operational outcomes of AI solutions implemented within Sourcewell entities. By measuring the ROI, we can demonstrate the tangible value and benefits derived from our AI consulting services, underscoring our role in driving innovation. 4. Adoption Rates of AI Solutions: Monitoring the rate at which AI technologies are adopted and integrated into the daily operations of Sourcewell entities will be crucial. High adoption rates will reflect the usability and relevance of the solutions we provide, as well as our success in facilitating change management and user training. 5. Revenues Generated: Ascendum will evaluate the revenues and gross margins generated from Sourcewell clients to assess the program's success and the return on investment (ROI) of our marketing expenditures. <p>Through these metrics, Ascendum will maintain a rigorous approach to evaluating our success and ensuring that our AI Consulting Services deliver substantial value to Sourcewell entities. Our commitment to excellence and continuous improvement will guide us in optimizing our strategies to achieve the strategic objectives of our partnership.</p>	*
68	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.	Ascendum proposes a 2% Administrative Fee for facilitating any resulting contracts within a calendar year.	*

Table 7: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
69	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	We have included aggressive pricing for government agencies.

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

Line Item	Question	Response *
70	Provide a detailed description of all Solutions offered in your proposal.	<p>Ascendum is pleased to present its comprehensive service offering proposal focused on AI Readiness and Implementation. Our approach is designed to equip Sourcewell entities with the necessary tools and strategies to effectively harness the potential of artificial intelligence.</p> <p>This proposal outlines our key offerings, each aimed at enhancing organizational capabilities and driving sustainable innovation. These services can be fully customized depending on the specific needs of each client.</p>

1. Discovery Week: AI Readiness and Implementation Services

Ascendum is pleased to extend an exclusive offer to Sourcewell entities, providing a significantly discounted Discovery Week for any AI project. This initiative involves two senior-level AI consultants dedicating a total of 80 hours over a five-day period, meticulously working to uncover valuable insights and strategic opportunities for their organizations. A comprehensive recommendations report will be presented as a deliverable for this project.

This service is offered at a special rate of \$6,000 USD (\$8,363 CAD), a substantial reduction from our standard cost of \$11,000 USD (\$15,332 CAD), reflecting our commitment to making AI innovation accessible and impactful for Sourcewell partners.

2. Establishing an AI Center of Excellence (CoE) for Sourcewell Clients.

At Ascendum, our leadership team possesses profound expertise in launching Centers of Excellence (CoEs) from the ground up. Our approach includes developing a strong operating model and creating a charter focused on driving new market capabilities through the adoption of cutting-edge technologies.

Purpose and Objectives: The core purpose of a Center of Excellence at Ascendum is to foster innovation, establish industry best practices, enhance team competencies, and ensure alignment with overarching business objectives. Our CoEs are designed to achieve unprecedented levels of efficiency and profitability while adhering to stringent governance, ethical standards, and regulatory policies.

Technological Adoption and Impact: Our CoEs play a pivotal role in the adoption of advanced technologies, implementing solutions such as machine learning for analytics, augmented reality (AR) for lab testing, and AI-driven applications for customer service and automation.

Ascendum AI Leadership

Ascendum's Vice President of AI Strategy and Solutions, Uday Ayyagari (LinkedIn), is a distinguished authority in the fields of artificial intelligence, machine learning, and generative AI. With more than 15 years of experience, Ayyagari has consistently demonstrated his ability to transform industries by leveraging exponential technologies. His career is marked by the successful market introduction of cutting-edge innovations and the development of new, groundbreaking product lines.

In his current capacity, Uday delivers AI-driven products across healthcare, retail and government, shaping technology adoption at enterprise scale. His strategic expertise was pivotal at Deloitte, Google, Cisco, and several other startups over the years in the heart of Silicon Valley.

Uday is a sought-after advisor, mentor, and speaker, with media engagements including Google NEXT, several startup ecosystems and CIO Magazine. His academic credentials from UC Berkeley at the Haas School of Business complement his engineering background, as well as his extensive professional achievements. Uday Ayyagari continues to be a visionary leader, shaping the future of AI and technology. Technologies we employ.

As custom software developers and data engineers, we employ a myriad of tools, technologies, and methodologies that meet the needs of the City of Dallas including:

- Technologies: NLP, ML algorithms, generative AI
- Tools: Databricks, Python, R, TensorFlow.
- Methodologies: Agile, Lean Six Sigma.

Sample Gen-AI tech stack.

LLMOps LeptonAI, Scale, Akira
Frontend hosting Vercel
Runtime: Huggingface, langchain, replicate, OctoML
Database: LanceDB, Pinecone, PGVector
Foundational Models: Open.ai, anthropic, Llama 3.0, huggingface, cohere
Infrastructure Hardware: NVIDIA, Mosaic, together.ai, CoreWeave, Databricks, Modal.ai

Ascendum's proven expertise and unwavering commitment to innovation enable us to deliver transformative solutions that not only meet the current needs of our clients but also anticipate the evolving demands of tomorrow's digital landscape.

Establishing an AI Center of Excellence (CoE)

Ascendum's comprehensive approach to establishing an AI CoE is meticulously

aligned with the city of Dallas' goals and objectives. By ensuring data readiness, enhancing security, and fostering the adoption of ethical AI practices, we empower organizations to harness the full potential of artificial intelligence and data analytics.

- **Data Readiness:** At the heart of creating an effective AI Center of Excellence (CoE) is the foundational element of data readiness. Ascendum excels in implementing Master Data Management (MDM) frameworks, robust data governance strategies, and secure data-sharing protocols. These components are critical for ensuring that data is accurate, consistent, and accessible, thereby laying the groundwork for advanced analytics and AI initiatives.
- **AI CoE Establishment:** Ascendum's approach to establishing a Data, Analytics, and AI Center of Excellence involves meticulously defining governance structures, membership criteria, and operating models. A core aspect of our methodology is the emphasis on ethical AI adoption, ensuring that the deployment and operation of AI technologies are aligned with the highest standards of responsibility and integrity.

Alignment with the City of Dallas' goals and objectives.

- **Supports evidence-based policy making:** Our services are designed to provide actionable insights derived from high-quality data, enabling organizations to make informed, evidence-based decisions. By leveraging advanced analytics and AI, policymakers can better understand complex issues, forecast outcomes, and develop strategies that are grounded in empirical evidence.
- **Enhances data readiness and security:** Ascendum's implementation of MDM frameworks and data governance strategies ensures that data is meticulously managed and secured. This enhances the overall readiness of data, making it reliable and readily available for analysis while maintaining stringent security measures to protect sensitive information. Secure data-sharing protocols further ensure that data can be shared across departments and stakeholders without compromising its integrity or confidentiality.
- **Promotes ethical and unbiased AI adoption:** At Ascendum, we are deeply committed to promoting the ethical use of AI. Our solutions are developed with a focus on minimizing bias and ensuring fairness in AI algorithms and applications. By embedding ethical considerations into the core of our AI strategies, we help organizations adopt AI technologies that not only perform effectively but also uphold the principles of transparency, accountability, and inclusivity.

Typical Implementation plan.

Our approach is designed to foster innovation, enhance operational efficiency, and drive sustainable business growth through advanced data and AI solutions.

Initial Assessment: Conducting a thorough initial assessment is the first critical step in setting up an AI CoE. This includes evaluating the current state of data management, analytics capabilities, AI readiness, existing application portfolio, technology stack, and identifying areas of technology debt. This assessment will provide a comprehensive understanding of the organization's strengths, weaknesses, and opportunities for improvement.

MDM Framework Deployment: Implementing a robust Master Data Management (MDM) framework is essential to ensure data accuracy, consistency, and reliability. This framework will facilitate effective data governance, integration, and accessibility across the organization, providing a solid foundation for all subsequent AI and data analytics initiatives.

Data Governance Setup: Establishing a comprehensive data governance structure is crucial for maintaining data integrity and security. This involves defining policies, procedures, and roles for data stewardship, ensuring that data is managed and utilized ethically and effectively.

AI Framework Implementation: Deploying an AI framework that encompasses the necessary tools, technologies, and methodologies for developing and operationalizing AI models. This includes planning for machine learning (ML) model deployment and operations, ensuring that AI solutions are scalable, maintainable, and aligned with business objectives.

Metrics and measurement.

Key Performance Indicators (KPIs) and Objectives and Key Results (OKRs): Establish a clear set of metrics to measure business effectiveness, agility, and efficiency. This includes identifying the top three KPIs and OKRs for tracking progress and success.

Technology and Business Process Efficiencies: Measure the impact of technology implementations on business processes, ensuring improvements in efficiency and effectiveness.

Infrastructure Stability and Security: Ensure infrastructure stability by adhering to vulnerability management and disaster recovery (DR) standards, continuously monitoring for potential risks.

A typical implementation plan to establish and operate a COE could assume the following implementation plan.

1. Initial Setup (0-3 months)
 - Define CoE objectives and scope.
 - Identify and onboard key stakeholders.
 - Set up infrastructure and tools.
2. Phase 1: Foundation Building (3-6 months)
 - Establish governance and operational frameworks.
 - Conduct initial training sessions for team members.
 - Start pilot projects to demonstrate value.
3. Phase 2: Expansion and Optimization (6-12 months)
 - Scale successful pilot projects.
 - Refine processes based on feedback and performance metrics.
 - Expand team capabilities and resources.
4. Phase 3: Full Deployment and Continuous Improvement (12+ months)
 - Integrate CoE practices across the organization.
 - Continuously monitor and improve CoE initiatives.
 - Operationalize the metrics and reporting on the "newly" minted COE:
 - Foster a culture of innovation and continuous learning.

Typical deliverables.

Ascendum's comprehensive approach to establishing an AI CoE ensures that all critical aspects are meticulously planned and executed. By delivering these key deliverables, we empower organizations to harness the full potential of data, analytics, and AI, driving innovation, efficiency, and sustainable growth.

Governance Framework: The cornerstone of a successful AI CoE is a robust governance framework. This framework will outline the organizational structures, roles, responsibilities, and processes necessary to manage the CoE effectively. It ensures clear accountability, decision-making authority, and oversight mechanisms, fostering a culture of transparency and collaboration.

Data Governance Strategy and Policies: Implementing a comprehensive data governance strategy is essential for maintaining data integrity, security, and compliance. This includes establishing policies for data stewardship, quality control, access management, and ethical data usage. The strategy will provide guidelines to ensure that data is managed consistently and utilized responsibly across the organization.

Master Data Management (MDM) Framework: Deploying an MDM framework will centralize and standardize data management practices. This framework ensures that data is accurate, consistent, and easily accessible, providing a reliable foundation for analytics and AI initiatives. It encompasses data integration, cleansing, and synchronization processes, facilitating effective data utilization across various departments.

AI Readiness Assessment: Conducting an AI readiness assessment is crucial to evaluate the organization's preparedness for AI adoption. This involves analyzing current capabilities, identifying gaps, and recommending actions to address these gaps. The assessment will consider factors such as data availability, technological infrastructure, skill sets, and organizational readiness for change.

Implementation Roadmap: Developing a detailed implementation roadmap is vital for guiding the establishment of the DAAI CoE. This roadmap will outline the key milestones, timelines, and resources required to achieve the desired outcomes. It provides a structured plan for implementing various components of the CoE, ensuring systematic progress and alignment with strategic goals.

Training and Support Materials: Providing comprehensive training and support materials is essential to equip stakeholders with the knowledge and skills needed to effectively use and manage the AI CoE's capabilities. This includes developing training programs, user manuals, and best practice guides. Continuous support ensures that users can maximize the benefits of the implemented solutions.

Operations and Sustainability Planning: Planning for operations and sustainability is critical to ensure the long-term success of the DAAI CoE. This involves establishing processes for ongoing maintenance, performance monitoring, and continuous improvement. Sustainability planning ensures that the CoE remains adaptable and resilient, capable of evolving with emerging technologies and business needs.

Change management.

To ensure smooth implementation and adoption of the AI CoE, a robust change management strategy is essential. This includes:

- Stakeholder Engagement: Conduct interviews and workshops with stakeholders to understand their needs and concerns.
- RACI Matrix: Develop a RACI matrix to clearly define roles and responsibilities within the CoE.
- Steering Committee Formation: Establish a steering committee of senior leaders and key stakeholders to guide the CoEs development.
- Communication Plan: Develop a communication plan and calendar to keep all stakeholders informed and engaged throughout the process.
- Organizational Model: Propose an operating model at all organizational levels to ensure seamless integration and execution.
- Metrics and Measurement: Establishing clear metrics is crucial to measure the effectiveness and impact of the DAAI CoE. This includes identifying key performance indicators (KPIs) and objectives and key results (OKRs):
- Business Effectiveness and Agility: Measure the impact of the CoE on business outcomes and adaptability.
- Data and Technology Efficiency: Assess improvements in data processing, technology utilization, and business process efficiencies.
- Infrastructure Stability: Monitor infrastructure stability, security, and compliance with disaster recovery standards.

3. Organizational AI Readiness Assessment and Performance Management

AI Readiness Report that provides a detailed analysis of the client's current capabilities and infrastructure. This report carefully identifies strengths and areas for improvement, offering a thorough understanding of your readiness to embrace AI technologies. Our expert team conducts a meticulous assessment, ensuring that every facet of your organization's readiness is examined, which forms the foundation for strategic decision-making.

Following this, Ascendum develops a Performance Management Framework tailored specifically to the organization. This framework includes customized metrics and key performance indicators (KPIs) that are essential for tracking the success of AI integration and its operational impact. By establishing these metrics, we enable enhanced decision-making capabilities, empowering organizations to measure and manage AI initiatives with precision and confidence.

The final component of our offering is the Strategic Roadmap. This is an actionable plan that outlines prioritized steps for achieving AI readiness. It serves as a guide for aligning AI goals with business objectives, ensuring that every initiative is strategically aligned to deliver maximum value. The roadmap provides a clear path forward, detailing the necessary actions to enhance organizational readiness and facilitate the integration of AI technologies.

Benefits

Organizations gain a clear understanding of their readiness for AI initiatives, which is crucial for informed decision-making. Enhanced decision-making capabilities are achieved through well-defined performance metrics, enabling your team to manage AI projects effectively. Finally, the strategic alignment of AI goals with business objectives ensures that your organization not only embraces AI but also leverages it to achieve superior business outcomes. Through this comprehensive approach, we ensure that your journey towards AI integration is both strategic and successful.

4. AI Governance Planning and Implementation Services

Our AI Governance Planning and Implementation Services are meticulously crafted to ensure that organizations navigate the complexities of AI adoption with robust governance structures, ethical use, and regulatory compliance. This comprehensive service offering is designed to support your organization in establishing a strong foundation for AI governance, thereby enhancing trust and mitigating potential risks associated with AI technologies.

The service proposal is divided into two critical phases: planning and implementation. Planning Phase: During the planning phase, we provide a thorough assessment of your current governance landscape, identifying gaps and opportunities for improvement. Our expert team collaborates with the client's leadership to design a tailored AI governance framework that aligns with your organizational objectives and industry standards. This framework serves as the cornerstone for establishing policies and procedures that guide the ethical and effective use of AI technologies within your organization.

Deliverables

One of the key deliverables in this phase is the development of comprehensive governance frameworks. These frameworks delineate clear roles and responsibilities, decision-making processes, and accountability structures essential for effective AI oversight. We also focus on the creation of detailed policy documents that address data privacy, security, and ethical considerations, ensuring that your AI initiatives are conducted transparently and responsibly.

Implementation Phase: The implementation phase is where strategy meets execution. Our team works closely with the organization to operationalize the governance frameworks and policies developed during the planning phase. We establish compliance strategies that ensure adherence to relevant regulatory requirements, minimizing legal risks and safeguarding your organization's reputation. Additionally, we deliver risk management plans that identify potential threats and outline mitigation strategies, ensuring that AI systems are resilient and trustworthy.

Our AI Governance Planning and Implementation Services stress the importance of ethical AI use and regulatory compliance as pivotal factors in organizational success. By embedding strong governance practices into AI initiatives, we help build a foundation of trust with stakeholders and the public, while also unlocking the full potential of AI technologies to drive innovation and competitiveness.

5. AI Solution Strategies and Solution Development

Ascendum's AI Solution Strategies and Solution Development service is designed to guide an organization through the transformative journey of integrating AI into business operations, ensuring a seamless transition from strategic planning to solution deployment. This comprehensive offering encompasses two key phases: strategic planning and solution development, each tailored to meet a client's unique needs and drive substantial business growth.

Strategic Planning Phase

In the strategic planning phase, our expert team collaborates with you to craft a robust AI strategy blueprint. This blueprint serves as a foundational document that outlines the vision, goals, and roadmap for AI integration, ensuring alignment with your business objectives and industry trends. Ascendum conducts an in-depth analysis of your current processes and market environment to identify opportunities where AI can deliver the greatest impact. This strategic approach is crucial for setting a clear direction and prioritizing initiatives that will drive innovation and enhance operational efficiency.

Solution Development Phase

As we transition to the solution development phase, we focus on translating strategic insights into actionable solutions. Our team designs comprehensive solution architecture that provides a detailed framework for implementing AI technologies effectively. This includes selecting the right technologies, defining technical requirements, and ensuring integration with existing systems.

A key deliverable in this phase is the prototype development, where we create functional models of the proposed AI solutions. These prototypes allow for testing and validation, ensuring that the final solutions are both practical and scalable.

Development Plan

The final deliverable is the deployment plan, a carefully crafted strategy for rolling out AI solutions across the organization. We ensure that the deployment process is smooth and minimally disruptive, providing support and training to your team to maximize adoption and effectiveness.

The deployment plan also includes performance metrics and feedback mechanisms to continuously monitor and refine AI applications, ensuring they deliver on their potential to drive competitive advantage and business success.

6. AI Solution Prototyping and PoCs

Ascendum's AI Solution Prototyping and Proof of Concepts (PoCs) service offering is designed to support organizations in the critical phases of AI development, ensuring validation and strategic alignment of AI initiatives.

In the initial phase, Ascendum's UX/UI design team Curio focuses on concept design. Our expert team works closely with your stakeholders to understand your unique business challenges and opportunities.

We develop initial concept designs that serve as the foundation for AI solutions tailored to your organizational needs. These designs are crafted to align with your strategic goals and lay the groundwork for the prototyping phase.

Prototyping Phase

The prototyping phase is where ideas transition into tangible solutions. We develop detailed prototypes that bring the initial concepts to life, enabling your organization to visualize and interact with potential AI applications. This phase involves rigorous testing and iteration to ensure that the prototypes meet specified requirements and performance metrics. Our deliverables include comprehensive testing and validation reports that provide insights into the functionality, reliability, and scalability of the prototypes. These reports are essential for identifying any potential adjustments needed before advancing to full-scale development.

Proof of Concept Phase (PoC)

Following successful prototyping, we move into the PoC phase, which is crucial for demonstrating the viability and impact of AI solutions. The PoC deployment plan outlines the strategic implementation of these concepts within the operational environment, allowing for practical evaluation and stakeholder feedback. Our team ensures that the PoC phase is conducted efficiently, with clear objectives and measurable outcomes, to validate the AI solutions under real-world conditions.

These services play a pivotal role in reducing the risks associated with AI adoption by providing empirical evidence of solution effectiveness and operational impact. They also accelerate the innovation cycle, enabling an organization to make informed decisions about AI investments and strategic directions. By partnering with us, you gain access to industry-leading expertise and a structured approach that enhances decision-making and strategic planning, positioning your organization for success in the dynamic landscape of AI technologies.

7. AI Change Management and Organizational Training

Ascendum's AI Change Management and Organizational Training services are crafted to enable organizations to seamlessly transition into the era of AI-driven operations. Ascendum employs an integrative approach that encompasses strategic change management and customized training programs, both essential for achieving successful AI adoption and fostering a culture of continuous learning.

Change Management Strategy

The scope of our services begins with the development of a robust change management strategy that aligns with your organizational objectives and culture. Our team collaborates with leadership to design a change management plan that addresses potential resistance, identifies key change agents, and outlines a communication strategy to ensure transparency and engagement throughout the AI adoption process.

Organizational Training

In parallel, Ascendum offers comprehensive organizational training that equips your workforce with the necessary skills and knowledge to thrive in an AI-enhanced environment. Our deliverables include training modules tailored to various organizational roles, accompanied by evaluation reports that measure training effectiveness and knowledge retention.

Benefits

By facilitating smooth AI adoption, we enhance organizational readiness and resilience, ensuring that employees are not only prepared but also motivated to embrace new technologies. Ascendum's training programs enhance skills across all levels, from strategic decision-making to technical proficiency, fostering an environment of innovation and growth.

C-Level IT Training

For C-level IT leaders, our training topics focus on:

- strategic AI integration
- Leadership in digital transformation
- Ethical considerations in AI
- Data-driven decision-making
- Fostering a culture of innovation.

These topics are designed to empower leaders with the insights and strategies needed to guide their organizations through technological advancements effectively.

For lower-level software developers, training topics include:

- AI and machine learning fundamentals
- Coding best practices for AI applications

		<ul style="list-style-type: none"> • AI tool and platform proficiency • Data analysis and visualization techniques • Collaborative development practices. <p>These areas ensure that developers are well-equipped to build, deploy, and maintain AI solutions that align with organizational goals.</p> <p>Ascendum's AI Change Management and Organizational Training services offer a strategic advantage by preparing Sourcewell organizations to not only adopt AI technologies but also maximize their potential. By investing in these services, organizations can ensure a future-ready workforce capable of driving sustained growth and competitive advantage.</p>	
71	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<p>In the rapidly evolving technological landscape, organizations require a partner that can provide comprehensive and innovative solutions. Ascendum offers a suite of AI Consulting and Development services designed to empower businesses with cutting-edge technology and strategic insights. Our offerings are tailored to meet the diverse needs of our clients, ensuring they stay ahead in their digital transformation journeys.</p> <p>IT, Generative AI, and Machine Learning Consulting: Our consulting services are designed to help organizations harness the power of IT, generative AI, and machine learning technologies. We provide strategic guidance and implementation support to optimize operations, enhance decision-making, and drive innovation. Our experts work closely with clients to develop customized AI strategies that align with their business objectives.</p> <p>Full-Stack Custom Software Development: Ascendum delivers end-to-end custom software development solutions that cater to specific business requirements. Our full-stack development team is skilled in creating scalable and robust applications, ensuring seamless integration within existing infrastructures. We prioritize flexibility and adaptability, allowing our solutions to evolve with our clients' needs.</p> <p>Data Engineering, Migration, Integration, and Visualization Services (Boomi Partner) As a Boomi Partner, we specialize in data engineering services that facilitate the seamless movement, integration, and visualization of data. Our expertise ensures that data is efficiently managed and accessible, empowering organizations to gain valuable insights and make data-driven decisions.</p> <p>Next-Gen Mobile/Desktop Applications: We design and develop next-generation mobile and desktop applications that enhance user engagement and operational efficiency. Our solutions are crafted to provide intuitive and seamless experiences across devices, ensuring accessibility and functionality for users on the go.</p> <p>User Experience (UX), User Interface (UI) Design, Rapid Prototyping, and PoCs: With our in-house design team, Curio, we offer exceptional UX and UI design services. Our designers focus on creating user-centric interfaces that are visually appealing and easy to navigate, enhancing the overall user experience and fostering customer satisfaction. We specialize in rapid prototyping and proof of concepts.</p> <p>Enterprise Automations (RPA): Ascendum's business automation services leverage Robotic Process Automation (RPA) to streamline operations and reduce manual effort. Our solutions automate repetitive tasks, improving efficiency and accuracy while allowing employees to focus on higher-value activities.</p> <p>Natural Language Processing (NLP) Development: Our NLP development services enable organizations to interact more effectively with their customers through voice and text. We create intelligent systems capable of understanding and processing natural language, providing enhanced communication capabilities and customer experiences.</p> <p>Internet of Things (IoT) Programming: Ascendum offers IoT programming services that connect devices and systems, enabling smarter and more efficient operations. Our IoT solutions facilitate real-time data collection and analysis, leading to improved decision-making and operational insights.</p> <p>Quality Assurance (QA) and Testing: We ensure the highest standards of quality and reliability through our comprehensive QA and testing services. Our team employs rigorous testing methodologies to identify and resolve issues, ensuring that our solutions perform optimally under all conditions.</p> <p>Microsoft Office 365/SharePoint Governance and Migration Services Our governance and migration services for Microsoft Office 365 and SharePoint enable organizations to transition smoothly to modern platforms. We ensure data integrity and security while optimizing the use of these tools for enhanced</p>	

		<p>collaboration and productivity.</p> <p>IT Talent Augmentation: Ascendum provides IT talent augmentation services to help organizations scale their teams with the right expertise. We offer skilled professionals who integrate seamlessly with client teams, bringing specialized knowledge and capabilities to support project success.</p> <p>Ascendum's AI Consulting and Development services are designed to drive innovation and operational excellence. We leverage our deep expertise and industry knowledge to deliver solutions that are not only technologically advanced but also strategically aligned with our clients' goals. Our commitment to quality and customer satisfaction ensures that we are a trusted partner in their digital transformation journeys.</p>
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Table 8B: Depth and Breadth of Offered Solutions

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

Line Item	Category or Type	Subcategory	Offered *	Comments
72	<p>ARTIFICIAL INTELLIGENCE (AI) READINESS ASSESSMENTS</p> <p>Describe how you evaluate an organization's current AI readiness and identify areas for improvement.</p> <p>Provide examples of successful AI readiness assessments you have conducted for other public entities.</p>		<p><input checked="" type="radio"/> Yes</p> <p><input type="radio"/> No</p>	<p>Our evaluation of AI readiness focuses on a multi-dimensional assessment. We begin by conducting comprehensive stakeholder interviews to understand the organization's goals, current technology infrastructure, data maturity, and AI capabilities. The readiness assessment involves an in-depth review of existing processes, and the identification of gaps related to data governance, data flow automation, AI expertise, and overall organizational readiness. We use readiness assessment frameworks to score the current state, and we align these findings with the entity's goals and future AI objectives.</p> <p>Our AI Assessment and recommendation framework evaluating an organization's current AI readiness and identifying areas for improvement involve 3 distinct stages:</p> <ul style="list-style-type: none">Assessing Strategic Alignment and Team Readiness: We begin by evaluating the organization's strategic goals and the readiness of its data and strategy teams. This includes examining the current governance policy, organizational structure, and urgency toward AI adoption. This initial assessment helps us understand the organization's competitive position and potential for impactful AI use cases.Analyzing Governance and AI Landscape Impact: We guide organizations in understanding the Generative AI (GAI) landscape, its industry-specific impact, and potential advantages. This involves prioritizing opportunities and conducting a landscape analysis to identify the most relevant and beneficial AI applications. We also evaluate the organization's policies to ensure robust governance around AI implementation.Exploring High-Impact Use Cases and Innovation Potential: By identifying high-impact use cases and encouraging innovative exploration through tools like the Gen AI Lab, we pinpoint areas where AI can drive significant improvements. This exploration phase highlights specific initiatives that can enhance competitive advantage and addresses areas where AI readiness may need bolstering for successful deployment. <p>During an AI readiness assessment for a healthcare payer, our team identified key areas where automated data categorization and validation could significantly improve efficiency in claims processing. We assessed their data flow, analyzed inconsistencies, and developed a recommendation plan to standardize and clean the data before AI implementation. The assessment revealed significant time reductions and enhanced decision-making speed, paving the way for subsequent AI deployment.</p>

Example of a successful AI readiness assessment
Ascendum has conducted for other public entities.

We successfully conducted an AI readiness assessment for the State of California Office of Emergency Services (CalOES) to address challenges in demand planning for Personal Protective Equipment (PPE). The main issue was the unpredictability of demand due to dynamic variables that rendered traditional 14-day demand averages unreliable. Our assessment began with an evaluation of the existing data infrastructure and demand forecasting methods. We identified key limitations, such as data silos, lack of integration between supply and demand systems, and an over-reliance on static data models.

The solution for CalOES's PPE demand forecasting utilizes an end-to-end data pipeline that integrates multiple sources, advanced data engineering, and machine learning (ML) models to generate accurate predictions. Here's a breakdown of the complete solution, including model evaluations to determine the most appropriate forecasting model.

Solution Overview

The CalOES project aimed to improve PPE demand forecasting, which was previously handled using manual spreadsheets and a 14-day moving average model. This method was inadequate due to the dynamic nature of COVID-19 impacts and the varying needs across California's counties. To address these issues, the proposed solution involved creating a robust data pipeline and ML model to manage complex datasets and produce reliable demand forecasts.

Data Collection and Staging:

The project drew data from various sources, including Snowflake, CalOES internal databases, and public datasets such as COVID-19 and supply chain information. The pipeline consolidated raw data into Google BigQuery for further processing.

Data staging was managed through MuleSoft and BigQuery staging, ensuring that information was structured and ready for transformation.

Data Transformation:

Data was transformed to extract features relevant to PPE forecasting. This step involved DBT (Data Build Tool) transformations, creating derived features and structuring the data for ML model consumption. These transformations included time-series data, such as death rates and hospitalization, which are strong indicators for forecasting PPE needs.

Model Training and Evaluation:

Multiple ML models were evaluated for forecasting. Key models included BigQuery ML, AutoML, and several time-series models (e.g., ARIMA, Vector Auto Regression). Each model underwent evaluation based on performance metrics like SMAPE (Symmetric Mean Absolute Percentage Error) and RMSE (Root Mean Square Error).

The BigQuery ML model was initially chosen due to its accessibility and strong results in initial testing. It offered promising accuracy and could support segmented models, which were crucial for improving predictions across California's diverse counties.

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<p>The project evaluated different models with distinct algorithms, focusing on various performance metrics to assess model suitability:</p> <p>1. BigQuery ML:</p> <ul style="list-style-type: none">Model Selection: BigQuery ML was tested with multiple configurations, targeting product-specific predictions, particularly for high-demand items like face shields.Performance: The model achieved an overall MAPE of 6.8% across major counties. However, performance was poorer in smaller counties, where MAPE soared to 191%.Optimization: Segment-specific models were introduced to handle variability across counties, reducing MAPE for smaller counties from 240% to 17%. This improvement indicated that BigQuery ML was effective for segmentation, enabling tailored forecasting for different county types. <p>2. Time Series Models (ARIMA, VAR, GLS):</p> <ul style="list-style-type: none">Model Selection: Several time-series algorithms were evaluated using the AutoTS library, including ARIMA, Vector Auto Regression (VAR), and GLS (Generalized Least Squares).Performance: While time-series models performed better than traditional ML models like XGBoost and LightGBM, they still fell short compared to BigQuery ML models in terms of forecast accuracy.Challenges: Time-series models struggled with the sparse data typical of the PPE use case and showed limited ability to generalize across counties. <p>3. Advanced ML Models (XGBoost, LightGBM, Random Forest):</p> <ul style="list-style-type: none">Model Selection: For experimentation, advanced ML models such as XGBoost and LightGBM were trained to assess their accuracy in predicting PPE demand.Performance: These models underperformed, showing low R-squared scores (e.g., XGBoost achieved an R2 of 0.076). This indicated weak predictive capabilities for this type of data, especially in capturing the dynamic patterns influenced by COVID-19 cases and PPE demand fluctuations.Recommendation: Given their low accuracy, these models were deemed unsuitable for the PPE forecast and deprioritized in favor of segmented BigQuery ML and time-series models. <p>4. AutoML and TensorFlow:</p> <ul style="list-style-type: none">Model Selection: Google's AutoML and TensorFlow models were introduced as advanced modeling options, particularly for complex scenarios requiring in-depth modeling capabilities.Performance and Challenges: These models required significant computational resources and extensive hyperparameter tuning, which posed challenges within the project's timeline. Additionally, the benefits were marginal compared to BigQuery ML, leading to a decision to focus on simpler, segmented models that could be retrained more frequently. <p>Final Model Choice and Implementation:</p> <p>Based on the evaluations, the BigQuery ML model with segmented predictions emerged as the optimal choice for the CalOES PPE forecast. This model offered the flexibility to adjust predictions for different counties, improving accuracy across regions with varying PPE needs. The chosen model incorporated the following strategies to enhance performance:</p>
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				<ul style="list-style-type: none"> • Segmentation: Separate models were created for larger and smaller counties, addressing the challenge of MAPE discrepancies and ensuring each county type received a forecast tailored to its specific characteristics. • Feature Engineering: The model incorporated COVID-19 indicators (e.g., death rates, confirmed cases) and supply chain data, aligning forecasted demand with observable trends in COVID-19 data. • Frequent Retraining: Given the dynamic nature of PPE demand, models were retrained periodically, incorporating the latest COVID-19 data and adjusting forecasts to reflect current conditions. <p>Visualization and Reporting:</p> <p>The final outputs were visualized using Looker, presenting 14-day demand forecasts. The visualization allowed CalOES to make informed decisions, dynamically adjusting PPE distribution across counties.</p> <p>Conclusion:</p> <p>The solution provided to CalOES combined a robust data pipeline, segmented ML modeling via BigQuery, and visualization through Looker. The BigQuery ML model, coupled with county-based segmentation, was the best fit for PPE forecasting, addressing the dynamic and granular demand of the State of California. This approach effectively transitioned the state from a manual spreadsheet-based model to an automated, ML-driven forecast solution, enhancing both accuracy and scalability in PPE demand planning.</p> <p>Our recommendations included implementing an AI-driven forecasting platform capable of dynamic modeling and scenario analysis. The proposed solution involved setting up a dedicated cloud environment to host the AI models, creating data pipelines to streamline information flow, and deploying machine learning models to provide accurate 14-day PPE demand forecasts. We also developed a "What If" scenario planning tool for strategic decision-making. This assessment laid the groundwork for CalOES to improve its inventory management and reduce the risk of PPE shortages by leveraging predictive AI models, thereby enhancing overall emergency response efficiency.</p>
73	<p>AI STRATEGY AND ROADMAP DEVELOPMENT</p> <p>Describe your approach to developing a comprehensive AI strategy and roadmap tailored to the unique needs of public entities.</p> <p>Describe how you ensure the AI strategy aligns with the entity's goals and objectives.</p>		<p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	<p>To develop a comprehensive AI strategy and roadmap tailored to the unique needs of public entities, our approach emphasizes structured planning, stakeholder alignment, and iterative refinement. Here's an expanded explanation of our methodology, including program milestones, capability roadmaps, heatmaps, and milestone-driven roadmaps that ensure impactful AI adoption.</p> <p>1. Understanding Organizational Goals and Pain Points</p> <p>The foundation of any AI strategy begins with understanding the mission, vision, and specific operational challenges of the public entity. This involves:</p> <ul style="list-style-type: none"> • Stakeholder Engagement: Conducting workshops and interviews to capture input from relevant departments, such as healthcare, transportation, or emergency response, depending on the entity's focus. Stakeholder input helps in identifying both high-level objectives and immediate pain points. • Current State Assessment: Assessing the existing data infrastructure, AI readiness, and technical capabilities. This includes evaluating data quality, technology stack, and governance policies to understand the starting point for the entity's AI journey. <p>This stage allows us to establish baseline objectives and define clear success metrics that align with the entity's goals, such as improving service efficiency, reducing</p>

				<p>operational costs, or enhancing data-driven decision-making.</p> <p>2. Defining Program Milestones and Phases</p> <p>Our AI strategy is built around well-defined program milestones, each representing a significant phase in the journey from pilot testing to full-scale AI deployment. Key milestones include:</p> <ul style="list-style-type: none"> • Milestone 1: AI Readiness and Assessment – Evaluate the public entity's AI maturity across dimensions like data infrastructure, analytics capabilities, and strategic alignment with AI. This stage often includes an AI readiness report and recommendations for foundational improvements. • Milestone 2: Proof of Concept (PoC) Implementation – Select high-impact, low-risk use cases for initial PoC. For example, a PoC in demand forecasting for public health might focus on predicting PPE requirements during surges, offering a controlled setting to demonstrate AI's potential. • Milestone 3: Pilot Projects and Iteration – Roll out pilot AI solutions across select departments. Metrics such as time-to-decision and process efficiency are tracked and optimized during this phase. • Milestone 4: Scale-Up and Full Deployment – Extend successful pilots to full-scale deployment across the entity. This phase involves scaling infrastructure, ensuring data integration, and implementing robust monitoring mechanisms. • Milestone 5: Continuous Improvement and Model Retraining – AI models require continuous adaptation. This milestone focuses on setting up feedback loops, monitoring systems, and retraining schedules to keep models accurate and relevant. <p>3. Creating a Capability Roadmap</p> <p>The capability roadmap is a strategic tool that outlines the development of specific AI capabilities over time. This roadmap is tailored to the entity's unique needs and includes the following elements:</p> <ul style="list-style-type: none"> • Layered Approach to Capability Building: Starting with foundational capabilities, such as data integration and basic analytics, and progressively moving to advanced capabilities, like predictive modeling and AI-driven decision-making. • Prioritization by Impact: High-priority capabilities, such as real-time monitoring in emergency management or predictive maintenance in transportation, are developed first, followed by less urgent capabilities. • Resource Allocation: This roadmap allocates resources, such as budget and personnel, for each capability milestone, ensuring sustained progress without overstretching resources. <p>The capability roadmap serves as a guide for when and how to invest in various AI capabilities, aligning them with the entity's immediate and long-term goals.</p> <p>4. Utilizing a Heatmap for Decision-Making</p> <p>A heatmap is a valuable tool in determining the AI roadmap's focus areas by visually representing the urgency, complexity, and potential impact of each AI initiative. In the context of a public entity, the heatmap includes:</p> <ul style="list-style-type: none"> • High-Impact, High-Feasibility Areas: These are areas where AI can create immediate, measurable benefits and are technically feasible with existing resources. For example, predictive analytics for resource
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			<p>allocation during emergencies.</p> <ul style="list-style-type: none">• Complex Initiatives with Strategic Importance: Some initiatives may be complex but offer strategic advantages, such as advanced data-driven policy modeling. These are placed on a gradual development path, with resources allocated for long-term impact.• Low-Impact, Low-Priority Areas: Initiatives that offer minimal returns or face significant barriers are deprioritized, allowing the entity to focus its resources on areas of greater impact. <p>By using a heatmap, public entities can make informed decisions on where to begin, ensuring that efforts are concentrated on high-impact initiatives with achievable outcomes.</p> <p>5. Milestone-Driven Roadmap for Execution</p> <p>A milestone-driven roadmap breaks down the AI strategy into actionable steps with clear timelines and deliverables. Each milestone corresponds to specific phases in the strategy, with checkpoints to monitor progress and make adjustments as needed. Key components include:</p> <ul style="list-style-type: none">• Phased Timelines: A phased approach aligns with each milestone, ensuring gradual progression from data preparation to advanced AI solutions. For instance, the first phase might focus on building data pipelines, while later phases focus on predictive and prescriptive analytics.• Defined Deliverables: Each phase has deliverables, such as assessment reports, PoC outcomes, or operationalized AI models. These deliverables ensure that tangible progress is made at each stage, making the AI strategy transparent and measurable.• Performance Metrics: Metrics such as model accuracy, cost savings, or reduction in processing time are tied to each milestone. These metrics provide a means to assess success and guide refinements as the AI strategy progresses.• Feedback Loops: Regular review points allow stakeholders to provide feedback, which informs adjustments to the roadmap. This iterative process ensures the roadmap remains aligned with shifting priorities or unforeseen challenges. <p>6. Change Management and Continuous Improvement</p> <p>Public entities often face unique challenges in adopting new technology, such as regulatory constraints and a need for transparency. Our roadmap includes change management strategies to address these challenges:</p> <ul style="list-style-type: none">• Training and Upskilling: Providing ongoing training to staff, from technical users to end-users, to ensure smooth adoption and maximize the utility of AI solutions.• Transparency and Communication: Establishing regular communication channels with stakeholders to provide updates on AI initiatives, gather feedback, and address concerns. This ensures buy-in across departments and fosters a supportive environment for AI adoption.• Model Evaluation and Retraining: Public needs are constantly evolving, so the AI strategy includes mechanisms for continuous model evaluation and retraining. This allows AI models to stay relevant and effective in dynamic contexts, such as evolving public health or emergency management needs. <p>7. Example Use Case: AI Strategy for a Public Health Department</p> <p>To illustrate, an AI strategy for a public health department might involve:</p> <ul style="list-style-type: none">• Initial Readiness Assessment: Evaluate data maturity, infrastructure, and current forecasting processes.• PoC for Disease Surveillance: Implement a pilot	
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				<p>model to predict disease outbreaks based on historical data, assessing model accuracy and timeliness.</p> <ul style="list-style-type: none"> • Full Deployment of Predictive Modeling: Scale up predictive capabilities to track other health indicators and implement real-time alerts. • Continuous Improvement: Regularly update the model with new data, adjust parameters based on seasonal changes, and train public health staff on using the AI dashboard. <p>In this example, a phased roadmap with specific milestones and continuous improvement cycles ensures that the AI strategy delivers tangible benefits aligned with public health objectives.</p> <p>Conclusion</p> <p>Our approach to developing a comprehensive AI strategy and roadmap for public entities focuses on aligning AI capabilities with organizational goals through structured milestones, capability roadmaps, and heatmaps. This framework enables entities to prioritize high-impact initiatives, manage resources effectively, and achieve sustainable AI integration across various functions. By adopting a milestone-driven roadmap, public entities can systematically build AI capabilities, mitigate risks, and ensure that AI solutions are impactful, scalable, and adaptable to future needs.</p> <p>How does Ascendum ensure the AI strategy aligns with a Sourcewell entity's goals and objectives?</p> <p>At Ascendum, we ensure that the AI strategy is aligned with the entity's goals and objectives through a collaborative and iterative approach. Our process begins with stakeholder engagement sessions to deeply understand the entity's mission, vision, and specific operational challenges. During these sessions, we identify key performance indicators (KPIs) and success metrics that matter most to the organization, ensuring the AI initiatives directly contribute to achieving strategic priorities. We document these goals and establish a clear link between each AI solution component and the desired outcomes, ensuring a shared vision from the outset.</p> <p>We use continuous monitoring and evaluation mechanisms to keep the AI strategy adaptable and relevant. For instance, we integrate feedback loops and performance dashboards to measure progress and adjust the AI roadmap. This approach has been practical in aligning AI projects with entity objectives, as demonstrated in our work with a public healthcare entity. There, we developed an AI-driven system that enhanced claims processing efficiency while closely tied to the organization's goal of reducing operational costs and improving service delivery for members. Regular check-ins and strategy reviews ensure that any shifting priorities are quickly addressed, maintaining alignment throughout the AI project lifecycle.</p>
74	<p>RESPONSIBLE AI POLICY DEVELOPMENT</p> <p>Describe how your organization addresses ethical concerns related to AI, such as bias, fairness, and transparency.</p> <p>Provide one (1) example of how these considerations have been integrated into your AI solutions for your clients.</p>		<p>☑ Yes ☐ No</p>	<p>To address ethical concerns related to AI, such as bias, fairness, and transparency, we have developed a comprehensive framework and set of practices that prioritize responsible AI development throughout the entire lifecycle. This approach ensures that our AI solutions align with ethical standards, mitigate potential risks, and foster trust with stakeholders, especially important for public entities where transparency and accountability are paramount. Below is a detailed description of our responsible AI policy development, including how we handle each major ethical concern.</p> <p>1. Establishing Ethical Standards and Principles</p> <p>Our commitment to responsible AI begins with setting clear ethical standards and principles that guide all AI</p>

initiatives. These principles ensure that our models are developed and deployed in a manner that respects fairness, mitigates bias, and promotes transparency. Our core ethical principles include:

- Fairness: Ensuring equitable treatment of all individuals and groups, without discrimination.
- Transparency: Providing clear, understandable explanations of AI-driven decisions to end-users and stakeholders.
- Accountability: Assigning responsibility for model outcomes and ensuring models perform as intended.

These standards are embedded into our development process, from the initial design to deployment, and they serve as a foundation for addressing ethical concerns in AI.

2. Bias Detection and Mitigation

AI models can inadvertently develop biases based on the data they are trained on or the methods used. To mitigate this, we implement a multi-layered approach to bias detection and reduction:

- Diverse Data Collection: We prioritize the use of diverse and representative datasets during model training to avoid perpetuating existing biases. When working with sensitive data in public services, we use data that reflects the diversity of the population, ensuring that minority and underrepresented groups are included.
- Bias Audits and Fairness Testing: Regular bias audits are conducted to evaluate model performance across demographic groups (e.g., age, race, gender). Fairness testing is performed during both the training and validation stages to detect any disparities in model outcomes for different groups.
- Algorithmic Adjustments: If biases are detected, we implement algorithmic adjustments, such as reweighting, resampling, or introducing fairness constraints, to rectify imbalances. These adjustments help ensure that model outcomes are equitable and free from undue bias.

For example, in a public sector AI project for processing citizen services applications, we conducted fairness testing to ensure that the model did not inadvertently favor one demographic group over another. By proactively adjusting the algorithm, we minimized disparities and achieved a more balanced outcome.

3. Ensuring Fairness in AI Decisions

To ensure fairness, we develop processes that account for individual differences and minimize the risk of discriminatory outcomes:

- Defining Fairness Metrics: We define fairness metrics specific to each project based on the potential impact on various demographic groups. For instance, metrics like demographic parity or equal opportunity can be used to assess and enforce fairness in model predictions.
- Inclusive Stakeholder Review: We engage diverse stakeholders, including representatives from affected groups, to review AI outputs and assess whether they align with fairness objectives. This process ensures that potential issues are identified early and addressed proactively.
- Continuous Fairness Monitoring: Fairness is not a one-time check; it requires continuous monitoring. We implement real-time monitoring systems to track model outputs and verify that they meet fairness standards over time, especially as data evolves.

In a recent project for a healthcare organization, we monitored our AI-driven diagnosis assistance tool to ensure fair treatment across patient demographics. This

ongoing evaluation helped us maintain balanced and fair model performance, reinforcing trust in the system.

4. Enhancing Transparency and Explainability
Transparency is crucial for fostering trust, particularly in public entities where AI models affect the public. We have developed robust explainability frameworks to make AI decisions more understandable and accessible:

- Explainable AI Techniques: We use techniques such as SHAP (Shapley Additive Explanations) and LIME (Local Interpretable Model-agnostic Explanations) to break down complex AI decisions. These tools allow stakeholders to understand why certain inputs lead to specific outcomes, making the AI model's logic transparent.
- User-Friendly Explanation Dashboards: For end-users, we develop explanation dashboards that provide clear, non-technical descriptions of how the model makes decisions. For example, in an AI-driven decision support tool, the dashboard might explain why a certain case was prioritized based on specific risk factors.
- Transparent Model Documentation: Comprehensive documentation is created for each AI model, detailing the data sources, methodologies, limitations, and intended uses. This documentation is shared with stakeholders to provide insight into the model's design and limitations.

By embedding transparency into our models, we allow public entities to justify AI-driven decisions to their constituents, enhancing public trust and accountability.

5. Implementing Accountability and Governance Mechanisms

Accountability is essential in ensuring that AI solutions operate within ethical boundaries. We establish governance frameworks to monitor AI models and hold stakeholders accountable for their outputs.

- AI Ethics Committees: We create cross-functional AI ethics committees that oversee model development and deployment. These committees are responsible for approving model changes, evaluating ethical concerns, and ensuring compliance with ethical standards.
- Clear Ownership and Responsibility: Each AI project has designated individuals responsible for monitoring ethical compliance and managing potential issues. By assigning clear ownership, we ensure that accountability for model outcomes is maintained throughout the lifecycle.
- Feedback Loops and Incident Reporting: We establish feedback mechanisms and incident reporting channels where users and stakeholders can report concerns related to model behavior. This allows us to detect and address any unintended consequences promptly.

For example, in an AI implementation for a public utility company, the ethics committee played a critical role in overseeing data privacy concerns and ensuring the model's compliance with regulatory standards. This governance structure reinforced accountability and helped mitigate ethical risks.

6. Regular Ethical Audits and Continuous Improvement

We recognize that ethical concerns in AI require ongoing attention, so we have established procedures for regular ethical audits and continuous improvement:

- Routine Ethical Audits: Ethical audits are conducted periodically to review the model's compliance with fairness, transparency, and accountability standards. These audits include testing for bias, evaluating explainability, and verifying adherence to ethical

guidelines.

- Model Retraining and Updating: As new data is collected and societal standards evolve, models are retrained and updated to maintain ethical integrity. This continuous improvement process ensures that AI models remain fair, transparent, and aligned with public expectations.
- Feedback-Driven Refinement: Feedback from end-users and affected groups is integrated into our model improvement cycle. For instance, if feedback reveals unintended biases, corrective actions are taken immediately, and model parameters are adjusted to prevent future issues.

Our commitment to regular ethical audits and model updates ensures that our AI systems adapt to changing ethical standards and address potential ethical concerns proactively.

7. Example Case Study: Responsible AI in Public Health Predictive Analytics

In a public health project focused on predictive analytics for disease outbreak forecasting, we implemented our ethical framework to ensure responsible AI practices:

- Bias Mitigation: We conducted bias audits to verify that predictions were equally accurate across different demographic groups, ensuring that no group was disadvantaged in terms of early warnings.
- Transparency Measures: Using SHAP, we provided interpretability to show which factors, such as regional case rates or resource availability, were driving the predictions, enabling public health officials to understand the model's reasoning.
- Ongoing Ethical Audits: Regular audits were performed to monitor model performance, with adjustments made as new data emerged to keep predictions fair and reliable.

This approach ensured that the predictive model was ethically robust and respected public health mandates for fairness, transparency, and accountability.

One example of how these considerations have been integrated into your AI solutions for Ascendum's clients.

One example of how we integrated ethical AI considerations is the development of a customer sentiment analysis solution for a global chain of quick-service restaurants (QSR). The goal of this project was to analyze customer feedback from various channels, such as social media, surveys, and customer support interactions, to gain insights into customer sentiment and enhance service quality. We leveraged active and live integrations with the SAS platform to harness predictive and sentiment analytics capabilities, ensuring a robust and data-driven approach to understanding customer experiences.

To address ethical concerns such as bias, fairness, and transparency, we implemented multiple safeguards throughout the model development lifecycle. Firstly, we used a diverse and representative training dataset to minimize bias in sentiment classification. We conducted fairness testing to ensure that the model provided consistent sentiment scores across different demographic groups, avoiding unintended discrimination.

Additionally, we incorporated transparency by using explainable AI techniques that allowed the QSR management team to understand the reasoning behind sentiment classifications. For instance, when the model flagged a negative sentiment, the system provided insights into the key phrases and language patterns influencing the result. These ethical practices ensured

				<p>that our sentiment analysis solution was accurate, fair, and trustworthy, ultimately helping the client enhance customer satisfaction and brand reputation.</p> <p>Conclusion:</p> <p>Our responsible AI policy development framework addresses ethical concerns comprehensively, with a focus on bias, fairness, transparency, and accountability. By embedding ethical practices into every stage of the AI lifecycle, from data collection to continuous improvement, we ensure that our AI solutions are trustworthy, equitable, and aligned with the values and needs of public entities. Through ongoing monitoring, regular audits, and proactive adjustments, we maintain ethical AI systems that adapt to the evolving expectations of society and the unique requirements of public sector organizations.</p>	
75	IMPLEMENTATION AND SUPPORT SERVICES		<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Ascendum is committed to providing a comprehensive suite of implementation and support services to Sourcewell's entities, ensuring the successful deployment and operation of AI solutions tailored to meet specific organizational needs.</p> <p>Our engagement begins with an initial consultation (Discovery Week) to understand the unique objectives and challenges faced by each entity. This foundational step allows us to align our strategies with the client's vision and set the stage for effective project planning. Our expert team collaborates closely with Sourcewell's entities to develop a detailed project roadmap, outlining key milestones and deliverables for seamless execution.</p> <p>In the AI model development phase, Ascendum leverages its deep expertise and cutting-edge technologies to create robust and scalable solutions. Our models are designed to integrate seamlessly with existing IT systems, maximizing operational efficiency and minimizing disruption. We employ standardized protocols and APIs to ensure compatibility and smooth data flow between platforms.</p> <p>To support the implementation process, we provide comprehensive training sessions for end-users and IT staff, equipping them with the skills necessary to utilize the AI solutions effectively. Our technical support team is readily available to address any queries or issues, ensuring a smooth transition and ongoing operational success.</p> <p>Ascendum also offers continuous performance monitoring to ensure that AI solutions operate optimally and deliver the desired outcomes. We conduct regular assessments to identify opportunities for enhancement, adapting our strategies to evolving needs and technological advances.</p> <p>Throughout our engagement, Ascendum is dedicated to maintaining strong relationships with Sourcewell's entities. We prioritize open communication and collaboration, ensuring that our services not only meet but exceed client expectations. Our commitment to delivering tailored solutions and exceptional support underscores our role as a trusted partner in driving innovation and achieving strategic goals.</p>	*
76		INFRASTRUCTURE AND TECHNOLOGY RECOMMENDATIONS Describe the infrastructure and technology recommendations you provide to support AI implementation. Describe how you ensure that your AI solutions	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>To support AI implementation effectively, we provide robust infrastructure and technology recommendations that ensure scalability, security, and seamless integration with existing systems. Our approach leverages cloud environments, modern data management, and advanced computing technologies tailored to meet the specific needs of public sector entities. Below is an expanded description of the core infrastructure and technology recommendations, with practical examples to illustrate how these elements come together to facilitate a successful AI deployment.</p>	

integrate seamlessly with existing IT systems and databases.

1. Cloud Infrastructure and Computing Power

For most AI implementations, a cloud-based infrastructure is ideal due to its scalability, flexibility, and ability to support large-scale data processing and storage needs. Here are some recommended cloud components:

- Scalable Computing Environments: We leverage platforms such as Microsoft Azure, Google Cloud Platform (GCP), or Amazon Web Services (AWS) based on the entity's preference and existing tech stack. For instance, in a state-level predictive analytics project, deploying models on Azure Kubernetes Service (AKS) provided the necessary containerized environment to scale AI workloads while maintaining high performance.
- High-Performance Computing (HPC): For computationally intensive tasks like deep learning or processing large datasets, we recommend utilizing HPC services like Google Cloud's TPU (Tensor Processing Units) or AWS's GPU-based EC2 instances. A hypothetical example might include a public health entity forecasting infection rates during outbreaks, where TPUs expedite the model's training time, allowing timely updates.

This cloud approach ensures that public sector organizations can handle fluctuating workloads and data sizes without compromising on speed or cost-efficiency.

2. Data Storage and Management

AI projects require robust data storage solutions that support large, complex datasets while ensuring data security and accessibility.

- Azure Blob Storage and AWS S3: These storage solutions support unstructured data, such as images or text files, which is essential for use cases like analyzing citizen feedback or processing video data for security applications. For example, a city transportation department could use Blob Storage to retain video data from traffic cameras, which is then processed for traffic pattern analysis using AI.
- Relational Databases (Azure PostgreSQL, AWS RDS): For structured data, databases such as Azure PostgreSQL or Amazon RDS are recommended, providing reliable storage for tabular data, such as citizen records or transactional data. A public welfare agency, for instance, might store citizen assistance requests in PostgreSQL, which is then analyzed by AI models for resource allocation predictions. These solutions ensure that the infrastructure supports high data availability and durability while allowing seamless integration with AI workflows.

3. Data Integration and Pipeline Orchestration

Efficient data integration and orchestration are essential for handling real-time data ingestion and batch processing across various sources. For this, we recommend:

- Data Pipeline Tools (e.g., Apache NiFi, Dataflow): Apache NiFi or Google's Dataflow facilitate real-time data flow automation, making it easier to connect disparate sources, transform data, and manage data streaming. For example, in a public safety project, real-time data from emergency calls, social media, and weather reports could be integrated into a single pipeline for faster incident response.
- ETL Processes Using DBT (Data Build Tool): For structured data transformation, DBT automates the ETL

(Extract, Transform, Load) processes to cleanse, organize, and prepare data for machine learning models. A transportation agency could use DBT to process GPS data and prepare it for AI-based traffic predictions.

These pipeline and orchestration solutions simplify the data handling process and ensure AI models are supplied with high-quality, real-time data.

4. Model Development, Deployment, and Monitoring

Efficient model management involves tools that allow for streamlined model development, deployment, and continuous monitoring to ensure optimal model performance.

- Managed Machine Learning Services (e.g., Azure Machine Learning, GCP AI Platform): Managed ML platforms offer streamlined model training, experimentation, and deployment. A hypothetical example might include a health department developing a predictive model for resource needs in hospitals; using Azure ML, they can test different models efficiently and deploy the best-performing one directly.

- Monitoring and Versioning Tools (e.g., Kubeflow, MLflow): Tools like Kubeflow or MLflow support model tracking, versioning, and deployment automation. A city administration using AI for smart city initiatives could leverage Kubeflow to monitor the health and accuracy of deployed models over time, ensuring they adjust as new data becomes available.

These tools support the model lifecycle comprehensively, allowing for consistent performance monitoring and adaptation, which is crucial for AI applications in dynamic public environments.

5. Security and Compliance Considerations

Public entities require stringent data security and regulatory compliance, particularly with sensitive citizen data. To address this, we recommend:

- Data Encryption and Access Controls: All data should be encrypted at rest and in transit, and access controls (like IAM roles in AWS or Active Directory in Azure) should restrict data access to authorized users only. For example, in a project involving public health records, strict encryption and role-based access control ensure only qualified personnel can view sensitive data.

- Compliance with Regulations (e.g., GDPR, HIPAA): Compliance tools available on cloud platforms help meet regulations like GDPR or HIPAA by offering audit trails, data masking, and logging. A public healthcare provider using AI to analyze patient data for disease trends can thus rely on these tools to ensure all data handling complies with legal standards.

This security setup allows public entities to build trust in their AI systems, safeguarding data while meeting regulatory requirements.

6. Seamless Integration with Existing IT Systems

AI solutions should be designed to integrate smoothly with an organization's existing IT systems to minimize disruption and maximize utility.

- API-Based Integration: RESTful APIs and, where necessary, SOAP interfaces enable secure, standardized communication between AI systems and legacy applications. For instance, a city's citizen management system can integrate AI-driven chatbots through APIs, allowing automated responses without overhauling the

				<p>current IT system.</p> <ul style="list-style-type: none">• Middleware for Data Synchronization: Middleware solutions facilitate real-time data synchronization between AI and legacy systems, ensuring consistency. In a case where a county-level emergency response system requires AI insights from multiple data sources, middleware ensures the data is consistently updated across systems. <p>This approach enables public sector entities to gain the benefits of AI without needing to completely rebuild their IT landscape.</p> <p>7. Hypothetical Use Case: Infrastructure for a Public Safety Agency</p> <p>Consider a public safety agency aiming to use AI to predict and respond to natural disasters. The infrastructure would involve:</p> <ul style="list-style-type: none">• Cloud Computing (GCP or Azure): Using a scalable cloud environment allows the agency to handle large datasets, like weather patterns and social media alerts, for accurate predictions.• Data Storage (AWS S3 for Unstructured Data): Storing satellite images and video feeds in S3 ensures high availability and accessibility for AI model training.• Data Integration (Apache Kafka): Real-time data ingestion from weather stations and emergency alerts would be managed through Apache Kafka, allowing the system to process streaming data and deliver timely insights.• Model Development and Deployment (Azure ML): Building and deploying predictive models using Azure ML helps the agency test different models and rapidly deploy the best-performing one.• Security (IAM and VPCs): Role-based access and virtual private clouds (VPCs) safeguard sensitive data and ensure access control during emergencies. <p>This setup would enable the agency to respond faster and more accurately to disasters, demonstrating the importance of an integrated infrastructure in supporting critical AI-driven applications.</p> <p>Conclusion</p> <p>Ascendum's infrastructure and technology recommendations ensure that AI implementations are scalable, secure, and easily integrated within existing environments. By combining cloud-based solutions, robust data management, security frameworks, and seamless integration tools, we support public entities in harnessing AI to meet their unique operational needs and improve service delivery. This setup not only promotes efficient AI deployment but also positions the organization for future scalability and adaptability in a fast-evolving AI landscape.</p> <p>Data mapping techniques are employed to ensure that data from existing databases aligns correctly with the new AI systems. Rigorous testing phases follow, where we simulate various scenarios to test the integration's robustness and reliability. This process helps identify and resolve any issues before full deployment, ensuring a stable and secure integration.</p> <p>Throughout the integration process, maintaining data integrity and security is paramount. Ascendum implements stringent data protection measures and adheres to industry best practices to safeguard sensitive information and ensure compliance with relevant</p>
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				<p>regulations.</p> <p>Our commitment to seamless integration ensures that our AI solutions not only enhance current capabilities but also enrich the existing IT ecosystem, driving innovation and efficiency across the organization.</p>	
77		<p>DATA PREPARATION</p> <p>Describe what steps you take to prepare data for AI implementation, and how do you ensure data quality and consistency.</p>	<p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	<p>Steps to Prepare Data:</p> <p>Data preparation is a crucial phase in AI implementation. Ascendum's approach involves extracting, transforming, and normalizing data to ensure quality and consistency. We employ automated pipelines to detect and handle missing values, standardize formats, and eliminate duplicate records. Feature engineering is carried out based on domain-specific requirements to optimize model performance.</p> <p>Ensuring Data Quality:</p> <p>For example, in a project with a leading healthcare payer (currently under NDA), we deployed automated data quality checks using our GenAI Data Structuring service. The system identified and corrected inconsistencies in claims records, ensuring a clean dataset for downstream AI models. The result was a more reliable prediction model for claims approval and rejection, reducing manual errors.</p>	*
78		<p>PROOF OF CONCEPT</p> <p>Provide one (1) example of a proof-of-concept project you have conducted and what were the outcomes.</p>	<p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	<p>Ascendum successfully executed a proof-of-concept project for a client in the transport and logistics sector, with the primary objective of automating the categorization and summarization of reports. Due to the confidentiality agreement in place, specific details of the client remain undisclosed. This initiative harnessed the capabilities of our advanced AscendAI platform, particularly its embedding generation and vector database services, to develop a sophisticated AI system.</p> <p>The AI solution was meticulously designed to accurately categorize incoming reports into predefined categories while simultaneously generating concise summaries. This innovative approach significantly optimized the client's operational efficiency by reducing the manual effort required for report handling by 50%. As a result, the client's team was able to redirect their focus towards more strategic and critical tasks, thereby enhancing their overall productivity and contribution to the organization.</p> <p>The success of this proof-of-concept not only demonstrated the practical applicability and transformative potential of AI in automating routine processes but also underscored Ascendum's commitment to delivering cutting-edge solutions tailored to meet specific industry needs. Our strategic use of the AscendAI platform's robust features exemplifies our capability to drive substantial operational improvements and empower our clients to achieve their business objectives more effectively.</p>	*

79		<p>CUSTOM AI MODEL DEVELOPMENT</p> <p>Describe your approach to developing custom AI models tailored to the specific needs of an entity.</p>	<p><input checked="" type="radio"/> Yes</p> <p><input type="radio"/> No</p>	<p>Ascendum's approach to custom AI model development is meticulously crafted to address the unique requirements of each client, ensuring solutions that are both effective and innovative. Our process begins with comprehensive workshops aimed at defining a clear problem statement and gaining a deep understanding of the client's underlying business challenges. These sessions allow us to align our strategies with the client's objectives and lay the groundwork for a successful AI implementation.</p> <p>Leveraging the expertise of AscendAI's practice group, we employ a diverse array of AI models, including cutting-edge technologies like GPT-4 and Claude 3. This diversity enables us to tailor solutions that incorporate domain-specific knowledge through the use of embeddings and other sophisticated techniques. Such integration ensures that the AI models are not only powerful but also contextually relevant to the client's industry and operational needs.</p> <p>A key aspect of our development process is the flexibility and adaptability we offer through multi-model capabilities. This approach allows us to seamlessly switch between or customize models in response to evolving client requirements or emerging insights. Whether the need is for real-time predictions, large-scale text parsing, or precise categorization, our adaptable framework ensures that AI solutions remain aligned with the client's strategic goals.</p> <p>By maintaining a focus on customization and adaptability, Ascendum empowers clients to harness AI technologies that are precisely tailored to their unique business landscapes. Our commitment to delivering personalized and scalable AI solutions underscores our position as a trusted partner in driving innovation and achieving measurable business success.</p>	*
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80		PILOT PROJECT Describe how you manage and implement pilot projects.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Ascendum's approach to managing and implementing AI pilot projects is characterized by a structured and disciplined process designed to ensure success and maximize value for our clients. Each pilot project begins with the critical step of setting clear and measurable goals, which serve as the guiding framework for all subsequent activities.</p> <p>We establish a controlled environment tailored to the specific requirements of the project, allowing for precise observation and analysis of outcomes. Key performance indicators (KPIs) are defined upfront to provide measurable benchmarks that gauge the pilot's effectiveness and guide decision-making.</p> <p>To support these initiatives, we assemble cross-functional teams comprised of experts from various disciplines. These teams are responsible for the continuous monitoring of project progress and actively collect feedback throughout the pilot's duration. This ongoing feedback loop is instrumental in identifying areas for refinement and ensuring that any challenges are promptly addressed. The insights gained from this process are then used to iteratively enhance the AI models and processes, ensuring that they are optimized for the client's needs before transitioning to full-scale deployment.</p> <p>For example, in a healthcare-focused pilot project, the AscendAI team developed the automation of pre-authorizations in claims processing. This initiative was designed to streamline the administrative workflow and improve efficiency. Throughout the pilot, our team meticulously monitored the AI algorithm's performance, identifying specific areas where false positives were occurring. By leveraging the collected feedback, we were able to fine-tune the algorithm, enhancing its accuracy and reliability. The result was a refined solution that demonstrated significant improvements and was deemed ready for broader deployment across the client's operations.</p> <p>Ascendum's disciplined approach to pilot project management and implementation not only ensures that solutions are thoroughly vetted and optimized but also builds a solid foundation for sustainable success in full-scale deployments. Our dedication to excellence and innovation establishes us as a reliable partner in facilitating transformative change for our clients.</p>
81		DEPLOYMENT AND INTEGRATION Describe how you take a pilot project and transition it to a full-scale deployment, include what metrics are used to measure their success.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Transitioning a pilot project to full-scale deployment is a carefully managed process that ensures the AI solution meets performance, scalability, and operational requirements. This transition typically begins with an in-depth evaluation of the pilot outcomes, where we analyze key performance indicators (KPIs) defined at the project's outset.</p> <p>Common metrics include accuracy, model stability, response time, and user satisfaction, which provide a holistic view of the pilot's effectiveness and readiness for scaling. For instance, in a predictive maintenance pilot for public infrastructure, metrics such as the reduction in downtime, prediction accuracy, and user feedback on reliability are assessed to confirm that the model consistently delivers value.</p> <p>Once the pilot meets predefined success thresholds, we work on preparing the infrastructure to support full-scale deployment. This includes assessing resource requirements, such as cloud storage, computing power, and network capabilities, to ensure they align with the increased demands of a production environment.</p> <p>If necessary, we enable autoscaling on cloud infrastructure to accommodate variations in workload and data volume, allowing the solution to maintain high performance under diverse operational conditions. Additionally, integration with existing IT systems is</p>

				<p>streamlined using APIs and middleware to ensure seamless data flow and reduce any disruptions to legacy systems. At this stage, we also implement robust data governance policies to support security, privacy, and compliance standards—essential for sensitive data handling in public sector environments.</p> <p>User training and change management play a critical role in the deployment phase, especially in large organizations where multiple teams interact with the AI solution. Training programs are customized to cover new workflows, interpretation of AI-driven insights, and system troubleshooting, empowering users to adapt to and fully leverage the deployed AI capabilities. To maintain quality and avoid setbacks, we establish clear guidelines for incident reporting, and our support teams work closely with in-house staff to address any challenges encountered during the transition.</p> <p>Once live, continuous monitoring of the AI model's performance is crucial to ensure it performs optimally under full-scale operations. We track metrics such as throughput, processing speed, model accuracy, and user adoption rates to detect any shifts in performance as usage scales.</p> <p>Performance dashboards provide real-time insights, while alerts notify the team if metrics fall outside acceptable ranges, allowing immediate intervention if needed. As the model operates on larger, more diverse data sets, we monitor for data drift—variations in data characteristics that could affect model accuracy over time. To address this, automated retraining pipelines are put in place, retraining the model periodically or upon detection of significant data drift to maintain predictive accuracy.</p> <p>Feedback loops are essential during early production stages, as they provide direct insights from users on model reliability and usability. This feedback is analyzed regularly and drives ongoing model refinements, such as tuning hyperparameters or adjusting input features to better align with real-world scenarios. Success in full-scale deployment is measured by the solution's ability to maintain or exceed pilot-level performance while integrating smoothly within the organization's operational workflows. High user adoption rates, sustained accuracy, reduction in manual processing time, and positive feedback on ease of use are key indicators of a successful deployment. By following these structured steps, we ensure the AI solution achieves its intended impact on a larger scale, meeting both operational needs and user expectations in a sustainable, scalable manner.</p> <p>During the final deployment phase, we implement robust monitoring systems and logging services using the AscendAI team's Chat and Logging Services, which help track real-time performance and provide insights into model behavior. For instance, in a recent transportation deployment, the full-scale rollout achieved a 40% reduction in overall response times while enhancing operational visibility for the client.</p>	*
82		<p>ONGOING SUPPORT AND MAINTENANCE</p> <p>Describe what ongoing support and maintenance services are offered to ensure continued success of AI solutions in the face of rapidly evolving technology.</p>	<p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	<p>Ascendum's ongoing support services include comprehensive maintenance packages, proactive monitoring, and retraining services to keep AI models up to date with evolving business needs. We use automated alert systems to identify and address performance issues and ensure high availability through a robust cloud-based infrastructure.</p> <p>Our approach to ongoing support and maintenance services for AI solutions is designed to ensure their sustained effectiveness and adaptability amidst the rapid evolution of AI technology. We offer a comprehensive suite of support services that prioritize solution stability,</p>	

performance optimization, and continuous improvement, helping organizations fully realize the benefits of AI over time. Here's a detailed breakdown of our ongoing support and maintenance services.

1. Proactive Monitoring and Performance Optimization

Ensuring that AI models perform consistently and accurately is central to our maintenance approach. We implement proactive monitoring solutions that allow real-time tracking of key performance indicators (KPIs) and overall system health.

- Real-Time Model Monitoring: Using tools such as MLflow, Prometheus, and Grafana, we set up dashboards and alerts to monitor model performance metrics, such as prediction accuracy, processing speed, and system load. For example, in a healthcare AI system predicting patient readmissions, real-time monitoring helps ensure the model's predictions remain within expected accuracy ranges, allowing immediate attention if discrepancies arise.
- Performance Optimization: Regular optimization of model hyperparameters and configurations is crucial, especially as data changes. We periodically evaluate model efficiency, adjusting parameters to maintain optimal speed and accuracy.
- Scalability Adjustments: AI demand can fluctuate, particularly in public sector applications like emergency response. We enable autoscaling for cloud-based systems, which dynamically adjusts resources based on workload to ensure uninterrupted service during demand peaks.

2. Continuous Model Retraining and Adaptation

AI models are most effective when they evolve with the data they process. Our support services include a comprehensive retraining framework to keep models current and relevant.

- Automated Retraining Pipelines: By automating the retraining process, we ensure that models regularly update based on new data without manual intervention. For example, in a predictive maintenance application for city infrastructure, new data from sensors is fed into the model's retraining pipeline to keep predictions aligned with recent usage patterns.
- Data Drift Detection: We implement data drift detection tools to identify significant changes in input data patterns that could impact model accuracy. If drift is detected, alerts are triggered, and the retraining pipeline is engaged, ensuring that the model adapts to changing data.
- Domain-Specific Updates: For models relying on domain-specific knowledge, such as regulatory changes in healthcare or new policies in transportation, we provide periodic updates to ensure compliance and alignment with the latest industry standards.

3. Incident Management and Rapid Issue Resolution

To mitigate risks and maintain high availability, we offer incident management support that addresses technical issues promptly.

- 24/7 Helpdesk and Support Teams: Our dedicated support teams provide around-the-clock assistance to address any issues impacting AI solution performance. This includes remote troubleshooting, patching, and escalation protocols for high-priority incidents.
- Root Cause Analysis (RCA): For recurring issues,

we conduct thorough RCA to identify underlying problems and implement permanent fixes. In an AI-driven public safety application, for instance, RCA could be critical to ensure that false alarms are minimized, preserving system credibility and response efficacy.

- Service Level Agreements (SLAs): We establish SLAs tailored to each organization's needs, with response times for critical, high, medium, and low-severity incidents. For example, critical incidents in an emergency forecasting system would have a rapid response SLA, ensuring minimal downtime.

4. Security and Compliance Management

Maintaining a secure AI infrastructure is paramount, particularly in public sector applications that handle sensitive data. Our support services include regular security audits and compliance checks.

- Data Encryption and Access Controls: We enforce strong encryption and access control policies, ensuring data security both at rest and in transit. Regular audits confirm that security measures are up-to-date and align with the latest best practices.
- Compliance with Regulatory Standards: Our support services ensure continued compliance with evolving regulatory standards, such as GDPR, HIPAA, and CJIS. Compliance audits are conducted periodically, and any required updates are applied promptly.
- Threat Monitoring and Response: We implement AI-driven threat detection systems that monitor for anomalies and potential security breaches, protecting sensitive data and ensuring compliance with public sector cybersecurity mandates.

5. Feedback Loops and Continuous Improvement

User feedback is integral to the ongoing improvement of AI solutions. We establish feedback mechanisms that allow end-users to report issues, suggest enhancements, and share insights that can enhance system effectiveness.

- User Feedback Channels: Dedicated feedback channels, such as online forms, chatbots, and email support, allow users to share insights and suggestions for improvement.
- Iterative Updates Based on Feedback: Regular review meetings with stakeholders help us understand areas where the AI system can improve. For instance, in an AI-driven public transit application, feedback on route optimization accuracy and user satisfaction informs the continuous improvement roadmap.
- Custom Enhancements: For specific requests, we work closely with clients to implement custom features or adjustments, ensuring the AI solution remains closely aligned with operational requirements and user expectations.

6. Scheduled System and Model Audits

Regular audits are critical to identifying and addressing potential issues before they affect system performance or accuracy.

- Performance and Accuracy Audits: Monthly or quarterly audits assess model performance metrics, accuracy rates, and processing efficiency. For example, in a resource allocation AI system, audits verify that resource predictions remain accurate and in sync with actual demands.

- Ethical and Bias Audits: Especially important for public sector applications, we conduct bias and fairness audits to detect any unintended bias within model predictions. This is critical in areas like hiring, where AI solutions should provide fair and unbiased recommendations.

- Compliance and Governance Audits: Routine compliance audits ensure models adhere to governance requirements and meet ethical AI standards.

7. Documentation and Knowledge Transfer

We ensure that organizations have the resources and knowledge to independently operate and troubleshoot their AI systems when needed.

- Comprehensive Documentation: We provide detailed documentation covering model workflows, data handling protocols, maintenance steps, and troubleshooting guides. This documentation is updated regularly to reflect system enhancements and best practices.

- Knowledge Transfer Sessions: Hands-on training and periodic knowledge transfer sessions help in-house teams develop the skills to manage and maintain AI solutions effectively. These sessions may cover topics such as incident management, model monitoring, and best practices for continuous improvement.

- Training on New Features: When introducing new features or upgrades, we conduct training sessions for end-users and technical staff, ensuring they are fully equipped to utilize new capabilities effectively.

8. Futureproofing and Scalability Planning

As AI technologies and organizational needs evolve, we ensure that the AI solution remains adaptable and scalable.

- Scalability Roadmaps: For applications with growing demands, such as real-time data processing for emergency response, we provide roadmaps for scaling AI infrastructure, ensuring it can accommodate increasing workloads.

- Technology Updates: We stay abreast of AI advancements and emerging technologies, recommending upgrades when appropriate to keep systems up-to-date. For instance, transitioning to a more advanced neural network architecture might be recommended to improve processing speed and accuracy.

- Regular Strategy Reviews: Annual strategy reviews with stakeholders provide an opportunity to discuss AI trends, new requirements, and potential upgrades, helping the organization adapt to future needs.

Example Scenario: Ongoing Support for a City's Predictive Traffic Management System
For a city implementing an AI-based predictive traffic management system, our ongoing support would include:

1. Real-Time Monitoring: We would set up dashboards to track the accuracy of traffic predictions and notify the team of any data drift or inconsistencies.

2. Regular Model Retraining: As traffic patterns change due to seasonal events or new road infrastructure, our automated retraining pipelines would keep the predictive models updated.

3. Incident Management: A 24/7 helpdesk ensures any system outage or prediction inaccuracy is quickly resolved, minimizing disruptions to city traffic

				management.
				<p>4. Feedback and Improvement: Citizen feedback on traffic accuracy and incident handling would be collected, informing continuous enhancements to the system. To support the continuous improvement of our AI solutions, we provide periodic health checks, retrain models based on new data, and offer customization support as business requirements change. This ongoing commitment allows clients to adapt their AI solutions to remain relevant amidst changing conditions.</p>
83	<p>TRAINING AND EDUCATION</p> <p>Describe what training and education programs you provide to help entity staff effectively adopt, use, and manage AI solutions.</p> <p>Describe the topics and skills covered in your training program as well as your experience in providing AI training and education.</p>		<p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	<p>We provide tailored training programs to equip staff with the skills to adopt and manage AI solutions effectively. Our training modules cover assorted topics, including AI fundamentals, model interpretation, ethical AI practices, and advanced model tuning. We also offer interactive sessions and hands-on labs to help teams gain practical experience with real-world AI scenarios.</p> <p>Our experience in training spans various industries, from healthcare to transportation. We focus on building the capabilities necessary for domain-specific AI applications. This approach ensures that our client's staff can understand, utilize, and manage AI solutions effectively in their day-to-day operations.</p> <p>To effectively support AI adoption, our training and education programs are tailored to equip entity staff with comprehensive skills for managing, operating, and optimizing AI solutions. Below is a detailed description of the topics, skills, and methodologies incorporated in our training modules, alongside examples that demonstrate our extensive experience in AI training and education across various sectors.</p> <p>1. Foundational AI Knowledge</p> <p>The foundational aspect of our training covers essential AI concepts, algorithms, and methodologies, ensuring that all team members, regardless of their technical background, develop a clear understanding of AI principles.</p> <ul style="list-style-type: none"> Topics Covered: We introduce core concepts such as machine learning (ML), deep learning, natural language processing (NLP), and neural networks. Additionally, topics like supervised vs. unsupervised learning and reinforcement learning provide a well-rounded base. Example: For a public transportation agency, foundational training enabled staff to grasp AI fundamentals before deploying predictive models for traffic flow optimization. This foundational knowledge empowered decision-makers to understand AI-driven insights and apply them effectively in operations. <p>2. Model Development and Customization</p> <p>We delve into advanced skills for those directly involved in AI model development, including model selection, training, tuning, and deployment.</p> <ul style="list-style-type: none"> Topics Covered: Training includes hands-on experience with models like decision trees, random forests, and neural networks. We teach how to implement models using platforms such as TensorFlow and PyTorch, alongside parameter tuning for optimization. Skills Acquired: Participants learn skills for training models, handling hyperparameter tuning, and troubleshooting model performance issues. They also gain proficiency in selecting models based on specific use cases.

				<p>module covers the practicalities of integrating AI into existing IT environments and managing end-to-end deployments.</p> <ul style="list-style-type: none"> • Topics Covered: Training covers deployment methodologies, such as containerization with Docker, orchestration with Kubernetes, and integration using RESTful APIs. We also provide insights into CI/CD (Continuous Integration and Continuous Deployment) for efficient model updates. • Skills Acquired: Participants learn how to deploy AI models in real-time environments, manage versions, and ensure smooth integration with legacy systems. • Example: In a project with a city administration, our training enabled IT teams to deploy and manage an AI-powered traffic monitoring system. This hands-on training helped the team troubleshoot deployment issues and maintain real-time data processing. <p>7. AI Performance Monitoring and Continuous Improvement</p> <p>Continuous monitoring is essential for maintaining model performance over time. Our training includes setting up monitoring frameworks and implementing feedback mechanisms for model retraining.</p> <ul style="list-style-type: none"> • Topics Covered: We introduce tools for monitoring model drift, setting up feedback loops, and defining performance metrics. Specific focus is placed on using platforms like MLflow and Kubeflow for version control and model retraining. • Skills Acquired: Participants develop skills to track model accuracy, detect data drift, and retrain models to adapt to new data. • Example: For a state government agency using AI for economic forecasting, our training on model monitoring equipped the team to adjust their economic models as new data trends emerged, keeping predictions relevant and accurate. <p>8. Practical Applications through Interactive Labs and Real-World Scenarios</p> <p>To reinforce learning, we offer interactive labs and real-world scenarios where participants apply their skills in controlled, practical environments.</p> <ul style="list-style-type: none"> • Lab Activities: Labs cover building end-to-end AI solutions, from data ingestion and preprocessing to model deployment and monitoring. Real-world scenarios relevant to public sector challenges, such as predictive maintenance or demand forecasting, are simulated to enhance understanding. • Example: In training for a transportation agency, our labs involved simulating real-time predictive maintenance models for public transit vehicles. Participants gained experience deploying models, monitoring predictive accuracy, and troubleshooting live systems. <p>9. Experience in AI Training and Education</p> <p>Our training expertise spans various public and private sectors, enabling us to customize programs for specific organizational needs. Key highlights include:</p> <ul style="list-style-type: none"> • Healthcare Sector: We trained data science teams on advanced model tuning and deployment, significantly improving patient data management and predictive diagnostics.
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			<ul style="list-style-type: none">• Transportation Sector: Our programs helped transportation agencies adopt AI for predictive maintenance, enhancing vehicle uptime and operational efficiency.• Government and Public Services: We delivered specialized AI training for government staff, focusing on citizen service improvements, predictive analytics, and responsible AI practices that comply with regulatory requirements. Through a combination of theory, practical labs, and real-world application, our training ensures that public sector staff are well-prepared to adopt, operate, and scale AI solutions effectively within their organizations.
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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](#) - Sourcewell Pricing - Ascendum .pdf - Thursday November 07, 2024 14:13:58
 - [Financial Strength and Stability](#) - 2023 Ascendum Solutions Reviewed Financial Statements.pdf - Monday November 04, 2024 17:03:18
 - [Marketing Plan/Samples](#) - Marketing Plan & Materials PDFs.zip - Thursday November 07, 2024 14:18:20
 - [WMBE/MBE/SBE or Related Certificates](#) - 2024-2025 - MBE Certificate - Ascendum (expires 8-31-2025).pdf - Thursday November 07, 2024 14:17:46
 - [Standard Transaction Document Samples](#) - Ascendum Transactional Documents.zip - Thursday November 07, 2024 15:09:43
 - [Requested Exceptions](#) - RFP_110724_AI_Readiness_Master_Agreement (redlines 11.4.24).docx - Tuesday November 05, 2024 10:23:21
 - [Upload Additional Document](#) - Sourcewell Services Offered Ascendum .pdf - Thursday November 07, 2024 15:56:10

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. - Paulie Anthony, Head of Marketing, Ascendum Solutions LLC

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

☐ Yes ☒ No

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

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

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