Response to Request for Proposal

TXShare
Your Public Sector Solutions Center

North Central Texas Council of Governments

Artificial Intelligence (AI) Consultancy Services
RFP # 2025-023

RFQ Due Date: January 13, 2024 at 2:00 PM CT

Response Submitted To:

https://www.publicpurchase.com/gems/bid/bidView?bidId=194425

Response Prepared By:

CCS Learning Academy
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Cover Letter

Date: January 13th, 2024

To Evaluation Committee,

Ref: RFP # 2025-023 – Artificial Intelligence (AI) Consultancy Services – NCTCOG, TXShare.

It is with great pleasure that we CCS Learning Academy, a division of CCS Global Tech is pleased to submit our proposal to NCTCOG, TXShare (hereafter refer "Agency"). After a careful review of the requirements, we have crafted our proposal that will emphasize our capability in providing Artificial Intelligence (AI) Consultancy Services.

To strengthen our ability to meet the Agency's needs, we have partnered with **EaaS AI**, a **Historically Underutilized Business (HUB)**, **Woman-Owned Small Business**, **Certified Women's Business Enterprise**, and **Certified AI Consultants**, as our subcontractor. This collaboration enhances our capacity to deliver tailored solutions by combining CCS Learning Academy's established expertise in AI training and consulting with EaaS AI's proficiency in AI strategy development, feasibility studies, and compliance-driven implementations. Together, we are well-positioned to provide innovative, scalable, and impactful solutions that align with the unique requirements of NCTCOG and its member organizations.

As established players in the training and consulting ecosystem, with a deep understanding of requirements, we are confident in our ability to successfully cater to your needs. There are several reasons why we believe we are ideally suited to be your trusted partner in providing Artificial Intelligence (AI) Consultancy Services:

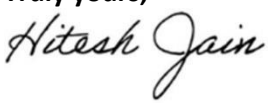
- **EaaS AI Partnership:** Our collaboration with **EaaS AI** ensures access to specialized expertise in AI-driven solutions tailored to organizational needs.
- **Experience:** Strong understanding of the technical environment and workflow as it pertains to technology and business principles, standards, and awareness.
- **Qualified Team:** Our local expertise with a global footprint gives us access to a diverse team of highly qualified professionals.
- **Customer Service:** We are dedicated to providing highly responsive customer service to ensure your experience is as smooth and straightforward as possible.

We have taken a good hard look at the scope and have matched the requirements with the solution and price best suited for your success. Our strategy for this effort is to first and foremost provide you with competent and reliable training as mentioned in the solicitation scope.

Person to be contacted related to the proposal:
Contact Name: Anand Dandapani – Director Global Education
Phone: (858) 788-3836 **Email:** govsales@ccslearningacademy.com

We hereby acknowledge all the addendum released till date. Proposals shall remain valid for the period of 45 days, commencing on the submission deadline date. We have done our best to present supporting materials through this proposal and hope that you will consider allowing us to continue this conversation further. Let us know if you have questions about anything outlined in this document. We will be looking forward to your response.

Truly yours,



Hitesh Jain, COO / CFO

About Us

Legal Name: California Creative Solutions, Inc. dba CCS Learning Academy
Legal form: DBA
Location: 13475 Danielson Street, Suite 230, Poway, CA 92064
NAICS: 611430, 611420
FEIN: 330762869
DUNS:176550218
Business License Number: B20060112971
Main Contact Name: Anand Dandapani – Director Global Education
Phone: (858) 788-3836
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California Creative Solutions, Inc. dba CCS Learning Academy is a full-service training and business solution provider with a rich history of serving private and public entities since 1997. We are a Minority Business Enterprise (MBE) that has evolved from a one-man shop to a thriving global company. Headquarter in Poway, CA, and locations in San Francisco, CA, Wayne, PA, Noida, India, Reading, UK, San Isidro de Pérez Zeledón, Costa Rica, and Toronto, CA with over 650+ full-time employees. Our international footprint affords us a vibrant corporate community focused on equity, diversity, and service to others.

With 25+ years of experience, our primary mission has always been to provide dynamic, innovative technology and business solutions to organizations of all sizes and backgrounds.

CCS Learning Academy is an approved BPPE (Bureau for Private Postsecondary Education) organization by the California Department of Education, a Microsoft Solutions Partner, ISC2 Official Training Partner, CompTIA Authorized Partner, PeopleCert Authorized Partner for ITIL and Scrum, and PECB Authorized Partner.

AFFILIATIONS, CERTIFICATIONS & ACCREDITATIONS

When it comes to upskilling, CCS Learning Academy is designed to be your organization's secret weapon. We curate and deliver professional training for individuals, groups, and government and private entities.

Designed to foster technical and non-technical professionals' knowledge and abilities, we use our 25+ years of consulting expertise from our parent company, CCS Global Tech to help keep individuals & teams up-to-date and relevant in the workplace. We offer a comprehensive menu of courses that help keep staff relevant including promoting diversity, equality, and inclusion in the workplace. Our diverse pool of instructors and subject matter experts adapt to project needs and conceptualize training solutions.

We are deeply attuned to the current challenges in business leadership. Our involvement in client projects at CCS Learning Academy gives us firsthand insight into the essential skills that drive impactful leadership. Leveraging this expertise, we provide state-of-the-art leadership training and tailored talent development at all levels. CCS Learning Academy ensures its leadership programs stay abreast of industry trends, incorporating insights from our on-the-ground professionals for continuous improvement.

About Our Subcontractor

We are proud to partner with **EaaS AI**, a **Woman-Owned Small Business**, **Statewide HUB Certified**, and a **Certified Women's Business Enterprise**, as our subcontractor for RFP #2025-023.EaaS AI's team includes **Certified AI Consultants**, ensuring that their expertise meets the highest standards in the field. Founded in 2024, EaaS AI has quickly established itself as a trusted provider of Artificial Intelligence consultancy services, dedicated to empowering organizations through responsible AI adoption. Their mission is to deliver tailored solutions that enhance operational efficiency, improve decision-making, and drive sustainable innovation while prioritizing compliance, ethical standards, and stakeholder engagement.

EaaS AI offers extensive expertise in AI strategy development, feasibility studies, custom tool creation, and training and knowledge transfer. Their holistic methodology focuses on designing scalable and practical solutions that align with public sector compliance requirements, including data security, privacy, and ethical AI governance. Leveraging cutting-edge technologies such as GPT-based models, predictive analytics, and machine learning frameworks, EaaS AI customizes its offerings to address the unique challenges and opportunities of organizations at different stages of AI adoption. Their proactive approach ensures active stakeholder involvement, fostering long-term success and self-sufficiency.

As a trusted partner, EaaS AI differentiates itself through its dedication to compliance with regulations such as the Texas Responsible AI Governance Act and other state and federal standards. Their certified expertise and commitment to ethical AI practices are complemented by their comprehensive training programs, which equip organizations with the skills needed for sustainable implementation. With their deep understanding of public sector needs and strong credentials, EaaS AI enhances our ability to deliver the high-quality, impactful AI consultancy services outlined in this RFP, ensuring that NCTCOG and its member organizations achieve their goals with confidence and transparency.

Certificate of Offeror and Statement of Understanding

TXShare
Your Public Sector Solutions Center

REQUEST FOR PROPOSALS
For
Artificial Intelligence (AI) Consultancy Services
RFP # 2025-023

Sealed proposals will be accepted until 2:00 PM CT, **December 18, 2024,** and then publicly opened and read aloud thereafter.

California Creative Solutions, Inc. dba CCS Learning Academy
Legal Name of Proposing Firm

Anand Dandapani — Director Global Education
Contact Person for This Proposal — Title

(858) 788-3836 — govsales@ccslearningacademy.com
Contact Person Telephone Number — Contact Person E-Mail Address

13475 Danielson Street, Suite 230 — Poway/CA — 92064
Street Address of Principal Place of Business — City/State — Zip

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Anand Dandapani — Director Global Education
Point of Contact for Contract Negotiations — Title

(858) 788-3836 — govsales@ccslearningacademy.com
Point of Contact Telephone Number — Point of Contact Person E-Mail Address

Acknowledgment of Addenda (initial): #1 X _____ #2 _____ #3 _____ #4 _____ #5 _____

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

COVER SHEET

A brief statement of the respondent's understanding of the work to be done or desired deliverables requested in the solicitation

CCS Learning Academy fully understand that the objective and desired deliverables requested in this solicitation is to provide comprehensive Artificial Intelligence (AI) consultancy services that enable the North Central Texas Council of Governments (NCTCOG) and its member organizations to adopt and implement AI solutions effectively. The desired outcomes include the development of AI strategies, feasibility studies to prioritize use cases, design and implementation of custom AI solutions, stakeholder training and knowledge transfer, and adherence to regulatory compliance and ethical standards. These efforts aim to enhance operational efficiency, improve decision-making, and foster innovation across the Agency's operations.

Key deliverables outlined in the solicitation include an Initial AI Strategy Report, feasibility studies with prioritized use cases, a comprehensive 5-year AI Roadmap, pilot implementation plans, and final evaluation reports. These deliverables are expected to align with NCTCOG's strategic goals while ensuring robust compliance with public sector regulations such as the Texas Responsible AI Governance Act, Freedom of Information Act (FOIA), and data security requirements. We also recognize the importance of ensuring that the proposed solutions are ethical, inclusive, and designed for long-term sustainability.

Our team, in collaboration with our subcontractor **EaaS AI**, is prepared to deliver these outcomes by leveraging proven methodologies and advanced AI technologies. We will work closely with NCTCOG stakeholders to conduct detailed needs assessments, identify high-impact AI use cases, and develop tailored solutions. Furthermore, our approach prioritizes stakeholder engagement, ensuring that member organizations are equipped with the tools, training, and governance frameworks needed to independently manage and scale AI solutions. Our goal is to provide NCTCOG with a roadmap for AI adoption that not only addresses immediate needs but also positions the Agency for sustainable innovation in the future.

Key Personnel

People are at the heart of our corporate culture. Whether we're interacting with clients or providing training to potential employees, we foster an environment based on collaboration, respect, and empowerment. We cultivate this environment by promoting integrity, honesty, and transparency in all our interactions. Our goal is to develop a meaningful relationship with our clients and deliver exceptional service. We work towards this goal by supporting open communication with our clients.

All the team leaders mentioned below will work with you and are available throughout the contract.

The authorized person executing the contract for CCS Learning Academy

HITESH JAIN
COO/CFO

He is a highly skilled finance professional with international qualifications and experience. With over 20 years' global experience, Hitesh Jain is a proven strategic and innovative Chief Operating Officer (COO) and the Chief Financial Officer (CFO) for CCS Global Tech and CCS rapidly established global offices increasing both company size and revenues. His passion for nurturing young IT enthusiasts has strengthened CCS Learning Academy and supported multiple levels of technology training. In his spare time, he loves spending quality time with his family, exploring new places, mountaineering, and hiking.

Telephone – (858) 208-4135; Email – hjain@ccsglobaltech.com

Person(s) who may be contacted regarding the proposal & Business Inquiry

ANAND DANDAPANI
Director of Global Education

He has been associated with CCS Learning Academy for the past 2 years. He has nearly 3 decades of multi-functional experience in the training industry in Business Operations, Education Delivery Management, Quality, Process & Systems, Product, Employee Skilling, New Initiatives Implementation, and Large Project management. He has a deep understanding of the L&D domain coupled with passion, diligence, and attention to detail in any task that he undertakes. Anand ensures that business and training initiatives are addressed multidimensional with an eye toward creating a positive impact for our customers.

Telephone – (858) 788-3836; Email – govsales@ccslearningacademy.com

Person(s) who may be contacted regarding the delivery of training

CHANDRA PRAKASH
Training Solution Manager

Chandra Prakash has Bachelor Degree in Computer Application with over 7 years of diverse experience in Training management, training coordination, data analytics and business process improvement. With a deep understanding of training solution management and data-driven strategies, he is committed to providing excellence in training program execution and end to end training project management. His certifications in Power BI (PL-300) and hands-on skills with SQL, Python, and Microsoft Excel enable him to design and manage impactful training solutions tailored to client needs.

Telephone - (858) 435-0810; Email - govsales@ccslearningacademy.com

Our Proposed Consultant Resumes (EaaS AI)

Rachael Garnett

• Accomplished AI speaker with experience delivering workshops and presentations. • Certified AI Consultant with hands-on expertise in developing GPT-based solutions for business operations. • Skilled in creating and deploying custom AI personas and tools including training businesses to leverage AI. • Proficient in copywriting and utilizing AI-driven tools to streamline marketing, improve engagement, and optimize workflows • Recognized as 3x International Bestselling co-author

WORKHISTORY

EaaS AI, Fort Worth, TX Cofounder/CEO,
02/2024–Current

- Develop relationships with community leaders, potential and new clients.
- Provide AI Consulting to business owners and their teams, tailoring solutions to improve operational efficiency and scalability
- Facilitate interactive AI training sessions, teaching prompt engineering, persona creation, and iterative use of tools like ChatGPT and Claude.
- Create and execute social media and email strategies for EaaS AI and other clients.
- Oversee the design and development of custom AI solutions, focusing on client specific needs.
- Guide the mission and vision of EaaS AI by developing the business plan, policies, procedures, and metrics for success.
- Build GPT-based AI tools, chatbots, and custom personas for clients and ourselves.

Fort Worth Public Library Foundation, Fort Worth, TX
Director of Development, 07/2022–11/2023
Director of Donor Relations, 12/2021–07/2022
Contract Grant Writer, 08/2021–12/2021

- Oversaw implementation of all giving programs–including grants, annual giving, and prospecting and closing new event sponsors.
- Increased 2023 revenue by 129%. Raised just shy of $1M, raising the most money for the Foundation since 1995 and exceeding revenue targets.
- Increased 2022 revenue by 179%, almost doubling income over 2021 and exceeding revenue targets.
- Developed relationships with and stewarded community partners.
- Supervised the team–marketing assistant and development assistant.
- Created a development program to grow the budget through grant writing, solicitation of major gifts, annual event, individual giving, and corporate support.
- Responsible for direct mail campaigns, newsletters, and multi-channel fundraising campaigns.
- Created the grant calendar and researched, wrote, and submitted all grant applications.
- Supported the CEO in daily operations.
- Managed all account receivables.
- Worked with accountant monthly to reconcile books and oversaw the annual audit.
- Oversaw CRM change from Kindful to Virtuous.

Development Director, 08/2020–05/2021
Key Center for Learning Differences, Fort Worth, TX

- Raised over $465,000, a 146% increase year-over-year in nine months through grants and individual gifts.
- Cultivated relationships to receive new gifts upwards of $25,000.
- Implemented a dynamic stewardship program resulting in several increased gifts from current donors and reengaged former donors.
- Led the team in designing, implementing, and managing the capital campaign, including fundraising, donor follow-up, and working with a web designer to create the web page and giving form.
- Executed the grant-making process by managing the calendar, documents, and deadlines, writing grants, LOIs, and request letters, researching funding opportunities, and tracking grantee results.
- Executed fundraising and communication initiatives such as annual giving, capital campaign, and giving days.
- Worked closely with the Development Coordinator to create donor communications, execute the fundraising timeline, and manage data through the Bloomerang CRM.
- Crafted the board-approved annual development budget.
- Served on the Capital Campaign and Marketing and Development Committees.

Director of Operations & Donor Relations, 06/2019–09/2020
Fort Worth Public Library Foundation, Fort Worth, TX

Development Associate, 08/2016–04/2018
YMCA Of Metropolitan Fort Worth, Fort Worth, TX

Development Director, 07/2007–07/2011
Our Lady of Victory Catholic School, Fort Worth, TX

Manufacturing Supervisor, 08/2001–01/2004
Precision Set Diamond and Jewelry, Dallas, TX

EDUCATION AND CERTIFICATIONS

- Certified AI Consultant, 2024
- Certified Hypnotist, Dom the Hypnotist Training, 2024
- Fundraising Certification, CNM Connect, 2017
- Master of Arts: Art Education, 2008
- University of North Texas, Denton, TX
- Bachelor of Fine Arts: Art History, 2004
- University of North Texas, Denton, TX

Matthew Garnett

Seasoned technology leader and entrepreneur with over two decades of experience in driving business transformation and productivity enhancement.

Co-founder of EaaS AI teaching cutting-edge AI and technology solutions to optimize business operations and boost profitability.

Proven track record in sales leadership, customer experience, and strategic planning across various technology sectors..

Professional Highlights

EaaS - Everything as a Service, Cofounder, (2024-Present)

- Spearheading business transformation through AI consulting, brand and marketing, and internal process optimization
- EaaS AI Consultant, driving innovation in business operations and productivity

Kyocera Document Solutions Southwest, LLC, Technology Consultant (2011-2023)

- Kyocera Masters Club Trip winner FY22
- Expert in customer experience platforms, collaborative AI, and business resource optimization

Previous Roles: Account Executive and Senior Specialist in document technology solutions (2001-2011)

- Consistently exceeded sales quotas and received multiple recognitions for outstanding performance

Education

- Ph.D. Candidate, Catholic University of America (1993-1996)
- MA Philosophy, University of Dallas (1989-1994)
- BS Psychology, Minor Finance, Texas A&M University (1982-1987)

Community Engagement

- 20+ years volunteer with the Salvation Army
- Weekly instructor for alcohol and drug addiction classes
- Committed to leveraging professional expertise for community betterment

Core Competencies

- AI and Technology Integration
- Strategic Business Transformation
- Sales Leadership and Customer Experience
- Empathetic Problem-Solving
- Cross-Functional Team Leadership

References

Organization	James L. West Center for Dementia Care
Contact	Cathy Neese Brown, Chief Strategy Officer
Phone	817-877-1199
Email	cbrown@jameslwest.org
Summary	AI strategy development, pilot testing, and implementation of AI-Powered tools to streamline bilingual outreach and program communications

Details

- Conducted comprehensive discovery sessions with department leads to identify key use cases and align AI solutions with organizational goals. This included designing custom AI personas to address challenges such as bilingual program outreach and content creation.
- Performed feasibility studies and validated use cases such as automating PowerPoint creation for training, generating communication templates, and converting educational content into professional programming.
- Designed tailored AI solutions, including GPT models, to support bilingual outreach and educational programs. Developed detailed cost analyses and implementation roadmaps for decision-making.
- Piloted AI-powered curriculum writing tools and communication personas, refining functionality through iterative feedback and transitioning validated pilots into full-scale implementations.
- Delivered comprehensive training programs and adoption workshops, equipping teams with the skills to effectively use tools like ChatGPT and Perplexity.ai. Knowledge transfer plans ensured sustainability and long-term independent use of AI systems.

Organization	**Wealth Strategies Advisory Group**
Contact	Robert Annable, President
Phone	480-889-9724
Email	robert@wsagaz.com
Summary	Developed AI tools and workflows to enhance client engagement, streamline communications, and improve operational efficiency in wealth management. Delivered training to ensure sustainable adoption and conducted pilot implementations, including AI-powered contract review and personalized email automation.

Details

- Conducted discovery sessions to identify key workflows where AI could enhance operational efficiency, such as integrating tools with Salesforce for personalized client interactions.
- Proposed use cases for AI, including generating personalized email templates and automating communication workflows.
- Designed custom AI tools tailored to Wealth Strategies' needs, including GPT-based solutions and chatbots.
- Launched pilot programs for tasks like contract review and copywriting, refining tools based on team feedback.
- Delivered training programs for group sessions and one-on-one coaching, ensuring teams could independently manage their AI solutions post-implementation.

Organization	**Lane Gorman Trubitt, LLC**
Contact	Josh Woods, Senior Marketing Manager
Phone	214-871-7500
Email	jwoods@lgt-cpa.com
Summary	Provided workshops for nonprofits to demonstrate practical AI use cases, such as grant writing and donor communications. Developed AI adoption strategies and facilitated interactive sessions to empower teams in leveraging AI for mission-driven work.

Organization	**Viva Your Vision**
Contact	Irene Vivanco, Owner
Phone	619-988-0660
Email	vivayourvision@gmail.com
Summary	Conducted an initial discovery call to identify the client's specific AI needs and goals. Delivered three training sessions focused on creating AI personas for use in ChatGPT and Claude, teaching effective prompting and iteration techniques. Built a custom GPT model tailored to the client's unique business objectives, ensuring alignment with their operational needs and enhancing their ability to scale AI adoption effectively.

CCS Learning Academy has extensive experience in working with a diverse range of clients across government, nonprofit, and private sectors. The above references are a glimpse into our successful collaborations. Beyond these, we are proud to have worked with a robust and varied client base that includes local and state government entities, public agencies across the United States. Some notable clients include the

- State of Illinois – Department of Innovation and Technology, IL
- State of Maine Department of Labor, ME
- State of Minnesota Management and Budget, MN
- State of New Hampshire – Department of Administrative Services, NH
- State of Vermont, Department for Children and Families, VT
- State of Tennessee, Department of Health, TN
- State of Utah Division of Purchasing, UT
- Strategic Acquisition Center – Department of Veterans Affairs, MD
- Bay Area UASI, San Francisco Department of Emergency Management, CA
- Boston Public Health Commission, MA
- City of Los Angeles – Department of Transportation, CA
- City of Philadelphia, PA
- City of Durham - Human Resources Department, NC
- City of New Orleans, Department of Finance, Purchasing Bureau, LA
- City of Charlottesville, VA
- County of Alameda, CA
- Texas Health and Human Services Commission
- Texas Woman's University

Project-Related Experience and Qualifications

Overview of Expertise and Experience
CCS Learning Academy, a division of CCS Global Tech, has over 25 years of experience delivering high-quality training and consultancy services to diverse organizations, including government entities. Our expertise in Artificial Intelligence (AI) technologies spans machine learning, natural language processing (NLP), predictive analytics, and custom AI tool development. Partnering with EaaS AI, a certified and innovative subcontractor specializing in tailored AI solutions, we provide a robust approach to fulfilling the unique needs of local governments and public sector entities.

AI Capabilities and Public Sector Experience

- **Machine Learning and Predictive Analytics:** Implemented AI models for predictive maintenance and operational efficiency in private and nonprofit sectors, with scalable solutions adaptable to public sector needs.
- **Natural Language Processing (NLP):** Deployed chatbots and AI assistants to enhance citizen engagement and automate repetitive tasks, such as grant proposal writing and customer queries.
- **Custom AI Solutions:** Developed GPT-based tools and AI-powered dashboards to streamline workflows, improve decision-making, and deliver measurable value.

In collaboration with government clients, CCS Learning Academy has delivered customized training programs to upskill employees in adopting emerging technologies effectively. Our programs address public sector-specific challenges, including compliance with regulations like FOIA and the Texas Responsible AI Governance Act, managing constrained budgets, and fostering innovation within complex workflows.

Understanding of Public Sector Compliance and Ethics
We recognize the importance of compliance with federal, state, and local regulations in public sector AI implementations. Our solutions are designed to prioritize:

- **Data Security:** Role-based access controls, encryption, and secure API integrations to protect sensitive information.
- **Ethical Standards:** Ongoing audits, bias mitigation strategies, and transparent governance frameworks to ensure fairness and inclusivity.
- **Regulatory Adherence:** Alignment with legal requirements, including FOIA, ensuring accountability and transparency in decision-making processes.

Portfolio of Successful AI Strategies by CCS Learning Academy and EaaS AI

- **Public Sector Training:** Delivered large-scale training programs for municipal employees, equipping them with the skills to integrate AI technologies into their workflows while ensuring compliance and ethical use.
- **Grant Automation for Nonprofits:** Implemented AI-powered solutions to streamline grant research and proposal drafting, significantly reducing processing time and enhancing productivity.
- **Private Sector AI Implementations:** We have designed and deployed predictive maintenance models, workflow automation tools, and customer service chatbots.

Subcontractor Capabilities: EaaS AI
EaaS AI, founded in 2024, specializes in delivering AI consultancy services that emphasize education, strategy development, and custom tool creation. With certified expertise in AI, EaaS AI provides tailored solutions that meet compliance, ethical, and operational standards. Their contributions include designing GPT-based models and providing actionable roadmaps for scalable AI adoption.
Team Structure and Reporting Responsibilities

- **Project Leadership:** CCS Learning Academy serves as the prime vendor, managing overall project execution and coordination.

- **Subcontractor Involvement:** EaaS AI supports AI strategy development, feasibility studies, and technical implementation.
- **Interface with NCTCOG:** A dedicated project manager will act as the primary point of contact, ensuring consistent communication, milestone tracking, and progress update

Team Leadership and Reporting Responsibilities

Role	Organization	Responsibilities	Reporting To
Project Manager	CCS Learning Academy	Overall project management, reporting	NCTCOG Project Team
AI Consultant	EaaS AI	AI strategy development and feasibility studies	CCS Project Manager
AI Consultant	EaaS AI	Tool development and deployment	CCS Project Manager
AI Specialist	CCS Learning Academy / EaaS AI	Training and knowledge transfer	CCS Project Manager & NCTCOG
Project Coordinator	CCS Learning Academy	Project coordination and support	CCS Project Manager & NCTCOG

Statement of Capabilities

CCS Learning Academy and EaaS AI confirm the ability to meet all requirements outlined in the solicitation. We have reviewed the Scope of Work in detail and do not identify any significant requirements we cannot fulfill.

Our combined expertise, experience, and commitment ensure a seamless, compliant, and impactful delivery of AI consultancy services tailored to NCTCOG's objectives.

CCS Learning Academy and EaaS AI are committed to addressing key challenges, including skill gaps, ethical risks, and the need for structured AI governance. As the prime vendor, CCS Learning Academy ensures seamless project management and alignment with public sector requirements. Together, we deliver innovative, scalable, and sustainable solutions that empower NCTCOG and its member organizations to adopt AI responsibly and effectively, achieving measurable outcomes and long-term success.

Technical Proposal

Leadership and Expertise in AI Solutions

CCS Learning Academy and EaaS AI bring proven leadership and expertise in delivering AI-driven solutions across government, nonprofit, and private sectors, positioning us as trusted partners to serve NCTCOG and its member organizations effectively.

Government Sector: CCS Learning Academy has decades of experience providing tailored training and consultancy services to public sector organizations. We specialize in upskilling employees to adopt emerging technologies, addressing challenges such as regulatory compliance, workflow optimization, and driving innovation within constrained budgets.

Nonprofit Sector: EaaS AI has demonstrated leadership in using AI tools like ChatGPT and Claude to enhance productivity for nonprofits. Notable projects include streamlining grant research, event planning, and communications, aligning AI solutions with organizational goals.

Private Sector: Together, CCS Learning Academy and EaaS AI have delivered scalable AI solutions for businesses, including chatbot development, workflow automation, and AI adoption training, showcasing a robust capacity for solving complex challenges.

Compliance and Ethical Considerations

CCS Learning Academy and EaaS AI understand the critical importance of compliance, ethics, and regulations in public sector AI implementations. We strictly adhere to federal, state, and local frameworks, including the Texas Responsible AI Governance Act and FOIA, ensuring transparency, fairness, and accountability in all solutions.

Key Aspects of Our Approach:

- **Data Governance and Privacy:** Encryption, anonymization, and role-based access controls safeguard sensitive data and maintain public trust.
- **Ethical AI Practices:** Bias detection, demographic parity testing, and regular audits ensure fairness, inclusiveness, and compliance.
- **Regulatory Alignment:** Transparent decision-making and adherence to public sector laws ensure compliance with disclosure requirements.

By combining CCS Learning Academy's proven track record in training and consulting with EaaS AI's innovative AI implementation capabilities, we provide NCTCOG with actionable, ethical, and compliant AI solutions. Our leadership ensures alignment with public sector standards and delivers sustainable outcomes that enhance operational efficiency, decision-making, and innovation.

Our Methodology

CCS Learning Academy and EaaS AI have developed a comprehensive methodology designed to meet the Objectives, Scope of Work, Requirements, and Deliverables outlined in Section 5 of the RFP. Our collaborative approach aligns with organizational goals, actively engages stakeholders, and adheres to strict regulatory and ethical standards. By prioritizing hands-on training and knowledge transfer, we empower NCTCOG stakeholders to confidently adopt, manage, and sustain AI solutions, ensuring long-term success and impactful outcomes.

Key Objectives

1. **Enhancing Operational Efficiency:**
    - Provide hands-on training to staff on using AI tools to streamline workflows and reduce manual tasks.
    - Focus training on predictive analytics to optimize resource allocation and infrastructure maintenance, with practical exercises for real-time scenario planning.
    - Conduct workflow analysis sessions during training to identify areas where efficiency can be immediately improved.
2. **Supporting Decision-Making:**
    - Develop training programs to empower stakeholders to use AI-powered analytics and interpret results for actionable insights, with role-playing scenarios to simulate decision-making challenges.
    - Teach natural language processing (NLP) techniques to extract meaningful data from reports and feedback, using interactive datasets for practice.
3. **Driving Innovation:**
    - Train staff on GPT-based assistants and advanced AI capabilities to enhance citizen engagement, with workshops on creative AI applications for public services.
    - Encourage innovation through skill-building sessions focused on identifying new AI opportunities and hands-on labs for experimenting with emerging technologies.

Focus on Training and Knowledge Transfer

Our methodology emphasizes training and knowledge transfer as the cornerstone of successful AI implementation. This approach fosters self-sufficiency by equipping teams with the skills needed to:

- Independently manage and optimize AI tools.
- Adapt to evolving technologies.
- Drive continuous improvement aligned with strategic goals.

By building internal expertise and reducing reliance on external support, we ensure NCTCOG achieves long-term value and sustainable success, delivering impactful outcomes for its member organizations.

Acknowledgement of Solicitation Objectives and response to section 5.1

CCS Learning Academy and EaaS AI fully recognize and acknowledge the Objectives, Scope of Work, Requirements, and Deliverables specified in Section 5 of RFP #2025-023. Our Below are specific refinements to address the RFP's expectations:
This Technical Proposal serves as a testament to our understanding of and commitment to the vision set forth in the RFP.

The objectives of the AI consultancy services include, but are not limited to:

- **Assessing Organizational Processes**
    - Evaluating current workflows, technologies, and processes to identify areas where AI can enhance efficiency, accuracy, and service delivery. This involves engaging stakeholders to uncover specific departmental pain points and opportunities.

- **Identifying Opportunities for AI Integration**
  - Leveraging a structured assessment process to pinpoint actionable AI use cases within various departments, such as public safety response optimization, citizen engagement tools, predictive maintenance, and interdepartmental communications.
  - Conducting feasibility studies that weigh potential benefits against costs and risks, ensuring the most impactful use cases are prioritized.
- **Recommending AI Tools and Frameworks**
  - Recommending cutting-edge AI tools and frameworks, including GPT models and embeddings, tailored to meet the unique challenges of each department.
- **Developing a Comprehensive Data Strategy**
  - Crafting an AI roadmap that emphasizes data quality, governance, privacy, and security while addressing the organization's immediate and long-term goals.
- **Strategic Roadmap Creation**
  - Developing an implementation roadmap with clearly defined governance structures, timelines, milestones, and deliverables.
- **Ensuring Legal and Ethical Compliance**
  - Guaranteeing that all AI implementations meet legal standards, such as FOIA and other state/federal regulations, and establishing robust technical, administrative, and policy controls.
- **Providing Training and Knowledge Transfer**
  - Equipping internal teams with the knowledge and tools needed to integrate AI into their workflows effectively. Training programs and one-to-one coaching will focus on empowering employees to use AI for tasks like data analysis, drafting reports, automating repetitive workflows, analyzing citizen feedback, creating dynamic dashboards, enhancing internal communication tools, and developing predictive analytics models, policy drafting, and citizen engagement.
- **Quantifying Long-term AI Value**
  - Demonstrating the ROI of AI through business cases for current and future investments, showcasing AI's impact on organizational efficiency and service delivery.
- **Supporting Pilot and Full-scale Implementations**
  - Assisting with pilot projects to refine AI solutions and scaling successful implementations organization-wide. Providing hands-on training ensures sustainable, in-house AI operations.
- **Incorporating a 5-Year AI Roadmap**
  - Designing a roadmap to guide the organization's strategic AI development over the next five years, ensuring adaptability to emerging technologies and evolving needs.

Acknowledgement to Scope of Work and response to section 5.2

We agree to perform the following tasks upon selection.

1. AI Strategy Development

- **Collaborating with Departments:** We begin by engaging individual departments through tailored workshops, interviews, and collaborative brainstorming sessions. This allows us to understand their unique workflows, challenges, and goals. For instance, a public safety department might prioritize real-time analytics for resource allocation, while HR could focus on automating candidate screening.
- **Identifying Use Cases:** Once departmental needs are mapped, we conduct an in-depth analysis to identify actionable use cases. For example:
  - Using AI for predictive maintenance in infrastructure to reduce downtime and costs.
  - Deploying chatbots to handle repetitive citizen queries, freeing up staff for more complex issues.
  - Streamlining grant writing processes by automating research and proposal drafting.
- **Evaluating and Prioritizing Use Cases:** We rank these use cases based on feasibility, impact, and alignment with organizational goals. Criteria include ease of implementation, potential ROI, and alignment with compliance and ethical standards.

- **Tailored Solutions:** By working closely with departmental stakeholders, we design AI solutions that address their specific needs. These solutions are fully integrated into existing workflows, ensuring seamless adoption and measurable benefits.
- **Needs Assessment:**
    - **Process Overview:**
        - Conduct structured interviews with department heads and key personnel.
        - Deploy surveys to gather quantitative data on workflow bottlenecks and operational challenges.
        - Map existing processes and identify pain points through process observation and data analysis.
    - **Stakeholders Involved:**
        - Department leaders (e.g., public safety chiefs, HR directors).
        - Frontline staff who use existing tools and workflows daily.
        - IT teams responsible for integrating new technologies.
        - Citizen advisory boards or public engagement teams to ensure solutions meet community needs.
- **Deliverables from the Needs Assessment:**
    - Detailed process maps identifying inefficiencies and opportunities for AI integration.
    - A list of prioritized use cases, each with a feasibility and impact assessment.
    - A report outlining quick wins versus long-term strategic projects.

- **Example Roadmap or Strategy:**
    - **Phase 1:** Discovery and Needs Assessment
        - Conduct workshops and stakeholder interviews.
        - Deliver an initial AI assessment report.
    - **Phase 2:** Pilot Project Development
        - Implement a pilot for a high-priority use case, such as predictive maintenance for city infrastructure.
        - Provide iterative feedback loops to refine the solution.
    - **Phase 3:** Scaling and Training
        - Scale the solution to other departments or regions.
        - Develop training programs and knowledge transfer materials for internal teams.
    - **Phase 4:** Long-Term Support and Evaluation
        - Deliver ongoing support to ensure successful implementation.
        - Evaluate performance metrics and adjust strategies for continuous improvement.

2. Feasibility Study and Use Case Identification

- We propose a structured scoring methodology for prioritizing AI use cases based on feasibility, impact, and alignment with organizational goals. For example:
    - *Feasibility:* Availability of clean and structured data.
    - *Impact:* Potential for cost savings, time efficiency, and enhanced citizen engagement.
    - *Alignment:* Fit with NCTCOG's strategic vision and compliance requirements.

- Our feasibility studies will include structured interviews with stakeholders, an assessment of data readiness, and an analysis of technical requirements to validate proposed AI use cases. Each use case will undergo a risk-benefit analysis to prioritize those offering the most measurable value and alignment with compliance requirements. These steps will help create actionable recommendations and ensure alignment with strategic priorities.

- **Process for Conducting Feasibility Studies:**
    - **Step 1: Stakeholder Engagement**

        - Collaborate with department heads and staff to understand workflows, operational challenges, and goals.
        - Involve IT teams to assess infrastructure readiness.
        - Engage legal and compliance officers to identify regulatory requirements.
    - **Step 2: Data Analysis and Process Mapping**
        - Analyze historical data to uncover trends, inefficiencies, and gaps that AI can address.
        - Map current workflows to pinpoint potential integration points for AI solutions.
        - Evaluate data quality, availability, and compatibility with AI technologies.
    - **Step 3: Use Case Development and Evaluation**
        - Identify a range of potential AI use cases tailored to departmental needs.
        - Assess feasibility based on criteria such as data readiness, expected impact, alignment with strategic goals, and cost.
        - Prioritize use cases using a scoring matrix that evaluates technical viability, organizational readiness, and projected ROI.
    - **Step 4: Risk Assessment and Mitigation Planning**
        - Identify potential risks, such as data privacy concerns or resource limitations.
        - Develop mitigation strategies, including robust compliance checks, phased implementation plans, and stakeholder training.
- **Who is Involved:**
    - Department leadership to define priorities and validate use cases.
    - Data analysts to evaluate data quality and perform statistical analyses.
    - IT personnel to assess system integration and infrastructure readiness.
    - Legal and compliance teams to ensure regulatory adherence.
- **What We Are Looking For:**
    - Tangible problems that AI can solve, such as reducing response times, improving citizen satisfaction, or streamlining workflows.
    - High-impact areas where AI can deliver measurable value.
    - Challenges that require scalable, adaptable solutions for long-term use.
- **Flexibility in Recommendations:** We recognize that NCTCOG's procurement policies may dictate specific software or tools for implementation. Our recommendations will focus on functionality and outcomes rather than prescribing proprietary platforms. We will ensure compatibility with tools commonly used in government procurement, such as OpenAI, Tableau, Power BI, or similar platforms, as needed.
- **Risk-Benefit Assessment:** Each proposed use case will undergo a thorough analysis to ensure its viability, value, and alignment with organizational goals. This analysis involves the following steps:
- **Identifying Value:**
    - Assess the potential benefits of the use case, such as cost savings, efficiency improvements, enhanced citizen satisfaction, and alignment with strategic goals.
    - Quantify outcomes through key metrics like reduced processing times, increased accuracy, or ROI projections.
- **Evaluating Risks:**
    - Identify technical risks, such as data quality issues, integration challenges, or infrastructure limitations.
    - Address operational risks, including user adoption barriers and workflow disruptions.
    - Consider regulatory and compliance risks, such as data privacy concerns and adherence to legal standards.
- **Developing Mitigation Strategies:**
    - Implement robust compliance frameworks to ensure adherence to data protection and ethical standards.
    - Create phased implementation plans to reduce operational disruption and ensure smooth integration.
    - Provide training and support to address user adoption challenges.
- **Expected Outcomes:**

- Detailed assessments of how the use case will enhance operational efficiency and meet departmental objectives.
- Recommendations for prioritization based on impact, feasibility, and alignment with organizational priorities.
- A clear understanding of trade-offs between benefits and risks to inform decision-making.

3. AI Solution Design and Roadmap

Detailed plans for pilot testing and iterative feedback cycles to refine solutions for scalability. Specific metrics, such as processing time reductions or improved service delivery rates, will be tracked.

- **How We Develop Solutions:**
  - **Step 1: Stakeholder Collaboration**
    - Host workshops and brainstorming sessions with departmental leaders to define specific objectives and challenges.
    - Involve IT teams to assess technical capabilities and compatibility with current infrastructure.
    - Engage frontline employees to gather insights on operational bottlenecks and desired efficiencies.
  - **Step 2: Solution Prototyping and Validation**
    - Create prototypes for high-priority use cases, such as GPT-powered assistants for citizen engagement or predictive analytics for infrastructure maintenance.
    - Validate solutions through pilot testing, ensuring alignment with departmental requirements and collecting iterative feedback for refinement.
  - **Step 3: Integration Planning**
    - Design integration workflows to embed AI tools into existing systems (e.g., CRMs, ERP platforms, or case management systems).
    - Collaborate with compliance officers to ensure all integrations meet regulatory standards.
  - **Step 4: Governance and Metrics Establishment**
    - Define governance structures to oversee AI implementation, including roles, responsibilities, and escalation processes.
    - Establish key performance indicators (KPIs) to measure success, such as reduced processing times, increased citizen satisfaction, or operational cost savings.
- **What the Roadmap Includes:**
  - **Phase 1: Initial Design**
    - Deliver prototypes and validate them through stakeholder feedback.
    - Develop a detailed design document outlining workflows, integrations, and performance metrics.
  - **Phase 2: Pilot Implementation**
    - Launch pilots in selected departments to test AI solutions in controlled environments.
    - Monitor performance, collect feedback, and make iterative adjustments.
  - **Phase 3: Full Deployment**
    - Scale successful pilots to other departments or regions, ensuring all stakeholders are adequately trained.
    - Implement continuous monitoring tools to track KPIs and system performance.
  - **Phase 4: Long-Term Strategy**
    - Create a 5-year roadmap for AI evolution, including potential upgrades, scaling plans, and future use cases.
    - Develop sustainability plans to ensure internal teams can maintain and improve AI systems independently.
- **Who is Involved:**
  - Department leaders to ensure alignment with organizational priorities.
  - IT teams to facilitate technical integration and resolve infrastructure challenges.
  - Data analysts to refine models and validate performance.
  - Compliance officers to ensure adherence to ethical and regulatory standards.

- End-users to provide feedback on usability and effectiveness.

- **How We Ensure Success:**
- **Stakeholder Engagement:** We maintain open communication with stakeholders throughout the project lifecycle, ensuring alignment with organizational goals and fostering a collaborative environment.
  - Regular check-ins and progress updates keep all parties informed and allow for real-time adjustments.
- **Tailored Solutions:** We develop AI tools and strategies customized to departmental needs, ensuring seamless integration with existing workflows and measurable results.
  - Prototypes are refined through iterative testing cycles, incorporating feedback from end-users and key decision-makers.
- **Comprehensive Training:** Our training programs equip staff with the skills needed to independently manage and optimize AI tools post-implementation.
  - Hands-on workshops, one-on-one coaching, and continuous learning resources ensure staff are confident and capable.
- **Compliance and Ethics:** We prioritize regulatory adherence and ethical AI practices, reducing risks and promoting trust in AI systems.
  - Robust data security measures and transparent governance frameworks are at the core of every solution.
- **Performance Monitoring:** We implement real-time monitoring tools to track KPIs and system performance.
  - Post-deployment evaluations ensure solutions meet or exceed expectations, with recommendations for ongoing improvement.
- **Scalability and Sustainability:** Successful pilot programs are scaled across the organization, supported by detailed implementation guides and continuous technical assistance.
  - Knowledge transfer plans empower internal teams to maintain and adapt AI systems long-term.
- **Proven Success Methodology:** By leveraging best practices honed through our nonprofit and for-profit experience, we ensure projects are delivered on time, within budget, and aligned with strategic goals.

4. Pilot Testing and Implementation Support

- **Pilot Design:**
  - Collaborate with stakeholders to define objectives, success metrics, and scope for the pilot.
  - Identify the departments and workflows best suited for testing the AI solution.
  - Create a detailed pilot plan, including schedules, roles, and responsibilities.
- **Controlled Deployment:**
  - Deploy AI solutions in a controlled environment to assess performance under realistic conditions.
  - Ensure integration with existing systems and workflows while minimizing disruption.
- **Data Collection and Analysis:**
  - Monitor system performance using real-time analytics to gather data on key metrics, such as processing times and error rates.
  - Collect qualitative feedback from end-users to evaluate usability and effectiveness.
- **Iterative Refinements:**
  - Use data insights and user feedback to identify areas for improvement.
  - Conduct iterative cycles to refine AI tools and address any technical or operational issues.
- **Evaluation and Reporting:**
  - Summarize findings in a comprehensive pilot report, including lessons learned and recommendations for scaling.

- **Who is Involved:**
  - **Stakeholders:** Department leaders and staff provide insights and validate the solution's alignment with objectives.
  - **IT Teams:** Facilitate secure deployment, system integration, and performance monitoring.
  - **End Users:** Participate in pilot testing to assess usability and offer real-world feedback.
  - **Data Analysts:** Evaluate performance metrics and analyze the solution's impact on workflows.

- **How Pilots Are Conducted:**
  - Select high-priority use cases that align with departmental goals and offer measurable outcomes.
  - Develop detailed test cases and performance metrics tailored to the pilot's objectives.
  - Conduct iterative refinement cycles based on findings, ensuring continuous improvement and stakeholder satisfaction.
  - Provide regular updates to stakeholders to maintain transparency and align expectations.
- **Expected Outcomes from Pilot Testing:**
  - Validated AI solutions with proven functionality and alignment to departmental needs.
  - Comprehensive reports detailing pilot performance, outcomes, and areas for improvement.
  - Recommendations for scaling the solution organization-wide, supported by a roadmap for full implementation.
  - Post-pilot frameworks to ensure sustainable long-term monitoring and optimization of AI tools.

5. Training, Adoption, and Capacity Building

- **What Our Training Includes:**
  - Hands-on workshops for up to 10 staff members per session, ensuring personalized attention and effective skill-building.
  - One-on-one coaching for team leaders or specialized users who require deeper expertise, as well as for team members who might have limited prior knowledge or technical experience.
  - A blend of virtual and in-person sessions to accommodate varying schedules and accessibility needs.
  - Regular training updates to keep staff informed about advancements in AI technologies and tools, provided in the form of Loom videos, emails, and actual in-person or virtual training sessions.
  - Assessments to ensure participants understand the training content and can effectively apply it to their workflows.
- **How Training Is Delivered:**
  - **Workshops:** Interactive group sessions to teach practical skills, such as using AI-powered dashboards, generating reports, or analyzing citizen feedback.
  - **One-on-One Coaching:** Personalized guidance for key staff members to address specific departmental challenges or advanced use cases.
  - **Role-Based Training:** Tailored programs for different staff levels, such as operational training for frontline users and strategic training for managers.
- **When and Where Training Occurs:**
  - Training sessions are scheduled during implementation phases to align with tool deployment timelines.
  - Workshops can be conducted in-person at departmental offices or virtually through a secure platform, depending on participant needs and preferences.
- **Who Is Involved:**
  - Trainers: Expert AI instructors with a background in delivering impactful training programs across sectors.
  - Participants: Departmental staff, IT teams, and managers responsible for using or overseeing AI tools.
  - Leadership: Department heads to champion adoption and ensure alignment with organizational goals.
- **Capacity Building for Sustainability:**
  - Knowledge transfer plans that document workflows, best practices, and troubleshooting guides.
  - Follow-up sessions to reinforce skills and address emerging challenges.
  - Ongoing support for internal champions who take on roles as AI ambassadors within their departments.
- **How We Ensure Adoption:**
  - Conduct pre-training surveys to understand user needs and tailor content accordingly.
  - Use interactive scenarios and real-world examples to demonstrate tool relevance and value.
  - Provide post-training evaluations to gather feedback and continuously improve training delivery.

Our response to specifications and requirements (section 5.3)

1. Consultant Expertise and Qualifications

- **Who We Are:** CCS Learning Academy, as the Prime Vendor, brings decades of expertise in delivering customized training and consultancy services, with a focus on scalable workforce development and seamless integration of AI technologies for public sector clients. In partnership with EaaS AI, a certified and innovative subcontractor specializing in tailored, ethically compliant AI solutions, we combine our strengths to deliver comprehensive and impactful strategies aligned with NCTCOG's goals and regulatory standards.
- **What We Offer:**
  - **Extensive AI Expertise:** Designing and implementing AI solutions tailored to diverse organizational needs, including predictive analytics, natural language processing, and custom AI tool development.
  - **Comprehensive Needs Assessments:** Proven methodologies to identify actionable AI opportunities, ensuring alignment with organizational goals and measurable outcomes.
  - **Tailored AI Solutions:** Collaborative engagement with stakeholders to develop AI tools that integrate seamlessly into existing workflows, maximizing efficiency and effectiveness.
  - **Empowering Training Programs:** Hands-on training that equips staff to independently adopt and maintain AI tools, ensuring long-term sustainability and reducing reliance on external support.
  - **Commitment to Compliance and Ethics:** Robust understanding of regulatory requirements, delivering solutions that promote fairness, transparency, and accountability.
  - **Certified Expertise:** Certifications such as the AI Persona Method Certification underline our commitment to staying at the forefront of AI innovation and best practices.
- **How We Ensure Success:**
  - Our approach focuses on engaging stakeholders to align solutions with organizational goals, delivering tailored AI tools that enhance efficiency and decision-making, and providing comprehensive training for sustainable adoption. With strict adherence to compliance standards, continuous performance monitoring, and scalable strategies, CCS Learning Academy and EaaS AI ensure impactful, long-term outcomes, empowering NCTCOG to achieve its strategic objectives effectively.

2. Data Security and Privacy Compliance

- **Why It Matters:** Data security and privacy are foundational to building trust in AI solutions. We ensure that all AI implementations adhere to the highest standards of data protection and ethical use, with a focus on safeguarding sensitive government and citizen data.
- **How We Ensure Compliance:**
  - **Collaboration with IT Departments:**
    - Work closely with IT teams to assess existing infrastructure and implement necessary technical safeguards, such as encryption protocols and secure access controls.
    - Facilitate system integration to ensure that AI tools align with organizational IT policies and infrastructure.
    - Conduct joint audits and risk assessments with IT departments to proactively identify and mitigate potential vulnerabilities.
  - **Regulatory Adherence:**
    - All solutions comply with applicable federal and state regulations, including FOIA and the Texas Responsible AI Governance Act.
    - We ensure adherence to Texas-specific requirements such as:
      - Mandating transparency in AI decision-making processes.
      - Documenting and minimizing bias in algorithms and datasets.
      - Following guidelines on the ethical collection and use of citizen data.
  - **Technical Safeguards:**
    - Work with IT department to employ robust encryption protocols to protect sensitive data both at rest and in transit.

- Implement role-based access controls to restrict data exposure to authorized personnel only.
- Work with IT departments to monitor systems continuously for breaches and establish rapid-response protocols to handle incidents.
- Work with IT departments to secure API integrations to prevent unauthorized access during data exchanges between AI tools and government systems.

- **Operational Safeguards:**
  - Train staff on data handling best practices to reduce human error risks.
  - Establish data governance frameworks to manage AI usage ethically and securely.
  - Promote the use of anonymized and randomized datasets to ensure privacy during AI training and development processes. Such as:
    - Removing identifiable information, such as names, addresses, and IDs, to protect individuals' privacy.
    - Randomizing dataset attributes to prevent reverse engineering or correlation of sensitive information.
    - Ensuring that anonymization techniques meet Texas-specific legal requirements and align with the Texas Responsible AI Governance Act.
    - Testing and validating anonymized datasets to confirm that AI models maintain accuracy and performance without compromising data security.
    - Using synthetic data when appropriate, which mimics real datasets while eliminating the risk of exposing sensitive information.
    - Collaborating with IT departments and legal teams to document processes and ensure regulatory compliance during AI model training.

- **Texas-Specific Compliance:**
  - Conduct compliance audits tailored to the Texas Responsible AI Governance Act, focusing on transparency, accountability, and the minimization of algorithmic bias.
  - Ensure all systems meet the security protocols outlined by the Texas Department of Information Resources (DIR), including guidelines for cloud-based AI solutions.
  - Collaborate with state oversight bodies to maintain consistent alignment with evolving regulations.

3. Project Management and Reporting

- **Initial Planning and Scoping:**
  - Collaborate with stakeholders to define project objectives, success metrics, and deliverable timelines.
  - Conduct a kickoff meeting to align teams, establish communication protocols, and confirm roles and responsibilities.
- **Phased Execution and Iterative Development:**
  - Employ iterative development cycles to enable flexibility and adapt to feedback during the implementation process.
  - Break the project into clear phases with milestones to track progress and validate deliverables incrementally.
- **Performance Monitoring:**
  - Use adaptable tracking methods, such as reports and check-ins, to provide visibility into project progress and address potential bottlenecks.
  - Ensure metrics are aligned with predefined success criteria to measure outcomes effectively.
- **Risk and Issue Management:**
  - Identify potential risks early in the project lifecycle and develop mitigation plans to address them proactively.
  - Utilize issue tracking tools like shared spreadsheets, ticketing systems, or communication platforms to document and resolve challenges.
- **Post-Implementation Review:**
  - Conduct a comprehensive review of project outcomes against predefined success metrics.
  - Document lessons learned and provide recommendations for future improvements.

- **Who is Involved:**
  - **Project Managers:** Oversee planning, execution, and coordination among all teams.
  - **Stakeholders:** Provide input and validation to ensure project alignment with organizational goals.
  - **Technical Teams:** Deliver AI solutions, conduct testing, and resolve technical challenges.
  - **End Users:** Validate usability and provide feedback for iterative improvements.
- **How We Ensure Success:**
  - Foster collaboration through structured communication plans, including regular status meetings and stakeholder updates.
  - Use flexible tracking tools and clear documentation to maintain accountability.
  - Emphasize continuous feedback loops to refine solutions and adapt to changing requirements.

4. Budget and Cost Estimates [price attached in required format]

- **What We Include:**
  - Detailed cost breakdowns for AI tools, licensing, training, ongoing maintenance, and creating and customizing AI solutions.
  - Transparent pricing models that account for scalability and long-term sustainability.
  - Recommendations for cost-efficient solutions tailored to departmental budgets.
- **How We Support Budgeting:**
  - Collaborate with stakeholders to align costs with organizational priorities.
  - Provide flexible options for phased implementations to maximize value within budget constraints.
- **Comprehensive Cost Breakdown:**
  - **Consultancy Fees:** Detailed by role (e.g., Consultant, AI Solution Developer, Project Coordinator) with hourly rates or fixed pricing based on scope.
  - **Training Costs:** Itemized for virtual and in-person group sessions, one-on-one coaching, content creation, and follow-up support, including assessments and post-assessments.
  - **Software Licensing Costs:** If applicable, will be determined based on actionable deliverables. They will not be paid to the subcontractor.
  - **Project Management and Administrative Support:** Fees for planning, reporting, and coordination to ensure project success.
  - **Creating and customizing AI tools:** This includes developing tailored AI models and tools to address specific organizational needs,
  - **Travel Expenses:** Expenses will be determined at the time of contract negotiation and based on actionable deliverables.
- **Flexible Pricing Structures:**
  - **Time-and-Materials:** Hourly rates for roles and services with transparent tracking of time and expenses.
  - **Fixed-Price Contracts:** Predefined costs for specific

5. Data Strategy and Management

CCS Learning Academy and EaaS AI ensure all AI solutions developed under this engagement align with best practices in data quality, governance, privacy, and security, enabling sustainable and compliant AI adoption for NCTCOG and its member organizations.

Data Quality Controls

1. **Integrity and Accuracy:** We implement automated and manual validation processes to identify and correct data inaccuracies or inconsistencies, using tools such as Excel and SQL.
2. **Data Validation:** Custom scripts and peer-reviewed systems flag and address errors, ensuring datasets meet predefined rules.
3. **Data Enrichment:** Missing or incomplete fields are supplemented using external sources (e.g., APIs) and NLP techniques, enhancing datasets for better AI model performance.

Data Governance Framework

1. **Governance Policies:** Clear policies for data ownership, usage rights, and stewardship roles are defined in collaboration with stakeholders to ensure accountability.
2. **Compliance Documentation:** Governance strategies adhere to regulations like FOIA, Texas-specific AI laws, and GDPR, with standardized templates and workflows to ensure consistency.
3. **Version Control and Lineage:** Robust systems document the origin, transformation, and usage of datasets to maintain transparency and accuracy.

Data Privacy Assurance

1. **Privacy Law Adherence:** Anonymization techniques and encryption standards are applied to safeguard sensitive data and comply with privacy laws, including GDPR.
2. **Consent Management:** Transparent protocols ensure proper consent is obtained and documented for all data use.
3. **Retention Policies**: Secure data retention policies minimize unnecessary storage while meeting compliance standards.

Data Security Protocols

1. **Encryption and Access Control:** Role-based access controls (RBAC) and multifactor authentication (MFA) protect sensitive data.
2. **Incident Response Plan:** Predefined roles and actions address data breaches effectively, ensuring minimal disruption.
3. **Secure Backup Practices:** Tiered strategies with regular testing ensure reliable data recovery in case of loss or ransomware attacks.

Ongoing Data Strategy Evaluation

1. **Periodic Reviews:** Quarterly and annual evaluations assess compliance, performance, and alignment with technological advancements and regulatory changes.
2. **Training and Capacity Building:** Workshops and self-assessment tools equip internal teams to manage and maintain data strategies post-consultation.
3. **Technology Updates:** Regular assessments ensure integration of the latest AI tools while identifying areas for improvement.

By adhering to these practices, we deliver scalable and compliant data strategies that maintain data integrity, ensure security, and empower sustainable AI adoption.

6. Ethical AI Requirements

CCS Learning Academy and EaaS AI ensure that all AI solutions align with ethical principles, promoting fairness, transparency, accountability, and proactive bias mitigation, meeting NCTCOG's expectations.

Ethical Framework Alignment

1. **Industry Alignment:** All AI solutions adhere to ethical guidelines, including the IEEE Global Initiative on Ethics of Autonomous Systems and NCTCOG's principles.
2. **Fairness and Inclusiveness:** Processes ensure fairness in AI outputs by conducting demographic parity tests and reviewing outcomes for disparate impact. Inclusiveness criteria guarantee equitable representation in datasets and cultural sensitivity in applications.

Bias Detection and Mitigation

1. **Bias Identification:** Statistical methods and AI audit tools detect biases in training data and algorithms, ensuring balanced and accurate outcomes.
2. **Ongoing Monitoring:** Implement continuous monitoring, using automated alerts and regular audits to identify and mitigate emerging biases during deployment.

Transparency Protocols

1. **Model Interpretability:** Ensure models are interpretable by stakeholders with plain-language summaries and case studies explaining decision logic.

2. **Documentation:** Maintain detailed records of data sources, decision-making processes, and model outputs. Provide centralized, role-based access to ensure transparency and usability.

Accountability Measures

1. **Defined Responsibility:** Establish a RACI matrix to assign clear roles for AI development, deployment, and oversight, ensuring accountability at every stage.
2. **Auditing Mechanisms:** Create a robust audit framework to track decisions, changes, and risks. Conduct internal and third-party audits to verify adherence to ethical standards.

Impact Assessments

1. **Regular Assessments:** Conduct ethical impact evaluations using frameworks like PESTLE to assess societal, cultural, and operational implications of AI systems.
2. **Corrective Actions:** Develop plans for revising algorithms, retraining models, and updating datasets to address findings from assessments, ensuring continuous improvement.

This approach guarantees ethical, transparent, and accountable AI solutions that align with industry best practices and NCTCOG's principles.

Acknowledgement of Deliverables and our response to section 5.4

Initial AI Strategy Report

- **Purpose:** The Initial AI Strategy Report provides a comprehensive analysis of current processes, identifies opportunities for AI integration, and outlines a roadmap for implementation. This document serves as the foundation for all subsequent project phases.
- **What It Includes:**
  - Summary of existing workflows, challenges, and inefficiencies identified during the needs assessment.
  - Prioritized use cases for AI integration, ranked by feasibility, impact, and alignment with organizational goals.
  - Risk-benefit analysis for each use case, highlighting potential challenges and mitigation strategies.
  - Recommendations for pilot projects to validate high-priority use cases.
  - A strategic roadmap outlining short-term and long-term AI initiatives with milestones and success metrics.
- **Format:**
  - Delivered as a detailed written document, including visuals such as process maps, prioritization matrices, and timelines.
  - Accompanied by a presentation summarizing key findings and recommendations for stakeholders.
- **Delivery Timeline:**
  - Provided within four weeks of project initiation, following the completion of the needs assessment phase.

Feasibility Studies

- **Purpose:** Feasibility studies provide a structured approach to evaluating potential AI use cases, assessing their practicality, risks, and alignment with organizational goals. These studies serve as a decision-making tool to prioritize initiatives that offer the most value.
- **What It Includes:**
  - **Comprehensive Use Case Evaluation:**
    - A prioritized list of AI use cases tailored to departmental objectives.
    - Feasibility assessments based on data readiness, technical requirements, and organizational capacity.
  - **Risk-Benefit Analyses:**

        - Detailed examination of potential risks, including data security, compliance, and operational challenges.
        - Expected benefits such as cost savings, improved efficiency, and enhanced citizen engagement.
    - **Implementation Timelines:**
        - Clear timelines for initiating, piloting, and scaling use cases.
        - Identification of quick-win opportunities versus long-term initiatives.
    - **Resource Needs Assessment:**
        - Detailed breakdown of required resources, including personnel, technology, and budget allocations.
    - **Stakeholder Engagement:**
        - Input from key stakeholders to validate findings and align recommendations with organizational goals.
- **What the Study Looks Like:**
    - Delivered as a comprehensive report that includes visuals such as decision matrices, cost-benefit tables, and risk maps.
    - Includes modular sections for easy navigation, such as "Top Use Cases," "Risk Mitigation Strategies," and "Next Steps."
- **How It Is Delivered:**
    - Provided as a written report supplemented by an in-person or virtual presentation to stakeholders.
    - Accompanied by supporting documentation, such as interview summaries and data analyses.
- **Who Receives It:**
    - Organizational leadership, project sponsors, and IT teams involved in AI implementation.
    - Key departmental leaders who will oversee or benefit from the proposed AI solutions.
- **Delivery Timeline:**
    - Completed within four weeks of project kickoff, allowing time for thorough evaluation and stakeholder feedback

5-Year AI Roadmap

- **Purpose:** The 5-Year AI Roadmap serves as a strategic guide for implementing and scaling AI initiatives over time. It ensures that short-term efforts align with long-term objectives, providing a phased approach to achieve sustainable growth and innovation.
- **What It Includes:**
    - Strategic plans with milestones, resource allocation, and key success metrics.
    - A phased timeline for deploying AI solutions, starting with high-priority use cases identified during feasibility studies.
    - Guidelines for scaling successful pilots to broader organizational applications.
    - Recommendations for continuous improvement, incorporating feedback from stakeholders and performance monitoring.
    - Risk mitigation strategies for each phase to address potential challenges.
- **What the Roadmap Looks Like:**
    - Delivered as a detailed written document complemented by visuals such as Gantt charts, milestone timelines, and resource planning diagrams.
    - Includes modular sections for easy reference, such as "Year 1 Initiatives," "Mid-Term Goals," and "Long-Term Vision."
- **How It Is Given to Stakeholders:**
    - Provided as a digital report and an in-person or virtual presentation to key decision-makers.
    - Includes supporting documentation such as process maps and prioritization matrices.
    - Presented interactively to allow stakeholders to ask questions and provide feedback.
- **Who Receives It:**
    - The roadmap is shared with organizational leadership, project managers, IT teams, and other key stakeholders responsible for implementation and oversight.

- A condensed version may also be shared with broader teams to provide transparency and align efforts across departments.

- **Delivery Timeline:**
  - Finalized and delivered within eight weeks of project initiation, following completion of feasibility studies and initial assessments.
- **What It Includes:**
  - Strategic plans with milestones and resource allocation.

Pilot Implementation Plans

- **Purpose:** Pilot implementation plans validate the effectiveness and scalability of AI solutions in controlled environments. These plans ensure that AI tools are tested rigorously before full deployment, minimizing risks and gathering valuable feedback for refinement.
- **What It Includes:**
  - A detailed pilot project outline, specifying objectives, timelines, and expected outcomes.
  - Deployment of AI tools in a controlled setting to evaluate real-world performance.
  - Metrics and benchmarks for assessing the success of the pilot.
  - Iterative refinement cycles based on performance data and user feedback.
  - Recommendations for scaling successful pilots to broader applications.
- **What the Pilot Plan Looks Like:**
  - Delivered as a structured document that includes key components such as:
    - Pilot scope and goals.
    - Defined success criteria and measurement methods.
    - Detailed workflows for testing and evaluation.
    - Risk mitigation strategies and fallback options.
- **How It Is Delivered:**
  - Provided as a comprehensive report for internal use.
  - Accompanied by an in-person or virtual walkthrough to explain implementation steps and gather input from stakeholders.
- **Who Receives It:**
  - Project managers, departmental leaders, IT teams, and end users involved in the pilot process.
  - Stakeholders responsible for approving scalability or additional testing phases.
- **Delivery Timeline:**
  - Finalized within six weeks of project kickoff, following feasibility studies and initial planning phases.

Training and Knowledge Transfer Materials

- **Purpose:** To equip team members with the skills, knowledge, and resources required to confidently adopt, operate, and sustain AI solutions effectively over the long term.
- **What It Includes:**
  - **Customized Training Materials:**
    - Detailed handouts, process guides, and step-by-step instructions for specific workflows.
    - Instructional videos and visual aids (e.g., Loom recordings) for asynchronous learning.
    - Real-world scenarios and use cases to illustrate practical applications of AI tools.
  - **Comprehensive Training Programs:**
    - Workshops tailored for up to 10 participants per session to ensure personalized attention.
    - One-on-one coaching for key personnel, including leadership, IT teams, and departmental champions.
    - Role-based training for different levels, such as frontline users, managers, and technical staff.
    - Flexible delivery formats, including virtual sessions, in-person workshops, and hybrid models.
  - **Knowledge Transfer Documentation:**
    - A centralized repository containing training materials, operational guides, and troubleshooting documentation.

        - Maintenance manuals and guidelines for scaling AI solutions across departments.
        - FAQs, quick-start guides, and workflow checklists for easy reference.
    - **Assessments and Follow-Up Resources:**
        - Pre-training assessments to identify baseline knowledge and tailor the content.
        - Post-training evaluations to measure comprehension and application of skills.
        - Follow-up resources, such as live Q&A sessions and access to expert support for troubleshooting.
- **How It Is Delivered:**
    - Delivered through a mix of interactive workshops, on-demand resources, and follow-up support sessions.
    - Participants receive digital and physical copies of all materials for reference during and after training.
    - Includes a post-training feedback mechanism to ensure continuous improvement of the materials.
- **Who Receives It:**
    - Departmental staff who will use AI tools in their daily operations.
    - IT teams responsible for maintaining and supporting AI systems.
    - Leadership teams who require a high-level understanding of AI capabilities for strategic oversight.
- **Timeline:**
    - Training sessions are scheduled during implementation phases to align with project milestones.
    - Knowledge transfer is ongoing throughout the project lifecycle to ensure sustainability and self-sufficiency in the long term.
    - Customized training materials, including handouts, guides, and video tutorials.
    - A detailed training schedule with milestones for workshops, coaching, and sessions.
    - Assessments to ensure participant comprehension and application of training content.
    - Ongoing access to resources and expert support for troubleshooting and advanced learning.

Final Evaluation Report

- **Purpose:** The Final Evaluation Report provides a comprehensive review of the AI implementation project, highlighting successes, lessons learned, and opportunities for future improvements and integrations. It ensures accountability and offers strategic insights for long-term planning.
- **What It Includes:**
    - **Project Evaluation:**
        - Assessment of how the project met its initial objectives, including key performance indicators (KPIs).
        - Analysis of the effectiveness of AI tools in addressing identified challenges and achieving desired outcomes.
    - **Outcomes and Impact:**
        - Quantitative metrics, such as cost savings, time reductions, and efficiency improvements.
        - Qualitative insights from user feedback and stakeholder interviews.
    - **Challenges and Mitigation:**
        - Summary of obstacles encountered during the project.
        - Documentation of mitigation strategies and their effectiveness.
    - **Recommendations for Further Integration:**
        - Suggestions for scaling successful AI solutions across additional departments or use cases.
        - Identification of advanced AI technologies or features to explore in future phases.
        - A roadmap for continuous improvement and alignment with organizational goals.
    - **Compliance and Ethical Evaluation:**
        - Assessment of adherence to data privacy, security, and ethical AI guidelines.
        - Recommendations for ongoing compliance monitoring and governance frameworks.
- **How It Is Delivered:**
    - Provided as a detailed written report with visuals such as charts, tables, and infographics for clarity.
    - Accompanied by an in-person or virtual presentation to summarize findings and facilitate discussion.
    - Includes an executive summary for high-level stakeholders.

- **Who Receives It:**
  - Organizational leadership and decision-makers for strategic planning.
  - Project managers and departmental leaders for operational insights.
  - IT and technical teams for system performance and optimization details.
- **Delivery Timeline:**
  - Finalized within two weeks of project completion, ensuring timely reflection and actionable insights.
  - Insights into project success, outcomes, and recommendations for future AI integration.

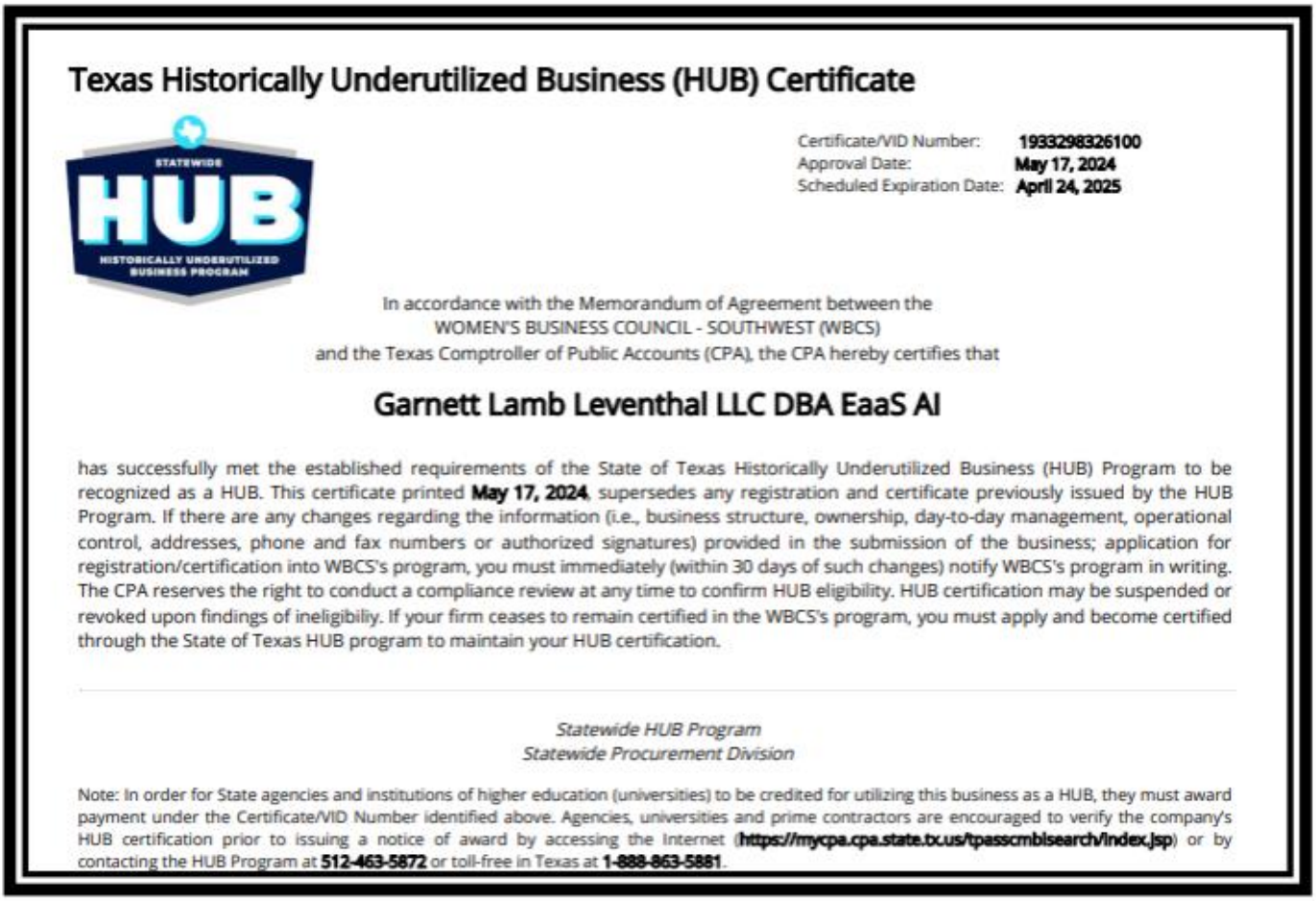
Pricing

Respondents should furnish a detailed hourly rate card for all staff members who would be involved in delivering AI Consultancy Services, as required, throughout the duration of the Contract. Include roles, associated hourly rates, and any applicable conditions, pricing models and any optional services. See attached Pricing Example. Using as many pages as necessary, label your pricing proposal as "Proposal Pricing."

Pricing has been attached separately in the website along with our response.

HUB Bonus

Our Subcontractor is Texas Historically Underutilized Business (HUB) certified, WOSB. please find the proof of certification attached below.



Texas Historically Underutilized Business (HUB) Certificate

Certificate/VID Number: 1933298326100
Approval Date: May 17, 2024
Scheduled Expiration Date: April 24, 2025

In accordance with the Memorandum of Agreement between the
WOMEN'S BUSINESS COUNCIL - SOUTHWEST (WBCS)
and the Texas Comptroller of Public Accounts (CPA), the CPA hereby certifies that

Garnett Lamb Leventhal LLC DBA EaaS AI

has successfully met the established requirements of the State of Texas Historically Underutilized Business (HUB) Program to be recognized as a HUB. This certificate printed **May 17, 2024**, supersedes any registration and certificate previously issued by the HUB Program. If there are any changes regarding the information (i.e., business structure, ownership, day-to-day management, operational control, addresses, phone and fax numbers or authorized signatures) provided in the submission of the business; application for registration/certification into WBCS's program, you must immediately (within 30 days of such changes) notify WBCS's program in writing. The CPA reserves the right to conduct a compliance review at any time to confirm HUB eligibility. HUB certification may be suspended or revoked upon findings of ineligibiliy. If your firm ceases to remain certified in the WBCS's program, you must apply and become certified through the State of Texas HUB program to maintain your HUB certification.

Statewide HUB Program
Statewide Procurement Division

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

Required Attachments

Please find all the required attachments appended to the back of this solicitation

REQUIRED ATTACHMENT CHECKLIST

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

- ☑ Page 1 - Cover Sheet
- ☑ Page 20 - Attachment I: Instructions for Proposals Compliance and Submittal
- ☑ Page 21 - Attachment II: Certification of Offeror
- ☑ Page 22 - Attachment III: Certification Regarding Debarment
- ☑ Page 23 - Attachment IV: Restrictions on Lobbying
- ☑ Page 25 - Attachment V: Drug-Free Workplace Certification
- ☑ Page 26 - Attachment VI: Certification Regarding Disclosure of Conflict of Interest
- ☑ Page 29 - Attachment VII: Certification of Fair Business Practices
- ☑ Page 30 - Attachment VIII: Certification of Good Standing Texas Corporate Franchise Tax Certification
- ☑ Page 31 - Attachment IX: Historically Underutilized Businesses
- ☑ Page 32 - Attachment X: Federal and State of Texas Required Procurement Provisions
- ☑ Page 35 - Exhibit 1: Service Designation Areas

Respondent recognizes that all proposals must be submitted electronically through Public Purchase by the RFP due date and time. All other forms of submissions will be deemed nonresponsive and will not be opened or considered.

ATTACHMENT I: INSTRUCTIONS
FOR PROPOSALS COMPLIANCE AND SUBMITTAL

Compliance with the Solicitation

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

Compliance with the NCTCOG Standard Terms and Conditions

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

Acknowledgment of Insurance Requirements

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

Name of Organization/Contractor(s):

CCS Learning Academy

Signature of Authorized Representative:

Hitesh Jain Digitally signed by Hitesh Jain
Date: 2025.01.09 08:29:20 -08'00'

Date: 01/09/2025

ATTACHMENT II: CERTIFICATIONS OF OFFEROR

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

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

Name of Organization/Contractor(s):

CCS Learning Academy

Signature of Authorized Representative:

Hitesh Jain Digitally signed by Hitesh Jain Date: 2025.01.09 08:29:40 -08'00'

Date: 01/09/2025

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

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

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

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;

2. Have not within a three-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or Local) transaction or contract under a public transaction, violation of federal or State antitrust statues or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false Proposals, or receiving stolen property;

3. Are not presently indicated for or otherwise criminally or civilly charged by a government entity with commission of any of the offense enumerated in Paragraph (2) of this certification; and,

4. Have not within a three-year period preceding this contract had one or more public transactions terminated for cause or default.

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

Name of Organization/Contractor(s):

CCS Learning Academy

Signature of Authorized Representative:

Hitesh Jain Digitally signed by Hitesh Jain
Date: 2025.01.09 08:29:55 -08'00'

Date: 01/09/2025

ATTACHMENT IV: RESTRICTIONS ON LOBBYING

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

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

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

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

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

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

1. No federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an officer or employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal loan, the entering into of any cooperative Contract, and the extension, continuation, renewal, amendment, or modification or any federal contract, grant, loan, or cooperative contract; and

2. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, and or cooperative contract, the undersigned shall complete and submit Standard Form – LLL, "Disclosure Form to Report Lobbying", in accordance with the instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers and that all sub-recipients shall certify accordingly.

Name of Organization/Contractor(s):

CCS Learning Academy

Signature of Authorized Representative:

Hitesh Jain Digitally signed by Hitesh Jain
Date: 2025.01.09 08:30:17 -08'00'

Date: 01/09/2025

ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

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

CERTIFICATION REGARDING DRUG-FREE WORKPLACE

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

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

CCS Learning Academy

Signature of Authorized Representative:

Hitesh Jain Digitally signed by Hitesh Jain Date: 2025.01.09 08:30:33 -08'00'

Date: 01/09/2025

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

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

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

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

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

CCS Learning Academy

Signature of Authorized Representative:

Hitesh Jain

Digitally signed by Hitesh Jain
Date: 2025.01.09 08:30:58 -08'00'

Date: 01/09/2025

CONFLICT OF INTEREST QUESTIONNAIRE

FORM CIQ

For vendor doing business with local governmental entity

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

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

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

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

OFFICE USE ONLY
Date Received

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

N/A

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

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

N/A

Name of Officer

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

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

☐ Yes ☑ No

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

☐ Yes ☑ No

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

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

7 Hitesh Jain Digitally signed by Hitesh Jain Date: 2025.01.09 08:31:13 -08'00' 1/9/25

Signature of vendor doing business with the governmental entity — Date

Form provided by Texas Ethics Commission www.ethics.state.tx.us Revised 1/1/2021

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

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

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

(A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;

(B) a transaction conducted at a price and subject to terms available to the public; or

(C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

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

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

***

(2) the vendor:

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

(i) a contract between the local governmental entity and vendor has been executed; or

(ii) the local governmental entity is considering entering into a contract with the vendor;

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

(i) a contract between the local governmental entity and vendor has been executed; or

(ii) the local governmental entity is considering entering into a contract with the vendor.

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

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

(1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);

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

(3) has a family relationship with a local government officer of that local governmental entity.

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

(1) the date that the vendor:

(A) begins discussions or negotiations to enter into a contract with the local governmental entity; or

(B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

(2) the date the vendor becomes aware:

(A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);

(B) that the vendor has given one or more gifts described by Subsection (a); or

(C) of a family relationship with a local government officer.

ATTACHMENT VII: CERTIFICATION OF FAIR BUSINESS PRACTICES

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

Name of Organization/Contractor(s):

CCS Learning Academy

Signature of Authorized Representative:

Hitesh Jain Digitally signed by Hitesh Jain
Date: 2025.01.09 08:31:32 -08'00'

Date: 01/09/2025

ATTACHMENT VIII: CERTIFICATION OF GOOD STANDING
TEXAS CORPORATE FRANCHISE TAX CERTIFICATION

Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with for profit corporations that are delinquent in making state franchise tax payments. The following certification that the corporation entering into this offer is current in its franchise taxes must be signed by the individual authorized on Form 2031, Corporate Board of Directors Resolution, to sign the contract for the corporation.

The undersigned authorized representative of the corporation making the offer herein certified that the following indicated Proposal is true and correct and that the undersigned understands that making a false Proposal is a material breach of contract and is grounds for contract cancellation.

Indicate the certification that applies to your corporation:

☑ The Corporation is a for-profit corporation and certifies that it is not delinquent in its franchise tax payments to the State of Texas.

☐ The Corporation is a non-profit corporation or is otherwise not subject to payment of franchise taxes to the State of Texas.

Type of Business (if not corporation):

☐ Sole Proprietor

☐ Partnership

☑ Other

Pursuant to Article 2.45, Texas Business Corporation Act, the North Central Texas Council of Governments reserves the right to request information regarding state franchise tax payments.

Hitesh Jain - COO/CFO
_____
(Printed/Typed Name and Title of Authorized Representative)

_____
Signature

Date: Hitesh Jain Digitally signed by Hitesh Jain Date: 2025.01.09 08:31:50 -08'00'

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

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

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

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

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

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

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

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

Vendor to Sign Below to Attest to Validity of Certification:

Garnett Lamb Leventhal LLC
Vendor Name

Rachael Garnett Digitally signed by Rachael Garnett Date: 2025.01.07 15:06:50 -06'00'
Authorized Signature

Rachael Garnett
Typed Name

01/07/2025
Date

☐ **Not applicable.**

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

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

PROHIBITED TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT CERTIFICATION

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

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

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

SIGNATURE OF AUTHORIZED PERSON: Hitesh Jain — Digitally signed by Hitesh Jain Date: 2025.01.09 08:32:19 -08'00'

NAME OF AUTHORIZED PERSON: Hitesh Jain

NAME OF COMPANY: CCS Learning Academy

DATE: 01/09/2025

-OR-

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

SIGNATURE OF AUTHORIZED PERSON: _____

NAME OF AUTHORIZED PERSON: _____

NAME OF COMPANY: _____

DATE: _____

DISCRIMINATION AGAINST FIREARMS ENTITIES OR FIREARMS TRADE ASSOCIATIONS

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

A) means, with respect to the entity or association, to:
   I. refuse to engage in the trade of any goods or services with the entity or association based solely on its status as a firearm entity or firearm trade association; and
   II. refrain from continuing an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association; or
   III. terminate an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association.

B) An exception to this provision excludes the following:
   I. contracts with a sole-source provider; or
   II. the government entity does not receive bids from companies who can provide written verification.

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

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

SIGNATURE OF AUTHORIZED PERSON: Hitesh Jain Digitally signed by Hitesh Jain Date: 2025.01.09 08:32:35 -08'00'

NAME OF AUTHORIZED PERSON: Hitesh Jain

NAME OF COMPANY: CCS Learning Academy

DATE: 1/9/25

-OR-

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

SIGNATURE OF AUTHORIZED PERSON: _____

NAME OF AUTHORIZED PERSON: _____

NAME OF COMPANY: _____

DATE: _____

BOYCOTTING OF CERTAIN ENERGY COMPANIES

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

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

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

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

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

SIGNATURE OF AUTHORIZED PERSON: Hitesh Jain Digitally signed by Hitesh Jain Date: 2025.01.09 08:32:51 -08'00'

NAME OF AUTHORIZED PERSON: Hitesh Jain

NAME OF COMPANY: CCS Learning Academy

DATE: 1/9/25

-OR-

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

SIGNATURE OF AUTHORIZED PERSON: _____

NAME OF AUTHORIZED PERSON: _____

NAME OF COMPANY: _____

DATE: _____

EXHIBIT 1: SERVICE DESIGNATION AREAS

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

(Exhibit 1 continued on next page)

(Exhibit 1 continued)

	Nationwide Service Area Designation or Identification Form		
Proposing Firm Name:	CCS Learning Academy		
Notes:	**Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.**		
	Will service all fifty (50) states	Will not service fifty (50) states	
	☑	☐	
	If you are not proposing to service to all fifty (50) states, then designate on the form below the states that you will provide service to. By designating a state or states, you are certifying that you are willing and able to provide the proposed goods and services in those states. **If you are only proposing to service a specific region, metropolitan statistical area (MSA), or City in a State, then indicate as such in the appropriate column box.**		

Item	**State**	**Region/MSA/City (write "ALL" if proposing to service entire state)**	**Designated as a Service Area**
1.	Alabama		
2.	Alaska		
3.	Arizona		
4.	Arkansas		
5.	California		
6.	Colorado		
7.	Connecticut		
8.	Delaware		
9.	Florida		
10.	Georgia		
11.	Hawaii		
12.	Idaho		
13.	Illinois		
14.	Indiana		
15.	Iowa		
16.	Kansas		
17.	Kentucky		
18.	Louisiana		
19.	Maine		
20.	Maryland		

21.	Massachusetts		
22.	Michigan		
23.	Minnesota		
24.	Mississippi		
25.	Missouri		
26.	Montana		
27.	Nebraska		
28.	Nevada		
29.	New Hampshire		
30.	New Jersey		
31.	New Mexico		
32.	New York		
33.	North Carolina		
34.	North Dakota		
35.	Ohio		
36.	Oregon		
37.	Oklahoma		
38.	Pennsylvania		
39.	Rhode Island		
40.	South Carolina		
41.	South Dakota		
42.	Tennessee		
43.	Texas		
44.	Utah		
45.	Vermont		
46.	Virginia		
47.	Washington		
48.	West Virginia		
49.	Wisconsin		
50.	Wyoming		

End of Exhibit 1