Statement of Work (SOW) –

Artificial Intelligence Service Category

BroadAxis Technologies, LLC

Harris County – RFP 25/0007: Information Technology Consulting Services

1. Project Overview

Harris County seeks a qualified partner to design, implement, and operationalize Artificial Intelligence (AI) capabilities that deliver measurable business outcomes, including improved constituent service, operational efficiency, and risk reduction. BroadAxis Technologies (BroadAxis), a DIR ITSAC vendor with proven public-sector AI and data modernization experience, proposes a structured, secure, and value-focused approach to AI delivery aligned with the County's governance, security, and compliance requirements.

2. Scope of Services

The scope includes end-to-end AI consulting and engineering services across strategy, data engineering, model development, deployment, and operations. Representative workstreams include use case discovery and prioritization, data integration and feature engineering, model development and validation, MLOps automation, secure deployment, and ongoing monitoring.
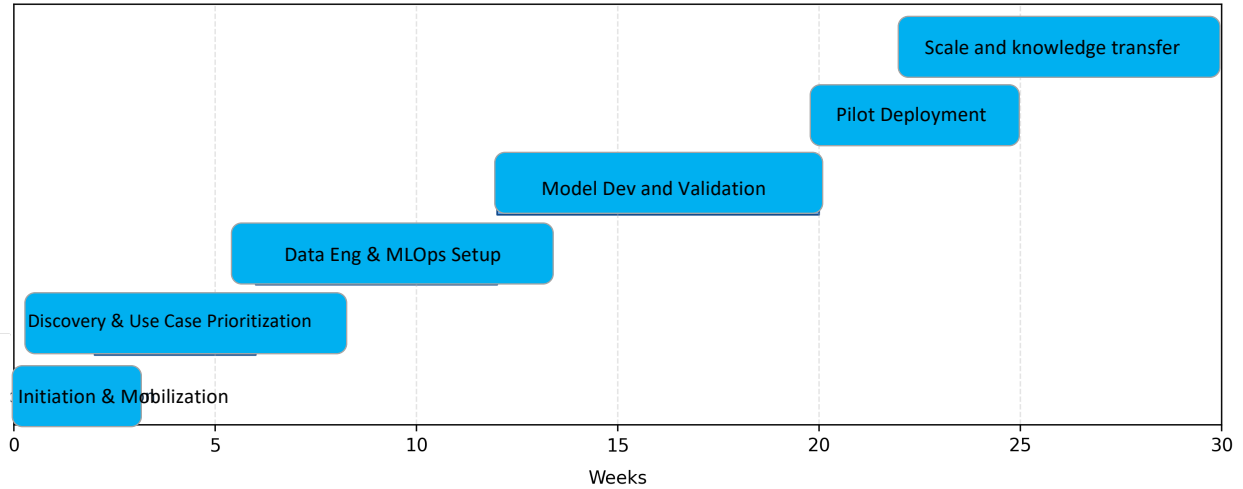
3. Deliverables

Key deliverables include:

1. AI Roadmap and Use Case Portfolio, including prioritization framework and value estimates.
2. Data Readiness Assessment and Integration Plan, including privacy, security, and retention considerations.
3. Feature Store Design and MLOps Architecture, with CI/CD for models and automated testing.
4. Production-Ready Models and Inference Services, including APIs and integration guides.
5. Model Cards, Documentation, and Risk Assessments, aligned to responsible AI principles.
6. Monitoring Dashboards and Operational Runbooks, with alerts, retraining triggers, and SLAs.

4. Sample Timeline

A representative 28-week plan is shown below. Actual schedule will be finalized during mobilization and adjusted to County priorities.

Exhibit 3. Sample 28-Week Timeline

Scale and knowledge transfer

Pilot Deployment

Model Dev and Validation

Data Eng & MLOps Setup

Discovery & Use Case Prioritization

Initiation & Mobilization

Weeks

5. Roles and Responsibilities

BroadAxis will provide an engagement team including a Project Manager, AI Lead/Architect, Data Engineer, ML Engineer, and QA Engineer. Harris County will provide a Product Owner, data stewards, and environment access. Governance will be executed via a joint steering cadence, with change and risk managed through a formal process.
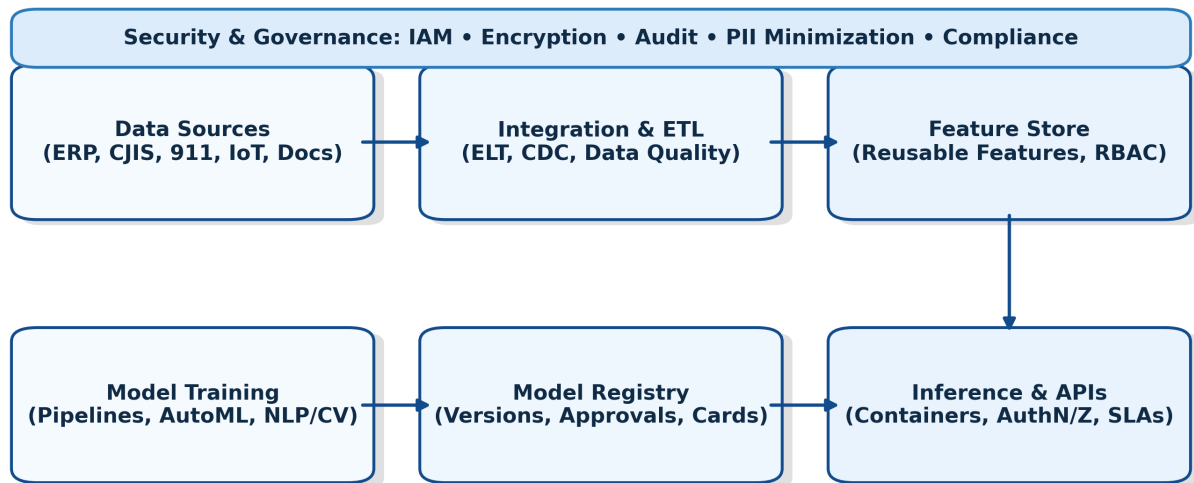
Activities	Harris County	BroadAxis PM	BroadAxis AI Lead	Security & Compliance
Requirements & Prioritization	A/R	R	C	I
Data Access & Stewardship	A/R	C	R	A/R
Model Dev & Validation	C	C	A/R	I
Deployment & MLOps	I	R	A/R	C
Change & Risk Mgmt	A/R	R	C	C

Exhibit 4. Governance & RACI Overview

Notes: R = Responsible, A = Accountable, C = Consulted, I = Informed. This matrix is illustrative and should be tailored per mini-RFQ scope, team composition, and governance.

6. Technical Approach

Our approach emphasizes rapid value realization with secure-by-design architecture: data ingestion through governed pipelines, a reusable feature store, modular model training using reproducible pipelines, and containerized inference services behind authenticated APIs. Model governance is enforced via a registry with versioning, approval gates, and automated deployment checks.

Security & Governance: IAM • Encryption • Audit • PII Minimization • Compliance

| Data Sources (ERP, CJIS, 911, IoT, Docs) | Integration & ETL (ELT, CDC, Data Quality) | Feature Store (Reusable Features, RBAC) |
| Model Training (Pipelines, AutoML, NLP/CV) | Model Registry (Versions, Approvals, Cards) | Inference & APIs (Containers, AuthN/Z, SLAs) |

Exhibit 1. High-Level AI Solution Architecture

| Business Use Case | Data Prep | Model Dev | Validation | Deployment | Monitoring |

Controls: requirements • data contracts • testing • approvals • CI/CD • KPIs & drift alerts
Exhibit 2. AI Model Lifecycle

7. Service Levels

Representative SLAs include:

- Production inference service availability: 99.5% monthly uptime.
- P1 incident response within 30 minutes; P2 within 2 business hours.
- Change lead time under 48 hours for low-risk changes; emergency change window on approval.
- Model performance drift detection within 24 hours with mitigation plan within 3 business days.

8. Acceptance Criteria

Deliverables are accepted when documented requirements are met, security scans are clean, tests pass above agreed thresholds, and County Product Owner signs off. For models, acceptance includes metric attainment on validation data, successful UAT, and deployment readiness checklist completion.

9. Pricing & Payment

Pricing will follow the Harris County-provided Vendor Hourly Rate Schedule submitted with this proposal. No overtime, weekend, or holiday rate differentials apply. Time-and-materials billing will be monthly in arrears with itemized hours per role and County work order. Any fixed-fee work orders will be mutually defined with milestones and acceptance criteria.

10. Compliance, Security, and Privacy

BroadAxis adheres to applicable County, State of Texas, and federal standards for data protection, identity and access management, logging, and retention. We implement least-privilege access, audit trails for data and model changes, encryption in transit and at rest, and data minimization aligned to use case needs.

11. Qualifications and Past Performance

BroadAxis is a certified DIR ITSAC vendor and has delivered AI, analytics, and data modernization initiatives for public-sector clients, including state agencies and local governments. Representative outcomes include reduced processing times for case workflows, improved citizen response accuracy, and enhanced infrastructure observability via ML-driven alerting.

Client	Industry / Sector	Scope of Services Delivered
Texas Department of Public Safety (DPS)	IT/Public Sector	Business Intelligence Reporting, Staff Augmentation
Texas Health and Human Services Commission (HHSC)	Healthcare/Public	Data Integration, Informatica ETL, Security Implementation, Tableau Support
Texas Comptroller of Public Accounts (CPA)	Finance/Public	Legacy System Modernization, Web Application Development
American Petroleum Institute (API)	Oil & Gas/Nonprofit	Digital Transformation, Cloud Migration, IT Consulting
American Diabetes Association	Healthcare/ Nonprofit	Secure Cloud Infrastructure Deployment, Data Privacy & Protection
America 250 Commission	Federal Initiative/Nonprofit	Artificial Intelligence Governance, Digital Experience Design
Texas Education Agency (TEA)	Education/Public	System Integration, Data Management, Strategic IT Consulting
Texas Department of Family and Protective Services	IT/Public Sector	Infrastructure Management
Austin Energy (AE)	Energy & Utilities/Public	Cybersecurity Services, Project-Based Infrastructure Support
COMCAST	Telecommunications/Commercial	Network Infrastructure Setup, System Maintenance, Technical Support

12. Communication and Reporting

Weekly status reports will track scope, schedule, risks, issues, and decisions. A monthly steering review will confirm value delivery, budget status, and priorities. Collaboration will leverage County-approved tools and secure repositories.

13. Change and Risk Management

Changes will be logged, impact-assessed, and approved through the governance process. Risk management includes a living risk register with owners, probability/impact ratings, and mitigation strategies.

14. Knowledge Transfer and Closeout

Before closeout, BroadAxis will deliver documentation, runbooks, and training sessions to County staff. A post-implementation review will capture lessons learned and a transition plan for ongoing operations.