


# REQUEST FOR PROPOSALS

for

## AI-Powered Workflow Mapping and Analytics Services

Issued by

### RFxPremier



**RFxPremier**  
Procurement Professionals Alliance Cooperative

### SOLICITATION NUMBER RFxP2504CG

**RFP Contact.** The following individual is the sole contact for this RFP:  
Chad Gonzales, Cooperative Procurement Strategy Official, RFxPremier  
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**Important Dates.**

**RFP Open Date:** December 12, 2025, 2pm Mountain Time

**RFP Q&A Deadline:** December 22, 2025, 4pm Mountain Time

**RFP Close Date:** January 5, 2026, 5pm Mountain Time (submit proposal via RFxPremier website form by date and time)

- I. **INTRODUCTION:** The purpose of this RFP is to establish one or more Master Agreement(s) with qualified respondents to provide AI-powered workflow mapping and analytics services to support enterprise transformation initiatives, operational efficiency, compliance readiness, and business process optimization across diverse function areas. Solutions should enable organizations to rapidly capture, visualize, and analyze workflows using advanced automation and analytics, drive actionable insights for cost reduction, and support continuous improvement without deep IT integrations. This RFP is being led by RFxPremier.
  - A. For questions about the content of this RFP, send your questions via email to the RFP Contact.
  - B. Prepare a proposal that addresses each question and section in this RFP evaluation criteria.
- II. **SCOPE OF WORK**

Vendors must provide configurable and scalable capabilities such as digital process mapping, workflow automation, enterprise-wide data capture, secure documentation, audit trail generation, and flexible deployment. Platforms should offer features including real-time analytics, compliance and risk management tools, support for

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changing business requirements, rapid implementation, timelines, and robust data privacy and security controls. Solution should offer adaptability for entities of various sizes and industries.

**III. EVALUATION AND AWARD PROCESS: Proposals not meeting requirements may be rejected.**

**Stage 1: Mandatory Minimum Requirements Evaluation.** Complete and responsive proposals will be reviewed for compliance with the following Mandatory Minimum Requirements:

Criteria	Evaluation	Result
I.A Vendors must be a U.S. based organization authorized to conduct business nationwide and capable of providing services to public entities in all participating states.	Pass/fail	
I.B Vendors must provide at least three (3) references from organizations where similar governance or compliance management platforms were implemented within the past 5 years.	Pass/fail	
I.C Vendors must confirm that all implementation, support, and data hosting services will be stored within U.S. data centers.	Pass/fail	
I.D. Proposals received on or before the due date and included response to all required sections.	Pass/fail	
I.E Vendors must complete the AI FactSheet attachment A for AI solutions	Pass/fail	
<b>Stage 2 Result:</b>		

**Stage 2: Technical Criteria Evaluation.** Proposers must respond to **EACH** of the following technical criteria in a narrative format:

Criteria	Technical Points Possible	Offeror's Technical Points Earned	Criteria	Technical Points possible	Offeror's Technical Points Earned
<b>II.A.1 Contractor Experience</b> – Demonstrated experience delivering AI-enabled workflow mapping and analytics for government, education, or regulated sectors (including scope, scale or outcomes)	100		<b>II.A.6 Data Security and Privacy</b> - Describe the strength and documentation of security architecture, encryption, data handling practices, and compliance with federal or state requirements.	75	
<b>II.A.2 Proposed Solution and Functionality</b> – Describe the solutions functionality, flexibility, and comprehensiveness of the proposed AI platform, including automation, analytics, integrations and explainable features related to the scope of work.	120		<b>II.A.7 Risk and Mitigation</b> - Provide detailed approach to identifying, assessing, and mitigating AI-related risks, including bias detection, model transparency, and compliance auditing.	75	
<b>II.A.3 Understanding of requirements</b> – Describe your understanding of public-sector governance and compliance challenges, including proposed alignment with cooperative contract usage.	75		<b>II.A.8 Training and Change Management</b> - Describe your procedures for user training, technical documentation, and long-term knowledge transfer to entity staff for ongoing governance.	50	
<b>II.A.4 Implementation Approach</b> - Describe your implementation plan for onboarding, configuration, data migration, and deployment for participating entities, including scalable considerations.	80		<b>II.A.9 Performance Monitoring and Continuous Improvement</b> - What methods are used for performance measurement, customer feedback loops, and platform updates?	40	
<b>II.A.5 Customer Service and Support</b> – Describe customer service structure, technical assistance process, availability and issue resolution procedures for nationwide cooperative capabilities.	50		<b>II.A.10 Implementation and Promotion of the RFxPremier Master Agreement</b> – Describe how you intend to market your master agreement and encourage participation among potential entities?	35	
<b>Stage 2 Total:</b>				<b>700</b>	

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**Stage 3: Cost Evaluation**

Offeror’s Cost must be inclusive of all fees and charges. **All costs proposed by Offeror must also be inclusive of the RFxPremier administrative fee.** Proposed costs incorporated into a Master Agreement resulting from this RFP represent not-to-exceed pricing and minimum discounts, where applicable.

<b>Category</b>	<b>Description</b>	<b>Cost Points Possible</b>	<b>Offeror’s Proposed Cost</b>
Platform Licensing / Subscription	Annual per-user or per-entity platform license fees, including hosting and updates	75	
Implementation and Configuration	One-time cost for onboarding, customization, training, and migration	75	
Support and Maintenance	Annual Maintenance, help desk, updates.	75	
Value-added Services	Hourly rate for professional services for consulting, training or expansion.	75	
	<b>Total:</b>	<b>300</b>	

**Evaluation Summary**

<b>Stage</b>	<b>Total Points Possible</b>	<b>Offeror’s Total Points Earned</b>
Technical Criteria Evaluation	700	
Cost Evaluation	300	
<b>Total:</b>	<b>1000</b>	

**Award Selection and Evaluation Process**

RFxPremier will then determine which proposals to award Master Agreements by identifying what offerings are most advantageous to potential Participating Entities and Purchasing Entities. Methods used to make this determination may include, but are not limited to, one or more of the following: Identification of a natural break in total scores; Identification of a minimum scoring threshold above which Proposers are deemed to be adequately qualified; Consideration of the optimal number of Contractors required to successfully supply Deliverables to Participating Entities and Purchasing Entities.

# Attachment A

## AI FactSheet

Please provide details regarding your artificial intelligence (AI) solution by filling out the AI FactSheet<sup>1</sup> template below.

This AI FactSheet is to provide information on the AI Solutions being offered as part of this solicitation as created by AI developers.

<b>Vendor Name</b>	Your “Doing business as” Name and Legal Name, if different.
<b>Product Name</b>	Name of the AI product or suite of products.
<b>Overview</b>	Brief summary of the AI system.
<b>Purpose</b>	What function does the AI system perform, and for what purpose? If the system performs multiple functions, list each discretely and reference below. For features that are configurable, please describe all configuration options and default settings.
<b>Intended Domain</b>	What domain is the AI system intended to be applied in?
<b>Training Data</b>	How was the AI system trained? What data was used? How often is data added to the training set? Was all training data legally obtained and its use fully licensed?
<b>Test Data</b>	What data was used to test system performance? Under what conditions has the system been tested?
<b>Model Information</b>	General description of the model(s) used (e.g., large language model, transformer, deep learning, supervised learning, built on an existing open source model, computer vision)
<b>Update procedure</b>	In general, how often are the models updated for users? Will the user have a choice in moving to the updated model or staying on the current model? What documentation is available for new versions of the model?
<b>Inputs and Outputs</b>	What are the inputs to the AI system? What are its outputs? What interfaces and integrations are supported?
<b>Performance Metrics</b>	What are the performance metrics? What is your current level of performance on these metrics? How can the user monitor performance when deployed?
<b>Bias</b>	What biases does the tool exhibit and how does it manage that bias? This can include but is not limited to biases on human factors such as gender, race, socioeconomic status, disability, culture, age, or other protected classes, or

<sup>1</sup> The FactSheet template is heavily inspired by the IBM Research [AI FactSheets 360 project](#), and based on the [AI FactSheet](#) from GovAI Coalition

	biases on general factors such as a sampling bias, survivorship bias, detection bias, or observer bias.
<b>Robustness</b>	How does the AI system handle outliers? Do overwritten decisions feed back into the system to help calibrate it in the future?
<b>Optimal Conditions</b>	What conditions does the model perform best under? Are there minimum requirements for the quantity of records/observations?
<b>Poor Conditions</b>	What conditions does the model perform poorly under? What are the limitations of the AI system? What kinds of errors can it make (e.g., hallucinations) and what conditions make those errors more likely?
<b>Explanation</b>	How does the AI system explain its outputs? Are the outputs of the AI system understandable by subject matter experts, users, impacted individuals, etc.?
<b>Data Protection</b>	List data protection frameworks you comply with (e.g., NIST 800-53, NIST AI RMF) and certifications (e.g., SOC II, HIPAA, FERPA, CJIS).
<b>Ongoing Monitoring</b>	<p>How is the AI system monitored to identify any problems in usage? Can outputs (recommendations, predictions, etc.) be overwritten by a human, and do overwritten outputs help calibrate the system in the future?</p> <p>Problems in usage can include false negatives, false positives, bias, hallucinations, and human-reported quality issues (such as poor translations or poorly generated images).</p>
<b>Independent Evaluation</b>	<p>Have the vendors or an independent party conducted a study on the bias, accuracy, or disparate impact of the system? If yes, can the agency review the study? Include methodology and results.</p> <p>This can include bias impact reports, algorithmic impact reports, or others.<sup>2</sup></p>
<b>Accessibility</b>	How does your solution accommodate a variety of users, such as users with disabilities?
<b>Responsible AI Strategy</b>	Please share any relevant information, links, or resources regarding your organization’s responsible AI strategy.

<sup>2</sup> See “[Algorithmic bias detection and mitigation: Best practices and policies to reduce consumer harms](#)” by the Brookings Institute for an example bias impact report template.

## ATTACHMENT B – SAMPLE MASTER AGREEMENT

This Master Agreement (“Master Agreement”) is between Procurement Professionals Alliance, an Arizona-based non-profit corporation, on behalf of its RFXPremier cooperative contracting division (“PPA/RFXP”), and \_\_\_\_\_, whose primary business address is \_\_\_\_\_ (“Contractor”). PPA/RFXP and Contractor may each be referred to as a “Party” and collectively as “Parties.”

### BACKGROUND

- A. PPA/RFXP seeks to establish a cooperative contracting relationship with Contractor to provide goods and services to non-profit, private, and public purchasing entities.
- B. This Master Agreement sets forth the terms and conditions under which Contractor will supply such goods and services to these entities through the PPA/RFXP program.

The Parties agree as follows:

#### I. Term of Agreement

- 1.1 **Effective Date.** This Master Agreement is effective upon the date of last signature.
- 1.2 **End Date.** This Master Agreement will continue for a period of two years, unless otherwise terminated by either Party in writing.
- 1.3 **Termination.** Either Party may terminate this Master Agreement upon breach by the other party, subject to thirty (30) days’ written notice and opportunity to cure.

#### II. Cooperative Purchasing Mechanism

- 2.1 **Marketing and Administration.** PPA/RFXP shall market and administer this Master Agreement as a convenient and cost-effective contracting vehicle for use by states, territories, counties, cities, and other political subdivisions, higher education, K-12, healthcare, tribal, and nonprofit organizations (“Eligible Entities”).
- 2.2 **Annual Contract Performance Review.** Contractor shall participate in an annual contract performance review with PPA/RFXP.
- 2.3 **Logo Use.** The PPA/RFXP logos may not be used by Contractor in sales and marketing until a separate logo use agreement is executed with PPA/RFXP.
- 2.4 **No Representations.** The Contractor shall not make any representations concerning PPA/RFXP or any purchaser as to the quality or effectiveness of the goods or services provided herein, without prior written consent.

#### III. Purchasing and Contract Administration

- 3.1 **Goods and Services.** Contractor will provide the goods and services to Eligible Entities as set forth in Exhibit B, as attached and incorporated herein.
- 3.2 **Pricing.** The prices contained in Exhibit B represent the not-to-exceed price Offered by Contractor. All prices and rates must be guaranteed for the initial term of the Master Agreement.

- 3.3 **Shipping.** All deliveries will be F.O.B. destination. All shipping costs must be clearly set forth in the purchase order and pre-approved by Buyer.
- 3.4 **Purchase Orders.** Contractor shall require all nonprofit, private, or public entities purchasing under this Master Agreement (“Buyers”) to include the following language in each purchase order: “Buyer shall hold Procurement Professionals Alliance harmless and, to the extent permitted by law, shall indemnify Procurement Professionals Alliance and RFXPremier from all third-party claims or causes of action, arising from goods and services acquired under this Purchase Order.”
- 3.5 **Administrative Fee.** Contractor shall pay PPA a fee for management and marketing of the Master Agreement (“Administrative Fee”) equal to one percent (1% or 0.01) of each sale of products or services under this Master Agreement no later than sixty (30) days following the end of each calendar quarter. The Administrative Fee applies to the cost of the goods and services, less any charges for taxes or shipping. The PPA/RFXP Administrative Fee is not negotiable and must be included in the overall cost provided to the Buyer and not shown as a separate line item.
- 3.6 **Sales Data Reporting.** Contractor shall report to PPA/RFXP all sales made under this Master Agreement which Contractor has invoiced and received payment for, including orders for personal use, if applicable (“Sales Data”).
- 3.6.1 **Summary Sales.** Contractor shall provide a summary of the Sales Data (“Summary Sales Data”) using a reporting tool or template provided by PPA/RFXP. Contractor shall provide PPA/RFXP with Summary Sales Data each calendar year quarter, no later than thirty (30) days following the end of the quarter. If Contractor has no reportable Sales Data for the quarter, Contractor shall submit a zero-sales report.
- 3.6.2 **Detailed Sales.** Within sixty (60) days following the end of each calendar year quarter, Contractor shall provide PPA/RFXP with detailed sales Data, including but not limited to customer name and address and line-item ordering detail (“Detailed Sales Data”). PPA/RFXP will work collaboratively with Contractor to determine the appropriate data and means of reporting.

#### **IV. Indemnification and Insurance**

- 4.1 **General Indemnification.** The Contractor shall defend, indemnify and hold harmless PPA and PPA/RFXP along with their officers and employees, from and against any third-party claims, damages, or causes of action, including reasonable attorneys’ fees and related costs, for any death, injury, or damage to tangible property arising from the sale or use of any product or service sold under this Master Agreement.
- 4.2 **Insurance.** Contractor shall, during the term of this Master Agreement, maintain in full force and effect, commercial insurance sufficient to cover its obligations, including indemnity, contained in this Master Agreement.

## V. General Provisions

- 5.1 **Confidentiality.** Parties may have access to information that is confidential, proprietary, or trade secret, including information provided by the other Party, as well as by Buyers, which may also include information on individuals ("Confidential Information"). Parties acknowledge that any unauthorized disclosure or use of the Confidential Information may cause irreparable harm and loss to the disclosing party or other individuals. Therefore, Parties shall (a) use Confidential Information for the sole purpose of performing under this Agreement, (b) limit dissemination of Confidential Information to only those employees and representatives who have a need to know the Confidential Information, and (c) not disclose the Confidential Information to any other person or entity without the approval of disclosing Party or Buyer, if applicable.
- 5.2 **Amendments.** This Agreement may only be amended or modified in writing upon agreement by both Parties.
- 5.3 **Assignment.** Neither Party may assign its rights or delegate its duties under this Agreement without the prior written consent of the other Party.
- 5.4 **Notice.** All notices concerning enforcement, modification, amendment, interpretation, or dispute resolution of this Agreement must be in writing and be delivered to the other Party's signatory to this Agreement.
- 5.5 **Dispute Resolution.** In the event of a dispute concerning this Agreement, Parties shall attempt to resolve the dispute in good faith through non-binding meditation prior to any formal legal action.
- 5.6 **Severability.** If any provision of this Agreement is deemed to be invalid or unenforceable, the remainder of this Agreement will not be affected and will be enforced to the greatest extent permitted by law.
- 5.7 **Waiver.** The waiver of either Party of a breach, default, delay, or omission of any of the provisions of this Agreement by the other Party shall not be construed as a waiver of any subsequent breach of the same or other provisions.
- 5.8 **Governing Law, Jurisdiction, and Venue.** Any claim or cause of action must be brought in a court of competent jurisdiction within the Commonwealth of Kentucky, Fayette County, and will be subject to Kentucky law, without regard to its choice of law provisions.
- 5.9 **Survivability.** Survivability. Sections 3.5, 3.6, 4.1, 5.1, 5.4, 5.5, 5.6, 5.7, and 5.9 will survive expiration or termination of this Agreement.

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The Parties accept the terms of this Agreement as of the dates set forth below.

For PPA:

Name

Title

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

For Contractor:

Name

Title

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Exhibit A: Terms and Conditions for AI Solutions

This Addendum defines special requirements agreed to by RFXPremier and Contractor regarding the AI system and/or subsystem provided as part of the Contract.

This Addendum governs over any contrary license terms and RFXPremier will not agree to any terms that conflict with the Addendum. Failure of the Contractor to comply with the terms of this Addendum shall constitute a material breach of the Contract.

### 1. Definition of AI System

This Contract defines “artificial intelligence” or “AI” to be a machine-based system that can, for a given set of human-defined objectives, make predictions, recommendations, or decisions influencing real or virtual environments. <sup>1</sup> AI systems use machine- and human-based inputs to perceive real and virtual environments; abstract such perceptions into models through analysis in an automated manner; and use model inference to formulate options for information or action.

This Contract defines an “AI system” to be any data system, software, hardware, application, tool, or utility that operates in whole or in part using AI.

### 2. Risk Mitigation

The Contractor represents that the AI system is suitable for its intended use by the Eligible Entity and has been developed and will perform in a manner that is in compliance with all applicable laws and regulations.

The Contractor shall maintain, follow, and provide, upon request, a copy of their Risk Management Plan that complies with accepted risk management frameworks, such as the NIST AI Risk Management Framework<sup>2</sup>, ISO 42001<sup>3</sup>, or [other AI risk management governance standard].

The Contractor shall work with the Eligible Entity to evaluate and minimize risks posed by the AI system.

### AI Incident Response

In the event of an AI incident, at the request of the Eligible Entity, the Contractor shall thoroughly investigate their systems of any suspected AI incident and promptly report findings to the Agency. An “AI incident” is an alleged harm or near harm event to people, property, reputation, technical integrity of the environment where an AI system is implicated. Examples of AI incidents include providing false information, copyright infringement, generating harmful bias, system misuse, exposure of sensitive information, and liability risk.

### Remediation

At the Eligible Entity’s request, the Contractor will immediately discontinue the use of any AI system involved in providing services to the Eligible Entity. If the Eligible Entity, in its sole discretion, determines that the AI system is in violation of one or more of the requirements enumerated in Section 3: Requirements for Contractors when Operating AI System(s), or that the Contractor does not promptly resolve an AI incident, then the Eligible Entity will provide the Contractor with notice that they have 30

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<sup>1</sup> Definition from [15 U.S.C. 9401\(3\)](#)

<sup>2</sup> <https://www.nist.gov/itl/ai-risk-management-framework>

<sup>3</sup> <https://www.iso.org/standard/81230.html>

calendar days to promptly assess and resolve the issue. Potential methods to address such issues include, without limitation, changing the behavior of the AI system or subsystem; supplementing the system or subsystem to achieve the necessary outcomes; replacing the system with a non-AI system that meets the Eligible Entity's needs; or limiting the function of the AI system or subsystem. After 30 calendar days, the Contractor must provide evidence that the AI system is adequately fixed and ready for re-deployment, or that the AI system is not suitable for use.

### **Indemnification**

Contractor agrees to indemnify, defend, and hold harmless RFXPremier and/or Eligible Entitys regarding any third-party action rising out of or related to (1) any breach of any representation or warranty of Company contained in this Addendum; (2) any breach or violation of any covenant or other obligation or duty of Contractor under this Addendum or under applicable law; (3) any third party Claims which arise out of, relate to or result from any act or omission of the Contractor related to the provision of an AI system; and (4) any violations or alleged violations of intellectual property rights; in each case whether or not caused in whole or in part by the negligence of the[Agency], or any other Indemnified Party, and whether or not the relevant Claim has merit.

### **3. Requirements for Contractors AI System(s)**

To the extent permissible by law, the Contractor shall adhere to the following requirements in the course of doing business with or for RFXPremier and/or the Eligible Entity:

- 1. Updates:** Contractor attests that the previously completed AI FactSheet accurately represents the AI system (See Attachment A: AI FactSheet). Contractor shall provide prior notice for system upgrades that substantially impact the services provided to the Eligible Entity. Contractor commits to update the AI FactSheet on an annual basis and within 30 calendar days of any change to the AI system that substantially impacts the services provided to the Eligible Entity. Example of a substantial impact includes, but is not limited to, changes to: sensitive or protected information used in the system, compatibility with the Eligible Entity's other systems, or decisions that impact the rights or safety of individuals. In the event of a change with a substantial impact, vendor will provide the Eligible Entity an opportunity to stay on the existing system version at the Eligible Entity's request. Any updates made to the AI system that render the AI system unserviceable to the Eligible Entity to provide services defined in the Contract, as determined by the Eligible Entity, may be cause for termination by the Eligible Entity.
- 2. Data ownership:** The Eligible Entity retains ownership of any data it provides to the Contractor, as well as data collected or generated specifically on behalf of the Eligible Entity during the course of the Contract. The Contractor retains ownership of all other data it collects or generates, including data created for the Contractor's general business purposes. The Eligible Entity has the unrestricted right to use its owned data for any purpose. Ownership of such data shall not be transferred to the Contractor or any third party without prior written consent from the Eligible Entity.
- 3. Data portability:** At the Eligible Entity's request, and at no additional cost, the Contractor shall provide all data owned by the Eligible Entity in a format that is easily usable by the Eligible Entity

and, to the extent technically feasible, in a structured, commonly used, machine-readable format. The Contractor is not obligated to provide such data more than twice in a 12-month period.

4. **Authorized use:** Data owned by the Eligible Entity cannot be used for other commercial applications without written consent from the Eligible Entity.
5. **Data rights:** Data owned by the Eligible Entity that contains sensitive or protected information must be able to be deleted, edited, or anonymized at the request of the Eligible Entity or the data subject.
6. **Performance:** Provide the Eligible Entity or entity working on behalf of the Eligible Entity with the means to monitor the performance, including the accuracy, of the AI system it uses and report this accuracy to the Eligible Entity. This may include, but is not limited to, the false positive rate, the false negative rate, the true positive rate, the average percentage error, the mean-squared error, and human judgement scores.
7. **Algorithmic bias:** Contractor will provide the Eligible Entity with evidence that demonstrates that bias present in the AI system is effectively managed for the context in which it will be deployed. Contractor shall provide information describing in detail how bias is assessed.
8. **Human oversight:** Provide the Eligible Entity the means for a human to evaluate and override outputs of the AI system. The human evaluator must be able to override the outputs of the AI system and take precedence over all outputs.
9. **Explainability:** Provide the Eligible Entity with an explanation of how the AI system generates outputs, including what factors influence the system's decisions, rule-based logic, training data sources, and probability-based decisions. The Eligible Entity holds the right to communicate its general usage of the AI system and explain its decision-making processes to the public.
10. **Notice:** If required by the Eligible Entity, provide written notice of the usage of the AI system to data subjects and/or end-users, preferably at the point of service.
11. **Process:** Contractor shall comply with existing local, state, and federal law for data access and decision appeals related to the use or operation of the system.
12. **Ongoing Monitoring:** Contractor shall regularly monitor the performance of the AI system to detect and rectify system behavior that violates any of the requirements in this section. Contractor shall promptly communicate the discovery of system behavior that violates any of the requirements in this section to the Eligible Entity, including the potential impact to services.
13. **Training:** Ensure that appropriate training is available to Eligible Entity staff who may operate the AI system, which may include how to:
  1. Protect sensitive or personal information;
  2. Mitigate harmful algorithmic bias;
  3. Promote optimal performance;
  4. Report system errors; and
  5. Maintain service delivery if the AI system fails, to the extent possible.

14. **Auditing:** The Eligible Entity retains the right to observe, assess, or audit any relevant work processes, services, or documents in the course of doing business with the Eligible Entity to confirm that the Contractor (and any relevant sub-contractors) is complying with this Policy. Contractor shall provide access to information, documentation, and personnel required to complete this audit at no additional cost to the Eligible Entity.