



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at wvOASIS.gov. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at WVPurchasing.gov with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header @ 1

List View

- General Information
- Contact
- Default Values
- Discount
- Document Information
- Clarification Request

Procurement Folder: 1421510

Procurement Type: Central Contract - Fixed Amt

Vendor ID: VS0000031890

Legal Name: DIGITAMIZE INC

Alias/DBA:

Total Bid: \$563,709.00

Response Date: 06/20/2024

Response Time: 12:56

Responded By User ID: techforceai

First Name: Siva

Last Name: Moduga

Email: siva@techforce.ai

Phone: 3377643131

SO Doc Code: CRFQ

SO Dept: 0313

SO Doc ID: DEP2400000047

Published Date: 7/18/24

Close Date: 7/30/24

Close Time: 13:30

Status: Closed

Solicitation Description: AI Chatbots/Automation/AI Subscription Services/Software Sup

Total of Header Attachments: 1

Total of All Attachments: 1

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	AI Chatbots/AI Software Year 1	1.00000	EA	100000.000000	100000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

AI Chatbots/Automation/AI Subscription Services/Software Support.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	AI Chatbots/AI Software Year 2	1.00000	EA	106000.000000	106000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

AI Chatbots/Automation/AI Subscription Services/Software Support.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	AI Chatbots/AI Software Year 3	1.00000	EA	112360.000000	112360.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

AI Chatbots/Automation/AI Subscription Services/Software Support.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	AI Chatbots/AI Software Year 4	1.00000	EA	119102.000000	119102.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

AI Chatbots/Automation/AI Subscription Services/Software Support.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	AI Chatbots/AI Software Year 5	1.00000	EA	126247.000000	126247.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

AI Chatbots/Automation/AI Subscription Services/Software Support.

West Virginia Proposal

CRFQ 0313 DEP2400000047

AI Chatbots/Automation/AI Subscription Services/Software Support.

Digitamize Inc, D.B.A. Supervity and Formerly TechForce AI

11921 Freedom Dr Ste 570

Reston VA 20190-5635

West Virginia Proposal.....	1
Executive Summary.....	2
Home Aeration Unit General Permit Reissuance Application Processing	3
Responsible Party Cleanup	3
AppEnhancer	3
AI Chat bots and Automation with central dashboard.....	3
Underground Injection Control General Chat bot.	4
Class I Industrial and Municipal Waste Disposal Well Application Chat bot.	4
Class IV Wells for Geologic Sequestration of Carbon Dioxide applications chat bot.....	4
Google Shared Drive.....	4
Completeness determination.....	5
Pricing Pages And ROI.....	6
Insurance	12
Single Point of contact for contract.....	15
Additional Information about Supervity Capabilities.....	15

Executive Summary

Supervity AI is a company that combines generative artificial intelligences with other technologies to create an Agent that:

- Understands complex processes with Show-&-Tel AI technology (like understanding how a permit application task is completed).
- Acts with Robotic Process Automation performing manual tasks on computers.
- Sees with optical Character Recognition and computer vision for processing images.
- Understands with Generative Artificial Intelligence to initiate information exchange.
- Engages with interfaces to any application for automation and information exchange.

Our solution is SaaS (Software as a Service) in the Azure cloud. We are complexly hosted in the United States and all data will reside in the United States.

Our solution is SOC2 TYPE2, ISO 27001 certified, HIPPA, and FedRAMP compliant (on gov cloud).

We propose the following capabilities of our software and actions taken by our company.

- Provide audit information for all activities of the Chatbots and robotic process automations and all activities performed by software under this proposal via the show and tell software.
- Automate WVDEP's client server software named ERIS includes all ERIS's particularities as we have before.
- Automate WVDEP's web software named ESS includes all ESS's particularities as we have before.
- Transfer data between WVDEP's ESS and ERIS as we have done before.
- Our Show and Tell software include monitoring and reporting and will include all information from the previous contracts for existing automations as performed by us under the name of TechForce AI.
- Supervity will provide all software licenses to carry out the planned automation including 4 administrative staff and 4 staff members. These licenses will be re-assignable for changing staff.
- Provide Software support for this proposal for 8 hours per day between 8am ET and 4pm ET 5 days per week Monday through Friday with a response within 4 hours.
- Gather or Disseminate information using Chat via the web or any internet meeting software such as Microsoft Teams, Zoom or any other meeting software.
- Supervity will perform all installations and configurations on our Azure Government Cloud.

Home Aeration Unit General Permit Reissuance Application Processing

Supervity will work with WVDEP staff to automate ESS and ERIS to perform permit issuance with exceptions for unusual circumstances that may be encountered by the automation with appropriate notification and referral to WVDEP staff. This will leverage Supervity's proprietary in-house technology.

Thank you for Attachment A and the details it provides.

Responsible Party Cleanup

Supervity will work with WVDEP staff to automate ERIS to identify and clean or merge entries of responsible parties in the ERIS system. This will leverage Supervity's proprietary in-house technology.

Thank you for Attachment B and the details it provides.

AppEnhancer

Supervity will work with WVDEP staff to automate AppEnhancer and Gmail to put email approvals into AppEnhancer document management system.

Supervity will be using its Gmail plugin to listen to an inbox and its RPA capabilities to automatically interact with AppEnhancer application

Supervity will work with WVDEP staff to automate AppEnhancer to find and correct miss filed entries and correct them. This will leverage Supervity's proprietary in-house technology.

Thank you for attachment C and the details it provides.

AI Chat bots and Automation with central dashboard

Supervity will work with WVDEP staff to configure an AI Chat bot to answer questions about UIC class I and UIC Class IV permit application process and requirements. Chat bots will only provide information from the materials that WVDEP provides for that purpose and if the documents are posted online the Chat bot will provide a link to the document online from which the answer originated otherwise the Chat bot will provide a reference to the document. The Chat bot will guide the applicant to use and if needed create a google drive account to store the application in an WVDEP shared drive. This will leverage Supervity's proprietary in-house technology.

Underground Injection Control General Chat bot.

Supervity will work with WVDEP staff to configure an AI Chat bot to determine which domain of information is needed UIC Class I or UIC Class IV and direct the applicant to the corresponding chat bot.

This will leverage Supervity's proprietary in-house technology to create data collections for each domain of information. AI Chat bots will only provide information from the materials that WVDEP provides for that purpose.

Class I Industrial and Municipal Waste Disposal Well Application Chat bot.

Supervity will work with WVDEP staff to configure an AI Chat bot to supply information about Class I applications about laws, regulations, and administrative information.

Supervity will support WVDEP goals in all activities pertaining to this proposal. This will leverage Supervity's proprietary in-house technology.

Class IV Wells for Geologic Sequestration of Carbon Dioxide applications chat bot.

Supervity will work with WVDEP staff to configure an AI Chat bot to supply information about Class IV applications about laws, regulations, and administrative information.

Supervity will support WVDEP goals in all activities pertaining to this proposal. This will leverage Supervity's proprietary in-house technology.

Google Shared Drive

Supervity will work with WVDEP staff to configure an AI Chat bot to guide the applicant to use and if needed create a google drive account.

The Chat bot will create a shared folder for the applicant to store the UIC application as a WVDEP shared drive. The Supervity admin page for the application and can download the chats based on the dates.

The chatbot will then guide the applicant to store their application in the newly created folder.

All interactions and automations will be recorded in documents stored in the audit folder for this application. This will leverage Supervity's proprietary in-house technology.

Completeness determination

Supervity will work with WVDEP staff to configure an AI Automation to check the application submitted in Google Drive using Optical Character Recognition as needed. The AI will compare the application with criteria as described in the RFQ and as described by WVDEP staff.

If the AI determines that the application is complete, then the AI will perform data extraction to documents as described by WVDEP Staff. If the AI determines that that the application is incomplete the Chat bot will email the applicant with a list of the missing information and a link to the google drive and a link to the chat bot for assistance. This will leverage Supervity's proprietary in-house technology.

Pricing Pages And ROI

Customer Return on investment = Cost of Business with People – Cost of Business with AI and Automation.

Cost of Business with People = 5 People * \$30,000 average salary = \$150,000 per year.

For example: with our cost at \$100,00 per year.

Customer ROI = \$150,000 – 100,000 = \$50,000 per year.

Enhanced ROI with Additional Benefits of Supervity Automation

1. Increased Efficiency:

- Automation can operate 24/7 without breaks, leading to higher productivity and throughput.
- Example: Automated processes can handle 200% more workload compared to manual processes in the same time frame.

2. Reduced Errors:

- Automation minimizes human errors, leading to higher quality outputs and fewer costly mistakes.
- Example: Error rates can be reduced from 5% with human processes to less than 1% with automation.

3. Scalability:

- Automated systems can easily scale up or down based on demand without significant incremental costs.
- Example: Scaling operations with people may require additional hiring and training, whereas scaling with automation often requires minimal adjustments.

4. Consistent Performance:

- Automated systems deliver consistent performance without the variability associated with human work.
- Example: Performance consistency improves customer satisfaction and reliability of service delivery.

5. Compliance and Reporting:

- Automated systems can ensure compliance with regulatory requirements and generate accurate reports.
- Example: Compliance processes that take days for human staff can be completed in real-time with automation.

6. Enhanced Data Analysis:

- AI-driven analytics provide insights that can lead to better decision-making and strategic advantages.
- Example: Predictive analytics can identify trends and opportunities, providing a competitive edge.

Comprehensive ROI Example:

- Increased efficiency: 50% increase in output = Equivalent to \$75,000 value

- Reduced errors: Savings on error correction = \$10,000
- Scalability and consistent performance: \$15,000
- Compliance and reporting: \$5,000
- Enhanced data analysis: \$20,000

Total Additional Value: $\$75,000 + \$10,000 + \$15,000 + \$5,000 + \$20,000 = \$125,000$

Total Annual Value with Automation: $\$50,000(\text{direct saving}) + \$125,000(\text{additional value}) = \$175,000$

Enhanced Customer ROI: \$175,000 per year

By integrating Supervity AI automation, the customer will be able to save on direct costs and also realize substantial additional value, resulting in a significantly higher ROI.



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Centralized Request for Quote
 Info Technology

Proc Folder: 1421510		Reason for Modification:	
Doc Description: AI Chatbots/Automation/AI Subscription Services/Software Sup			
Proc Type: Central Contract - Fixed Amt			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-06-05	2024-06-25 13:30	CRFQ 0313 DEP2400000047	1

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Customer Code:
Vendor Name : Digitamize Inc
Address : 11921 Freedom Dr Ste 570
Street :
City : Reston
State : VA **Country :** USA **Zip :** 20190-5635
Principal Contact : Siva Moduga
Vendor Contact Phone: 1-337-764-3131 **Extension:**

FOR INFORMATION CONTACT THE BUYER
 Joseph E Hager III
 (304) 558-2306
 joseph.e.hageriii@wv.gov

Vendor Signature X  **FEIN#** 82-0687505 **DATE** 06/18/2024

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Department of Environmental Protection (WVDEP) Division of Water and Waste to establish a contract for purchase of and services for AI Chatbots and Automation/AI Subscription Services & Support per the attached specifications and terms and conditions.

INVOICE TO		SHIP TO	
ENVIRONMENTAL PROTECTION DIV OF WASTE AND WATER MGT 601 57TH ST SE CHARLESTON US	WV	ENVIRONMENTAL PROTECTION DIVISION OF WATER AND WASTE MGT 601 57TH ST SE CHARLESTON US	WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	AI Chatbots/AI Software Year 1	1.00000	EA	\$100,000	\$100,000

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

AI Chatbots/Automation/AI Subscription Services/Software Support.

INVOICE TO		SHIP TO	
ENVIRONMENTAL PROTECTION DIV OF WASTE AND WATER MGT 601 57TH ST SE CHARLESTON US	WV	ENVIRONMENTAL PROTECTION DIVISION OF WATER AND WASTE MGT 601 57TH ST SE CHARLESTON US	WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	AI Chatbots/AI Software Year 2	1.00000	EA	\$106,000	\$106,000

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

AI Chatbots/Automation/AI Subscription Services/Software Support.

INVOICE TO			SHIP TO		
ENVIRONMENTAL PROTECTION DIV OF WASTE AND WATER MGT 601 57TH ST SE CHARLESTON WV US			ENVIRONMENTAL PROTECTION DIVISION OF WATER AND WASTE MGT 601 57TH ST SE CHARLESTON WV US		

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	AI Chatbots/AI Software Year 3	1.00000	EA	\$112,360	\$112,360

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

AI Chatbots/Automation/AI Subscription Services/Software Support.

INVOICE TO			SHIP TO		
ENVIRONMENTAL PROTECTION DIV OF WASTE AND WATER MGT 601 57TH ST SE CHARLESTON WV US			ENVIRONMENTAL PROTECTION DIVISION OF WATER AND WASTE MGT 601 57TH ST SE CHARLESTON WV US		

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	AI Chatbots/AI Software Year 4	1.00000	EA	\$119,102	\$119,102

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

AI Chatbots/Automation/AI Subscription Services/Software Support.

INVOICE TO		SHIP TO	
ENVIRONMENTAL PROTECTION DIV OF WASTE AND WATER MGT 601 57TH ST SE CHARLESTON WV US		ENVIRONMENTAL PROTECTION DIVISION OF WATER AND WASTE MGT 601 57TH ST SE CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	AI Chatbots/AI Software Year 5	1.00000	EA	\$126,247	\$126,247

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:
AI Chatbots/Automation/AI Subscription Services/Software Support.

SCHEDULE OF EVENTS		
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<u>Line</u>	<u>Event</u>	<u>Event Date</u>
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Supervity AI – Background and Experience

About Supervity & AI Agent Platform

Supervity is the pioneer in creating and managing "AI Agents" at scale, with a vision to revolutionize how businesses and agencies streamline operations. The proprietary Supervity AI Agent Platform leverages a suite of technologies - including AI RPA, LLMs, and Integration capabilities - that allow for the creation of robust and custom AI Agents to solve today's business challenges. AI Agents work on top of a business' existing infrastructure and current "as-is" processes, which means that AI Agents can be implemented immediately and easily. Today, Supervity's AI Agent Technology is supporting rapid business efficiency and operations, including customer engagement, employee support, and performing front, middle, and back-office operations. Supervity's AI and Automation Platform emulates human-like actions by comprehending unstructured data/documents, interacting with enterprise applications, and making intelligent decisions. Supervity is based in Reston, Virginia, and supports a global audience of agencies and enterprises in healthcare, retail, finance, government & municipality, IT, and many others. With Supervity, enterprises and agencies are leveraging the power AI today to enable significant cost savings and process efficiency.

Supervity AI has built several automations for the WVDEP. It should be noted that Supervity has increased its capabilities since our previous contract engagement. So, while we are the same company, we are now much faster at implementing our solutions and much more complete in these solutions.

Supervity AI has a foundational experience built around RPA - as we started as an RPA (Robotic Process Automation) company in 2017. We have many other clients in many sectors of business since our AI Agents are capable of a wide range of work. Clients include the US Department of Defense, Citrus Health Network, The John Deere Company, NEC, Appzen, Mondelez international, Daikin, Ask. We have many more clients that we are working with – especially from the state and environmental perspective, such as the United States Environmental Protection Agency, as well as 7 other states looking for technologies to modernize and simplify tasks.

Supervity is a strong partner with other companies such as IBM, Accenture, Microsoft, Capgemini, KPMG, and these companies use us as the vendor of choice for their end customers in regard to RPA and AI Technologies. We do have many more partners in negotiations.

Supervity has offices in Washington DC, West Virginia, Texas, and locations in India. We have customers worldwide. We have approximately 85 employees.

Single Point of contact for contract

Siva Moduga

Email siva@supervity.ai

Mobile Phone +1 3377643131

11921 Freedom Dr Ste 570

Reston VA 20190-5635

Additional Information about Supervity Capabilities.

Videos all in one place.

[Watch the video](#) about AI Agent Unstructured Invoice Processing.

[Watch the video](#) on AI Agent AWS IAM Interactive Guide.

[Watch the Video](#) on AI Agent SAP Interactive Guide.

[Watch the video](#) about car insurance processing with Supervity AI.

[Watch the video](#) about AI Agent Unstructured Invoice Processing.



Scaled AI Agent Transformation
- DEP



Supervity is trusted by our customers & the industry



30+ Happy Agencies

Industry Recognition

14 Global Partners

Enterprise Grade Security

Honorable Mentions by Industry Analysts



techforce.ai

Augmenting people and business processes with an AI powered workforce

A core capability is TechForce.ai's pre-built AI models which can be further trained by business users to extract, analyze and process data from different unstructured documents such as purchase orders, invoices or KYC documents, etc. The TechForce.ai unified workforce platform allows users to create and visualize their automation workflow with low code drag-and-drop capabilities. For front-office automation design, TechForce.ai low code AI trainer provides an NLP engine for creating voice and chatbot based digital associates for both customer facing processes such as e-commerce, contact center, order processing, and customer service and internal processes such as resolving HR, IT help desk issues and invoice processing using intelligent automation. The in-built conversational AI engine which can be trained by TechForce.ai clients using NLP to engage over chat, email and voice to 'converse' with customers including social media platforms. TechForce.ai also has a central dashboard for scheduling and management of the workforce.

automate, digitize, and bring in more efficiency and productivity, and they are seeking vendors that provide clarity around what their tools can accomplish. TechForce.ai's approach to categorizing digital workers into categories that are meaningful to company processes—"CX Samurai" for customer facing processes and "Finance Fellow" for financial processes, for example—makes its SaaS solutions palatable to end business users who are looking for assistance with their critical processes. It also supports HFS' OneOffice Experience view that digital workers should be seamlessly blended into workflows to support a more intelligent and efficient organization and supporting both EX (employee experience) and CX (customer experience).

HFS Value

HFS Hot Recognized TechForce.ai as a Hot Vendor because we truly believe in the promise of intelligent

FORRESTER®



New Tech: Conversational AI For Customer Service In India, Q1 2022

Forrester's Landscape Overview Of 10 Emerging Providers

March 8, 2022

By Vinayakrishnan Venkatesh, Stephen Powers, Christine Austin, Samir Singh, Shreyas



Techforce.ai brings together adjacent technologies like RPA and OCR to help digitize interactions like KYC and improve resolution time, accuracy, and CX.



FIGURE [5] Vendor By Use-Case

Vendor	Intelligent content and document processing	Attended automation	Unattended automation	Industry- and use-case-specific, fully pre-built automation	RPA embedded in automation-like automation platform
Techforce.ai	*		*	*	*

2024 Is The Year Of AI Transformation For Enterprise & Organizations



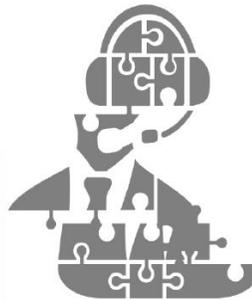
The Good

The technologies: exist today, are intelligent, and are actively being used by people to drive productivity

The Issue

GenAI Technologies are still impractical to incorporate in the business setting, are siloed, and require IT infrastructure

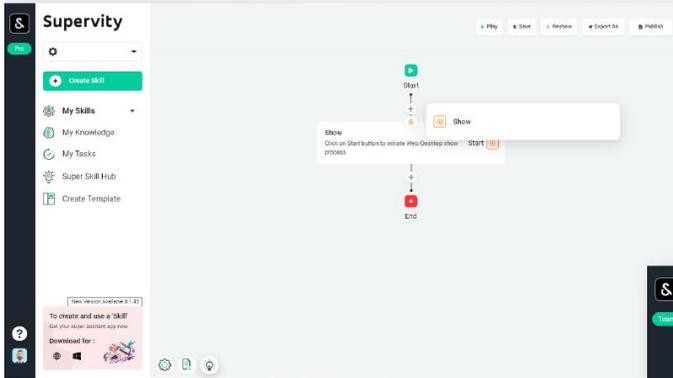
Siloed Automation Tools with 3rd Party AI Services



No Self Learning Capability Across Layers

A Unified Experience Needs:

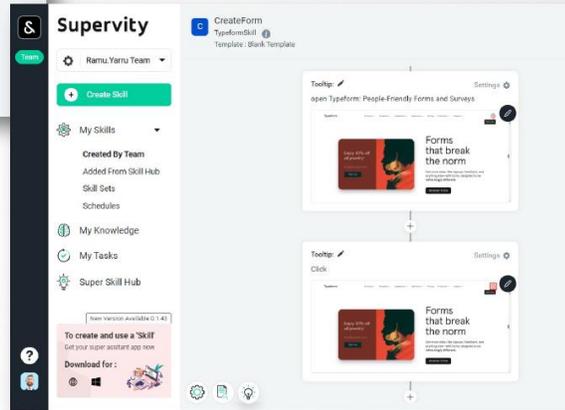
- 1) Ability to integrate with any back-end/front-end application
- 2) No-Code Seamless User Interface
- 3) GenAI Business Knowledge Processing Abilities
- 4) Capabilities to Automate Any Type Of Workflow without IT-involvement



SHOW & TELL AI

Show & Tell and turn it into enablement, knowledge and automation

- Our Show & Tell AI solution is one-of-a-kind and proprietary technology that no other company offers.
- Our pioneering approach that enables users to create automation, enablement and knowledge by demonstrating the steps only once. No repetitive instructions, just Show & Tell.
- Say goodbye to complex coding. Our Show & Tell technology empowers users with zero coding experience.
- It leverages the power of Robotic Process Automation (RPA), ensuring efficiency and reliability.



SUPERVITY ENTERPRISE KNOWLEDGE MANAGEMENT



Instant Knowledge Access And Contextual Understanding

- Mine vast internal databases, documents, and resources.
- Deliver precise answers from complex data sets.
- Provide the most relevant answers to queries.
- Bridge the gap between structured & unstructured data.

Seamless Knowledge Management

- Upload any document or knowledge-base with a click of a button
- Supervity's proprietary architecture automatically captures, trains, & prepares information for queries
- Supervity can also be enabled to gather information and answers from open-source knowledge base



Dynamic FAQ Creation

- Auto-generate FAQs based on recurrent internal queries.
- Continuously update FAQs as new information is added or changed.

Adaptive Learning & Feedback

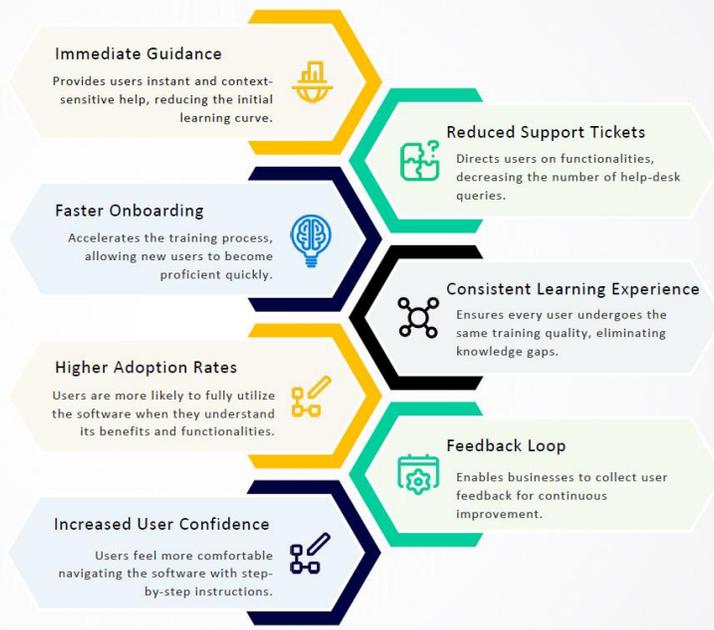
- Learn from user feedback to improve answer accuracy.
- Dynamically adjust to the evolving enterprise knowledge base.

Collaborative Interactions

- Connect employees with experts within the organization based on query content.
- Suggest relevant departments or teams for complex, multi-disciplinary questions.
- Source & categorize implicit knowledge from experienced employees.
- Allow younger workforce to tap into veteran insights & expertise.

Software Adoption, Training, Implementation Made Easy

In-App Walkthroughs and automated skills, powered by Supervity Gen AI can accelerate digital adoption, save time and cost and enable users to skill-up quickly.



Supervity No-Code Gen AI Platform To Drive Enterprise Productivity

AI Coach Augments Teams Across Channels



Works with All Enterprise Apps



Comes with 100s of pre-built open skills



Supervity Platform