Artificial Intelligence (AI) Products and Services

Texas Department of Information Resources

CGI Technologies and Solutions, Inc. DIR Contract Information

CGI Technologies and Solutions, Inc. offers Artificial Intelligence (AI) Services through this contract. There are resellers available on this contract. The AI Technologies included with contract are the following: Artificial Intelligence (AI), Machine Learning (ML), Robotic Process Automation (RPA), Natural Language Processing (NLP), Computer Vision (CV), and Digital Assistant (DA). *DIR executed Auto Renewal Option 1, extending this contract until 4/22/2028.

Contract Number: **DIR-CPO-5140**

Contract Link: DIR-CPO-5140 | Texas Department of Information Resources

Services Awarded:

1. **Artificial Intelligence (AI)**
   AI can include any one (1) or any combination of the other product and service categories below for the purposes of performing an array of tasks and processes. AI solutions may leverage information technologies including existing databases, software applications, application programming interfaces (API), and cloud services. Solutions may include hyperautomation, or the application of multiple AI technologies to deliver a solution. Examples of AI solutions include, but are not limited to:

   - Fraud-detection systems
   - Recommendation generation
   - AI workflow integration
   - Data management/optimization for AI optimization (data training)
   - AI solutions deployment
   - AI governance (organization and oversight)
   - Current and future state AI assessments
   - AI use case development
   - AI workflow mapping
   - Error checking
   - Automated process mining
   - Human-machine teaming and training
   - Enterprise AI strategy development and process study
   - Organization change management for AI solutions deployment
   - Remote infrastructure management
   - Training, support and assistance

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2. Machine Learning (ML)

Machine learning is a process that uses rules and procedures to provide advanced statistical analysis or prediction without having to apply explicit instructions. Machine Learning uses datasets streamed into models to describe, recommend or forecast trends and patterns. Examples of machine learning solutions include, but are not limited to:

- Model building/development
- Model validation/training
- Model testing/extension
- Solution assessment and evaluation
- Development
- Automated forecasting
- Advanced machine learning algorithm development
- Rules-based programming in order to draw conclusions or direct an action
- Deep Learning techniques, including Neural Network methods used to mimic how the human brain functions
- Deep network development and training
- Advanced predictive analytics
- Learning algorithm development (supervised, unsurprised, and semi supervised)
- Training, support and assistance
- Machine learning integration with Natural Language Processing (NLP) to process regional dialects, slang, and advanced semantics

3. Robotic Process Automation (RPA)

Robotic Process Automation (RPA) is when a machine does work that might previously have been done by humans. RPA may learn how to perform such human tasks by observing a human's actions through a graphical user interface (GUI) to then be able to repeat such itself tasks directly in the GUI. RPA technologies may perform complex tasks by automating actions across number of software applications. Unassisted RPA, or advanced RPA that does not require any input from the user, is also included in this scope. Examples of RPA solutions include, but are not limited to:

- Process automation
- RPA Bots
- RPA Integration
- RPA Bot development
- RPA Bot maintenance/support
- Business process automation
- Operation automation
- RPA governance (organization and oversight)
- Training, support and assistance.

4. Natural Language Processing (NLP)

Natural Language Processing (NLP) applies to a computer's ability to process and analyze human (natural) language. Examples of NLP solutions include, but are not limited to:

- Read and understand free-form text
- Text and voice translation
- Document analysis
- Voice/speech recognition and segmentation
- Natural language generation (NLG)

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- Natural language understanding (NLU)
- Transcription
- NLP chatbot development
- NLP chatbot integration services
- Interactive Voice Response (IVR)
- Optical character recognition (OCR)
- Text-to-speech
- Sentiment analysis
- Automatic summarization
- Question answering
- Training, support, and assistance
- Real-time transcription with keyword-based searches and alert functions
- Voice recording analysis

5. Computer Vision (CV)

Computer Vision (CV) pertains to a computer's ability to identify and process information from images, including multi-dimensional data, video, and digital images. Examples of CV solutions include, but are not limited to:

- Object recognition
- Semantic segmentation (ability to categorize object types
- Facial recognition
- Image processing
- Image recognition
- Image analysis
- Video analytics
- Pattern recognition
- Training, support and assistance.

6. Digital Assistant (DA)

Digital Assistant performs tasks or provide services in response to commands or questions via speech or text (email, SMS, web browser, etc.). Advanced digital assistants may be programmed to learn from data input and continuously improve predictions of user needs. Examples of digital assistant solutions include, but are not limited to:

- Intelligent Virtual Assistant (IVA)
- Virtual assistant integration
- Virtual assistant development
- Virtual assistant maintenance/support
- DA chatbot development
- DA chatbot integration services
- Dialogue systems
- Smart device (IoT) management and control
- Smart calendar/event and other administrative task management
- Phone call/ email or text message automation
- Training, support and assistance

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CGI AI Products and Services Contact Information

Karen Smith, Director – Texas Public Sector
Email: txbu-slg.us@cgi.com
Telephone: (512) 626-1338

Warranty Information

CGI is pleased to provide warranties for the services we provide. The warranties vary based on the nature of the project and the specific services being provided and will be mutually agreed upon with each customer.

Returns Information

Returns are not applicable to services provided under DIR-CPO-5140. Services are provided in accordance with the applicable customer agreement.

Quotes and Purchase Orders

Please contact Karen Smith, CGI Technologies and Solutions, Inc., at 512-626-1338 or TXBU-SLG.US@cgi.com to find out more and discuss your specific requirements. The PO must contain contract number DIR-CPO-5140.

Pricing

For current contract pricing under DIR-CPO-5140, including applicable hourly rates, please contact Karen Smith, CGI Technologies and Solutions, Inc., at 512-626-1338 or TXBU-SLG.US@cgi.com

Appendix C - Pricing index

Reference Materials

DIR Cooperative Contracts: Cooperative Contracts | Texas Department of Information Resources

Statement of Work Process: Statement of Work (SOW) Process | Texas Department of Information Resources

We will also provide Vendor Accessibility Development Services Information Request (VADSIR) responses and Policy Driven Adoption for Accessibility (PDAA) documentation upon customer request.

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