

AMENDMENT #1
to
AGREEMENT # 2025-023
AI CONSULTANCY SERVICES

This AMENDMENT (“Amendment”) to the Services Agreement #2025-023 (“Original Contract”) is made and entered into effective the date of last signature below by and between the NORTH CENTRAL TEXAS COUNCIL OF GOVERNMENTS, a Texas political subdivision and non-profit corporation, hereinafter referred to as “NCTCOG”, and

WhitegloveAI LLC
5 Cowboys Way, Suite 300
Frisco, TX 75034
Attn: Nichel James
703-308-4588
nick@whitegloveai.com

hereinafter referred to as “Service Provider”, (collectively, “the Parties”).

WHEREAS, the Parties entered into the Original Contract on **August 26, 2025**; and WHEREAS,

Section 9.15 of the Original Contract allows for amendments; and

WHEREAS, the Parties agree to amend the Original Contract in accordance with the terms of the Original Contract, as well as the terms provided herein.

NOW, THEREFORE, in consideration of the mutual covenants expressed herein, NCTCOG and the Service Provider agree as follows:

- **Add the following New Services**, as permitted under Section 5.10 of the Request for Proposals (RFP), titled *New Goods and Services*, which states:
“New goods and services may be added to the resulting contract(s) during the term of the contract by written amendment, to the extent that those goods or services are within the scope of this RFP and include, but are not limited to, new services added to the manufacturer’s list offerings, and services which reflect new technology and improved functionality.”
The following services are hereby added:
 - **TranslateAI by WhitegloveAI**
 - **WhitegloveAI Academy – AI Training Certifications**

Product Description and Pricing for these new AI services is attached hereto and incorporated as part of Amendment No. 1.

This Amendment binds and benefits both Parties and any successors or assigns. This document, including the Original Contract, is the entire agreement between the Parties.

All other terms of the Original Contract remain unchanged and in full force and effect.

IN WITNESS WHEREOF, the authorized representatives of the Parties hereby execute this Amendment.

WhitegloveAI LLC

Signed by:  10/8/2025

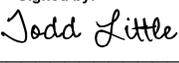
Signature Date

Nick James

Printed Name
CEO

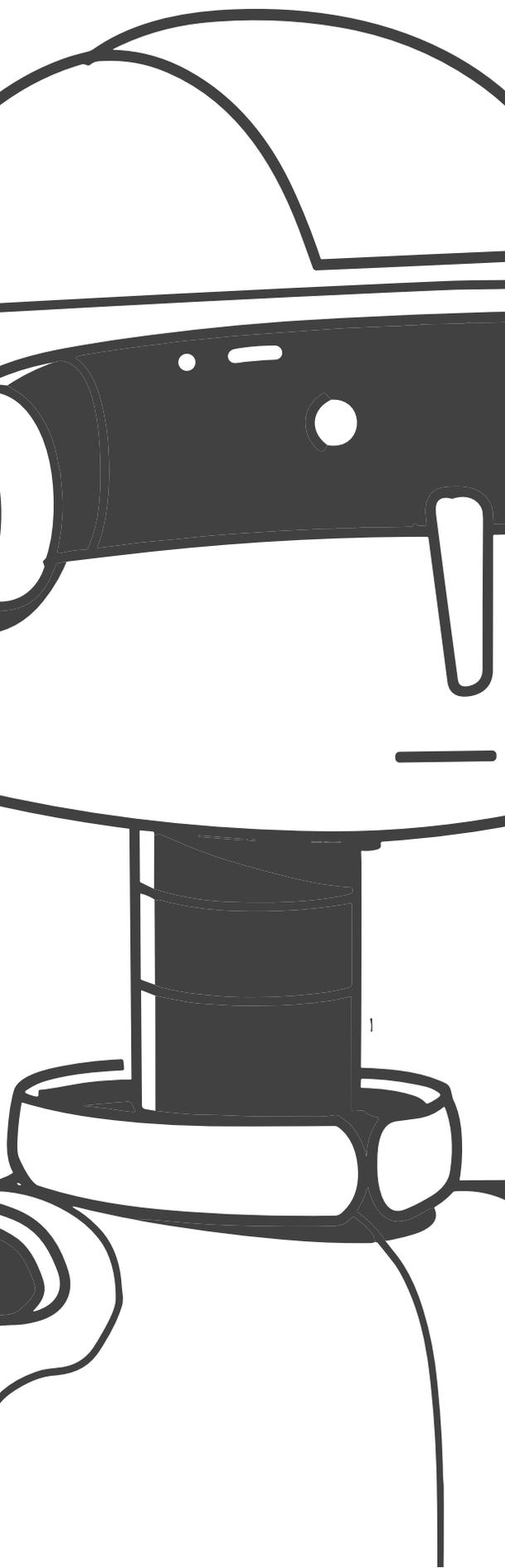
Title

North Central Texas Council of Governments

Signed by:  10/8/2025

Signature Date

Todd Little
Executive Director



WhitegloveAI

TranslateAI by WhitegloveAI

Enterprise-Grade Translation and Accessibility — Fully Managed

TranslateAI is WhitegloveAI's fully managed, enterprise-grade translation and captioning service designed for religious institutions, ministries, and faith-based organizations. We handle the technical setup, real-time support, event monitoring, and ongoing optimization so your team can focus on ministry — not logistics. With support for up to 67 languages, on-screen captions, and AI-generated voice translations, you can foster inclusivity, enhance outreach, and serve multilingual congregations with ease.

Why TranslateAI?

1 Government-Grade Accessibility

Today, municipalities and public institutions are struggling to provide live translation services for their increasingly diverse communities. Traditional solutions require two certified interpreters per language — per event — making scale prohibitively expensive and logistically complex.

TranslateAI solves this by delivering real-time translations and captions across all major formats (in-person, hybrid, livestreamed, recorded) with a fully managed backend. Translation becomes a service, not a staffing problem.

2 Massive Cost Savings (Up to 79%)

Human interpreters can cost \$100–\$150/hr **per language**, and you often need **two interpreters per language per event**. That means providing Spanish and Vietnamese interpretation at a single 2-hour city council meeting could cost **\$600** for just that event.

By contrast, TranslateAI offers:

- **All-Language Tier (67 languages)** at ~\$150/hr
- **2-Language Tier** as low as ~\$95/hr
- Included viewer concurrency (50–500 viewers per event)
- Full year-round access and management for predictable budgeting

Example:

A city hosting 10 bilingual (Spanish + Vietnamese) events per month for 12 months:

- **Human interpreters:** \$600/event × 10 × 12 = **\$72,000/year**
- **TranslateAI (Starter Plan):** \$30,000/year for same coverage
- **Savings:** Over **\$42,000/year**, or a **58% ROI** — and no scheduling hassles

3 Non-Tangible ROI: Trust and Engagement

By delivering consistent, always-on language access:

- Constituents feel seen, heard, and included
- ADA and Title VI compliance is easily maintained
- Community trust grows as barriers to engagement fall
- Civic participation increases

When communities can understand and participate, public trust follows.

Key Features



Real-Time Translation

in 67 languages (captions + synthesized audio)



Live Streaming Support

embed caption/audio feeds into YouTube, Vimeo, and Zoom



Custom Vocabulary & Brand Terminology



Fully Managed

WhitegloveAI configures, operates, and supports every event



Live Events & Virtual Meetings

city council, town halls, stakeholder forums



No Hardware Required

browser-based deployment, no downloads or installs



ADA and Language Access Compliance



Detailed Transcripts and Post-Event Reports

Built for Municipalities



Many municipalities today are required to provide interpretation services. Traditionally, this means hiring **two interpreters per language**, per session — leading to high labor costs, complex coordination, and limited flexibility.

TranslateAI replaces this with a **scalable, on-demand, and always available** solution — reducing translation service costs by up to **79%**, while increasing reliability and consistency.

[See how San Jose used AI translation to scale accessibility](#)

Live Events vs. Live Streaming

Feature	Live Events	Live Streaming
Audio Capture	Browser-based, mic access	RTMP or virtual audio input
Translation Type	Captions + Audio	Captions + Audio
Display Options	Embed viewer overlay in browser or TV display	Embed in streaming platforms (Zoom, Vimeo, YouTube)
Accessibility	In-room & virtual attendees	Global audiences
Management	Fully managed by WhitegloveAI	Fully managed by WhitegloveAI

Languages Supported

TranslateAI supports 67 languages across text and audio. These include:

- i Afrikaans, Albanian, Amharic, Arabic, Armenian, Azerbaijani, Basque, Belarusian, Bengali, Bosnian, Bulgarian, Catalan, Cebuano, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English, Esperanto, Estonian, Filipino, Finnish, French, Galician, Georgian, German, Greek, Gujarati, Haitian Creole, Hausa, Hawaiian, Hebrew, Hindi, Hmong, Hungarian, Icelandic, Igbo, Indonesian, Irish, Italian, Japanese, Javanese, Kannada, Kazakh, Khmer, Korean, Kurdish, Lao, Latin, Latvian, Lithuanian, Luxembourgish, Macedonian, Malagasy, Malay, Malayalam, Maltese, Maori, Marathi, Mongolian, Nepali, Norwegian, Pashto, Persian, Polish, Portuguese, Punjabi, Romanian, Russian, Samoan, Scottish Gaelic, Serbian, Sesotho, Shona, Sindhi, Sinhala, Slovak, Slovenian, Somali, Spanish, Sundanese, Swahili, Swedish, Tajik, Tamil, Telugu, Thai, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese, Welsh, Xhosa, Yiddish, Yoruba, Zulu

Fully Managed Setup and Live Support

Every TranslateAI deployment comes with hands-on, white-glove support. WhitegloveAI manages everything from initial setup to ongoing live event operations:

- **Initial Setup:** We handle all technical configuration, event platform integration, and onboarding.
- **Live Event Support:** A dedicated technician monitors and supports each session in real-time.
- **Ongoing Optimization:** We adapt custom vocabulary, adjust system behavior, and tune accessibility features to your context.
- **Staff-Free Experience:** No internal resourcing or training is needed — just show up, and it works.

This approach ensures consistency, quality, and peace of mind for every religious gathering or outreach activity.

TranslateAI Plans

Plan	Annual Cost	Languages	Concurrency	Hours Included	Best For
Starter	\$50,000	2 Languages	50 Viewers	100 Hours	Small cities, districts, boards
Growth	\$100,000	All (67)	200 Viewers	250 Hours	Midsize cities, large schools
Enterprise	\$150,000	All (67)	500 Viewers	500 Hours	Counties, metros, higher ed

All plans include:

- 1 Real-time captions + audio translations
- 2 Viewer access via QR code, link, or embed
- 3 In-room display for council chambers or auditoriums
- 4 Staffed support for each session
- 5 Setup, onboarding, and session logistics
- 6 Stream, hybrid, or in-person formats
- 7 Monthly reporting & insights dashboard

À La Carte Add-Ons

Additional Hours

- \$159/hour (billed in 10-hour increments)
Ideal for peak seasons, elections, or ad-hoc community forums.

Language Expansion (*Starter Plan only*)

- \$1,000/year per additional language
Add extra languages without upgrading to Growth or Enterprise.

Viewer Concurrency Upgrades

Need more than your plan's included viewers?

- +\$10/hour for every additional 10 concurrent viewers

Use Case Inspiration

Once deployed, TranslateAI can be used across departments, campaigns, and constituent-facing touchpoints.



Cities & Counties

- Council sessions & board meetings
- Public safety briefings
- Budget town halls
- Emergency & weather alerts
- Parks & recreation events



Civic Engagement & Public Health

- COVID or vaccine information sessions
- Housing and zoning hearings
- DEI events
- Federal grant forums



School Districts & Higher Ed

- Board of education meetings
- Parent/teacher events
- College orientations & commencements
- ESL family nights
- IDEA and ADA compliance



Results You Can Measure

- **Up to 79% cost savings** compared to human interpreters
- **Immediate ADA compliance boost** with no hiring
- **Zero language scheduling friction**
- **WhitegloveAI's 24/7 operational reliability**

Why WhitegloveAI?

TranslateAI is not just software. It's a **fully managed translation infrastructure** led by a trusted public-sector AI partner. With WhitegloveAI:



You don't manage the tool. We do.



You don't train staff. We provide the expertise.



You don't scale alone. We adapt to your needs.

Ready to Modernize Language Access?

TranslateAI is designed to remove the barriers — cost, staffing, logistics — that stand in the way of broad, equitable communication.

Let us manage the backend. You focus on the message.

Contact us to schedule a demo or receive a custom quote.

[Get in Touch](#)

gov@whitegloveai.com

WhitegloveAI Academy – AI Training Certifications

Description	Price	Conditions
AI Training & Certification: Virtual Instructor-Led: Professional (1-Day)	\$995 per student	One-day, instructor-led professional course. Includes certification exam and any related labs if available.
In-Person Delivery Surcharge (1-Day)	\$1,500 per class	In in-person class is required, this fee covers instructor travel, lodging, meals, and on-site delivery for a one-day course. Buyer is responsible for providing training facilities and equipment needed to conduct the in-person training.
AI Training & Certification: Virtual Instructor-Led: Technical (5-Day)	\$3,995 per student	Five-day, instructor-led technical course. Includes certification exam and any related labs if available.
In-Person Delivery Surcharge (5-Day)	\$3,000 per class	If in-person class is required, this fee covers instructor travel, lodging, meals, and on-site delivery for a five-day course. Buyer is responsible for providing training facilities and equipment needed to conduct the in-person training.
AI Training & Certification: Self-Paced e-Learning: Professional (~8 hrs)	\$195 per student	~8-hour self-paced professional course. Includes certification exam and any related labs if available.
AI Training & Certification: Self-Paced e-Learning: Technical Certification (~40 hrs)	\$495 per student	~40-hour self-paced technical certification track. Includes certification exam and any related labs if available.
AI Training & Certification: Certification Exam Retake	\$95 per student	Single retake of the certification exam.