

APPENDIX A.1
Pricing for TXShare Cooperative Purchase Program Participants

| Category | Original Proposal | BAFO Update |
|-------------------------------|---|--|
| Software Licensing | \$0.25/hour per 10K residents, capped at \$0.50/session | Unchanged; added volume discount of \$0.40/session above 100K sessions/year |
| Implementation Fee | \$500 per 10K residents | Reduced to \$400 per 10K residents |
| Custom Integrations | 1 per 50K residents; \$3K per extra | One additional free custom integration if scalable across members |
| Training & Support | One remote session per 50K residents | Second live remote session included at no charge |

Since our original proposal, we have launched Readyly's **Voice AI Agent for phone lines**, which allows citizens to speak naturally by phone in any language. This service supports voice-based information delivery, workflow automation (e.g., 311 requests, status updates), and conversation continuity across channels.

Introductory Pricing for TXShare Members:

- **\$0.50 per call** for the first **10,000 calls per year**
- **\$0.75 per call** for any additional calls beyond that
- Standard pricing is **\$1.00 per call**, up to 100,000 calls/year

We're excited to extend this capability as part of our BAFO and believe it can further enhance accessibility and service quality for TXShare members.

We believe these revisions represent our most competitive offer while maintaining the high standards of quality, flexibility, and support outlined in our original proposal. Please let us know if any clarification is needed—we would be happy to discuss any part of this submission.