

# TXShare

## Your Public Sector Solutions Center

### MASTER SERVICES AGREEMENT Artificial Intelligence (AI) Language Translation, Transcription, and Quality Control Services

THIS MASTER SERVICES AGREEMENT (“Agreement”), effective the last date of signed approval (“Effective Date”), is entered into by and between the **North Central Texas Council of Governments** (“**NCTCOG**”), a Texas political subdivision and non-profit corporation, with offices located at 616 Six Flags Drive, Arlington, TX 76011, and

**Convey911, LLC**  
**702A Frederick Road**  
**Baltimore, MD 21228**

#### ARTICLE I RETENTION OF THE CONTRACTOR

1.1 This Agreement defines the terms and conditions upon which the Contractor agrees to provide **Artificial Intelligence (AI) Language Translation, Transcription, and Quality Control Services** (hereinafter, “Services”) to governmental entities participating in the TXShare program (hereinafter “Participating Entities”). The Contractor is being retained to provide services described below to Participating Entities based on the Contractor’s demonstrated competence and requisite qualifications to perform the scope of the services described herein and in the Request for Proposals # 2025-093 (hereinafter, “RFP”). The Contractor demonstrated they have the resources, experience, and qualifications to perform the described services, which is of interest to Participating Entities and was procured via the RFP. NCTCOG agrees to and hereby does retain the Contractor, as an independent contractor, and the Contractor agrees to provide services to Participating Entities, in accordance with the terms and conditions provided in this Agreement and consistent with Contractor’s response to the RFP.

#### ARTICLE II SCOPE OF SERVICES

- 2.1 The Contractor will provide Services described in a written Purchase Order issued by NCTCOG or a SHARE Participating Entity. Any such Purchase Order is hereby incorporated by reference and made a part of this Agreement and shall be subject to the terms and conditions in this Agreement. In the event of a conflict between any term or provision in this Agreement and any term or provision in a Purchase Order, the term or provision in this Agreement shall control unless the conflicting term or provision in this Agreement is referenced, and expressly stated not to apply, in such Purchase Order.
- 2.2 All Services rendered under this Agreement will be performed by the Contractor: i) with due care; ii) in accordance with generally prevailing industry standards; iii) in accordance with Participating Entities’ standard operating procedures and applicable policies, as may be amended from time to time; and iv) in compliance with all applicable laws, government regulatory requirements, and any other written instructions, specifications, guidelines, or requirements provided by NCTCOG and/or Participating Entities.
- 2.3 Any agreed-upon changes to a Purchase Order shall be set forth in a subsequent Purchase Order amendment. Contractor will not implement any changes or any new Services until a Purchase Order

has been duly executed by Participating Entity. For the avoidance of doubt, the Contractor acknowledges that Participating Entity is under no obligation to execute a Purchase Order. Participating Entity shall not be liable for any amounts not included in a Purchase Order in the absence of a fully executed amendment of Purchase Order.

2.4 The Contractor may expand its designated service area(s) beyond those identified in Appendix A.2 at any time during the term of this Agreement. Such expansion shall not require a formal amendment or change order to this Agreement, provided that the Contractor notifies NCTCOG in writing of the updated service area(s). NCTCOG reserves the right to publish or update service area information for public awareness and contract administration purposes.

2.5 Pricing for items in Appendix A represent the maximum cost for each item offered by the Contractor. Contractor and Participating Entity may mutually agree to a lower cost for any item covered under this agreement.

## 2.6 NCTCOG Obligations

2.6.1 NCTCOG shall make available a contract page on its TXShare.org website which will include contact information for the Contractor(s).

## 2.7 Participating Entity Obligations.

2.7.1 In order to utilize the Services, Participating Entities must have executed a Master Interlocal Agreement for TXShare with NCTCOG. This agreement with the Participating Entity will define the legal relationship between NCTCOG and the Participating Entity.

2.7.2 In order to utilize the Services, Participating Entities must execute a Purchase Order with the Contractor. This agreement with the Participating Entity will define the Services and costs that the Participating Entity desires to have implemented by the Contractor.

## 2.8 Contractor Obligations.

2.8.1 Contractor must be able to deliver, perform, install, and implement services with the requirements and intent of RFP # 2025-093.

2.8.2 If applicable, Contractor shall provide all necessary material, labor and management required to perform this work. The scope of services shall include, but not be limited to, items listed in Appendix A.

2.8.3 Contractor agrees to market and promote the use of the SHARE awarded contract whenever possible among its current and solicited customer base. Contractor shall agree to follow reporting requirements in report sales made under this Master Services Agreement in accordance with Section 4.2.

## ARTICLE III TERM

3.1 This Agreement will commence on the Effective Date and remain in effect for an initial term ending on **September 30, 2027** (the “**Term**”), unless earlier terminated as provided herein. This Agreement will automatically be renewed, unless NCTCOG explicitly desires otherwise, for up to three (3) additional one (1) year terms through **September 30, 2030**.

3.2 **Termination.** NCTCOG and/or Participating Entities may terminate this Agreement and/or any Purchase Order to which it is a signatory at any time, with or without cause, upon thirty (30) days’ prior written notice to Contractor. Upon its receipt of notice of termination of this Agreement or Purchase Order, Contractor shall follow any instructions of NCTCOG respecting work stoppage. Contractor shall cooperate with NCTCOG and/or Participating Entities to provide for an orderly conclusion of the Services. Contractor shall use its best efforts to minimize the amount of any non-cancelable obligations and shall assign any contracts related thereto to NCTCOG or Participating Entity at its request. If NCTCOG or Participating Entity elects to continue any activities underlying a terminated Purchase

Order after termination, Contractor shall cooperate with NCTCOG or Participating Entity to provide for an orderly transfer of Contractor's responsibilities with respect to such Purchase Order to NCTCOG or Participating Entity. Upon the effective date of any such termination, the Contractor shall submit a final invoice for payment in accordance with Article IV, and NCTCOG or Participating Entity shall pay such amounts as are due to Contractor through the effective date of termination. NCTCOG or Participating Entity shall only be liable for payment of services rendered before the effective date of termination. If Agreement is terminated, certain reporting requirements identified in this Agreement shall survive termination of this Agreement.

- 3.2.1 Termination for Convenience: Either party may terminate the agreement for its convenience in whole or in part at any time without cause, upon 30 days written notice. Upon termination for convenience, the contractor will be entitled to payment for goods or services satisfactorily performed or delivered.
- 3.2.2 Termination for Cause: Either party may immediately terminate this Agreement if the other party breaches its obligations specified within this Agreement, and, where capable of remedy, such breach has not been materially cured within thirty (30) days of the breaching party's receipt of written notice describing the breach in reasonable detail.
- 3.2.3 Termination for Breach: Upon any material breach of this Agreement by either party, the non-breaching party may terminate this Agreement upon twenty (20) days written notice to the breaching party. The notice shall become effective at the end of the twenty (20) day period unless the breaching party cures such breach within such period.

#### ARTICLE IV COMPENSATION

- 4.1 **Invoices.** Contractor shall submit an invoice to the ordering Participating Entity upon receipt of an executed Purchase Order and after completion of the work, with Net 30 payment terms. Costs incurred prior to execution of this Agreement are not eligible for reimbursement. There shall be no obligation whatsoever to pay for performance of this Agreement from the monies of the NCTCOG or Participating Entities, other than from the monies designated for this Agreement and/or executed Purchase Order. Contractor expressly agrees that NCTCOG shall not be liable, financial or otherwise, for Services provided to Participating Entities.
- 4.2 **Reporting.** NCTCOG intends to make this Agreement available to other governmental entities through its SHARE cooperative purchasing program. Contractor shall submit to NCTCOG on a calendar quarterly basis a report that identifies any new client Participating Entities, the date and order number, and the total contracted value of services that each Participating Entity has purchased and paid in full under this Master Service Agreement. Reporting and invoices should be submitted to:

Civic Marketplace, Inc.  
6502 Glen Abbey  
Abilene, TX 79606  
Email: [support@civicmarketplace.com](mailto:support@civicmarketplace.com)

#### ARTICLE V SERVICE FEE

- 5.1 **Explanation.** NCTCOG will make this Master Service Agreement available to other governmental entities, Participating Entities, and non-profit agencies in Texas and the rest of the United States through its SHARE cooperative purchasing program. The Contractor is able to market the Services under this Agreement to any Participating Entity with emphasis that competitive solicitation is not required when the Participating Entity purchases off of a cooperative purchasing program such as SHARE. However,

each Participating Entity will make the decision that it feels is in compliance with its own purchasing requirements. The Contractor realizes substantial efficiencies through their ability to offer pricing through the SHARE Cooperative and that will increase the sales opportunities as well as reduce the need to repeatedly respond to Participating Entities' Requests for Proposals. From these efficiencies, Contractor will pay an administrative fee to SHARE calculated as a percentage of sales processed through the SHARE Master Services Agreement. This administrative fee is not an added cost to SHARE participants. This administrative fee covers the costs of solicitation of the contract, marketing and facilitation, as well as offsets expenses incurred by SHARE.

- 5.2 Administrative Fee.** NCTCOG will utilize an administrative fee, in the form of a percent of cost that will apply to all contracts between awarded contractor and NCTCOG or participants resulting from this solicitation. The administrative fee will be remitted by the contractor to NCTCOG on a quarterly basis, along with required quarterly reporting. The remuneration fee for this program will be 2.5% on sales.
- 5.3 Setup and Implementation.** NCTCOG will provide instruction and guidance as needed to the Contractor to assist in maximizing mutual benefits from marketing these Services through the SHARE purchasing program.

## **ARTICLE VI RELATIONSHIP BETWEEN THE PARTIES**

- 6.1 Contractual Relationship.** It is understood and agreed that the relationship described in this Agreement between the Parties is contractual in nature and is not to be construed to create a partnership or joint venture or agency relationship between the parties. Neither party shall have the right to act on behalf of the other except as expressly set forth in this Agreement. Contractor will be solely responsible for and will pay all taxes related to the receipt of payments hereunder and shall give reasonable proof and supporting documents, if reasonably requested, to verify the payment of such taxes. No Contractor personnel shall obtain the status of or otherwise be considered an employee of NCTCOG or Participating Entity by virtue of their activities under this Agreement.

## **ARTICLE VII REPRESENTATION AND WARRANTIES**

- 7.1 Representations and Warranties.** Contractor represents and warrants that:

- 7.1.1** As of the Effective Date of this Agreement, it is not a party to any oral or written contract or understanding with any third party that is inconsistent with this Agreement and/or would affect the Contractor's performance under this Agreement; or that will in any way limit or conflict with its ability to fulfill the terms of this Agreement. The Contractor further represents that it will not enter into any such agreement during the Term of this Agreement;
- 7.1.2** NCTCOG is prohibited from making any award or permitting any award at any tier to any party which is debarred or suspended or otherwise excluded from, or ineligible for, participation in federal assistance programs under Executive Order 12549, Debarment and Suspension. Contractor and its subcontractors shall include a statement of compliance with Federal and State Debarment and suspension regulations in all Third-party contracts.
- 7.1.3** Contractor shall notify NCTCOG if Contractor or any of the Contractor's sub-contractors becomes debarred or suspended during the performance of this Agreement. Debarment or suspension of the Contractor or any of Contractor's sub-contractors may result in immediate termination of this Agreement.
- 7.1.4** Contractor and its employees and sub-contractors have all necessary qualifications, licenses, permits, and/or registrations to perform the Services in accordance with the terms and conditions of this Agreement, and at all times during the Term, all such qualifications, licenses, permits, and/or registrations shall be current and in good standing.

- 7.1.5 Contractor shall, and shall cause its representatives to, comply with all municipal, state, and federal laws, rules, and regulations applicable to the performance of the Contractor's obligations under this Agreement.

## **ARTICLE VIII CONFIDENTIAL INFORMATION AND OWNERSHIP**

- 8.1 **Confidential Information.** Contractor acknowledges that any information it or its employees, agents, or subcontractors obtain regarding the operation of NCTCOG or Participating Entities, its products, services, policies, customer, personnel, and other aspect of its operation ("Confidential Information") is proprietary and confidential, and shall not be revealed, sold, exchanged, traded, or disclosed to any person, company, or other entity during the period of the Contractor's retention hereunder or at any time thereafter without the express written permission of NCTCOG or Participating Entity.

Notwithstanding anything in this Agreement to the contrary, Contractor shall have no obligation of confidentiality with respect to information that (i) is or becomes part of the public domain through no act or omission of Contractor; (ii) was in Contractor's lawful possession prior to the disclosure and had not been obtained by Contractor either directly or indirectly from the NCTCOG or Participating Entity; (iii) is lawfully disclosed to Contractor by a third party without restriction on disclosure; (iv) is independently developed by Contractor without use of or reference to the NCTCOG's Participating Entity's Confidential Information; or (v) is required to be disclosed by law or judicial, arbitral or governmental order or process, provided Contractor gives the NCTCOG or Participating Entity prompt written notice of such requirement to permit the NCTCOG or Participating Entity to seek a protective order or other appropriate relief. Contractor acknowledges that NCTCOG and Participating Entities must strictly comply with applicable public information laws, in responding to any request for public information. This obligation supersedes any conflicting provisions of this Agreement.

- 8.2 **Ownership.** No title or ownership rights to any applicable software are transferred to the NCTCOG by this agreement. The Contractor and its suppliers retain all right, title and interest, including all copyright and intellectual property rights, in and to, the software (as an independent work and as an underlying work serving as a basis for any improvements, modifications, derivative works, and applications NCTCOG may develop), and all copies thereof. All final documents, data, reports, information, or materials are and shall at all times be and remain, upon payment of Contractor's invoices therefore, the property of NCTCOG or Participating Entity and shall not be subject to any restriction or limitation on their future use by, or on behalf of, NCTCOG or Participating Entity, except otherwise provided herein. Subject to the foregoing exception, if at any time demand be made by NCTCOG or Participating Entity for any documentation related to this Agreement and/or applicable Purchase Orders for the NCTCOG and/or any Participating Entity, whether after termination of this Agreement or otherwise, the same shall be turned over to NCTCOG without delay, and in no event later than thirty (30) days after such demand is made. Contractor shall have the right to retain copies of documentation, and other items for its archives. If for any reason the foregoing Agreement regarding the ownership of documentation is determined to be unenforceable, either in whole or in part, the Contractor hereby assigns and agrees to assign to NCTCOG all rights, title, and interest that the Contractor may have or at any time acquire in said documentation and other materials, provided that the Contractor has been paid the aforesaid.

## **ARTICLE IX GENERAL PROVISIONS**

- 9.1 **Notices.** All notices from one Party to another Party regarding this Agreement shall be in writing and delivered to the addresses shown below:

If to NCTCOG: North Central Texas Council of Governments  
P.O. Box 5888  
Arlington, TX 76005-5888  
Attn: Elisa Littrell - Purchasing Agent  
Phone Number: 817-704-5674  
[elittrell@nctcog.org](mailto:elittrell@nctcog.org)

If to Contractor: Convey911, LLC  
702A Frederick Road  
Baltimore, MD 21228  
Attn: Jeff Bruns  
Phone: 410-343-4430  
[Jeff.bruns@convey911.com](mailto:Jeff.bruns@convey911.com)

The above contact information may be modified without requiring an amendment to the Agreement.

- 9.2 **Tax.** NCTCOG and several participating entities are exempt from Texas limited sales, federal excise and use tax, and does not pay tax on purchase, rental, or lease of tangible personal property for the organization's use. A tax exemption certificate will be issued upon request.
- 9.3 **Indemnification.** Contractor shall defend, indemnify, and hold harmless NCTCOG and Participating Entities, NCTCOG's affiliates, and any of their respective directors, officers, employees, agents, subcontractors, successors, and assigns from any and all suits, actions, claims, demands, judgments, liabilities, losses, damages, costs, and expenses (including reasonable attorneys' fees and court costs) (collectively, "Losses") arising out of or relating to: (i) Services performed and carried out pursuant to this Agreement; (ii) breach of any obligation, warranty, or representation in this Agreement, (iii) the negligence or willful misconduct of Contractor and/or its employees or subcontractors; or (iv) any infringement, misappropriation, or violation by Contractor and/or its employees or subcontractors of any right of a third party; provided, however, that Contractor shall have no obligation to defend, indemnify, or hold harmless to the extent any Losses are the result of NCTCOG's or Participating Entities' gross negligence or willful misconduct.
- 9.4 **Limitation of Liability.** In no event shall either party be liable for special, consequential, incidental, indirect or punitive loss, damages or expenses arising out of or relating to this Agreement, whether arising from a breach of contract or warranty, or arising in tort, strict liability, by statute or otherwise, even if it has been advised of their possible existence or if such loss, damages or expenses were reasonably foreseeable.
- Notwithstanding any provision hereof to the contrary, neither party's liability shall be limited by this Article with respect to claims arising from breach of any confidentiality obligation, arising from such party's infringement of the other party's intellectual property rights, covered by any express indemnity obligation of such party hereunder, arising from or with respect to injuries to persons or damages to tangible property, or arising out of the gross negligence or willful misconduct of the party or its employees.
- 9.5 **Insurance.** At all times during the term of this Agreement, Contractor shall procure, pay for, and maintain, with approved insurance carriers, the minimum insurance requirements set forth below, unless otherwise agreed in a Purchase Order between Contractor and Participating Entities. Further, Contractor shall require all contractors and sub-contractors performing work for which the same liabilities may apply under this Agreement to do likewise. All subcontractors performing work for which the same liabilities may apply under this contract shall be required to do likewise. Contractor may cause the insurance to be effected in whole or in part by the contractors or sub-contractors under their contracts. NCTCOG reserves the right to waive or modify insurance requirements at its sole discretion.

- 9.5.1 Workers' Compensation: Statutory limits and employer's liability of \$100,000 for each accident or disease.
- 9.5.2 Commercial General Liability:
  - 9.5.2.1 Required Limits:
    - \$1,000,000 per occurrence;
    - \$3,000,000 Annual Aggregate
  - 9.5.2.2 Commercial General Liability policy shall include:
    - 9.5.2.2.1 Coverage A: Bodily injury and property damage;
    - 9.5.2.2.2 Coverage B: Personal and Advertising Injury liability;
    - 9.5.2.2.3 Coverage C: Medical Payments;
    - 9.5.2.2.4 Products: Completed Operations;
    - 9.5.2.2.5 Fire Legal Liability;
  - 9.5.2.3 Policy coverage must be on an "occurrence" basis using CGL forms as approved by the Texas State Board of Insurance.
- 9.5.3 Business Auto Liability: Coverage shall be provided for all owned hired, and non-owned vehicles. Required Limit: \$1,000,000 combined single limit each accident.
- 9.5.4 Professional Errors and Omissions liability:
  - 9.5.4.1 Required Limits:
    - \$1,000,000 Each Claim
    - \$1,000,000 Annual Aggregate
- 9.6 **Conflict of Interest.** During the term of this Agreement, and all extensions hereto and for a period of one (1) year thereafter, neither party, shall, without the prior written consent of the other, directly or indirectly, whether for its own account or with any other persons or entity whatsoever, employ, solicit to employ or endeavor to entice away any person who is employed by the other party.
- 9.7 **Force Majeure.** It is expressly understood and agreed by both parties to this Agreement that, if the performance of any provision of this Agreement is delayed by force majeure, defined as reason of war, civil commotion, act of God, governmental restriction, regulation or interference, fire, explosion, hurricane, flood, failure of transportation, court injunction, or any circumstances which are reasonably beyond the control of the party obligated or permitted under the terms of this Agreement to do or perform the same, regardless of whether any such circumstance is similar to any of those enumerated herein, the party so obligated or permitted shall be excused from doing or performing the same during such period of delay, so that the period of time applicable to such requirement shall be extended for a period of time equal to the period of time such party was delayed. Each party must inform the other in writing within a reasonable time of the existence of such force majeure.
- 9.8 **Ability to Perform.** Contractor agrees promptly to inform NCTCOG of any event or change in circumstances which may reasonably be expected to negatively affect the Contractor's ability to perform its obligations under this Agreement in the manner contemplated by the parties.
- 9.9 **Availability of Funding.** This Agreement and all claims, suits, or obligations arising under or related to this Agreement are subject to and limited by the receipt and availability of funds which are received from the Participating Entities by NCTCOG dedicated for the purposes of this Agreement.
- 9.10 **Governing Law.** This Agreement will be governed by and construed in accordance with the laws of the State of Texas, United States of America. The mandatory and exclusive venue for the adjudication or resolution of any dispute arising out of this Agreement shall be in Tarrant County, Texas.

- 9.11 **Waiver.** Failure by either party to insist on strict adherence to any one or more of the terms or conditions of this Agreement, or on one or more occasions, will not be construed as a waiver, nor deprive that party of the right to require strict compliance with the same thereafter.
- 9.12 **Entire Agreement.** This Agreement and any appendices/addendums, as provided herein, constitutes the entire agreement of the parties and supersedes all other agreements, discussions, representations or understandings between the parties with respect to the subject matter hereof. No amendments hereto, or waivers or releases of obligations hereunder, shall be effective unless agreed to in writing by the parties hereto.
- 9.13 **Assignment.** This Agreement may not be assigned by either Party without the prior written consent of the other Party.
- 9.14 **Severability.** In the event any one or more of the provisions contained in this Agreement shall for any reason be held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other provision(s) hereof, and this Agreement shall be revised so as to cure such invalid, illegal, or unenforceable provision(s) to carry out as near as possible the original intents of the Parties.
- 9.15 **Amendments.** This Agreement may be amended only by a written amendment executed by both Parties, except that any alterations, additions, or deletions to the terms of this Agreement, which are required by changes in Federal and State law or regulations or required by the funding source, are automatically incorporated into this Agreement without written amendment hereto and shall become effective on the date designated by such law or regulation.
- 9.16 **Dispute Resolution.** The parties to this Agreement agree to the extent possible and not in contravention of any applicable State or Federal law or procedure established for dispute resolution, to attempt to resolve any dispute between them regarding this Agreement informally through voluntary mediation, arbitration or any other local dispute mediation process, including but not limited to dispute resolution policies of NCTCOG, before resorting to litigation.
- 9.17 **Publicity.** Contractor shall not issue any press release or make any statement to the media with respect to this Agreement or the services provided hereunder without the prior written consent of NCTCOG.
- 9.18 **Survival.** Rights and obligations under this Agreement which by their nature should survive will remain in effect after termination or expiration hereof.

## ARTICLE X

### ADDITIONAL REQUIREMENTS

- 10.1 **Equal Employment Opportunity.** Contractor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, or national origin. Contractor shall take affirmative actions to ensure that applicants are employed, and that employees are treated, during their employment, without regard to their race, religion, color, sex, sexual orientation, gender identity, or national origin. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.
- 10.2 **Davis-Bacon Act.** Contractor agrees to comply with all applicable provisions of 40 USC § 3141 – 3148.
- 10.3 **Contract Work Hours and Selection Standards.** Contractor agrees to comply with all applicable provisions of 40 USC § 3701 – 3708 to the extent this Agreement indicates any employment of mechanics or laborers.



- 10.4 **Rights to Invention Made Under Contract or Agreement.** Contractor agrees to comply with all applicable provisions of 37 CFR Part 401.
- 10.5 **Clean Air Act, Federal Water Pollution Control Act, and Energy Policy Conservation Act.** Contractor agrees to comply with all applicable provisions of the Clean Air Act under 42 USC § 7401 – 7671, the Energy Federal Water Pollution Control Act 33 USC § 1251 – 1387, and the Energy Policy Conservation Act under 42 USC § 6201.
- 10.6 **Debarment/Suspension.** Contractor is prohibited from making any award or permitting any award at any tier to any party which is debarred or suspended or otherwise excluded from or ineligible for participation in federal assistance programs under Executive Order 12549, Debarment and Suspension. Contractor and its subcontractors shall comply with the Certification Requirements for Recipients of Grants and Cooperative Agreements Regarding Debarments and Suspensions.
- 10.7 **Restrictions on Lobbying.** CONTRACTOR agrees to comply with all applicable provisions of 2 CFR §200.450. CONTRACTOR shall include a statement of compliance with the Lobbying Certification and Disclosure of Lobbying Activities in procurement solicitations exceeding \$100,000. Lobbying Certification and Disclosure of Lobbying Activities shall be completed by subcontractors and included in subcontractor contracts, as applicable. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award.
- 10.8 **Procurement of Recovered Materials.** Contractor agrees to comply with all applicable provisions of 2 CFR §200.322.
- 10.9 **Drug-Free Workplace.** Contractor shall provide a drug free work place in compliance with the Drug Free Work Place Act of 1988.
- 10.10 **Texas Corporate Franchise Tax Certification.** Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with for profit corporations that are delinquent in making state franchise tax payments.
- 10.11 **Civil Rights Compliance**  
Compliance with Regulations: Contractor will comply with the Acts and the Regulations relative to Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation (USDOT), the Federal Highway Administration (FHWA), as they may be amended from time to time, which are herein incorporated by reference and made part of this agreement.  
  
Nondiscrimination: Contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, sex, or national origin in the selection and retention of subcontractors, including procurement of materials and leases of equipment. Contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 45 CFR Part 21.  
  
Solicitations for Subcontracts, Including Procurement of Materials and Equipment: In all solicitations either by competitive bidding or negotiation made by Contractor for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplier will be notified by Contractor of obligations under this contract and the Acts and Regulations relative to Nondiscrimination on the grounds of race, color, sex, or national origin.

**Information and Reports:** Contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto, and will permit access to its books, records, accounts, other sources of information, and facilities as may be determined by the State or the FHWA to be pertinent to ascertain compliance with such Acts, Regulations or directives. Where any information required of Contractor is in the exclusive possession of another who fails or refuses to furnish this information, Contractor will so certify to NCTCOG, the Texas Department of Transportation (“the State”) or the Federal Highway Administration, as appropriate, and will set forth what efforts it has made to obtain the information.

**Sanctions for Noncompliance:** In the event of Contractor’s noncompliance with the Nondiscrimination provisions of this Agreement, NCTCOG will impose such sanctions as it or the State or the FHWA may determine to be appropriate, including, but not limited to: withholding of payments to the Contractor under this Agreement until the Contractor compiles and/or cancelling, terminating or suspension of this Agreement, in whole or in part.

**Incorporation of Provisions:** Contractor will include the provisions of the paragraphs listed above, in this section 10.11, in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. Contractor will take such action with respect to any subcontract or procurement as NCTCOG, the State, or the FHWA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if Contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier because of such direction, Contractor may request the State to enter into such litigation to protect the interests of the State. In addition, Contractor may request the United States to enter into such litigation to protect the interests of the United States.

#### 10.12 **Disadvantaged Business Enterprise Program Requirements**

Contractor shall not discriminate on the basis of race, color, national origin, or sex in the award and performance of any U.S. Department of Transportation (DOT)-assisted contract or in the administration of its DBE program or the requirements of 49 CFR Part 26. Contractor shall take all necessary and reasonable steps under 49 CFR Part 26 to ensure non-discrimination in award and administration of DOT-assisted contracts. Each sub-award or sub-contract must include the following assurance: *The Contractor, sub-recipient, or sub-contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Agreement. The Contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by the Contractor to carry out these requirements is a material breach of this agreement, which may result in the termination of this agreement or such other remedy as the recipient deems appropriate.*

#### 10.13 **Pertinent Non-Discrimination Authorities**

During the performance of this Agreement, Contractor, for itself, its assignees, and successors in interest agree to comply with the following nondiscrimination statutes and authorities; including but not limited to:

- a. Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- b. The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects).
- c. Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), as amended, (prohibits discrimination on the basis of sex).
- d. Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.) as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27.
- e. The Age Discrimination Act of 1975, as amended, (49 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age).
- f. Airport and Airway Improvement Act of 1982, (49 U.S.C. Chapter 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex).

- g. The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, subrecipients and contractors, whether such programs or activities are Federally funded or not).
- h. Titles II and III of the Americans with Disabilities Act, which prohibits discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38.
- i. The Federal Aviation Administration’s Nondiscrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex).
- j. Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations.
- k. Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, the parties must take reasonable steps to ensure that LEP persons have meaningful access to the programs (70 Fed. Reg. at 74087 to 74100).
- i. Title IX of the Education Amendments of 1972, as amended, which prohibits the parties from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq.).

**10.14 Ineligibility to Receive State Grants or Loans, or Receive Payment on State Contracts**

In accordance with Section 231.006 of the Texas Family Code, a child support obligor who is more than thirty (30) days delinquent in paying child support and a business entity in which the obligor is a sole proprietor, partner, shareholder, or owner with an ownership interest of at least twenty-five (25) percent is not eligible to:

- a. Receive payments from state funds under a contract to provide property, materials or services; or
- b. Receive a state-funded grant or loan.

By signing this Agreement, the Contractor certifies compliance with this provision.

**10.15 House Bill 89 Certification**

If contractor is required to make a certification pursuant to Section 2270.002 of the Texas Government Code, contractor certifies that contractor does not boycott Israel and will not boycott Israel during the term of the contract resulting from this solicitation. If contractor does not make that certification, contractor state in the space below why the certification is not required.

---



---



---

**10.16 Certification Regarding Disclosure of Conflict of Interest.**

The undersigned certifies that, to the best of his or her knowledge or belief, that:

“No employee of the contractor, no member of the contractor’s governing board or body, and no person who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of this contract shall participate in any decision relating to this contract which affects his/her personal pecuniary interest.

Executives and employees of contractor shall be particularly aware of the varying degrees of influence that can be exerted by personal friends and associates and, in administering the contract, shall exercise due diligence to avoid situations which give rise to an assertion that favorable treatment is being granted to friends and associates. When it is in the public interest for the contractor to conduct business with a friend or associate of an executive or employee of the

contractor, an elected official in the area or a member of the North Central Texas Council of Governments, a permanent record of the transaction shall be retained.

Any executive or employee of the contractor, an elected official in the area or a member of the NCTCOG, shall not solicit or accept money or any other consideration from a third person, for the performance of an act reimbursed in whole or part by contractor or Department. Supplies, tools, materials, equipment or services purchased with contract funds shall be used solely for purposes allowed under this contract. No member of the NCTCOG shall cast a vote on the provision of services by that member (or any organization which that member represents) or vote on any matter which would provide a direct or indirect financial benefit to the member or any business or organization which the member directly represents”.

No officer, employee or paid consultant of the contractor is a member of the NCTCOG.

No officer, manager or paid consultant of the contractor is married to a member of the NCTCOG.

No member of NCTCOG directly owns, controls or has interest in the contractor.

The contractor has disclosed any interest, fact, or circumstance that does or may present a potential conflict of interest.

No member of the NCTCOG receives compensation from the contractor for lobbying activities as defined in Chapter 305 of the Texas Government Code.

Should the contractor fail to abide by the foregoing covenants and affirmations regarding conflict of interest, the contractor shall not be entitled to the recovery of any costs or expenses incurred in relation to the contract and shall immediately refund to the North Central Texas Council of Governments any fees or expenses that may have been paid under this contract and shall further be liable for any other costs incurred or damages sustained by the NCTCOG as it relates to this contract.

**10.17 Certification of Fair Business Practices**

That the submitter affirms that the submitter has not been found guilty of unfair business practices in a judicial or state agency administrative proceeding during the preceding year. The submitter further affirms that no officer of the submitter has served as an officer of any company found guilty of unfair business practices in a judicial or state agency administrative during the preceding year.

**10.18 Certification of Good Standing Texas Corporate Franchise Tax Certification**

Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with for profit corporations that are delinquent in making state franchise tax payments. The undersigned authorized representative of the corporation making the offer herein certified that the following indicated Proposal is true and correct and that the undersigned understands that making a false Proposal is a material breach of contract and is grounds for contract cancellation.

**10.19 Prohibition on Certain Telecommunications and Video Surveillance Services or Equipment.**

Pursuant to Public Law 115-232, Section 889, and 2 Code of Federal Regulations (CFR) Part 200, including §200.216 and §200.471, NCTCOG is prohibited from using federal funds to procure, contract with entities who use, or extend contracts with entities who use certain telecommunications and video surveillance equipment or services provided by certain Chinese controlled entities. The Contractor agrees that it is not providing NCTCOG with or using telecommunications and video surveillance equipment and services as prohibited by 2 CFR §200.216 and §200.471. Contractor has certified its compliance with the requirements of Section 889 of the National Defense Authorization Act (NDAA) through execution of the “Prohibited Telecommunications and Video Surveillance Services or Equipment Certification” included in its RFP submission (Attachment X of the NCTCOG attestations). This certification is incorporated herein by reference. The Contractor shall notify NCTCOG if the Contractor cannot comply with the prohibition during the performance of this Contract.

**10.20 Discrimination Against Firearms Entities or Firearms Trade Associations**

Pursuant to Texas Local Government Code Chapter 2274, Subtitle F, Title 10, prohibiting contracts with companies who discriminate against firearm and ammunition industries. NCTCOG is prohibited from contracting with entities, or extend contracts with entities who have practice, guidance, or directive that discriminates against a firearm entity or firearm trade association. Contractor has certified its compliance with applicable laws regarding non-discrimination against firearms entities or firearms trade associations through execution of the “Discrimination Against Firearms Entities or Firearms Trade Associations Certification” included in its RFP submission (Attachment X of the NCTCOG attestations). This certification is incorporated herein by reference. The Contractor shall pass these requirements down to any of its subcontractors funded under this Agreement. The Contractor shall notify NCTCOG if the Contractor cannot comply with the prohibition during the performance of this Contract.

**10.21 Boycotting of Certain Energy Companies**

Pursuant to Texas Local Government Code Chapter 2274, Subtitle F, Title 10, prohibiting contracts with companies who boycott certain energy companies. NCTCOG is prohibited from contracting with entities or extend contracts with entities that boycott energy companies. Contractor has certified its compliance with applicable laws regarding the prohibition of boycotting certain energy companies through execution of the “Boycotting of Certain Energy Companies Certification” included in its RFP submission (Attachment X of the NCTCOG attestations). This certification is incorporated herein by reference. The Contractor shall pass these requirements down to any of its subcontractors funded under this Agreement. The Contractor shall notify NCTCOG if the Contractor cannot comply with the prohibition during the performance of this Contract.

**10.22 Domestic Preference for Procurements**

As appropriate and to the extent consistent with law, the CONTRACTOR should, to the greatest extent practicable, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products). Consistent with §200.322, the following items shall be defined as: “Produced in the United States” means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States. “Manufactured products” means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

**10.23 Termination for Convenience**

The Contractor may terminate the agreement for its convenience in whole or in part at any time without cause, upon 30 days written notice. Upon termination for convenience, the vendor will be entitled to payment for goods or services satisfactorily performed or delivered.


**10.24 Trafficking in Persons**

Contractor agrees to comply with all applicable provisions of 2 CFR §175.15. NCTCOG, the Contractor, and its subcontractors are prohibited from (i) engaging in severe forms of trafficking in persons during the period of time that the award is in effect; (ii) procure a commercial sex act during the period of time that the award is in effect; (iii) use forced labor in the performance of the award or subawards under the award. The Federal award agency may unilaterally terminate the award, without penalty, if the Contractor (i) is determined to have violated an applicable prohibition; (ii) has an employee who is determined by the agency officially authorized to terminate the award to have violated an applicable prohibition of this award term. NCTCOG must notify the Federal award agency immediately if any information received from the Contractor indicates a violation of the applicable prohibitions.

- 10.25 **Whistleblower Protection.** PROVIDER agrees to comply with whistleblower rights and protections under 41 USC 4712 and 2 CFR 200.217. NCTCOG, the PROVIDER, and its subcontractors shall not discharge, demote, or otherwise discriminate against an employee as a reprisal for disclosing to a person or body described in paragraph (a)(2) of 41 U.S.C. 4712 information that the employee reasonably believes is evidence of gross mismanagement of a Federal contract or grant, a gross waste of Federal funds, an abuse of authority relating to a Federal contract or grant, a substantial and specific danger to public health or safety, or a violation of law, rule, or regulation related to a Federal contract (including the competition for or negotiation of a contract) or grant. NCTCOG and the PROVIDER must inform their employees in writing of employee whistleblower rights and protections under 41 U.S.C. 4712.
- 10.26 **Internal Controls.** The PROVIDER agrees to comply with all applicable provisions of 2 CFR 200.303 to establish, document, and maintain effective internal control over the federal award in compliance with federal statutes, regulations, and the terms and conditions of the federal award, including reasonable cybersecurity and other measures to safeguard information.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the Effective Date.

Convey911, LLC

DocuSigned by:  
  
2E6C5550224B4CC...  
Signature 11/13/2025  
Date

Jeff Bruns  
Printed Name  
  
CEO  
Title

North Central Texas Council of Governments

Signed by:  
  
349D83294E7946E...  
Signature 12/1/2025  
Date  
Todd Little  
Executive Director

## **APPENDIX A**

### **Statement of Work**

This project engages providers capable of delivering services that support the needs of TXShare entities in the areas of Artificial Intelligence (AI) Language Translation, Transcription, and Quality Control for 9-1-1 operations.

The service categories under this agreement include both those explicitly identified by TXShare and those proposed by the respondent in their technical proposal which is incorporated herein and made a part of this statement of work.

The Service Categories are as follows:

- ☒ **Service Category #1: Artificial Intelligence (AI) Language Translation for 9-1-1**
- ☒ **Service Category #2: Artificial Intelligence (AI) Language Transcription for 9-1-1**
- ☐ **Service Category #3: Artificial Intelligence (AI) Quality Control for 9-1-1**
- ☒ **Service Category #4: Any additional 911 AI services not explicitly referenced by this RFP**



## TECHNICAL PROPOSAL

### Technologies Used:

- **ConveyCommunicator Communications Platform:** Integrated text, video, location and multilingual translation capabilities.
- **NG Text-to-911 Services:** Next-generation text-to-911 deployment with language translation capabilities
- **Real-Time Crime Center Integration:** Custom API development for crime center data sharing
- **Language Services:** Translation and interpretation for diverse Arizona demographics
- **Mobile Platform:** Field-ready applications for officers and investigators

### Results:

- Successful integration with existing crime center technologies
- Enhanced intelligence sharing between 911 and crime center operations
- Improved response coordination for multilingual emergency situations
- Streamlined workflow between emergency communications and investigative operations

### c. Background and Years in Business

Founded in Baltimore, MD, Convey911 has over 4 years of experience delivering emergency communication and multilingual access services, with a primary focus on public safety. Our core team includes experts in AI/NLP, emergency dispatch workflows, interpreter training, and cybersecurity compliance.

*Subcontractor org chart and roles available upon request.*

## 4. Technical Proposal

### 5.1 General Requirements

- Certifications and Compliance:** Convey911's services are developed and deployed in alignment with ISO 9001 and ISO 17100 standards for quality management and translation services. Additionally, our systems and data handling practices meet HIPAA and CJIS security guidelines, ensuring secure and compliant operations across all touchpoints. All interpreters and employees are required to undergo background checks and sign confidentiality and non-disclosure agreements.
- Interpreter Training:** Our interpreter network includes over 13,000 certified language professionals who have completed Convey911's

*Proprietary and confidential. All information contained herein is strictly confidential and has been prepared exclusively for the NCTCOG.*





proprietary training program tailored to the dynamics of emergency communication. Training modules include:

- 911 call cadence and procedural workflows
- Handling distress, medical, fire, and law enforcement-specific terminology - Roleplay and scenario simulation
- Cultural competency and trauma-informed care.

Two supplemental documents—“*Understanding the 911 Call System*” and the “*911 Quick Reference Guide for Interpreters*”—are provided as training references.

- c. **Access to Interpreters:** Interpreter services are accessed through over-the-phone IVR without the need for PINs or multi-step navigation. Calls from non-whitelisted numbers present IVR prompt for PIN input. If caller language has been identified, IVR prompts for detected language, followed by standard “*1 for Spanish, 2 for all other languages*” IVR call flow.

AI language interpretation can be accessed directly through IVR based on language support. Requesting a live human interpreter can be initiated via IVR (*press 0 at any time to connect to an interpreter*) or through the Convey web-based portal. Average connection time for Spanish is under 3 seconds, for all other languages, less than 10 seconds.

- d. **Service Availability:** The platform is designed for high availability and operates 24/7/365 with redundant hosting in AWS GovCloud East and West regions. Services are fully supported with 24x7 NOC and DR failover.
- e. **Services Provided:**
  - Real-time live call voice and text translation
  - Live human interpretation bridging
  - Voice2Speech™ and Type-to-Talk™ for spoken communication
  - Keyword and context-aware alerting
  - On-demand document and media file translation
  - Glossary and vocabulary customization
- f. **Architecture:** The Convey911 platform leverages a microservices architecture to support real-time processing, dynamic escalation, and multi-language flow. *[Placeholder: Add detailed architectural diagram.]*
- g. **Implementation and Configuration Capabilities:** Implementation generally completes within 30–60 days, including configuration, training, and testing. Convey911 provides guided onboarding, workflow optimization, and mock scenario testing before go-live.



ConveyConnect integrates natively with most CHE, CAD, and OTT systems via REST, SIP, or custom APIs. The solution supports standards-based NG911 integration, including ESInet, TCC, and SMS/OTT gateways.

- h. **Impact Mitigation:** Convey911 is built with a “no disruption” model. AI transcription and translation functions are parallel to CHE and voice pathways, ensuring no degradation of live audio. Transcripts are appended without modifying original audio or recorded media.

## 5.2 Language Support

Convey911 provides extensive multilingual support across Text, Voice and On-Demand channels. Our solution dynamically adapts to the communication mode (voice or text) and considers workflow factors such as call urgency to ensure the right balance of speed, accuracy, and cultural alignment.

Multiple translation providers used per translation with cross-validation for enhanced accuracy

**Text Translation:** - Supports 185+ languages across 8+ commercial and self-hosted API translation providers.

**Speech Transcription & Translation:** - Supports 201 spoken languages and dialects across 5 commercial and hosted speech transcription providers. Enhanced with noise suppression and speech segmentation. Ideal for single or multichannel voice audio including video.

**On-Demand OPI:** - Supports **97** spoken languages across 2-3 OPI interpretation providers. Interpreter connection time averages under 10 seconds, with Spanish on average in less than 3 seconds

**Language Detection & Routing:** The system auto-detects incoming text or spoken language using an ensemble language ID model. If confidence is below a defined threshold, the call can be escalated to a live interpreter with rapid triage capabilities.

**Supported Language Lists:** CSV files outlining supported languages by communication mode (text, speech, interpretation) are attached.  
*See supported languages exhibit attached.*

**Adaptability & Expansion:** Convey911 continually expands supported languages based on population need and customer requests. New language or dialect support is typically implemented within 30 days, following engine testing and glossary creation.



### 5.3 Service Category #1: Translation Services for 9-1-1

- **Real-Time Audio Translation:** Translations appear in under 1.5 seconds from spoken input to fully translated and validated rendering on the UI.
- **Text Translation:** Fully integrated for Text-to-911, OTT (e.g. SMS, MMS, Chat), and Text-from-911 use cases. Convey is a provider of industry standard Text-to-911 TCC service.
- **Operational Flexibility:** Services work for primary and secondary ECCs, mobile responders, or field-based text communication. The solution provides primary and secondary PSAP transfers of both text and voice conversations.
- **AI Language Detection:** Implements multi-modal language identification including AI speech sampling; can be escalated to live interpreter when confidence drops.
- **AI Language Translation:** Transcribed speech leverages Convey's translation engine for real-time translation during active voice calls across multiple AI and ML based providers.
- **Document and Media Translation:** Documents (PDF, DOCX, etc.) and media files (WAV, MP3, etc) can be uploaded via the portal and transcribed/translated in <10 seconds for most documents and recorded audio.
- **Bi-Directional Translation:** Provides live call-integrated bi-directional communications real-time communication over an open voice channel.
  - **Type-to-Talk™:** Quick reply autosuggested workflow allowing messages to be entered via keyboard and spoken over the phone in real time in caller language
  - **Speak-to-Talk™:** Bidirectional support for spoken language via Speak-to-Talk AI, with automatic transition to live interpreter when nuance or clarity degrades.
- **Logging and Accessibility:** All messages logged with original/translated copy. Glossaries and corrections are fed into retraining models for continual improvement.
- **Secure Connectivity:** TLS/SSL encrypted, actively monitored; IPsec connectivity available
- **Glossary Integration:** Custom vocabulary dictionary for regional pronunciations such as street names, etc
- **Fuzzy Matching & Misspellings:** Misspellings and abbreviations are corrected automatically using context and AI prediction.
- **Message Templates:** Pre-translated messages are configurable per agency and may be categorized by call flow and scenario.
- **Unidentified Languages:** If language cannot be confidently detected, call may immediately bridged to an interpreter trained in rapid language identification.



- **Continuous Improvement:** Each translated phrase is processed by at least 3 of 8 integrated translation engines (Google, Azure, AWS, etc.). A scoring algorithm selects the highest-confidence result based on historical accuracy by language and provider.

## 5.4 Service Category #2: Transcription Services for 9-1-1

Convey911's transcription services are designed to provide real-time, low latency and high accuracy capture of spoken speech during emergency communications. The platform supports a range of audio inputs including telephone, voice over SIP trunk and PTSN, video, PTT (Push-to-Talk), and LMR (Land Mobile Radio) and is built in partnership with SRT's Delphini neural network specifically optimized for 911 use cases.

- **Transcription Timing:** Transcriptions are performed in real time — not post-call. The system is engineered to ensure that what is said by the caller or dispatcher is transcribed and made visible to the user interface with a latency of less than 1.5 seconds. This enables accurate, real-time visibility and context, which is critical in fast-moving, high-stakes call environments.
- **Keyword and Context Tagging/Flagging:** The solution does not rely solely on keywords to detect the presence of urgent or sensitive events. Instead, the system leverages contextual AI and intent classification to identify phrases that indicate high-risk scenarios even when common keywords are absent. For example, a phrase such as "he keeps reaching in his jacket" may be categorized as a potential weapons threat. These tags may trigger:
  - Visual badges
  - Supervisor alerts
  - Real-time reporting
  - Workflow automation based on intent, classification, and geolocation (e.g. RTCC)
- **Timestamp Synchronization:** All transcription and event logs are timestamped using a time signal that may be synchronized with an on-premise atomic clock. This ensures alignment with other time-sensitive systems used by ECCs and public safety applications, which is crucial for court admissibility and cross-system traceability.
- **Text Translation Accuracy:** Convey's translation engine powers translations for both text and voice call flows. It is uniquely powered by an ensemble architecture that leverages eight independent translation engines, including Google Translate, AWS Translate, and Microsoft Azure. Every phrase transcribed and marked for translation is sent to at least three separate engines, and the returned results are compared using a proprietary scoring algorithm that selects the most accurate response based on: a) Historical performance by language pair b) Linguistic consistency and c) Semantic agreement.



Over time, the platform learns which provider performs best for which languages and adjusts its weighting dynamically.

- **Speaker Identification and Redaction:** Supports multi-channel speaker separation when audio structure permits, otherwise provides speaker diarization using audio fingerprint identification.

Sensitive fields such as names or phone numbers can be redacted in transcripts. Redaction may be configured by context, channel and role. Redaction functionality will be further enhanced within 3-6 months through additional feature development.

- **Court Admissibility:** Automatic archival of all data related to a conversation identified by calling party number and initialization timestamp. Archive includes raw transcript including bilingual output, timestamps, audio recording, audit trail, metadata, latitude/longitude, video recording and any other data received or generated during the conversation.

Conversation archives are signed with a digital point-in-time signature ensuring data integrity and chain of custody and may be shared externally through a time-controlled secure share workflow.

- **Data Logging and Storage:** All transcription data is encrypted, logged, and stored in secure U.S. GovCloud regions. Role-based access control and full audit history are maintained for compliance.

## 5.5 Service Category #3: Quality Control Services for 9-1-1

No bid.

## 5.6 Other Requirements

- **Response Times & SLAs:**
  - Interpreter bridging: <10 seconds average (Spanish: <3 seconds)
  - AI-based transcription and translation latency: <1.5 seconds
  - Platform availability: 99.99% uptime, supported by AWS GovCloud
- **Security & Compliance:**
  - CJIS-compliant infrastructure
  - HIPAA-compliant data storage and processing



- End-to-end encryption: TLS 1.3 in transit, AES-256 at rest
- Mandatory multi-factor authentication (MFA)
- Role-based access and audit logging
- Human interpreters under signed NDA/confidentiality agreements
- Data models are customer-owned and isolated from other customer usage
- Infrastructure and failover:
  - Hosted in AWS GovCloud (East & West)
  - Redundant geographic failover
  - Kubernetes-based scaling
  - Annual SOC 2 Type II audits (*by year end 2025*)
  - Continuous monitoring and intrusion detection
- DR/Continuity plan:
  - Recovery Time Objective (RTO): <15 minutes
  - Recovery Point Objective (RPO): Near-zero with real-time replication
  - Multi-region, multi-zone architecture for failover
- **Technology Integration:**
  - Compatible with major CHE/CAD providers (e.g., Motorola, Intrado, Zetron)
  - SIP/NG911-ready
  - Standard REST API; Client SDK; GraphQL & ODBC data integrations
  - Scalability: Dynamic load handling to support surge events and large-scale emergencies; Interpreter network can flex from 50 to 2,000 concurrent sessions
  - Reporting & Auditing: Full exportable logs, transcripts, and event timelines time-synchronized with CHE/Recorder systems; Redaction-ready and court-admissible documentation
  - Text Control Center: May provide standard SIP/MSRP TCC service connection to power language integrated Text-to-911
- **Innovation Highlights:**

*Proprietary and confidential. All information contained herein is strictly confidential and has been prepared exclusively for the NCTCOG.*



- Speak-to-Talk™ and Type-to-Talk™ - unique to Convey911 for real-time bidirectional multilingual communication
- Multi-provider algorithmic translation model with self-learning model
- Human-in-the-loop escalation with live interpreter fallback
- Real-time context tagging, sentiment classification, and transcript visualization

## 5. Pricing

Pricing worksheet provided as Exhibit 1.

## 6. Value-Add Summary

- Interpreter connection in <10 seconds
- Voice2Speech + Type-to-Talk™ AI tools
- Multi-provider translation comparison algorithm
- Multimodal sentiment and anomaly detection
- Easy-to-deploy browser and mobile access
- Integration with major CHE/CAD/TCC platforms
- ConveyCommunicator Prizym radio transcription, keyword alert and analysis
- ConveyAlert multilingual mass notification platform

## 7. Required Attachments

Attachment I: Instructions for Proposals Compliance and Submittal

Attachment II: Certification of Offeror

Attachment III: Certification Regarding Debarment

Attachment IV: Restrictions on Lobbying

Attachment V: Drug-Free Workplace Certification

Attachment VI: Certification Regarding Disclosure of Conflict of Interest

Attachment VII: Certification of Fair Business Practices

Attachment VIII: Certification of Good Standing Texas Corporate Franchise Tax Certification

Attachment IX: Historically Underutilized Businesses



Attachment X: Federal and State of Texas Required Procurement Provisions

Exhibit 1: Description of Desired Product Categories for Proposed Pricing

Exhibit 3: Service Area Designation Forms





# APPENDIX A.1

## EXHIBIT 1 – PRICING

## Pricing for TXShare Cooperative Purchase Program Participants

Service Category	Service	Description	Unit Of Measure	Rate
Service Category #1: Artificial Intelligence (AI) Language Translation for 9-1-1  Service Category #2: Artificial Intelligence (AI) Language Transcription for 9-1-1	ConveyCommunicator Premium Language & Communications Platform	Language and Communications Platform for 911; featuring real-time chat with translation, streaming shareable video, location request, transcription & translation, sentiment analysis, keyword alerting, and AI summary and conversation insights	Per seat concurrent user	\$5,695 per seat per year  (15% off list price of \$6700)
Service Category #1: Artificial Intelligence (AI) Language Translation for 9-1-1  Service Category #2: Artificial Intelligence (AI) Language Transcription for 9-1-1	ConveyCommunicator Premium Implementation	One time fee for setup, installation and on-site training	Each	\$2,500 one time fee
Service Category #1: Artificial Intelligence (AI) Language Translation for 9-1-1  Service Category #2: Artificial Intelligence (AI) Language Transcription for 9-1-1	Additional Tenant	Additional site tenant for ConveyCommunicator Premium platform	Per additional tenant	\$5,000 per year
Service Category #1: Artificial Intelligence (AI) Language Translation for 9-1-1  Service Category #2: Artificial Intelligence (AI) Language Transcription for 9-1-1	Text-to- 911	Industry standard, cloud-based TCC service with integrated language translation and auto-detection	Per 100 population served	\$7.20 per year



Service Category #1: Artificial Intelligence (AI) Language Translation for 9-1-1  Service Category #2: Artificial Intelligence (AI) Language Transcription for 9-1-1	ConveyConnect Interpretation Service	Reliable on-demand human/AI hybrid language interpreter service accessible via phone, video call, or mobile app; supporting over 100 languages including ASL (American Sign Language)	Per minute	\$0.95 per minute billed monthly on actual usage <b>or</b> \$0.85 per minute (pre-paid minute “blocks” purchased quarterly or annually)
Service Category #1: Artificial Intelligence (AI) Language Translation for 9-1-1  Service Category #2: Artificial Intelligence (AI) Language Transcription for 9-1-1	ConveyConnect Setup	One time fee for setup and training	Each	\$1,500 one time fee  (This fee is waived with purchase of ConveyCommunicator platform)
Service Category #1: Artificial Intelligence (AI) Language Translation for 9-1-1  Service Category #2: Artificial Intelligence (AI) Language Transcription for 9-1-1	ConveyConnect Mobile App Setup	One time fee for setup of mobile apps	Per 50 app users	\$1,000 one time fee
Service Category #3: Artificial Intelligence (AI) Quality Control for 9-1-1	No Bid	No Bid	No Bid	No Bid
Service Category #4: Additional 911 AI services not explicitly referenced by this RFP	ConveyCommunicator Prizym Radio Upgrade (radio channels)*	Upgrade from ConveyCommunicator Premium to Prizym; add radio transcription and radio keyword alerts all within a single screen experience	Per radio channel	\$3,000 per year for each primary channel  \$1,500 per year for each secondary channel



Service Category #4: Additional 911 AI services not explicitly referenced by this RFP	ConveyCommunicator Prizym Radio Upgrade (software license)*	Upgrade from ConveyCommunicator Premium to Prizym; add radio transcription and radio keyword alerts all within a single screen experience	Per seat concurrent user	\$450 per year
Service Category #4: Additional 911 AI services not explicitly referenced by this RFP	Prizym Radio Implementation*	One time fee for remote installation and training	Each	\$2,700 one time fee



## Supported Languages - Voice & Transcription

Abkhaz	Croatian	Irish (Ireland)	Somali
Afrikaans	Czech	Italian	Sorani
Afrikaans (South Africa)	Danish	Italian (Italy)	Spanish
Albanian	Dutch	Italian (Switzerland)	Spanish (Argentina)
Albanian (Albania)	Dutch (Belgium)	Japanese	Spanish (Bolivia)
Amharic	English	Japanese (Japan)	Spanish (Chile)
Amharic (Ethiopia)	English, Australian	Javanese	Spanish (Colombia)
Arabic	English, British	Javanese (Indonesia)	Spanish (Costa Rica)
Arabic (Algeria)	English (Canada)	Kabyle (Algeria)	Spanish (Cuba)
Arabic (Bahrain)	English (Ghana)	Kannada	Spanish (Dominican Republic)
Arabic (Egypt)	English (Hong Kong Sar)	Kazakh	Spanish (Ecuador)
Arabic, Gulf	English, Indian	Khmer (Cambodian)	Spanish (El Salvador)
Arabic (Iraq)	English, Irish	Kinyarwanda	Spanish (Equatorial Guinea)
Arabic (Israel)	English (Kenya)	Korean	Spanish (Guatemala)
Arabic (Jordan)	English, New Zealand	Kyrgyz	Spanish (Honduras)
Arabic (Kuwait)	English (Nigeria)	Kyrgyz (Cyrillic)	Spanish (Latin America)
Arabic (Lebanon)	English (Philippines)	Lao (Laos)	Spanish (Mexico)
Arabic (Libya)	English, Scottish	Laotian	Spanish (Nicaragua)
Arabic, Modern Standard	English (Singapore)	Latvian	Spanish (Panama)
Arabic (Morocco)	English, South African	Lithuanian	Spanish (Paraguay)
Arabic (Oman)	English (Tanzania)	Luganda	Spanish (Peru)
Arabic (Palestinian Authority)	English, US	Macedonian	Spanish (Puerto Rico)
Arabic (Qatar)	English, Welsh	Malay	Spanish (Uruguay)
Arabic (Syria)	Estonian	Malayalam	Spanish, US
Arabic (Tunisia)	Estonian (Estonia)	Malayalam (Burmese)	Spanish (Venezuela)
Arabic (Yemen)	Farsi, Iranian	Maltese	Sundanese
Armenian	Filipino	Marathi	Swahili
Asturian	Filipino (Philippines)	Meadow Mari	Swahili, Burundi
Azerbaijani	Finnish	Mongolian	Swahili, Kenya
Bashkir	French	Nepali	Swahili, Rwanda
Basque	French Canadian	Nepali (Nepal)	Swahili, Tanzania
Belarusian	French (France)	Norwegian	Swahili, Uganda
Bengali	French (Switzerland)	Norwegian Bokm√•l	Swedish
Bosnian	Galician	Norwegian (Bokm√•l)	Tagalog/Filipino
Bosnian (Bosnia / Herzegovina)	Galician (Spain)	Norwegian Bokm√•l (Norway)	Tamil
Bulgarian	Georgian	Odia	Tatar
Burmese	German	Odia/Oriya	Telugu
Burmese (Myanmar)	German (Austria)	Pashto	Test Spanish Language
Cambodian	German, Swiss	Persian	Thai
Catalan	Greek	Polish	Turkish
Catalan Spanish	Gujarati	Portuguese	Ukrainian
Central Kurdish, Iran	Gujarati (India)	Portuguese, Brazilian	Urdu
Central Kurdish, Iraq	Hausa	Portuguese, Portugal	Urdu (India)
Chinese	Hebrew	Punjabi	Uyghur
Chinese, Mandarin	Hindi	Romanian	Uyghur (Arabic)
Chinese Simplified (Mandarin)	Hindi (India)	Russian	Uzbek
Chinese, Traditional	Hungarian	Serbian	Vietnamese
Chinese Traditional (Cantonese)	Icelandic	Sinhala	Welsh
Chinese (Traditional, Hong Kong)	Icelandic (Iceland)	Slovak	Welsh (United Kingdom)
	Indonesian	Slovenian	Wolof
	Irish		Zulu

Proprietary and confidential. All information contained herein is strictly confidential and has been prepared exclusively for the NCTCOG.



## Supported Languages - On-Demand OTP Interpretation

Albanian	Kinyamulenge
Amharic	Kinyarwanda
Arabic	Kirundi
Ashanti	Kiswahili
Azerbaijani	Kurdish, Bahdini
Bengali	Kurdish, Kurmanji
Bosnian	Laotian
Bulgarian	Lingala
Burmese	Luganda
Cambodian	Luganda
Cape Verde Creole	Luo
Cebuano	Maay Maay
Chinese, Cantonese	Macedonian
Chinese, Mandarin	Mongolian
Chinese, Shanghainese	Neapolitan
Chinese Simplified (Mandarin)	Nepali
Chinese, Xiang	Oromo
Croatian	Pashto
Czech	Persian
Dari (Afghan Persian, Afghan Farsi)	Polish
Falam Chin	Portuguese, Brazilian
Farsi, Iranian	Portuguese, Portugal
Filipino	Punjabi
Filipino (Tagalog)	Rohingya
French	Romanian
French Canadian	Russian
French Creole	Serbian
German	Slovak
Greek	Somali
Haitian Creole	Sorani
Hakha Chin	Spanish
Hebrew	Sudanese Creole Arabic
Hindi	Sundanese
Hmong	Swahili
Hungarian	Tajik
Ilocano	Telugu
Italian	Teochew
Japanese	Test Spanish Language
Jola-Fonyi	Thai
Kabiye	Tibetan
Karen	Tigrinya
Khmer (Cambodian)	Turkish
Kibajuni	Ukrainian
Korean	Urdu
Kurdish	Vietnamese
	Wolof
	Yoruba

*Proprietary and confidential. All information contained herein is strictly confidential and has been prepared exclusively for the NCTCOG.*



**EXHIBIT 3: SERVICE DESIGNATION AREAS**

<b>Texas Service Area Designation or Identification</b>			
<b>Proposing Firm Name:</b>	Convey911, LLC		
<b>Notes:</b>	<b>Indicate in the appropriate box whether you are proposing to service the entire state of Texas</b>		
	Will service the entire state of Texas	Will not service the entire state of Texas	
	✓		
	<b>If you are not proposing to service the entire state of Texas, designate on the form below the regions that you are proposing to provide goods and/or services to. By designating a region or regions, you are certifying that you are willing and able to provide the proposed goods and services.</b>		
<b>Item</b>	<b>Region</b>	<b>Metropolitan Statistical Areas</b>	<b>Designated Service Area</b>
1.	North Central Texas	16 counties in the Dallas-Fort Worth Metropolitan area	
2.	High Plains	Amarillo Lubbock	
3.	Northwest	Abilene Wichita Falls	
4.	Upper East	Longview Texarkana, TX-AR Metro Area Tyler	
5.	Southeast	Beaumont-Port Arthur	
6.	Gulf Coast	Houston-The Woodlands-Sugar Land	
7.	Central Texas	College Station-Bryan Killeen-Temple Waco	
8.	Capital Texas	Austin-Round Rock	
9.	Alamo	San Antonio-New Braunfels Victoria	
10.	South Texas	Brownsville-Harlingen Corpus Christi Laredo McAllen-Edinburg-Mission	
11.	West Texas	Midland Odessa San Angelo	
12.	Upper Rio Grande	El Paso	

(Exhibit 3 continued on next page)



(Exhibit 3 continued)

Nationwide Service Area Designation or Identification Form							
<b>Proposing Firm Name:</b>	Convey911, LLC						
<b>Notes:</b>	<p>Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.</p> <table border="1"> <tr> <td>Will service all fifty (50) states</td> <td>Will not service fifty (50) states</td> </tr> <tr> <td style="text-align: center;">✓</td> <td></td> </tr> </table> <p>If you are not proposing to service to all fifty (50) states, then designate on the form below the states that you will provide service to. By designating a state or states, you are certifying that you are willing and able to provide the proposed goods and services in those states.</p> <p>If you are only proposing to service a specific region, metropolitan statistical area (MSA), or City in a State, then indicate as such in the appropriate column box.</p>			Will service all fifty (50) states	Will not service fifty (50) states	✓	
Will service all fifty (50) states	Will not service fifty (50) states						
✓							
<b>Item</b>	<b>State</b>	<b>Region/MSA/City</b> (write "ALL" if proposing to service entire state)	<b>Designated as a Service Area</b>				
1.	Alabama						
2.	Alaska						
3.	Arizona						
4.	Arkansas						
5.	California						
6.	Colorado						
7.	Connecticut						
8.	Delaware						
9.	Florida						
10.	Georgia						
11.	Hawaii						
12.	Idaho						
13.	Illinois						
14.	Indiana						
15.	Iowa						
16.	Kansas						
17.	Kentucky						
18.	Louisiana						
19.	Maine						



20.	Maryland		
21.	Massachusetts		
22.	Michigan		
23.	Minnesota		
24.	Mississippi		
25.	Missouri		
26.	Montana		
27.	Nebraska		
28.	Nevada		
29.	New Hampshire		
30.	New Jersey		
31.	New Mexico		
32.	New York		
33.	North Carolina		
34.	North Dakota		
35.	Ohio		
36.	Oregon		
37.	Oklahoma		
38.	Pennsylvania		
39.	Rhode Island		
40.	South Carolina		
41.	South Dakota		
42.	Tennessee		
43.	Texas		
44.	Utah		
45.	Vermont		
46.	Virginia		
47.	Washington		
48.	West Virginia		
49.	Wisconsin		
50.	Wyoming		

End of Exhibit 3

Page 46 of 46

*Proprietary and confidential. All information contained herein is strictly confidential and has been prepared exclusively for the NCTCOG.*