NCTCOG RFP 2025-093 Proposal
Artificial Intelligence (AI) Language Translation, Transcription and Quality Control for 9-1-1

1. Certification of Offeror and Statement of Understanding

TXShare
Your Public Sector Solutions Center

REQUEST FOR PROPOSALS
For
Artificial Intelligence (AI) Language Translation, Transcription, and Quality Control for 9-1-1
RFP # 2025-093

Sealed proposals will be accepted until 2:00 PM CT, **July 6, 2025,** and then publicly opened and read aloud thereafter.

Convey911, LLC
Legal Name of Proposing Firm

Jeff Bruns — Contact Person for This Proposal
Chief Executive Officer — Title

(410) 343-4430 — Contact Person Telephone Number
jeff.bruns@convey911.com — Contact Person E-Mail Address

702A Frederick Road — Street Address of Principal Place of Business
Baltimore, MD — City/State
21228 — Zip

702A Frederick Road — Mailing Address of Principal Place of Business
Baltimore, MD — City/State
21228 — Zip

Nicolas China — Point of Contact for Contract Negotiations
Chief Operating Officer — Title

(410) 343-4430 — Point of Contact Telephone Number
nic.china@convey911.com — Point of Contact Person E-Mail Address

Acknowledgment of Addenda (initial): #1 ✓ #2 ✓ #3 _____ #4 _____ #5 _____

NOTE: Any confidential/proprietary information must be clearly labeled as "confidential/proprietary". All proposals are subject to the Texas Public Information Act.

COVER SHEET

2. Convey911 understands the mission-critical nature of emergency communication and

proposes a hybrid AI + human interpretation and translation platform that delivers real-time, scalable, and accurate multilingual support for 911 services. This proposal outlines our compliance with NCTCOG's specifications and highlights our novel approach to language access for emergency communications.

Convey911(Convey) is proud to submit this proposal in response to **RFP No. 25-093 – Artificial Intelligence (AI) Language Translation, Transcription and Quality Control for 9-1-1**. As a Baltimore-based company servicing highly diverse communities across the country, Convey is uniquely positioned to support Texas agencies with cutting-edge communications and language access technologies designed to enhance emergency communication, improve accessibility, and ensure seamless multilingual interactions for emergency call centers and first responders.

Convey provides innovative communication and language access solutions tailored for emergency services, local government agencies, and enterprises. Its extensive suite of services includes language integrated text, video and real-time voice communication for both over-the-phone and radio communications. In addition, Convey provides Text-to-911 (TCC), community alerts and language interpretation services powered by a network of 22,000 qualified and certified interpreters supporting 105 on-demand languages. Convey is headquartered in Baltimore, MD, and has customers throughout Virginia, Maryland, Pennsylvania, and 7 other states.

2. References

Reference #1: Fairfax County, Virginia

Organization: Fairfax County VA Department of Public Safety Communications
Contact Person: Steve McMurrer, 9-1-1 Systems Administrator
Phone: 571-350-1779
Email: steve.mcmurrer@fairfaxcounty.gov
Services Provided: Prizym platform (radio analysis) and Premium offerings (VOIP voice analysis) with ConveyConnect interpreter services - Prizym deployment scheduled August 2025

Reference #2: Round Rock, Texas

Organization: Round Rock Police Department, Round Rock Fire Department, and Emergency Communications
Contact Person: Leigh Carrico, Public Safety Communications Manager/TAC
Phone: 512-671-2762
Email: lcarrico@roundrocktexas.gov
Services Provided: Comprehensive language interpretation and translation services for emergency communications, police operations, and fire department field operations with emphasis on in-the-field language access

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Reference #3: Frederick County MD 911

Organization: Frederick County Department of Emergency Communications, Division of Emergency Management
Contact Person: Matthew Garvey, Assistant Administrator - Technology
Phone: 301-600-6763
Email: mgarvey@frederickcountymd.gov
Services Provided: Premium platform (VOIP transcription and call analysis), ConveyConnect hybrid AI language services providing 20,000-25,000 minutes monthly, and NG Text-to-911 with language translation capabilities

Reference #4: Chandler, Arizona

Organization: Chandler Police Department Emergency Communications
Contact Person: Stephanie Heinzelman, Communications Manager
Phone: 480-782-4168
Email: stephanie.heinzelman@chandleraz.gov
Services Provided: Text-to-911, Text-from-911, language translation and interpretation, and real-time crime center integration

Additional Professional Reference:
Renee Belle, Director, Capital Area Council of Governments (CAPCOG), Austin, Texas, has worked closely with Convey911 over the past 3.5 years and is available to speak regarding our capabilities and professional relationship.

3. Project-Related Experience and Qualifications

a. Organization's Capabilities and Experience

Convey911 is a nationally recognized leader in AI-powered communication and language access solutions for emergency services, local government agencies, and public safety organizations. Founded in Baltimore, Maryland, we specialize in breaking down language barriers that can delay critical emergency response efforts.

Convey911 delivers AI-assisted voice, video, and text translation, interpretation and AI powered assistive call analysis for public safety agencies across 12+ states. We combine state-of-the-art transcription and language detection with a human interpreter network trained specifically for 911 workflows. Convey911's hybrid architecture enables seamless transitions between AI and human interpreters in real time, ensuring no disruption to emergency communications.

Core Capabilities:

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- **Real-time AI Transcription & Translation**: Advanced speech-to-text and language translation across 100+ languages
- **NG Text-to-911 Services**: Cloud-based Text Control Center (TCC) with integrated translation capabilities
- **Video Communication**: Multi-participant streaming with live ASL interpretation and closed-captioned translations
- **Hybrid AI / Live**: Access to 22,000+ certified interpreters in 105+ languages with <10 second average connection times
- **Enterprise Integration**: Seamless connectivity with NG9-1-1, CAD systems, RapidSOS, and ESRI mapping platforms

Technical Infrastructure:

- **Cloud-Native Architecture**: Built on AWS GovCloud with redundant data centers in US-East and US-West
- **Security & Compliance**: CJIS, HIPAA, and SOC2 certified* with end-to-end encryption *(* SOC2 certification to be completed by year-end 2025)*
- **Scalability**: Designed to handle high-volume, mission-critical operations 24/7/365

API-First Design: RESTful APIs, SDK embedded UI integration and event-driven Pub/Sub connectivity for third-party integrations

b. Relevant Past Projects

Project #1: Fairfax County Assistive Voice & Radio Communications Platform

Client: Fairfax County Department of Public Safety Communications (Virginia)
Project Description: Comprehensive deployment of Convey911's most advanced platform offerings including Prizym radio analysis capabilities and Premium VOIP voice processing, integrated with ConveyConnect interpreter services. Full Prizym deployment scheduled for completion August 2025 for one of the nation's largest emergency communications centers.

Technologies Being Deployed:

- **ConveyCommunicator Platform**: Advanced voice analysis capabilities for radio and VOIP multilingual communications
- **ConveyConnect Language Service**: Access to certified interpreter network with hybrid AI-powered language services
- **Integrated RTCC Solution**: Unified interface for voice analysis across multiple communication channels direct to RTCC

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Project Status:

- Deployment in one of the largest emergency communications centers in Virginia
- Represents deployment of Convey911's Text, Video and Voice platform capabilities
- In operation since early 2024, full operational deployment to include Prizym scheduled for August 2025
- Comprehensive integration with existing Motorola emergency communication infrastructure

Project #2: Round Rock, Texas - Comprehensive Multi-Agency Partnership

Client: Round Rock Police Department, Round Rock Fire Department, and Emergency Communications (Texas)
Project Description: Three-year comprehensive deployment providing language interpretation and translation services across multiple public safety agencies including 911 emergency communications, police operations, and fire department field operations. Special emphasis on in-the-field language access for first responders serving the rapidly growing Austin metropolitan area.

Technologies Used:

- **ConveyCommunicator Communications Platform:** Integrated text, video, location and multilingual translation capabilities.
- **ConveyConnect Language Service**: On-demand interpreter services across 911, police, and fire departments
- **Mobile Field Applications**: Dedicated mobile apps for police officers and firefighters for in-the-field language access
- **Multi-language Translation**: Comprehensive language capabilities for Spanish and emerging community languages
- **Integrated Communication Systems**: Seamless integration across all three agency communication infrastructures

Results:

- 3 years of uninterrupted service delivery across multiple agencies
- **Enhanced Field Operations**: Improved officer and firefighter effectiveness through immediate language access
- Successfully adapted to Round Rock's 40% population growth over contract period
- Seamless scaling across police, fire, and 911 operations

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- High satisfaction scores from telecommunicators, officers, and firefighters
- **Texas Market Validation**: Proven success serving Texas demographics and multi-agency emergency response protocols

Project #4: Prince George's County High-Volume Operations Platform

Client: Prince George's County Emergency Communications (Maryland)
Project Description: Full deployment of ConveyCommunicator platform providing real-time transcription, translation, video communication, and ConveyConnect language service for one of the highest volume 911 centers in the country. Features ConveyConnect language services handling 20,000-25,000 minutes of on-demand language interpretation monthly, demonstrating high-volume operational capability.

Technologies Used:

- Multi-source translation engine with 8-10 commercial and proprietary providers
- **High-Volume ConveyConnect Network**: Scaled interpreter access supporting 20-25k monthly interpretation minutes
- Real-time sentiment analysis and keyword detection
- Advanced load balancing and queue management for peak demand periods

Results:

- **High-Volume Success**: Consistently processing 20,000-25,000 interpreter minutes monthly
- 95%+ transcription accuracy for emergency calls
- <10 second average interpreter connection time even during peak demand
- 40% reduction in language barrier-related call handling time
- 99.99% system uptime maintained under high-volume operations
- **Scalability Proven**: Demonstrates capability to handle enterprise-level interpretation demand

Project #4: Chandler, Arizona NG Text-to-911 w/Real-Time Crime Center Integration

Client: Chandler Police Department Emergency Communications (Arizona)
Project Description: Advanced integration deployment combining NG Text-to-911 services, comprehensive language translation and interpretation capabilities, with specialized real-time crime center integration for enhanced law enforcement operations.

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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

a. **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.

b. **Interpreter Training:** Our interpreter network includes over 13,000 certified language professionals who have completed Convey911's

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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.

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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.

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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.

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- **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.

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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 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

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- 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:**

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- 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

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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

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EXHIBIT 3: SERVICE DESIGNATION AREAS

	Texas Service Area Designation or Identification		
Proposing Firm Name:	Convey911, LLC		
Notes:	**Indicate in the appropriate box whether you are proposing to service the entire state of Texas**		
	Will service the entire state of Texas	Will not service the entire state of Texas	
	✓		
	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.		
Item	**Region**	**Metropolitan Statistical Areas**	**Designated Service Area**
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)

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(Exhibit 3 continued)

	Nationwide Service Area Designation or Identification Form		
Proposing Firm Name:	Convey911, LLC		
Notes:	**Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.**		
	Will service all fifty (50) states	Will not service fifty (50) states	
	✓		
	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. **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.**		

Item	**State**	**Region/MSA/City (write "ALL" if proposing to service entire state)**	**Designated as a Service Area**
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		

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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

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CONVEY911

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

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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

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