| Service Category | Pricing Model Type | Description of Pricing Components | | Calls / Month | | | | Notes / Clarification |
| | | | | Slab 1 - <300 Calls | Slab 2 < 650 Calls | Slab 3 < 1100 | Slab 4 > 1200 | |
				Unit Cost / Fee	Unit Cost / Fee	Unit Cost / Fee	Unit Cost / Fee	
Category 1: AI Translation Services	☑ ☐ Per Minute	Real-time bi-directional voice translation, language auto-detection, fallback escalation, glossary mapping	per min/call	$17.00	$7.50	$4.80	$3.50	Includes pre-translated text rendering, real-time voice translation, and multi-language glossary alignment
Category 2: AI Transcription Services	☑ ☐ Per Minute	Real-time and post-call transcription, speaker separation, optional sentiment tagging, PII redaction	per min/call	$14.00	$5.00	$3.00	$1.50	Includes speaker ID, multilingual redaction, sentiment detection (optional), court-admissible logs
Category 3: AI Quality Control Services	☑ ☐ Per Call	Independent QA checks of translation/transcription accuracy, tagged call analysis, evaluator scoring	per call	$25.00	$9.50	$7.25	$5.00	Includes automated and human-in-the-loop QA workflows; volume tiers and frequency (e.g., 1 QA per 100 calls) customizable
Category 4: Other 911 AI Services (Specifically below)	☑ ☐ Fixed Fee	Includes full AI analytics suite (listed below), dashboard setup, model integration, and reporting interface	Fixed Cost	$50,000.00	$50,000.00	$50,000.00	$50,000.00	Includes one-time setup & activation for all modules listed below; additional regional deployments may incur incremental costs

Category 4 Includes:
1. Call Analytics Dashboard
2. Sentiment & Stress Detection
3. Automated Call Summarization
4. Audit Trails
5. Pattern & Anomaly Detection
6. Incident Forecasting & Simulation

As part of our commitment to driving AI transformation within ECCs, Compunnel will deploy a one-time fixed implementation package to activate advanced features that enhance 9-1-1 operations, analytics, and decision support.

One Time Platform Implementation Fee : $ 100,000

To ensure optimal scalability, cost-effectiveness, and alignment with the varying volumes across Emergency Communication Centers (ECCs), Compunnel proposes a Slabbed Pricing Model for AI-powered 9-1-1 Translation, Transcription, and Quality Control Services. This model allows NCTCOG and its cooperative members to benefit from predictable pricing, transparent unit costs, and flexible scaling as usage evolves over time.

Our pricing framework is structured across four defined slabs based on monthly call volume, ensuring that both low-volume and high-volume ECCs can participate equitably without compromising on service quality or access to advanced AI capabilities.

Volume pricing is automatically adjusted each month based on actual usage metrics. A consolidated invoice and dashboard report will accompany each billing cycle

Key Notes:

• This is a one-time charge per region or participating ECC.
• The implementation includes configuration, onboarding, training, and go-live support.
• Dashboards and APIs will be made available to NCTCOG for centralized monitoring.

Summary of Commercial Model Benefits

• Scalability: Adapts to ECCs of all sizes
• Predictability: No hidden charges; transparent per-minute and per-call rates
• Flexibility: Auto-adjusts to actual call volumes each month

- Modularity: Category 4 services are optional and non-intrusive
- Audit-Ready: Detailed usage logs for budgeting and grant justification

Should NCTCOG wish to onboard multiple ECCs simultaneously, volume-based consortium discounts and multi-site onboarding accelerators may also be proposed as part of the implementation phase. We look forward to tailoring our offering further during the contract negotiation stage.

Pricing Terms and Conditions

The following Pricing Terms and Conditions apply to all services provided by Compunnel under this engagement, as referenced in the response to RFP 2025-093 for AI-Powered Translation, Transcription, and Quality Control Services for 9-1-1 Emergency Communication Centers (ECCs) under the purview of the North Central Texas Council of Governments (NCTCOG):

1. Pricing & Invoicing Terms

1.1. Monthly Billing Basis: All services provided under Categories 1, 2, and 3 (Translation, Transcription, and Quality Control) shall be invoiced on a monthly basis, based on actual call volumes and usage as measured by Compunnel's reporting systems.

1.2. Slab Pricing Enforcement: The applicable pricing slab shall be determined based on the total number of calls processed per calendar month, and the corresponding rates shall apply uniformly for that period.

1.3. Taxes: All pricing is exclusive of applicable federal, state, or local taxes. Any taxes levied shall be borne by the client, unless otherwise exempted by law.

2. Scope of Pricing

2.1. Inclusions: The pricing includes service delivery for the specified AI functions (Translation, Transcription, Quality Control, Analytics, and Advanced Insights) and access to the Compunnel-hosted VoxNova platform, inclusive of monitoring dashboards, reporting interfaces, and feedback systems.

2.2. Exclusions: Unless otherwise mutually agreed upon in writing, the pricing does not include:
- Hardware or infrastructure costs
- Telephony platform licensing fees (e.g., Twilio, carrier integrations)
- Third-party AI or cloud service licensing
- On-premise deployment, unless expressly scoped
- Dedicated on-site resources or travel costs

2.3. Client Responsibilities: The Client shall procure, provision, and manage all necessary infrastructure, telephony services, and any applicable third-party licenses required for integration and operational readiness.

3. Implementation Timeline

3.1. Project Duration: The estimated duration for full system implementation—including onboarding, configuration, integration, testing, and go-live—is five (5) months from the date of contract execution and receipt of all necessary technical access and cooperation.

3.2. Readiness Dependencies: The implementation timeline is contingent upon timely access to relevant systems, subject-matter expert availability, and review/approval cycles from the Client. Delays arising from dependencies outside Compunnel's control may impact delivery timelines.

4. Support and Maintenance

4.1. Support Coverage: Compunnel shall provide continuous technical support throughout the duration of the engagement, including access to a 24/7 support channel for Priority 1 (P1) incidents during live operations.

4.2. Maintenance Windows: Scheduled maintenance activities (if any) shall be communicated with 48-hour prior notice and performed outside peak ECC call windows.

4.3. Enhancement Requests: Minor enhancements or updates arising from post-implementation feedback will be addressed through monthly iteration cycles under Compunnel's standard change request management process.

5. Accuracy & Service Levels

5.1. Performance SLAs: Compunnel shall maintain accuracy and latency metrics as agreed upon in the technical response, with baseline thresholds documented per language.

5.2. Feedback Incorporation: Translation/transcription corrections flagged by dispatchers shall be incorporated into the biweekly retraining pipeline and reflected in the monthly feedback summary.

5.3. Audit Logs: Secure and timestamped transcripts, QA evaluations, and AI service logs shall be retained for a minimum of 12 months unless otherwise required under Client policy.

6. Change Management and Scalability

6.1. Scope Changes: Any changes to scope, service volumes, pricing model, or functional enhancements outside the original scope shall be governed by a mutually signed Change Order.

6.2. Multi-Site Expansion: Pricing for additional ECCs under NCTCOG's TXShare cooperative can be extended under the same slab model, subject to deployment cost per site.

7. Data Protection and Compliance

7.1. Data Residency: All call data, transcripts, logs, and AI training datasets shall be stored within secure, CJIS-compliant, US-based data centers unless otherwise directed by the Client.

7.2. Zero-Retention Options: Clients may opt for Zero Retention Mode in which no persistent storage of real-time data occurs beyond the call duration.

7.3. PII Redaction: Automated redaction of multilingual personally identifiable information (PII) will be applied before any data is stored or used for training.

8. Termination and Refunds

8.1. Termination Clause: Either party may terminate the engagement with 60 days' written notice. Any unused prepaid service amounts will be refunded on a prorated basis.

8.2. Early Termination by Client: If the Client terminates before go-live, Compunnel reserves the right to invoice for actual hours expended at standard rates.

8.3. Data Transition: Upon termination, Compunnel shall facilitate smooth data export, transfer of transcripts, and closure of active logs within 30 days.