

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

Compunnel Software Group, Inc.
4390 Route 1 North, Suite 302
Plainsboro, NJ 08540

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 # (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 #.

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

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

If to Contractor: Compunnel Software Group, Inc.
4390 Route 1 North, Suite 302
Plainsboro, NJ 08540
Attn: Nitisha Kainthola
Phone Number: 609-606-9010
govt@compunnel.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 shall certify its compliance through execution of the “Prohibited Telecommunications and Video Surveillance Services or Equipment Certification,” which is included as Appendix D of this Contract. 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.

10.20 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 shall certify its compliance through execution of the “Discrimination Against Firearms Entities or Firearms Trade Associations Certification,” which is included as Appendix D of this Contract. 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 shall certify its compliance through execution of the “Boycotting of Certain Energy Companies Certification,” which is included as Appendix D of this Contract. 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.

Compunnel Software Group, Inc.

Signed by:

Prema L. Roddam

A5E6ZEC398DE401...

12/1/2025

SignatureDate

Prema L. Roddam

Printed Name

General Counsel

Title

North Central Texas Council of Governments

Signed by:

Todd Little

349D83294E7946E...

12/1/2025

SignatureDate

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.

The Service Categories are as follows:

- **Service Category #1:** AI Language Translation for 9-1-1
- **Service Category #2:** AI Language Transcription for 9-1-1
- **Service Category #3:** AI Quality Control for 9-1-1
- **Service Category #4:** Additional AI services for 9-1-1 not explicitly referenced in the RFP

Respondent has proposed services in all four categories as outlined in their Technical Proposal which is incorporated herein and made a part of this statement of work.



4. TECHNICAL PROPOSAL

Directions: Mandatory Sections:

Every vendor is required to fully complete the following sections of the Compliance Matrix:

Section 5.1 – General Requirements

Section 5.2 – Language Support

Section 5.6 – Other Requirements

Service Category-Specific Sections:

For the following service categories, vendors are only obligated to complete the sections that correspond to the specific services for which they seek to be considered:

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

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

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

Failure to complete the mandatory sections or the relevant service category sections may result in disqualification from the evaluation process.

If “Complies within 6 Months” is selected, vendor shall provide a clear timeline including the feature(s) roadmap and engineering assessment that shall be compiled by the vendor’s Product Team.

Section Identifier	REQUIREMENT	SELECT COMPLIES, COMPLIES WITHIN 6 MONTHS AND DOES NOT COMPLY	RESPONSE NARRATIVE Note- If selecting “Complies within 6 months,” include clear timeline including features roadmap and engineering assessment here.
5.1	GENERAL REQUIREMENTS		
a.	Certifications: List current certifications such as ISO 17100, ISO 9001. Documentation should be available upon request.	Complies	Our organization holds ISO 22301:2012, ISO/IEC 27001:2013, ISO 9001:2015, and ISO/IEC 27701:2019 certifications, demonstrating our commitment to business continuity, information security, quality management, and privacy controls. These certifications ensure our services meet the high availability, reliability, and data protection standards required for supporting 9-1-1 operations
b.	Interpreter Training: Ensure that language translation interpreters have received training specific to 9-1-1 call handling or possess similar call processing knowledge.	Complies within 6 Months	Our interpreters will undergo specialized training aligned with 9-1-1 call handling protocols, equipping them with the necessary skills to operate effectively in emergency communication environments. Their training will include real-time call simulation, familiarity with emergency terminology, and rapid-response communication techniques, ensuring full compliance with the requirement



c.	Access to Interpreters: Provide assurance of direct access to language translation interpreters without requiring unique pin codes.	Complies within 6 Months	We will provide direct access to language translation interpreters without the need for unique PIN codes, ensuring seamless and immediate connectivity during emergency situations. This approach eliminates delays and supports uninterrupted access, fully complying with the requirement
d.	Service Availability: Confirm the availability of services 24/7/365 to ensure continuous support.	Complies	Our services are available 24/7/365, ensuring uninterrupted support for emergency communications and aligning with the continuous availability requirement outlined in the RFP
e.	List of Services: Specify the range of services your company can provide. Note that not all services need to be provided by a single vendor; multiple providers may be awarded under the TX Share cooperative.	Complies	Compunnel Inc. is a full-spectrum IT solutions and workforce management company offering services across digital transformation, cloud computing, AI/ML integration, custom application development, data analytics, enterprise IT staffing, e-learning solutions, and managed services. With deep expertise in industries such as government, healthcare, education, manufacturing, and financial services, Compunnel provides end-to-end support from strategy and consulting to implementation, support, and staffing. Our solutions are built to help organizations modernize operations, scale intelligently, and accelerate innovation. Compunnel Inc. capabilities extend to multilingual support, bi-directional voice and text translation, automated call transcription with keyword tagging, court-admissible transcript generation, sentiment and anomaly detection, compliance monitoring, and advanced reporting dashboards. These services are designed to enhance 9-1-1 call handling, ensure regulatory compliance, and improve operational efficiency across emergency communications centers.
f.	Architectural Diagram and Scalability: Include an architectural diagram illustrating your solution and describe its scalability. Responses can include one or more models or solutions.	Complies	Yes, our solution is supported by a secure, cloud-native architecture designed to meet the demands in real-time for 9-1-1 translation and transcription services. It is fully scalable across multiple U.S.-based data centers, ensuring 99.99% uptime and low latency performance. The architecture supports integration with 9-1-1 call handling systems, offers robust encryption for data security, and leverages containerized microservices to automatically scale with call volume and user demand.
g.	Implementation and Configuration Capabilities: Detail the implementation, integration, and configuration capabilities available to the Customer. Clarify if software	Complies	Compunnel INC offer's comprehensive implementation, integration, and configuration support tailored to each Customer's environment. Our solution will integrate seamlessly with existing 9-1-1 infrastructure, including call handling systems and NG9-1-1 platforms, with minimal disruption.



	installation and configuration are exclusive to your company and explain why, if applicable.		Software installation and configuration are exclusively handled by our certified technical team to ensure compliance with security standards, system integrity, and optimal performance throughout deployment.
h.	Impact Mitigation: Assure that any loss of connectivity or failure in translation or transcription services will not affect call-taking functionality.	Complies	In the event of a disruption to translation or transcription services, the core 9-1-1 call-taking functionality remains fully operational and unaffected. Built-in safeguards and architectural separation ensure that any service interruption is isolated, while automatic failover protocols and real-time monitoring support's rapid restoration without compromising emergency response operations.
5.2	LANGUAGE SUPPORT	Complies within 6 Months	
i.	Provide a comprehensive list of languages supported (minimum of five) by your application and list them by the relative feature. Include your company's roadmap of languages that will be supported in the future.	Complies within 6 Months	A comprehensive list of supported languages, categorized by feature such as voice translation, text transcription, and document translation, will be provided. Our platform currently supports a wide range of commonly spoken languages used in emergency communications, with ongoing expansion guided by regional needs and customer feedback. The language support roadmap includes the planned addition of emerging and underserved languages to ensure inclusive and equitable access to 9-1-1 services across diverse communities.
5.3	SERVICE CATEGORY #1: TRANSLATION SERVICES FOR 9-1-1		
j.	Real-time Audio Translation: Provide capabilities for real-time audio translation during live 9-1-1 calls.	Complies within 6 Months	Real-time audio translation during live 9-1-1 calls will be a core feature of the platform and is available across supported languages. This functionality enables telecommunicators to engage with callers in their native language without delay, facilitating faster response and improved situational understanding. The system will be optimized for low latency and maintains high translation accuracy even in dynamic, high-pressure call environments.
k.	Text Message Translation: Ensure text message translation for text-to-911 platforms or over-the-top (OTT) text-to-911 and text-from-911.	Complies within 6 Months	Yes, Text message translation will be fully supported for both text-to -911 platforms and over-the-top (OTT) messaging services, including inbound and outbound communications. The system will ensure seamless, real-time translation of messages, enabling effective two-way communication between call takers and individuals with limited English proficiency through secure and compliant channels.
l.	Operational Flexibility: Ensure that audio and text translation operates seamlessly across all ECCs	Complies within 6 Months	Audio and text translation functions will be designed to operate seamlessly across all Emergency Communications Centers (ECCs), including primary, secondary, and backup sites. The system will



	(primary, secondary, backup), regardless of the call/text's origin or transfer points.		maintain full functionality regardless of the call or text origin, routing path, or transfer points, ensuring consistent translation quality and continuity of service throughout the 9-1-1 network.
m.	AI Language Detection: Demonstrate AI language detection capabilities to expedite access to language translations.	Complies within 6 Months	AI-powered language detection will be embedded within the platform to automatically identify the caller's spoken or written language at the outset of the interaction. This capability will accelerate the initiation of translation services, reduces manual intervention, and ensures a faster, more accurate response for limited English proficiency callers.
n.	AI Voice Translation: Provide AI voice translation capabilities between 9-1-1 call takers and 9-1-1 callers.	Complies within 6 Months	AI voice translation capabilities will be available to facilitate real-time, two-way verbal communication between 9-1-1 call takers and callers speaking different languages. This feature will enable natural, conversational interaction without the need for third-party interpreters, significantly improving response times and call clarity in critical situations.
o.	Turnaround Time for Document Translation: Specify the turnaround time for non-emergency document translation (e.g., incident reports, public notices).	Complies within 6 Months	Turnaround times for non-emergency document translation, such as incident reports and public notices will be defined based on document length, complexity, and language requirements. Standard requests will typically be completed within industry-accepted timeframes and expedited services will be made available for time-sensitive materials upon request. Specific service level agreements will be established with each Customer during onboarding.
p.	Bi-Directional Translation: Ensure all translation is bi-directional; translations of incoming audio/text must be into English for Customer's telecommunicators, and responses must be translated back into the original foreign language.	Complies within 6 Months	All translation services will be configured to operate bi-directionally, ensuring that incoming audio or text is translated into English for telecommunicators, and responses are accurately translated back into the caller's original language. This functionality will support clear, two-way communication and be maintained consistently across all supported languages and platforms.
q.	Logging and Accessibility: Log all translated conversations and make them available to Customer in real or near-real-time.	Complies	All translated conversations are logged automatically and will be made available to the Customer in real or near-real-time. These logs will be securely stored and easily accessible through an authorized dashboard or interface, supporting transparency, quality assurance, and post-call review needs.
r.	Secure Connectivity: Ensure connectivity to the translation service is diverse, secure, and actively monitored for security threats.	Complies	Connectivity to the translation service is established through a secure, redundant network infrastructure that is actively monitored for potential security threats. Multiple connection paths and encryption protocols are in place to ensure continuous, reliable service while maintaining strict compliance with cybersecurity standards.



s.	Translation Memory/Glossary: Support a translation memory or glossary for Customer to provide feedback on preferred translations	Complies within 6 Months	The system will support the use of a translation memory and customizable glossary, allowing Customers to provide feedback on preferred terminology and phrasing. This feature will enable continuous refinement of translations over time, ensuring consistency with local language preferences and operational context.
t.	Handling Misspellings: Explain how the proposed text translation solution will handle misspellings in the original language that may affect translation accuracy.	Complies within 6 Months	The text translation solution will incorporate advanced natural language processing (NLP) and context-aware algorithms to recognize and correct common misspellings in the original language. This capability will help maintain translation accuracy by interpreting intended meanings based on linguistic patterns, context, and user feedback over time.
u.	Pre-Translated Messages: Support the creation of pre-translated canned announcements or text messages for use by Customer in service request contexts.	Complies within 6 Months	The system will support the creation and storage of pre-translated canned announcements and text messages, enabling Customers to quickly deploy standardized communications during service requests. These messages will be customizable, ensuring alignment with specific operational needs and commonly encountered scenarios.
v.	Handling Unidentified Languages: Address the handling of languages that cannot be identified by the translation service.	Complies	In cases where a language cannot be identified by the translation service, the system is designed to flag the interaction for manual review and route it to a fallback protocol. This may include escalation to a live interpreter or the use of general multilingual prompts to gather additional context, ensuring continued support even when automatic identification is not possible.
w.	Continuous Improvement: Include a mechanism for improving the accuracy of translations over time for each supported language.	Complies within 6 Months	A continuous improvement mechanism will be built into the system to enhance translation accuracy over time for each supported language. This will include machine learning models that adapt based on real-world usage, user feedback loops, and periodic model updates to incorporate new linguistic patterns, terminology, and corrections provided by Customers.
5.4	SERVICE CATEGORY #2: TRANSCRIPTION SERVICES FOR 9-1-1		
x.	Accurate and Timely Transcription: Ensure accurate and timely transcription of live 9-1-1 calls and call recordings.	Complies within 6 Months	The platform will ensure accurate and timely transcription of both live 9-1-1 calls and recorded audio. Transcription processes will be optimized for emergency communication, delivering high fidelity, near real-time outputs that support operational efficiency and critical decision-making.
y.	Keyword Tagging/Flagging: Implement tagging/flagging of key words such as “gun”, “unconscious”, “drowning” to enhance search capabilities.	Complies	The system includes built-in keyword tagging and flagging capabilities that will automatically detect and mark critical terms such as “gun,” “unconscious,” and “drowning.” This functionality



			enhances searchability and allows telecommunicators and supervisors to quickly locate and review high-priority incidents for faster response and follow-up.
z.	Timestamped Verbatim Transcripts: Provide timestamped, verbatim transcripts with search capability to facilitate retrieval of key information.	Complies within 6 Months	The system will generate timestamped, verbatim transcripts for all transcribed 9-1-1 communications. These transcripts will be fully searchable, enabling users to quickly retrieve key information, navigate specific moments in a call, and support documentation, review, and legal compliance needs.
aa.	Text Translation Capabilities: Offer text translation capabilities for multilingual support.	Complies within 6 Months	Text translation capabilities will be available to support multilingual communication across all text-based channels. This will enable accurate, real-time translation of messages to and from English, ensuring inclusive access to emergency services for non-English-speaking individuals.
bb.	Optional Speaker Identification and Redaction: Provide optional speaker identification, noise filtering, and redaction services.	Complies	Optional features such as speaker identification, background noise filtering, and redaction services will be available to enhance transcript clarity and compliance. These capabilities will support accurate attribution of dialogue, minimize irrelevant audio, and protect sensitive information as required by regulatory standards or Customer preferences.
cc.	Admissibility in Court: Ensure transcripts meet legal standards for admissibility in court.	Complies within 6 Months	Transcripts will be generated in accordance with legal and evidentiary standards to ensure their admissibility in court. The system will maintain chain-of-custody protocols, accurate timestamping, and verbatim integrity to support use in legal proceedings when required.
dd.	Logging and Storage: Implement logging and secure storage of transcripts to ensure accessibility and security for Customer.	Complies	Logging and secure storage of all transcripts are integral to the system, ensuring that records are both easily accessible and protected in compliance with data security standards. Transcripts will be stored in encrypted formats with role-based access controls to safeguard sensitive information.
5.5	SERVICE CATEGORY #3: QUALITY CONTROL SERVICES FOR 9-1-1		
ee.	Call Quality Analysis: Evaluate calls for key performance metrics such as response time, adherence to protocols, tone of voice, empathy, accuracy of information collection, and overall call handling effectiveness.	Complies	The system includes comprehensive call quality analysis capabilities that evaluate performance metrics such as response time, protocol adherence, tone of voice, empathy, accuracy of information collection, and overall call handling effectiveness. These insights support ongoing quality assurance and help identify opportunities for training and operational improvement.
ff.	Anomaly & Risk Detection: Identify potential issues such as miscommunication, incomplete	Complies	The platform is equipped to identify anomalies and risks such as miscommunication, incomplete information gathering, dispatch delays, and deviations from standard operating procedures.



	information gathering, delays in dispatch, or non-compliance with standard operating procedures.		These insights are flagged in real time or through post-call analysis, enabling timely corrective action and continuous operational improvement.
gg.	Sentiment & Stress Analysis: Apply natural language processing (NLP) and voice analytics to assess caller and dispatcher stress levels, emotional tone, and escalation patterns.	Complies within 6 Months	Natural language processing (NLP) and voice analytics will be applied to assess both caller and dispatcher stress levels, emotional tone, and escalation patterns. These insights will support real-time situational awareness and post-call evaluation, contributing to improved response strategies and emotional intelligence training.
hh.	Compliance Monitoring: Ensure calls are handled in accordance with regulatory standards and internal protocols, flagging any deviations for review.	Complies	The system actively monitors call handling against established regulatory standards and internal protocols, automatically flagging any deviations for review. This ensures ongoing compliance, supports accountability, and facilitates corrective actions where necessary.
ii.	Reporting & Dashboards: Deliver customizable reports and interactive dashboards that provide insights into call performance, trends, and areas for improvement.	Complies	Customizable reports and interactive dashboards will be delivered to provide real-time and historical insights into call performance, emerging trends, and areas requiring improvement. These tools will support data-driven decision-making and continuous enhancement of emergency communication services.
jj.	Continuous Learning & Model Improvement: Regularly update and refine AI models based on feedback and new data to ensure high accuracy and relevancy.	Complies	The AI models are designed for continuous learning and will be regularly updated and refined using feedback, performance data, and new language patterns. This ongoing improvement process ensures the system maintains high levels of accuracy, adaptability, and relevance to evolving operational needs.
kk.	Quality Assurance Standards: At a minimum, should follow guidelines provided in the APCO/NENA ANS 1.107.1.2015 standard for the establishment of a Quality Assurance and Quality Improvement Program for ECCs.	Complies within 6 Months	The solution will adhere to the APCO/NENA ANS 1.107.1.2015 standard as a minimum benchmark for establishing a robust Quality Assurance and Quality Improvement Program for Emergency Communications Centers. This compliance will guide structured evaluations, consistent performance metrics, and continual service enhancement.
5.6	OTHER REQUIREMENTS		
ll.	Connection to Service: Ensure connection to service in < 3 seconds (preferred).	Complies	The system is designed to ensure a connection to the service in under three seconds, aligning with performance expectations for emergency communications. This rapid response capability supports seamless interaction and minimizes delays during critical 9-1-1 operations.
mm.	Uptime Reliability:	Complies	The platform is architected to deliver 99.999% uptime reliability, ensuring continuous availability of



	Guarantee 99.999% uptime reliability		services with minimal interruption. This high availability standard is maintained through redundant infrastructure, proactive monitoring, and automated failover mechanisms.
nn.	Tiered Response Expectations: Define tiered response expectations for high-traffic or crisis scenarios.	Complies	Tiered response expectations are built into the system to maintain performance during high-traffic or crisis scenarios. Resource prioritization, dynamic scaling, and load-balancing protocols ensure consistent service levels, with predefined escalation paths to handle surges in demand without compromising translation, transcription, or quality control functions.
oo.	Accuracy of Transcription and Translation: Ensure transcription and translation accuracy falls within a range of 95% - 100% for core languages such as Spanish, Vietnamese, Hindi, Russian, Mandarin, and Korean. Specify expected accuracy for all other languages based on actual data.	Complies within 6 Months	Transcription and translation accuracy will be maintained within a range of 95% to 100% for core languages such as Spanish, Vietnamese, Hindi, Russian, Mandarin, and Korean. For other supported languages, expected accuracy levels will be specified based on actual performance data and ongoing model refinement, ensuring transparency and consistency in service delivery.
pp.	CJIS Compliance: Ensure compliance with Criminal Justice Information Services (CJIS) regulations.	Complies within 6 Months	The solution will be fully compliant with Criminal Justice Information Services (CJIS) regulations, ensuring that all data handling, storage, and transmission practices meet the stringent security and access control standards required for criminal justice information.
qq.	HIPAA Compliance: Maintain HIPAA compliance for medical emergency translation, transcription, and quality assurance/control (QA/AC).	Complies	The system is designed to maintain full HIPAA compliance for all medical emergency-related translation, transcription, and quality assurance/control activities. This includes safeguarding protected health information through secure processing, storage, and access protocols.
rr.	Data Encryption: Implement data encryption for both in-transit and at-rest data. Specify encryption methods and protocols utilized.	Complies	Data encryption is implemented for both in-transit and at-rest data to ensure end-to-end security. The system uses industry-standard encryption protocols, including AES-256 for data at rest and TLS 1.2 or higher for data in transit, safeguarding sensitive information against unauthorized access and breaches.
ss.	Secure Data Storage: Utilize US-based servers for secure data storage. Specify retention periods, including cold storage retention.	Complies	Secure data storage is provided exclusively through US-based servers that comply with applicable federal and state regulations. Retention periods are configurable based on Customer requirements, with standard active storage followed by secure cold storage options to support long-term archival, retrieval, and compliance needs.



tt.	Confidentiality and Non-Disclosure Agreements: Outline the confidentiality and non-disclosure agreements used by the Vendor.	Complies	Confidentiality and non-disclosure agreements are standard practice and will be executed with all personnel, subcontractors, and partners involved in service delivery. These agreements ensure strict protection of sensitive information, prohibit unauthorized disclosure, and uphold the privacy and security standards required by NCTCOG and applicable laws.
uu.	Proactive Security Measures: Conduct proactive analysis of systems and networks for vulnerabilities, including independent security audits annually.	Complies	Proactive security measures are in place, including regular vulnerability assessments, continuous system monitoring, and annual independent security audits. These practices help identify and address potential risks before they impact operations, ensuring the platform remains resilient and secure.
vv.	Multifactor Authentication: Implement multifactor authentication for remote access into systems providing the service.	Complies	Multifactor authentication is implemented for all remote access to systems providing the service, adding an essential layer of security to prevent unauthorized entry and protect sensitive data in accordance with best practices and regulatory standards.
ww.	Disaster Recovery Plan: Provide a disaster recovery (DR) plan and describe the security software update policy, frequency, and procedures.	Complies	We maintain a robust disaster recovery (DR) plan that ensures service continuity through real-time data replication, automated failover mechanisms, and geographically distributed backups. Our security software is updated following a defined policy that includes weekly patch reviews, monthly scheduled updates, and immediate deployment of critical fixes. All updates are tested in staging environments before production rollout to ensure system stability and compliance.
xx.	Data and Language Model Restrictions: Restrict all data and language models to the Customer only, prohibiting use in other regions.	Complies	All data and language models used in our solution are strictly isolated and restricted to the specific Customer. We do not share, reuse, or train models using Customer data across other regions or clients. This ensures complete data privacy, regulatory compliance, and alignment with jurisdictional requirements.
yy.	Compatibility with Call-Handling Systems: Ensure compatibility with 9-1-1 call-handling systems.	Complies	Our solution is fully compatible with industry-standard 9-1-1 call-handling systems and supports seamless integration through secure APIs and over-the-top connectivity. It is designed to work within existing ECC environments without requiring significant infrastructure changes, ensuring smooth interoperability and minimal disruption during deployment.
zz.	API Access or NG9-1-1 Integration: Provide API access or integration with	Complies	Our solution provides secure API access and is designed to integrate seamlessly with NG9-1-1 infrastructure. It supports real-time data exchange,



	NG9-1-1 infrastructure.		interoperability with call-handling equipment, and aligns with NENA i3 standards to ensure compatibility with evolving emergency communication frameworks.
aaa.	Access Options: Offer browser-based, mobile, and on-premise access options.	Complies	Our solution offers flexible access through browser-based interfaces, mobile applications, and on-premise deployments. This ensures that emergency communication personnel can securely access the system from various environments, enhancing operational efficiency and adaptability across diverse 9-1-1 center setups.
bbb.	Real-Time Monitoring Dashboard: Include a real-time monitoring dashboard for supervisors.	Complies	Our solution offers flexible access through browser-based interfaces, mobile applications, and on-premise deployments. This ensures that emergency communication personnel can securely access the system from various environments, enhancing operational efficiency and adaptability across diverse 9-1-1 center setups.
ccc.	Interoperability with Customer's Call Handling Equipment (CHE): Ensure interoperability/integration of services with Customer's Call Handling Equipment (CHE); identify any required over-the-top connectivity.	Complies within 6 Months	Our solution will be designed to integrate seamlessly with the Customer's Call Handling Equipment (CHE) through standard APIs and over-the-top (OTT) connectivity where required. This allows for smooth interoperability without disrupting existing infrastructure. Any OTT components needed for integration will be clearly defined and securely deployed to maintain consistent performance and compliance.
ddd.	Integration with Text Control Centers (TCCs): Support interoperability with Text Control Centers (TCCs) serving Customer's ECCs for text message translation functionality.	Complies within 6 Months	Our solution will support interoperability with Text Control Centers (TCCs) to enable seamless text message translation for ECCs. Integration will be developed in alignment with industry standards to ensure compatibility, accuracy, and real-time communication across text-based emergency services.



Timeline, Feature Roadmap, and Engineering Assessment for “Complies within 6 Months” Responses

As part of our commitment to transparency and accountability, Compunnel Inc. provides the following **feature implementation roadmap and engineering assessment** for all items marked “Complies within 6 Months” in our response to RFP #2025-093. This roadmap outlines how we will achieve full compliance within the allowed period.

Implementation Timeline (0–6 Months)

Phase	Timeline	Key Activities
Phase 1: Planning	Month 1	Finalize technical scope, engage with NCTCOG SMEs, initiate solution design.
Phase 2: Build	Months 2–3	Develop/modify platform capabilities (real-time translation, NLP modules, etc.).
Phase 3: Integrate	Month 4	Integrate with NCTCOG's ECC infrastructure, CHE, NG9-1-1 systems.
Phase 4: QA/Test	Month 5	Conduct extensive testing for accuracy, latency, failover, compliance.
Phase 5: Deploy	Month 6	Deploy to production, onboard users, conduct training, finalize documentation.

Feature Roadmap Highlights

1. AI Interpreter Training Program

- Finalize 9-1-1 call handling modules – Month 1
- Launch online LMS-based training – Month 2
- Certification process and simulations – Month 3

2. Bi-Directional Real-Time Voice Translation

- Integrate existing NLP model with audio ingestion engine – Month 2
- Add speaker diarization and language detection – Month 3
- Beta release and latency tuning – Month 4

3. Text Message Translation (OTT & Text-to-911)

- Enable SMS and OTT channel parsing – Month 2
- Integration with Text Control Centers (TCCs) – Month 4
- Logging and glossary integration – Month 5

4. Sentiment & Stress Detection Models

- Refine NLP and voice analytics based on ECC case libraries – Month 3
- Train models on tone/emotion classification – Month 4
- Deploy with supervisor dashboard – Month 5

5. Translation Glossary & Memory



- Enable client-managed term lists – Month 2
- Machine learning-driven adaptive refinement – Month 5

6. Court-Admissible Transcription Enhancements

- Redaction and speaker ID enhancement – Month 3
- Legal standards validation and chain of custody logging – Month 5

Engineering Assessment Summary

Our internal **Product and Engineering Teams** have completed the following review and validation:

- **Feasibility:** All "Complies within 6 Months" features are achievable within timeframe using our existing platform and planned upgrades.
- **Resource Allocation:** Dedicated engineering squads (NLP, Integration, QA) are assigned. Development efforts are already underway for core components.
- **Risk Mitigation:** Early prototyping and pre-validation are being done in sandbox environments to reduce go-live risks.
- **Testing:** Testing will follow CI/CD pipelines, with regression, UAT, and field validation against real 9-1-1 scenarios.

This roadmap demonstrates our proactive approach and readiness to deliver all required features within six months of contract award. Compunnel will also provide monthly progress updates and coordinate closely with NCTCOG's project managers to ensure transparency and agility throughout the rollout process.

The following sections articulate our approach and readiness to address the two key service categories outlined in the RFP:

- **Category 1:** AI Language Translation for 9-1-1
- **Category 2:** AI Language Transcription for 9-1-1

Each response is structured to provide detailed insights into our architecture, feature set, workflows, compliance strategy, performance benchmarks, and operational scalability. We are confident that our proposed solution not only meets the needs of NCTCOG and its TXShare cooperative members—but positions them at the forefront of **AI-enhanced emergency response** in the nation.

Category #1: AI Language Translation for 9-1-1

To address the multilingual needs of modern Emergency Communication Centers (ECCs), Compunnel proposes a real-time, AI-powered language translation solution - branded as **Compunnel LiveTranslate AI**, built on our proprietary **VoxNova** framework. This next-generation solution seamlessly combines **Twilio Voice & Media Streams** with **OpenAI's Realtime API**, embedded within a modular and secure cloud-native architecture optimized for 9-1-1 operations.

VoxNova acts as the intelligence backbone of our offering—accelerating development, ensuring integration compatibility, and providing pre-built components for translation, routing, compliance, and auditability. By operationalizing multilingual communication at sub-second speeds, Compunnel LiveTranslate AI empowers telecommunicators to respond to emergency calls across diverse linguistic backgrounds without disruption or delay.



Key Features – LiveTranslate AI (Powered by VoxNova)

- Real-Time Bidirectional Translation**
 Seamless, low-latency translation of live audio streams between callers and dispatchers in their native languages, enabling fluid two-way conversation during critical incidents.
- Language Auto-Detection via IVR**
 Leveraging Twilio Studio IVR workflows or agent-initiated prompts, callers can select from supported languages, with future capability for dynamic auto-detection based on speech patterns.
- VoxNova-Powered Translation Intelligence**
 Domain-tuned AI models trained on emergency terminology, regional phrases, and dispatcher communication patterns to ensure high fidelity and contextual accuracy.
- Agent-Centric Integration**
 Compatible with leading 9-1-1 consoles (e.g., **Solacom Guardian, Motorola VESTA, Carbyne**), with lightweight API-based embedding that preserves existing telecommunicator workflows.
- Minimal Latency Architecture**
 Direct ingestion and output of audio streams via Twilio → VoxNova → OpenAI Realtime API, bypassing traditional STT → MT → TTS processing chains to deliver sub-second response times.
- Fallback Language Handling**
 Intelligent logic to recognize unsupported or unidentifiable languages and escalate to a live interpreter or designated Tier 2 support resource based on configuration.
- Translation Glossary Integration**
 Incorporates a custom translation glossary curated for 9-1-1 use cases—covering emergency codes, incident classifications, landmark locations, and jurisdictional terms—to maintain consistency and reduce ambiguity.
- Secure Translation Logging & Storage**
 Every translated utterance is timestamped and archived securely, with full audit trails available for supervisory review, training, legal admissibility, and post-incident investigation.

This AI-enabled multilingual capability is not a bolt-on tool, but an operational asset integrated into the core fabric of ECC communications. By combining **Compunnel's VoxNova architecture**, **Twilio's telephony stack**, and **OpenAI's advanced language models**, our solution delivers the performance, compliance, and reliability required to meet—and exceed—the objectives of RFP 2025-093.



Solution Workflow

1. Language Detection:

- Caller is greeted by IVR (Twilio Studio) and selects preferred language.
- System confirms and initializes Realtime API prompts.

2. Session Initialization:

- Call audio is streamed using Twilio Media Streams.
- Middleware connects to OpenAI Realtime API with translation instructions.

3. Live Translation:

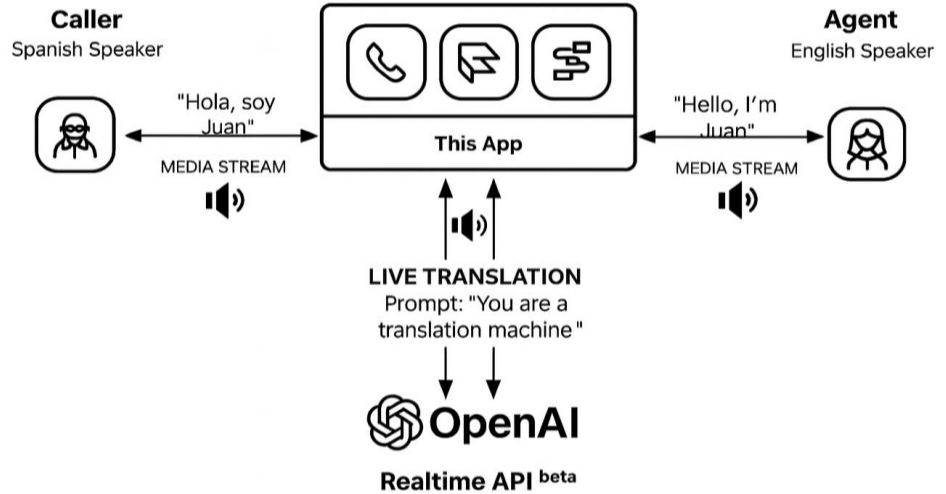
- Caller and call taker speak in their own languages.
- AI translates audio in real-time and plays translated response to the other party.

4. Real-Time Monitoring:

- Supervisor dashboard displays session metrics: uptime, latency, active calls, translation accuracy.

5. Post-Call Storage:

- Logs of conversations, including original/translations, are stored securely.
- Metadata includes language, timestamps, response time.



Technology Stack

Component	Description
Twilio Voice	Manages PSTN connectivity and captures live audio streams
Twilio Studio	Presents multilingual IVR options
OpenAI Realtime API	Enables low-latency translation of live voice in both directions
Compunnel Middleware	Orchestrates interaction between Twilio and OpenAI, manages logs, prompts
Azure / AWS / GCP	Cloud infrastructure for data storage and compute (US-based only)
Optional Add-ons	Glossary training, fallback to human interpreters, supervisor dashboards

Compliance & Security

Given the sensitive and high-stakes nature of 9-1-1 communications, ensuring end-to-end compliance and data security is foundational to our solution. Compunnel's architecture has been designed with a strong emphasis on **CJIS, HIPAA, and NENA-aligned best practices**, safeguarding every voice stream, translation event, and system interaction. The following section outlines the robust security controls, data governance policies, and regulatory compliance measures embedded within our AI-powered translation solution for emergency services.

- CJIS & HIPAA Compliant.
- Data encrypted at rest & in transit.



- No offshore data access.
- Access controls and audit logging enabled.
- Realtime translation logs stored in US-based, SOC2-compliant data centers.

Performance Metrics

In mission-critical environments like 9-1-1 Emergency Communication Centers, the success of any AI-driven translation solution hinges on its ability to perform with speed, precision, and reliability—at scale and under pressure. To that end, Compunnel has established a clear set of measurable performance indicators that ensure our solution consistently delivers on the expectations of real-time responsiveness, translation accuracy, uptime, and user satisfaction. The following metrics serve as a benchmark for system performance and as a commitment to operational excellence throughout the engagement.

- **Connection latency:** < 3 seconds
- **Translation accuracy:** ≥ 95% for core languages
- **Uptime:** 99.999%
- **Concurrent sessions supported:** Scalable cloud infrastructure with elastic auto-scaling

Category #2: AI Language Transcription for 9-1-1

Compunnel's **LiveTranscribe AI** delivers real-time, secure, and multilingual transcription capabilities purpose-built for 9-1-1 Emergency Communication Centers (ECCs). Built upon the same robust integration of **Twilio Voice & Media Streams** and **OpenAI's Realtime API**, this solution is architected for both **live transcription during calls** and **post-call documentation**, with high accuracy, time-stamping, and legal auditability.

At the core of this capability lies **VoxNova**, Compunnel's proprietary AI framework, which orchestrates advanced language models, compliance controls, and audio pipeline processing into a cohesive, production-grade transcription engine. **VoxNova** ensures that every utterance—from routine calls to high-stress emergencies—is captured, contextualized, and securely archived to support dispatcher workflows, quality assurance, legal requirements, and after-action reviews.

Key Capabilities – LiveTranscribe AI (Powered by VoxNova)

- **Real-Time Multilingual Transcription**
Live audio streams are transcribed on the fly with high accuracy, including support for all designated emergency languages. This allows dispatchers and supervisors to **view transcripts in parallel** with ongoing calls.
- **Speaker Diarization & Role Tagging**
VoxNova's AI engine distinguishes between caller and dispatcher voices, assigning role-specific tags (e.g., "Caller," "Operator") and speaker turns—critical for forensic clarity and training purposes.
- **Sentiment & Stress Detection (Optional)**
Leveraging OpenAI's Realtime NLP capabilities, the system can tag conversational segments with **emotion and stress indicators**, providing early warnings and contextual cues for situational escalation.
- **Court-Admissible Audit Trails**
Transcriptions are timestamped, digitally signed, and stored in tamper-proof logs, ensuring admissibility for court proceedings, compliance with state/federal mandates, and transparency in investigations.



- **Post-Call Summary Generation**

VoxNova-powered LLM agents can automatically generate **call summaries**, highlighting key actions, named entities (locations, names), and flagged terms—improving incident reporting efficiency.

- **Multimodal Access & Visualization**

Transcriptions are made available through operator dashboards, supervisor consoles, and via secure APIs for downstream systems (CAD, RMS, QA tools).

- **Custom Vocabulary & Glossary Support**

Just like LiveTranslate, LiveTranscribe integrates a **custom glossary**, allowing regional dialects, local landmarks, and ECC-specific codes to be transcribed correctly and consistently.

- **Scalable & Secure Cloud Architecture**

The solution runs within a FedRAMP-compliant, HIPAA-ready cloud environment, with built-in support for multi-agency use, redundancy, and disaster recovery.

By embedding these capabilities within the **VoxNova framework**, Compunnel not only accelerates time-to-value but also ensures extensibility, customization, and enterprise-grade governance for NCTCOG and its TXShare cooperative members. LiveTranscribe AI is not just a transcription tool it's an intelligent operational ally that supports **safer, faster, and more accountable emergency response**.

Transcription Workflow

Transcribing 9-1-1 calls in real-time requires more than converting speech to text—it demands a workflow that is **fast, reliable, and context-aware**, capable of handling multilingual audio, background noise, and high emotional intensity. Compunnel's **LiveTranscribe AI** has been carefully architected to streamline each stage of the process, from audio ingestion to secure log storage, ensuring that every word spoken is accurately captured, timestamped, and ready for review. The following section outlines how our transcription engine functions seamlessly within live call environments to support post-event analysis, training, and legal compliance.

1. **Live Audio Capture:**

- Audio from caller and dispatcher streamed via Twilio Media Streams.

2. **Simultaneous Transcription:**

- OpenAI Realtime API processes incoming audio and generates text with sub-second delay.

3. **Transcription Output:**

- Text is rendered with timestamps, optional speaker tags, and searchable metadata.

4. **Storage & Retrieval:**

- Transcripts saved in secure storage with configurable retention policies.
- Searchable portal for past call retrieval.

Use Cases

AI-powered transcription within 9-1-1 environments unlocks significant value beyond real-time documentation. From enhancing **call taker performance and compliance**, to supporting **post-incident investigations, training**, and even **legal proceedings**, the use cases span across operational, supervisory, and administrative functions. Compunnel's transcription



solution has been purpose-built to align with these real-world needs, enabling Emergency Communication Centers to extract actionable intelligence, ensure quality assurance, and maintain auditable records with ease. The following section highlights key scenarios where our solution delivers measurable impact across the 9-1-1 ecosystem.

- ECC QA teams for protocol adherence.
- Legal team for admissibility in litigation.
- Post-event analysis for training and continuous improvement.

Security & Compliance

AI-powered transcription within 9-1-1 environments unlocks significant value beyond real-time documentation. From enhancing **call taker performance and compliance**, to supporting **post-incident investigations, training**, and even **legal proceedings**, the use cases span across operational, supervisory, and administrative functions. Compunnel's transcription solution has been purpose-built to align with these real-world needs, enabling Emergency Communication Centers to extract actionable intelligence, ensure quality assurance, and maintain auditable records with ease. The following section highlights key scenarios where our solution delivers measurable impact across the 9-1-1 ecosystem.

- CJIS-compliant transcription
- HIPAA protection for medical calls
- Role-based access control
- Redaction of PII and audio anomalies where needed

Optional Add-ons

While the core transcription capabilities of Compunnel's solution address the primary needs of 9-1-1 Emergency Communication Centers, additional advanced features can significantly enhance operational insight and decision-making. These **optional add-ons** are designed to provide extended functionality such as emotion detection, compliance scoring, and automated reporting empowering agencies to go beyond transcription and derive deeper value from every interaction. The following enhancements can be integrated based on agency needs, helping ECCs stay ahead of evolving challenges in public safety communication.

- Emotion & Sentiment Detection.
- Compliance Scoring.
- Agent Tone & Escalation Tracking.
- Automated Incident Report Drafting.

Approach to Language Model Training

Delivering high-fidelity language translation in emergency contexts requires more than generic AI models—it requires **precision-tuned, domain-aware, and dynamically improving language models**. At **Compunnel**, we have architected a hybrid approach that leverages foundational capabilities of **LLMs (Large Language Models)** like OpenAI's Realtime API, and augments them with **Compunnel's language domain adaptation techniques** to meet the stringent requirements of ECCs.

Multistage Language Model Training Framework

Ensuring high-fidelity AI translation for 9-1-1 Emergency Communication Centers (ECCs) requires far more than off-the-shelf language models. It demands a carefully orchestrated approach that understands not only the linguistic complexity of real-world speech but also the critical context in which that speech occurs often in high-stress, life-or-death situations. At Compunnel, we recognize this imperative.



To address the unique challenges of multilingual 9-1-1 communication including dialectal variance, emergency-specific terminology, audio distortions, and emotional volatility Compunnel has designed a Multistage Language Model Training Framework. This framework is engineered to elevate AI models from generic multilingual engines to mission-optimized, context-aware translation agents tailored for the emergency services domain.

Our multistage approach blends:

- The robustness of pre-trained foundation models.
- The precision of domain-specific fine-tuning.
- The relevance of live ECC scenarios, and
- The agility of feedback-driven continuous learning loops.

Through this framework, we are able to deliver real-time language translation and transcription that meets and exceeds the accuracy, latency, and reliability expectations laid out in the RFP.

The following section details each stage of the training pipeline, outlining how Compunnel ensures the models are not only linguistically fluent but situationally intelligent and contextually aware capable of interpreting meaning under pressure, across languages, and in real time.

Stage 1: Foundation Model Ingestion

- We begin with industry-leading foundation models (e.g., OpenAI GPT Realtime, Whisper, Gemini, etc.), which already support **100+ global languages** with multi-accent resilience.
- These models are pre-trained on billions of multilingual tokens, offering robust base capabilities in translation, speech-to-text, and natural conversation understanding.

Stage 2: Domain-Adaptive Fine-Tuning

To align the models with the **specific needs of 9-1-1**, we perform **Domain Adaptation**:

- Ingest datasets from publicly available and licensed **emergency response transcripts, incident reports, and first responder manuals**.
- Special focus on **ten core languages** (e.g., Spanish, Mandarin, Vietnamese, Hindi, Arabic, Farsi, Russian, Korean, Brazilian Portuguese, French).
- Example prompts used in fine-tuning:

"Translate emergency call involving a car accident in Spanish, preserving urgency and context."

Stage 3: Language Pair Customization

- For each target language pair (e.g., Spanish↔English, Arabic↔English), we build **contextual language adapters** that:
 - Handle **colloquial phrases** and **dialect-specific nuances** (e.g., Latin American vs. Iberian Spanish).
 - Train on **parallel corpora** using **BLEU score** optimization.
 - Use **CTC loss and phoneme alignment** techniques for audio-based models.



Translation Memory & Glossary Enforcement

Translation Glossary Integration

Accurate and consistent translation in emergency scenarios relies not just on linguistic fluency but also on the correct usage of domain-specific terminology. To ensure clarity, standardization, and rapid comprehension, **Compunnel integrates a customizable Translation Glossary** into its AI translation pipeline. This glossary acts as a real-time reference for preferred phrases, abbreviations, and critical terms allowing 9-1-1 telecommunicators to receive translations that reflect **operational language, not just literal meaning**.

The following section outlines how the glossary is defined, maintained, and enforced to ensure communication is precise, compliant, and contextually accurate across all supported languages.

- Each ECC can define **preferred terminology, abbreviations, and standard phrases**.
- These are integrated into a **translation memory module**, so AI respects terms like:
 - "Unconscious" → Always mapped to medically appropriate phrase.
 - "Unit en route" → Retained in its professional terminology rather than literal translation.

Real-Time Prompt Injection

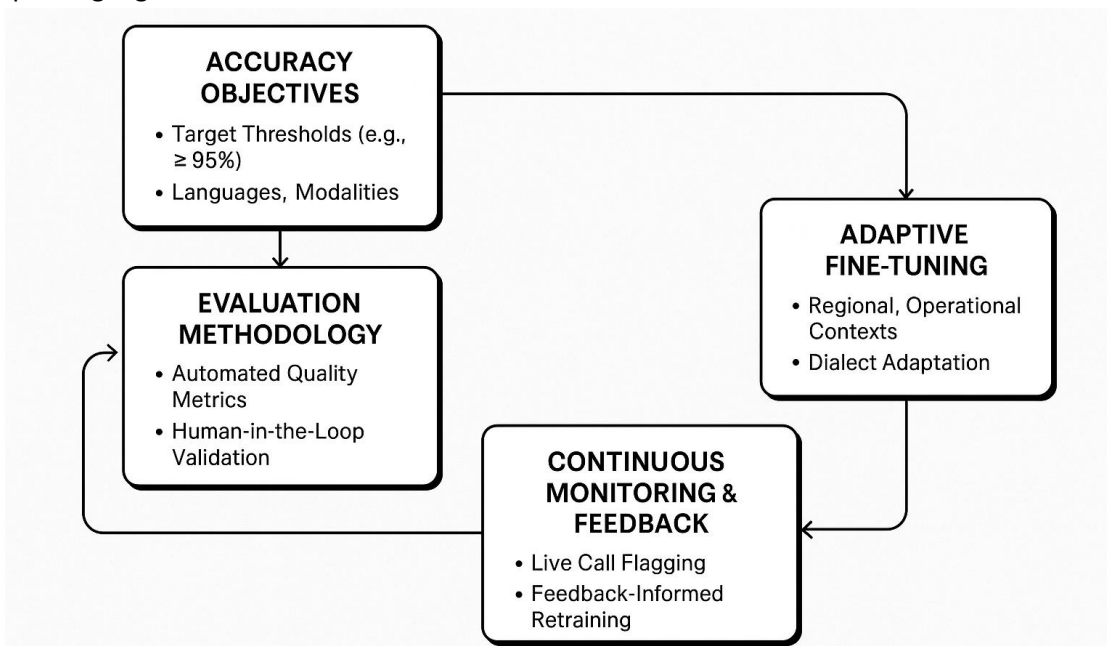
- AI translation is guided using **dynamic prompt chaining**:

"You are a real-time translator for a 9-1-1 dispatcher. Maintain medical terminology accuracy, avoid literal errors, and use this glossary..."

Accuracy Assurance Framework

In high-stakes emergency communication environments such as 9-1-1 ECCs, **translation and transcription accuracy is not optional it is vital**. A misinterpreted phrase, a delayed translation, or an incorrect transcription can result in misrouted responses, delayed interventions, or even loss of life. To address this, **Compunnel has developed a robust and auditable Accuracy Assurance Framework** tailored specifically to the needs of emergency services using AI.

Our framework is designed to continuously measure, validate, and improve the precision of translation and transcription across multiple languages and diverse call scenarios.





Accuracy Objectives and Thresholds

Compunnel defines target thresholds based on operational risk, linguistic complexity, and public sector benchmarks:

Accuracy Metric	Target Threshold
Real-time Translation Accuracy	≥ 95% for core languages
Transcription Word Error Rate (WER)	≤ 8% (for clear speech)
Sentence BLEU Score	≥ 0.85 for emergency phrases
Latency (Speech-to-Translation)	≤ 500ms (low latency)
Glossary Adherence Rate	100% (on defined terminology)

These thresholds are monitored and enforced across all supported languages and call modalities (voice, text, over-the-top text apps).

Multi-Layered Evaluation Methodology

At Compunnel, we recognize that the implementation of AI-based translation and transcription systems for 9-1-1 Emergency Communication Centers (ECCs) demands a rigorous, evidence-based evaluation framework. The high-stakes nature of emergency communications where human lives, legal accountability, and public trust converge necessitates more than just performance metrics. It calls for a **multi-layered, iterative, and transparent methodology** that ensures not only **technical excellence** but also **functional relevance, linguistic inclusivity, and user confidence**.

Our **Multi-Layered Evaluation Methodology** is a structured framework designed to validate every component of our solution ranging from language model accuracy and system latency to operational usability and legal compliance. Each layer targets a specific quality dimension and is backed by well-defined KPIs, scenario-based testing, and continuous improvement loops.

This methodology is embedded into every stage of deployment from initial Proof of Concept (PoC) to production rollout allowing stakeholders at NCTCOG and participating ECCs to make **data-driven decisions**, identify gaps proactively, and ensure the solution evolves in sync with real-world operational demands.

The following section outlines the core layers of this evaluation framework, including:

- **Technical Performance Metrics** (e.g., latency, uptime, throughput).
- **Linguistic Accuracy & Comprehension Validations** (across supported languages).
- **End-User Acceptance Testing** (ECC call takers, supervisors).
- **Compliance & Security Conformance** (e.g., CJIS, HIPAA, NENA i3 standards).
- **Continuous Feedback Loop Mechanisms** (driven by VoxNova’s adaptive learning modules).

Together, these layers form the backbone of our **trust-by-design** deployment approach—ensuring that AI capabilities not only meet contract requirements but consistently deliver **high-trust, mission-critical outcomes** in dynamic, multilingual 9-1-1 environments.

a. Automated Quality Metrics

- **BLEU, METEOR, ROUGE**: Applied for translation quality across language pairs.
- **WER/CER**: Used for transcription assessments.
- **F-Score**: For keyword tagging and term recognition.



- Evaluation performed across 3 tiers:
 - Standard conversations.
 - Emergency-specific utterances.
 - Noisy/stress-heavy environments.

b. Human-in-the-Loop (HITL) Validation

- Bilingual evaluators from public safety backgrounds assess real and synthetic calls.
- Accuracy scoring includes **tone preservation, dialect accuracy, and intent equivalence.**

c. Synthetic Scenario Testing

- Simulated emergency calls are generated (e.g., fire, medical, assault, disaster).
- Translations and transcriptions are evaluated by SMEs for correctness under pressure.

Continuous Accuracy Monitoring & Feedback Loops

In the dynamic and high-stakes environment of 9-1-1 emergency communications, language models must go beyond static performance. They must adapt continuously learning from evolving linguistic patterns, regional dialects, caller behavior, and dispatcher feedback. At Compunnel, we understand that **accuracy is not a one-time benchmark**, but a **living metric** that must be constantly evaluated, calibrated, and enhanced.

To ensure sustained excellence, Compunnel's solution incorporates a **Continuous Accuracy Monitoring and Feedback Loop Framework**, designed to track real-world performance, identify contextual anomalies, and fine-tune models in near real-time. This system operates as an intelligent overlay across both **translation and transcription pipelines**, enabling the platform to evolve with every interaction.

Built into our proprietary **VoxNova AI framework**, this feedback loop architecture captures quantitative performance data (e.g., BLEU scores, WER, glossary hit rates), qualitative dispatcher inputs (flagged errors, low-confidence segments), and supervisor insights (QA reviews, post-call audits). These inputs are synthesized through automated monitoring tools and routed into **model retraining workflows** on a recurring schedule.

a. Live Call Feedback Flagging

- Call takers can flag:
 - Incorrect translations.
 - Missed phrases.
 - Poor transcription formatting.

b. Feedback-Informed Retraining

- Flagged events are reviewed weekly and batched for monthly fine-tuning cycles.
- Updates include glossary refinements, phonetic misclassification correction, and cultural nuance tuning.

c. Quality Reports

- Monthly accuracy performance reports are generated per ECC.



- Include KPIs, outlier incidents, glossary hit/miss rates, and language-specific trends.

This continuous loop ensures that Compunnel's AI solution does not just maintain performance it **learns, adapts, and improves**, becoming more accurate, context-aware, and resilient with every call handled.

Adaptive Fine-Tuning for Regional & Operational Contexts

Language in a 9-1-1 setting is more than vocabulary it is a living, situational construct influenced by **regional dialects, cultural nuances, local landmarks, and agency-specific operational phrases**. A translation engine that performs well in one region may misinterpret intent or terminology in another. Recognizing this, Compunnel has embedded an **Adaptive Fine-Tuning Layer** within our VoxNova AI framework, purpose-built to align model behavior with **regional and agency-specific communication patterns**.

Our fine-tuning approach ensures that the system does not rely solely on generic, out-of-the-box large language models (LLMs), but instead continuously calibrates its outputs based on:

- **Linguistic diversity across Texas counties and municipalities.**
- **Operational codes, emergency lingo, and abbreviations used by local ECCs.**
- **Local accents, stress-influenced speech variations, and cultural semantics.**

Key Adaptation Strategies

1. Region-Specific Language Corpora Integration

We integrate **localized language datasets**, including call transcripts, regional news broadcasts, and community forums, to train and reinforce language models that reflect how people actually speak in each target area (e.g., Tex-Mex Spanish, Vietnamese-English blends, Creole expressions).

2. Custom Glossary Expansion per ECC

Each participating ECC can contribute to a **custom glossary** of frequently used codes, localities, responder unit names, and jurisdiction-specific terms (e.g., "PD," "10-33," "Old Denton Road"). These are injected into the model's prompt structure and embedded token weighting schema.

3. Call-Type Context Modeling

Transcription and translation behavior is modulated based on **incident context** (e.g., medical, fire, domestic, road accident). VoxNova's AI agents dynamically adjust interpretation patterns to prioritize relevant language constructs for each scenario.

4. Phonetic Adaptation for Local Accents

Through **speaker embedding models and phoneme alignment layers**, the system adapts to regional speech patterns, background noise conditions, and even emotion-influenced pronunciations (e.g., slurred speech during distress).

5. ECC-Centric Prompt Engineering

We tune the prompt architecture for OpenAI's Realtime API to reflect **operational hierarchy and tone**. For instance, prompts are designed to enforce "short, precise, law-enforcement-style" transcriptions or "empathetic, emotionally sensitive" translations based on the agency's communication style.



Learning from the Field: Real-Time Feedback Informed Adaptation

Feedback from call takers, supervisors, and QA analysts is looped back into the model retraining cycles ensuring the fine-tuning process is **grounded in field realities** and not static assumptions.

- Flagged mistranslations are stored, categorized, and prioritized for tuning.
- Repetitive correction patterns across calls initiate adaptive model weighting.
- Custom tuning datasets are created from agency-labeled segments.

Case Example: Dallas County vs. Denton County

For example, Spanish speakers in **Dallas County** often use a blend of Central American Spanish and local slang, whereas in **Denton County**, the usage is more aligned with Mexican Spanish. Our adaptation engine fine-tunes the translation layer to recognize and translate each dialect with appropriate tone, vocabulary, and sentence structure.

Similarly, terminology like "DFR" (Drone First Responder) or "TC" (Traffic Collision) may be used differently across counties our glossary tuning ensures accurate preservation and understanding of these codes in both transcription and translation pipelines.

Result: Operational Trust & Accuracy at Scale

By embedding these adaptive strategies within our AI pipeline, Compunnel ensures that each ECC receives a **context-aware, linguistically precise, and operationally aligned** solution delivering translations and transcriptions that resonate with **local expectations**, reduce dispatcher confusion, and build public confidence.

This level of fine-tuning is only possible due to the modularity and extensibility of the **VoxNova framework**, which transforms every AI model from a generic tool into a **mission-specific communication asset** tailored for each region within NCTCOG's purview.

Fail-Safe & Escalation Protocols

In mission-critical environments such as 9-1-1 Emergency Communication Centers (ECCs), any failure in translation or transcription accuracy can lead to **delays, miscommunication, or compromised response effectiveness**. Recognizing the zero-tolerance threshold for ambiguity in emergency services, Compunnel has embedded **robust fail-safe mechanisms and escalation protocols** within the architecture of its AI-powered language platform, powered by the VoxNova framework.

Our solution is designed to be **resilient under edge-case scenarios**, and proactively shifts into **fallback or assisted modes** when AI confidence thresholds drop below defined safety margins. This ensures that telecommunicators always have access to accurate, usable, and contextually appropriate language support regardless of system anomalies, language gaps, or real-time processing challenges.

Key Components of Compunnel's Fail-Safe Architecture

1. Confidence Score Threshold Monitoring

- Every translation or transcription event is evaluated using **confidence scoring algorithms**.
- If the system detects a score below the defined threshold (e.g., 85%), it triggers real-time alerts and activates an escalation path.



- Low-confidence responses are visually flagged on the dispatcher console (e.g., color-coded segments or warning icons).

2. Automated Human Escalation Pathways

- When the system detects unrecognized speech patterns or unsupported languages, it can **automatically reroute the call to a live interpreter**—either internal or through a third-party partner configured by the ECC.
- The switch can happen in less than 3 seconds, using Twilio’s programmable voice logic and integrated SIP fallback routing.

3. Pre-Configured Language Escalation Matrix

- Each ECC can define a **language-specific escalation plan**. For example:
 - **Recognized, supported language with low confidence** → Retry & alert operator
 - **Unsupported or unrecognized language** → Direct to human interpreter
 - **Partial translation failure (e.g., silence or garbled segments)** → Annotate with a warning + log event for QA.

4. Dynamic Reversion to Monolingual Mode

- In case of sustained translation disruption, the system notifies the dispatcher and reverts to **standard call handling mode**, avoiding reliance on questionable translations.
- This reversion is logged with metadata for quality and compliance review.

5. Redundancy & Fallback Infrastructure

- VoxNova includes **multi-region redundancy** for OpenAI and Twilio API calls.
- If the primary endpoint fails or slows down, the system automatically switches to a **secondary fallback node or model**.
- Audio data is buffered securely during transition to ensure no loss in transcription or communication continuity.

Supervisor Escalation, Logging & Feedback

- All failover events, low-confidence translations, or fallback activations are:
 - **Logged with time stamps and call IDs.**
 - **Pushed to supervisor dashboards** with detailed annotations.
 - **Available for post-incident QA analysis**, retraining inputs, and SLA compliance audits.

Supervisors are notified immediately when:

- Escalation thresholds are triggered multiple times for a specific language or model.
- A pattern of fallback events suggests the need for retraining or glossary expansion.
- Translation errors are flagged by dispatchers during or post-call.



Customization for Local Agency Protocols

Compunnel recognizes that each ECC may have its own escalation preferences based on staffing, language availability, or regional SOPs. As such, **VoxNova's escalation logic is fully customizable** to reflect:

- Preferred interpreter vendors or internal bilingual staff
- Language priority mapping (e.g., Spanish → fallback to bilingual operator; Vietnamese → escalate to vendor)
- Jurisdictional compliance for when and how human intervention is mandated

Outcome: Reliability Under Pressure

With these safeguards in place, Compunnel ensures that its AI-based language platform is not only **accurate under ideal conditions**, but also **gracefully degrades with protection mechanisms** when risks arise. This builds trust among dispatchers, meets legal accountability standards, and ensures ECCs are never left unsupported **even when technology alone cannot guarantee 100% certainty**.

Compliance & Audit Readiness

Compunnel's AI-powered translation and transcription platform is built on a foundation of **compliance-by-design**, ensuring that every interaction whether live or post-call is captured, processed, stored, and retrievable in accordance with **federal, state, and agency-specific legal frameworks** applicable to emergency communication services.

As part of our commitment to **trust, security, and operational transparency**, we have embedded robust audit trails, data governance protocols, and compliance checkpoints across the entire solution lifecycle. From model invocation to call completion, every critical step is logged, timestamped, and made reviewable through dedicated supervisor dashboards, APIs, and compliance reports.

Key Compliance Frameworks Addressed

- **CJIS (Criminal Justice Information Services)** — All data exchanges, including transcription and translation logs, adhere to CJIS security policy guidelines.
- **HIPAA** — Where applicable, protected health information (PHI) within 9-1-1 calls is encrypted and access-controlled to prevent unauthorized disclosure.
- **FERPA / GLBA** — Educational and financial institution-related emergency calls follow federal data privacy norms.
- **NENA i3 Standards** — Integration with NG9-1-1 ecosystems respects the i3 framework for interoperable emergency services.
- **Texas Public Information Act (TPIA)** — Ensures records are retained and accessible in accordance with public disclosure mandates, with redaction workflows supported as needed.

Comprehensive Audit Trail Logging

Every interaction through Compunnel's **VoxNova framework** is logged with complete metadata, including:

- Call ID, language selected/detected, and translation confidence scores.
- Timestamps for speech segments, transcribed text, and translated output.
- AI model version, glossary references invoked, and fallback/escalation events.
- Dispatcher feedback tags or flags (manual overrides, low-confidence alerts).
- Post-call summary generation and access history.



This metadata is stored securely and exposed through:

- **Supervisor dashboards** with advanced filtering & export capabilities.
- **APIs for integration with CAD/RMS systems.**
- **Monthly compliance reports** for legal and QA reviews.

Retention, Redaction & Reproducibility

- Transcriptions and translations are **stored for agency-defined retention periods**, with version history support for any manual adjustments or annotations.
- **Redaction tools** are available to prepare transcripts for public or legal use.
- **Immutable logs** ensure all outputs can be reproduced and verified as admissible in court or administrative investigations.

Accuracy & SLA Monitoring for Regulatory Assurance

To support ongoing oversight, Compunnel delivers a **Monthly Accuracy Dashboard** as part of its QA and compliance package. This dashboard provides:

- Per-language translation/transcription accuracy metrics (WER, BLEU)
- Low-confidence event frequency and response time
- Escalation statistics (e.g., # of calls escalated to live interpreter)
- Dispatcher feedback loop closure rate
- Uptime, latency, and call flow success ratios
- Glossary term usage compliance

These dashboards serve as both an **internal performance management tool** and an **external audit artifact**, supporting readiness for regulatory reviews, contract reporting, and grant accountability.

Sample Monthly Accuracy Dashboard

Language	BLEU	WER	Glossary Match	Avg. Latency	Flagged Calls
Spanish	0.89	6.2%	100%	420 ms	1
Vietnamese	0.83	7.4%	100%	460 ms	0
Russian	0.87	5.9%	98%	430 ms	2

Compunnel’s Accuracy Assurance Framework is purpose-built for the **unique linguistic, emotional, and legal complexity of 9-1-1 communication**. Through a combination of **high-precision modeling, constant feedback incorporation, and transparent auditability**, we ensure that every translated or transcribed interaction is trustworthy, timely, and tailored for public safety outcomes.

Continuous Learning and Feedback Loop

In high-stakes emergency communication environments, a language model's success is not defined solely by its initial performance but by its ability to **continuously learn, improve, and adapt** to the nuances of real-world interactions. At



Compunnel, we embed this philosophy into the core of our AI platform through a **multi-tiered Continuous Learning and Feedback Loop**, powered by the modular intelligence of our proprietary **VoxNova framework**.

Our learning architecture ensures that the AI models evolve based on **actual dispatcher experiences, language pattern shifts, local terminology, and edge-case incidents**. Through structured post-call review workflows, adaptive retraining pipelines, and offline simulation of complex linguistic scenarios, we enable the system to become smarter and more context-aware over time.

Post-Call Review Feedback

- **Dispatcher-Centric Flagging Mechanism**

During or after a call, telecommunicators can **flag specific translations or transcriptions** that were inaccurate, ambiguous, or potentially misleading.

- **Annotation-Based Feedback Logging**

These flags are stored with contextual metadata (call type, language, timestamp, error type) and sent to a **model improvement queue** managed by Compunnel's AI Ops team.

- **Biweekly Review Cycle**

Every two weeks, flagged segments are reviewed to extract corrective inputs that directly inform prompt tuning, glossary adjustments, or LLM retraining routines.

Adaptive Model Retraining

- **ECC-Specific Fine-Tuning Every 30 Days**

Using de-identified and pre-authorized call transcripts from each ECC, VoxNova initiates **monthly retraining of model weights and glossary embeddings**—ensuring alignment with evolving regional language usage, emergency codes, and conversational patterns.

- **Human-in-the-Loop Validation (RLHF)**

Dispatcher thumbs-up/down feedback on real-time translations feeds into a **Reinforcement Learning with Human Feedback (RLHF)** pipeline, helping to calibrate confidence scoring and improve model behavior for frequently flagged terms or scenarios.

- **Continuous Prompt Engineering Optimization**

Dynamic prompts used in the OpenAI Realtime API are updated monthly to reflect insights from recent call data, including changes in phrasing, urgency cues, and linguistic expressions tied to specific call types (e.g., medical vs. fire vs. law enforcement).



Offline Reinforcement via Simulated Learning

- **De-Identified Call Logs for Error Expansion**

With agency approval, anonymized call data is used to simulate a **wider range of challenging linguistic environments** including overlapping speakers, rapid code-switching, and non-standard phrasing.

- **Stress-Induced Speech & Noisy Audio Recovery**

These logs help retrain models on:

- Distorted or slurred speech under emotional duress.
- Regional accents with strong inflections.
- Background interference such as sirens, yelling, or ambient street noise.

- **Scenario-Driven Model Stress Testing**

Our ML team builds synthetic test cases to **pressure-test the models' limits**, and strengthen model robustness across underrepresented or high-risk call scenarios.

Feedback Loop Impact

This continuous learning loop ensures that:

- Each ECC's system gets **smarter and more relevant over time**
- AI models remain responsive to **community-specific communication styles**
- Feedback from actual users is treated as a **first-class signal** for model enhancement
- NCTCOG and its member ECCs benefit from a **self-improving AI ecosystem**, backed by rigorous governance and documented audit trails

Through this **multi-stage learning architecture**, Compunnel ensures that our AI solution doesn't merely meet today's standards but keeps pace with the **dynamic nature of language, changing community needs, and real-world operational complexities** of emergency communications.

Security, Privacy & Regional Data Controls

When deploying AI-powered translation and transcription within 9-1-1 Emergency Communication Centers (ECCs), **security and privacy are non-negotiable**. Compunnel understands the mission-critical nature of public safety operations and the sensitive information contained within emergency calls. Our approach to data protection, residency, and regional model training is **designed from the ground up to align with CJIS, HIPAA, and Texas-specific data governance mandates**, ensuring complete confidence from dispatch to audit.

Our proprietary **VoxNova framework** embeds layered security mechanisms, multilingual privacy tools, and regional control protocols across the AI lifecycle enabling ECCs to confidently deploy advanced language models without compromising confidentiality, compliance, or operational autonomy.

Data Residency & Regional Compliance

- **US-Based Infrastructure**

All training data, audit logs, and inference activities are hosted within **hardened, U.S.-based cloud environments** that comply with **CJIS, FedRAMP Moderate, and State of Texas DIR cybersecurity standards**.

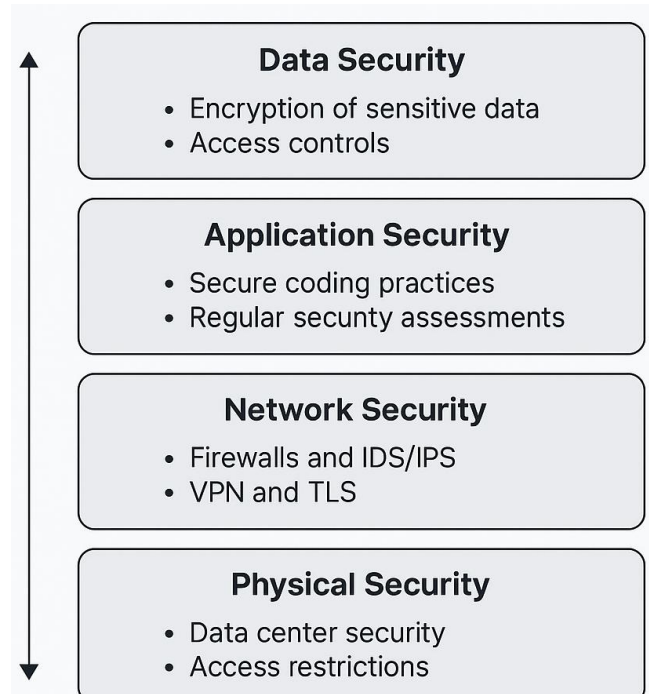


- **State-Scoped Data Control**

For Texas ECCs, all data is retained within regional availability zones—ensuring compliance with **Texas Government Code Chapters 552 & 2054**, and protecting ECCs from regulatory or jurisdictional conflicts.

Zero Retention Modes for Real-Time Operations

- For agencies that prioritize real-time assistance without post-call storage, **Compunnel supports configurable Zero Retention Modes**, where:
 - Audio streams are processed in-memory and never written to disk
 - No transcripts or logs are retained beyond session duration
 - Full functionality is still supported (e.g., live translation, glossary matching)



This mode is ideal for **low-risk or privacy-sensitive scenarios**, and can be toggled per call or per agency based on configuration preferences.

Multilingual PII Redaction Engine

- Before storing any text-based output (transcripts, translations, summaries), Compunnel applies a **PII Redaction Layer** trained to detect and mask:
 - Names, addresses, phone numbers, SSNs, license plates, health info
 - In **over 20 languages**, including Spanish, Vietnamese, Arabic, Korean, and others commonly encountered across Texas ECCs
- Redaction actions are timestamped and logged, ensuring traceability and legal defensibility in case of audits or public records requests.

Custom Regional Language Models

- Compunnel deploys **custom-trained AI models per geographic region**, tailored to local dialects and linguistic behaviors (e.g., **Tex-Mex Spanish, South-Central Vietnamese, Creole-inflected English**).
- These models are fine-tuned using **de-identified, ECC-approved datasets**, and continuously updated via feedback loops that reflect **localized communication patterns**, emergency terminologies, and real-life call complexities.

Secure Training Architecture

Compunnel's AI training methodology blends the power of **frontier LLMs** (via OpenAI Realtime APIs) with **ECC-specific contextual grounding**—reinforced through:

- Dispatcher feedback-driven fine-tuning
- Simulated learning from stress-induced, noisy, or dialect-rich environments



- Auditable, permissioned training logs retained for agency review

Outcome: Accuracy + Accountability

This security-first, privacy-preserving approach ensures not only **robust multilingual capability**, but also:

- **Accuracy thresholds aligned with public safety standards**
- **Configurable transparency for supervisory and compliance needs**
- **Trusted performance under the highest-stakes conditions**

Compunnel's goal is not just high performance but **trustworthy, explainable AI** that meets the real-world needs of ECCs where **every word matters** and **every call can be life-altering**.

Language Adoption Roadmap

This roadmap ensures a **phased, controlled, and quality-assured rollout** of multilingual capabilities for 9-1-1 Emergency Communication Centers (ECCs), balancing technical readiness, dispatcher training, and compliance needs.

Phase	Timeline	Activities	Deliverables
Phase 1: Foundation	Week 1 – Week 4	<ul style="list-style-type: none"> • Deploy base infrastructure (Twilio + OpenAI + VoxNova) • Enable 2 priority languages • Train glossary models and redaction engine • Conduct UAT for Translation & Transcription pipelines • Dispatcher onboarding for Phase 1 languages 	<ul style="list-style-type: none"> • LiveTranslate + LiveTranscribe activated for 2 languages • Security & audit controls live • Training completion reports
Phase 2: Expansion	Week 5 – Week 8	<ul style="list-style-type: none"> • Add 4 new languages (based on call volume) • Conduct adaptive model tuning based on Phase 1 feedback • Expand dispatcher training • Begin model performance tracking & accuracy dashboards for all 6 languages 	<ul style="list-style-type: none"> • Multilingual dashboard activated • Language-specific model accuracy baseline reports • Mid-rollout stakeholder review
Phase 3: Full Adoption	Week 9 – Week 12	<ul style="list-style-type: none"> • Onboard final 4 languages • Activate fallback language detection • Begin optional add-ons (emotion tagging, call summaries) • Finalize escalation paths and feedback loop integration 	<ul style="list-style-type: none"> • 10-language support enabled Final system sign-off • Continuous improvement process (RLHF) fully deployed

Ongoing Activities Throughout All Phases

- **Glossary refinement** (emergency-specific codes, addresses, medical terminology)
- **Dispatcher feedback collection** via UI or feedback buttons
- **Fine-tuning pipeline** runs every 2 weeks



- **PII redaction testing** for every new language
- **Call log analysis** to identify edge cases and retrain

Language Onboarding Prioritization (Sample)

Batch	Languages	Selection Logic
Batch 1	Spanish, Vietnamese	Highest call volume (per Addendum), already Tier-1 tested
Batch 2	Arabic, Mandarin, Korean, Tagalog	Common urban ECC needs, regionally diverse
Batch 3	Urdu, Russian, French, Hindi	Full coverage + dialectic variation

This roadmap allows **controlled expansion with measurable benchmarks** at each step, ensuring that **Compunnel's VoxNova solution** is adaptable, safe, and trusted by the 9-1-1 workforce.

Category #3: Artificial Intelligence (AI) Quality Control for 9-1-1

AI systems used in 9-1-1 Emergency Communication Centers (ECCs) must not only provide high-speed translation and transcription but also **demonstrate consistent reliability, fairness, and explainability under real-world stress conditions**. Compunnel's approach to AI Quality Control is governed by a **multi-layered assurance model** ensuring that models deployed via our proprietary **VoxNova framework** continuously meet ECC performance, compliance, and accountability benchmarks.

This includes automated and human-in-the-loop checks to detect AI drift, accuracy dips, or contextual errors, especially in high-stakes multilingual or high-noise calls. Our quality framework aligns with dispatch-specific KPIs such as **Call Processing Time (CPT)**, **Caller Comprehension Index (CCI)**, and **Accuracy-Adjusted Turnaround Time (AATT)**—ensuring the AI enhances operational efficiency, not hinders it.

Key Components of the AI Quality Control Solution

1. Real-Time Confidence Monitoring

- Every transcription and translation operation is accompanied by a **confidence score**, generated per sentence or phrase.
- Dispatcher consoles flag low-confidence output visually (e.g., red/yellow markers).
- Confidence thresholds are configurable (e.g., Spanish > 92%, Vietnamese > 85%) based on language and historical performance.

3. Multilingual Accuracy Benchmarking

- BLEU, WER (Word Error Rate), and TER (Translation Edit Rate) are tracked for each supported language.
- Dashboards provide per-language accuracy trends, outlier detection, and glossary adherence tracking.
- Regular model evaluation datasets are refreshed with anonymized, de-identified ECC call logs.

4. Human-in-the-Loop Audits



- Supervisors can review random call transcripts or those flagged by dispatchers.
- Post-call audit forms allow tagging of AI-generated content as accurate/inaccurate/ambiguous.
- These reviews directly feed model retraining and glossary refinement pipelines.

5. Bias & Drift Detection

- VoxNova includes bias monitoring tools to detect if specific language pairs or demographics are underperforming.
- AI drift (over time or due to evolving dialects) is tracked via delta comparisons on rolling accuracy datasets.

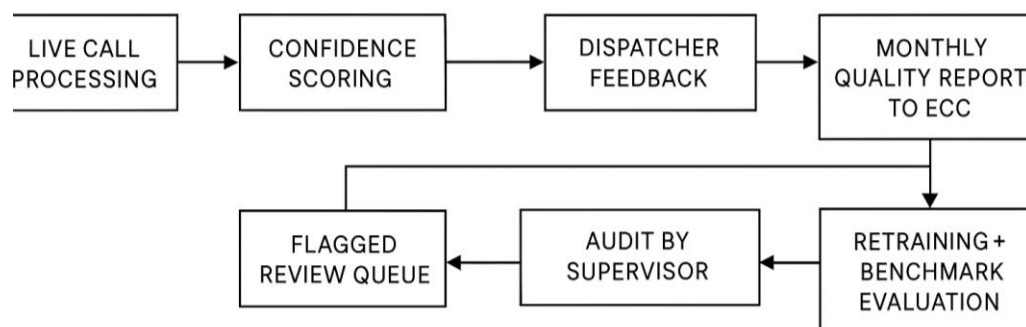
6. Quality Threshold Alerts

- ECC stakeholders can set **SLA thresholds** for AI output quality (e.g., 95% translation accuracy for Spanish).
- If thresholds are not met for a given week/month, alert flags are raised on the Quality Dashboard and trigger root-cause analysis.

Key Performance Indicators (Aligned with CCMetricsKPIs)

KPI	Description	Target / Metric
Translation Accuracy Rate (TAR)	Percentage of correctly translated phrases vs ground truth	≥ 90% for Tier-1 languages
Transcription Accuracy Rate (WER)	Word Error Rate of auto-transcripts in live and post-call environments	≤ 15% average per month
Call Comprehension Index (CCI)	Dispatcher rating of how well translation enabled understanding	≥ 4.5/5 on feedback forms
Glossary Utilization Accuracy	% of required glossary terms matched in context	≥ 95% adherence to emergency code terms
AI Uptime SLA	Availability of the translation/transcription engine	≥ 99.9% monthly uptime
Escalation Avoidance Ratio	% of calls that did not require human interpreter escalation	≥ 92% per reporting cycle
Feedback Loop Resolution Time	Avg. time to incorporate dispatcher feedback into AI tuning	≤ 2 weeks

Continuous Quality Control Workflow





Automation Meets Human Oversight

While Compunnel leverages advanced OpenAI models for real-time capabilities, **human governance remains central** to our QA philosophy:

- All changes to prompts, model parameters, or glossary logic are reviewed by a QA Manager.
- Call logs selected for audit are randomized with bias checks to ensure diverse sample representation.
- Quarterly model health check reports are submitted to ECC leadership with recommendations for improvement.

Security and Audit Readiness

- Every AI decision point is **fully traceable**, with logs stored in CJIS-compliant environments.
- Supervisor overrides and dispatcher flags are recorded for auditability.
- Compunnel offers **custom audit reports** per language, agency, or timeframe on request.

Compunnel's **AI Quality Control System** ensures that the use of artificial intelligence in 9-1-1 communications is **responsible, explainable, and continuously optimized**. We are not just deploying AI we are curating a **high-trust intelligence framework** that performs reliably under pressure and **improves with every call**, empowering ECCs to meet their critical mission: saving lives.

Category #4: Additional 9-1-1 AI Services

As Emergency Communication Centers (ECCs) modernize with AI-powered translation and transcription, the next frontier lies in **actionable intelligence derived from those interactions**. Compunnel's **VoxNova AI Suite** extends beyond voice understanding to deliver **advanced analytical, summarization, and automation capabilities** that enhance operational decision-making, improve training effectiveness, and ensure strategic readiness.

Our AI services in this category offer **real-time, post-call, and trend-based insights**, allowing 9-1-1 administrators, supervisors, and quality assurance teams to **optimize workflows, identify bottlenecks, and elevate service standards**.

Core AI-Powered Add-on Capabilities

1. Call Analytics Dashboard

- Interactive dashboards showcasing:
 - Call volume by language, region, and time.
 - Translation/transcription success rate.
 - Flagged incident volume and severity index..
 - Dispatcher-wise performance statistics
- Configurable filters by ECC, shift, call type, or language.
- Visual heatmaps for operational workload prediction.

2. Sentiment & Stress Detection

- Real-time emotional tone analysis of caller voice
- Stress spike detection (panic, aggression, distress)
- Alert integration for high-risk call types
- Tagging for post-call review prioritization



3. Automated Call Summarization

- AI-generated summaries of translated and transcribed conversations.
- Highlights critical elements (e.g., location, medical condition, threat level).
- Available in dispatcher interface for quick review and report filing.
- Configurable to agency summary templates or CAD integration.

4. Court-Admissible Audit Trails

- Time-synced logs of original audio, transcribed content, and translation streams.
- Redacted and non-redacted versions for legal compliance.
- Chain-of-custody metadata embedded for each call record.

5. Pattern & Anomaly Detection

- NLP-driven clustering to identify:
 - Recurrent emergencies in specific geographies.
 - Language-specific challenges.
 - Dispatcher-specific drop-off points or intervention needs.
- Suggests dispatcher upskilling areas or glossary updates.

6. Incident Forecasting & Simulation

- AI models to predict surge conditions (e.g., storm calls, mass emergencies).
- Scenario playback tools to simulate multilingual emergency situations.
- Helps ECC managers prepare staffing and escalation protocols.

How It Works: Modular Architecture Built into VoxNova

Layer	AI Services Enabled
Voice & Text Ingestion	Multi-language transcription & translation, metadata tagging
Context Understanding	Sentiment tagging, keyword recognition, stress/emotion tracking
Summarization Layer	Real-time auto-summaries, dispatcher-view insights
Analytics Engine	Performance metrics, operational heatmaps, escalation trend detection
Security Layer	Redaction, encryption, audit trails, role-based access controls
Feedback Loop	Call flagging, dispatcher thumbs-up/down, monthly model retraining insights

Benefits to ECCs & NCTCOG

Operational Benefit	How It's Delivered
Dispatcher Efficiency Boost	Auto-summaries and flag-based triage reduce post-call workload
Performance Management	Metrics by ECC, dispatcher, language help supervisors target training
Faster Legal Response	Court-ready transcripts reduce legal preparation time
Strategic Resource Planning	Trend analytics support ECC staffing and policy adjustments
Bias & Equity Monitoring	Language-specific outcome tracking helps ensure fair treatment across communities



5. PRICING

Respondents should furnish a proposal that specifies pricing for the solutions and/or services they propose. For more information, please refer to Exhibit 1. Points will be awarded based on the competitiveness and clarity of the Price Proposal.

We have uploaded the complete pricing information as a separate attachment on the portal under tab “Vendor Pricing”.



6. PROPOSED VALUE-ADD – 5 ADDITIONAL POINTS

Respondents are encouraged to include a Value-Add section in their submission to showcase innovative approaches or supplementary functionalities that could enhance the efficiency and effectiveness of our public sector operations beyond the primary scope of this RFP. This section should highlight any additional capabilities or services not explicitly detailed in the Scope of Work but that the respondent believes would be of benefit.

Compunnel is pleased to highlight a range of innovative capabilities and supplementary functionalities that we believe will significantly enhance the efficiency, effectiveness, and long-term impact of NCTCOG's operations. While the primary focus of this proposal is to address the core requirements outlined in the RFP, we have identified several value-added features that can provide NCTCOG with a competitive edge, improve operational agility, and deliver superior outcomes for both internal teams and the communities served.

1. Advanced Predictive Analytics for Proactive Decision-Making

- **Innovation:** By leveraging advanced predictive analytics, we can equip NCTCOG with AI-driven insights that not only react to existing data but also predict future trends, challenges, and opportunities. For example, AI models can forecast transportation demands, traffic congestion, environmental hazards, or resource needs with high accuracy.
- **Value Add:** These predictive capabilities will allow NCTCOG to proactively plan and allocate resources, ensuring that the organization stays ahead of future challenges. Instead of reacting to issues as they arise, NCTCOG can leverage predictive analytics to optimize workflows, enhance public safety, and improve infrastructure management.

2. AI-Powered Chatbots and Virtual Assistants for Public Engagement

- **Innovation:** We propose the integration of AI-powered chatbots and virtual assistants that can serve as the first point of contact for citizens, answering common questions and providing essential information about government services. These AI solutions can handle a wide range of requests, from traffic inquiries to public event details, and even assist with basic administrative tasks.
- **Value Add:** The chatbot or virtual assistant can operate 24/7, reducing call center volumes, enhancing citizen engagement, and providing immediate support. By incorporating natural language processing (NLP) and sentiment analysis, the virtual assistant can ensure that responses are contextually relevant and empathetic, improving user satisfaction.

3. AI-Enhanced Resource Allocation and Optimization

- **Innovation:** Implementing AI models for dynamic resource allocation and optimization can drive significant efficiencies across various NCTCOG operations. These models can be particularly useful in managing public infrastructure, such as waste management, road maintenance, and public transport services. By continuously analyzing real-time data, AI can dynamically adjust resources to meet evolving demands.
- **Value Add:** This approach will help reduce operational costs, improve resource utilization, and ensure that NCTCOG's services are delivered in the most effective manner possible. For example, AI algorithms could optimize fleet management for public transport or schedule maintenance for critical infrastructure based on predicted usage patterns, avoiding unnecessary delays and minimizing downtime.

4. AI-Driven Public Policy Impact Analysis

- **Innovation:** AI models can be used to simulate and evaluate the potential impact of public policies before they are implemented. By analyzing historical data and trends, these models can predict how different policy decisions could affect communities, resources, and long-term goals, such as sustainability targets or economic growth.
- **Value Add:** This will empower NCTCOG to make data-driven, informed policy decisions and test various scenarios to understand potential outcomes, ensuring that the decisions made are in the best interest of the communities.



Furthermore, this functionality can support more transparent and accountable decision-making processes, increasing trust within the public sector.

5. AI-Based Environmental Monitoring and Sustainability Initiatives

- **Innovation:** Integrating AI-based environmental monitoring systems that leverage IoT sensors and real-time data can provide insights into air quality, water usage, waste management, and other environmental factors. By continuously tracking environmental data, AI can identify areas for improvement, suggest interventions, and even automate sustainability initiatives.
- **Value Add:** This capability will help NCTCOG meet sustainability goals, reduce its carbon footprint, and improve the quality of life for residents. With predictive AI models, the system can anticipate environmental issues before they reach critical levels, enabling timely interventions and contributing to long-term environmental sustainability.

6. AI-Powered Traffic and Infrastructure Monitoring

- **Innovation:** AI-driven traffic and infrastructure monitoring systems can use real-time data from sensors and cameras to optimize traffic flows, reduce congestion, and predict maintenance needs across NCTCOG's transportation networks. The AI solution can even integrate with existing systems like traffic signals to improve efficiency.
- **Value Add:** This technology can significantly enhance the public sector's ability to manage traffic and reduce congestion, improving the overall commuter experience and reducing emissions from idle traffic. Furthermore, it provides actionable insights to prioritize infrastructure upgrades and maintenance in real-time.

Additional High Level Use cases for consideration

Department	AI Focus Area	Proposed Initiatives	Steering Responsibility	Expected Outcome
Transportation	Smart Mobility & Infrastructure	<ul style="list-style-type: none"> • AI for traffic forecasting and optimization • Predictive maintenance for infrastructure • Sustainable transit solutions 	Real-time monitoring, route optimization, and regional coordination using AI tools.	Reduced congestion, improved commute efficiency.
Environment & Development	Green AI for Sustainability	<ul style="list-style-type: none"> • AI for water resource management • Flood prediction models • Emission reduction strategies 	Steering AI integration into environmental monitoring and disaster mitigation programs.	Enhanced sustainability and resource management.
Emergency Preparedness	Disaster Response and Risk Mitigation	<ul style="list-style-type: none"> • AI-powered threat detection • Disaster simulations and preparedness • Resource allocation optimization 	Steering the development of real-time dashboards for risk management and emergency response.	Faster and more effective disaster response.
Workforce Development	Employment Analytics and Skill Mapping	<ul style="list-style-type: none"> • AI-based skill matching • Job market forecasting • Real-time workforce analytics 	Steering development of workforce planning platforms and career tools powered by AI.	Improved employment rates and economic development.
Research & Information	Advanced Analytics and Data Insights	<ul style="list-style-type: none"> • AI-powered GIS tools • Regional demographic forecasting • Performance metrics using AI 	Steering data harmonization and advanced insights generation	Better planning and decision-making processes.



7. REQUIRED ATTACHMENTS

We have uploaded all the attachments on the portal under tab “NCTCOG Standard Attestations”.

APPENDIX A.1
Pricing for TXShare Cooperative Purchase Program Participants

Calls / Month								
			Slab 1 - <300 Calls	Slab 2 < 650 Calls	Slab 3 < 1100	Slab 4 > 1200		
Service Category	Pricing Model Type	Description of Pricing Components		Unit Cost / Fee	Unit Cost / Fee	Unit Cost / Fee	Unit Cost / Fee	Notes / Clarification
Category 1: AI Translation Services	<input checked="" type="checkbox"/> 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	<input checked="" type="checkbox"/> 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	<input checked="" type="checkbox"/> 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)	<input checked="" type="checkbox"/> 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.



Service Area Designation Forms

EXHIBIT 3: SERVICE DESIGNATION AREAS

Texas Service Area Designation or Identification							
Proposing Firm Name:	Compunnel Software Group, Inc.						
Notes:	<p>Indicate in the appropriate box whether you are proposing to service the entire state of Texas</p> <table border="1"> <tr> <td>Will service the entire state of Texas</td> <td>Will not service the entire state of Texas</td> </tr> <tr> <td style="text-align: center;">✓</td> <td></td> </tr> </table>			Will service the entire state of Texas	Will not service the entire state of Texas	✓	
Will service the entire state of Texas	Will not service the entire state of Texas						
✓							
<p>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.</p>							
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)



(Exhibit 3 continued)

Nationwide Service Area Designation or Identification Form							
Proposing Firm Name:	Compunnel Software Group, Inc.						
Notes:	<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						
✓							
Item	State	Region/MSA/City (write "ALL" if proposing to service entire state)	Designated as a Service Area				
1.	Alabama	ALL					
2.	Alaska	ALL					
3.	Arizona	ALL					
4.	Arkansas	ALL					
5.	California	ALL					
6.	Colorado	ALL					
7.	Connecticut	ALL					
8.	Delaware	ALL					
9.	Florida	ALL					
10.	Georgia	ALL					
11.	Hawaii	ALL					
12.	Idaho	ALL					
13.	Illinois	ALL					
14.	Indiana	ALL					
15.	Iowa	ALL					
16.	Kansas	ALL					
17.	Kentucky	ALL					
18.	Louisiana	ALL					
19.	Maine	ALL					



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

End of Exhibit 3