

**ATTACHMENT A
2025-023**

Description	Line	Contract No.	Price	Previous Conditions	New Conditions
AI Consulting - AI Launchpad Workshop - Fixed Rate Workshop	1	2025-023	\$30,000 one time	No Change	Fixed cost. One-time engagement; 8-week program. Includes education, process assessment, planning, AI implementation, RIO analysis.
AI Consulting - Principal - Retainer based on scope and size. Minimum 10-hour retainer.	2	2025-023	\$600 per hour	Retainer based on scope and size. Minimum 100-hour retainer; Includes AI Readiness Assessment, Innovate (AI Strategy), Prepare, and Integrate	Engagement leadership, executive advisory, strategic planning, high-level stakeholder management, organizational change leadership. Minimum 10-hour retainer.
AI Consulting - Senior Consultant - Retainer based on scope and size. Minimum 10-hour retainer.	3	2025-023	\$400 per hour	Retainer based on scope and size. Minimum 100-hour retainer; Includes AI Readiness Assessment, Innovate (AI Strategy), Prepare, and Integrate	Strategic analysis, opportunity identification, roadmap development, business case development, workshop facilitation. Minimum 10-hour retainer.
AI Consulting - Consultant - Retainer based on scope and size. Minimum 10-hour retainer.	4	2025-023	\$200 per hour	Retainer based on scope and size. Minimum 100-hour retainer; Includes AI Readiness Assessment, Innovate (AI Strategy), Prepare, and Integrate	Requirements gathering, process analysis, stakeholder interviews, documentation, research and analysis. Minimum 10-hour retainer.
AI Consulting - Principal AI Technologist- Retainer based on scope and size. Minimum 10-hour retainer.	New	2025-023	\$450 per hour		Technical architecture, platform selection, complex integrations, technical due diligence, vendor evaluation
AI Consulting - Senior AI Technologist - Retainer based on scope and size. Minimum 10-hour retainer.	New	2025-023	\$300 per hour		Solution design, technical feasibility assessment, implementation planning, API integration, system configuration
AI Consulting - AI Technologist - Retainer based on scope and size. Minimum 10-hour retainer.	New	2025-023	\$200 per hour		Development support, testing and QA, technical documentation, data preparation, system administration
AI Consulting - Senior AI/ML Engineer - Retainer based on scope and size. Minimum 10-hour retainer.	New	2025-023	\$275 per hour		AI/ML model development, advanced algorithm implementation, system architecture, performance optimization, code review, technical mentorship
AI Consulting - AI/ML Engineer - Retainer based on scope and size. Minimum 10-hour retainer.	New	2025-023	\$200 per hour		Model training and deployment, API development, data pipeline creation, integration development, testing and validation
AI Consulting - Junior AI/ML Engineer - Retainer based on scope and size. Minimum 10-hour retainer.	New	2025-023	\$150 per hour		Development support, model testing, data preprocessing, documentation, bug fixes, feature implementation
AI Consulting - Project Manager - Retainer based on scope and size. Minimum 10-hour retainer.	New	2025-023	\$150 per hour		Project coordination, scheduling, status reporting, risk management, client communication, deliverable tracking
AI Training & Certification - Self-Paced e-Learning: Professional (~8 hrs)	A#1	2025-023	\$195 per student	No Change	8-hour self-paced professional course. Includes certification exam and any related labs if available.
AI Training & Certification - Self-Paced e-Learning: Technical Certification (~40 hrs)	A#1	2025-023	\$495 per student	No Change	40-hour self-paced technical certification track. Includes certification exam and any related labs if available.
AI Training & Certification - Certification Exam Retake		2025-023	\$95 per student	No Change	Single retake of the certification exam.
AI Training & Certification - Virtual Instructor-Led: Professional (1-Day)	A#1	2025-023	\$995 per student	No Change	One-day, instructor-led professional course. Includes certification exam and any related labs if available.
AI Training & Certification - In-Person Delivery Surcharge (1-Day)	A#1	2025-023	\$1,500 per class	No Change	If in-person class is required, this fee covers instructor travel, lodging, meals, and on-site delivery for a one-day course. Buyer is responsible for providing training facilities and equipment needed to conduct the in-person training.
AI Training & Certification - Virtual Instructor-Led: Technical (5-Day)	A#1	2025-023	\$3,995 per student	No Change	Five-day, instructor-led technical course. Includes certification exam and any related labs if available.
AI Training & Certification - In-Person Delivery Surcharge (5-Day)	A#1	2025-023	\$3,000 per class	No Change	If in-person class is required, this fee covers instructor travel, lodging, meals, and on-site delivery for a five-day course. Buyer is responsible for providing training facilities and equipment needed to conduct the in-person training.
Managed AI Service - Text-Based AI Chat Agent Workspace	6	2025-023	\$80,000 per year	No Change	Includes your own workspace with unlimited chatbots, setup, human training, and maintenance (four knowledge updates per year, access to chats); knowledge base training for chatbot, red team security testing, and website integration. First 10 Chatbots setup included in price, \$80 per chatbot setup there after.
Managed AI Service - TextAI Website Chat Agent	5	2025-023	\$15,000 per year	English plus one additional language	Includes one chatbot, unlimited chats, setup, human training, and full-service management (four knowledge updates per year, access to chat transcripts); knowledge base training for chatbot, red team security testing, and website integration. Base service includes English plus one additional language.
Managed AI Service - VoiceAI Agent Base Service	7	2025-023	\$44,000 per year	Features an AI persona that is able to communicate and voice conversation over the phone or web call 24/7. Includes one VoiceAI Agent and agent environment fully managed by WhitegloveAI. Initial minute package includes 5,000 minutes per month and \$0.80 per minute thereafter - with 10 concurrent calls.	Features an AI persona that is able to communicate via voice conversation over the phone or web call 24/7. Includes one VoiceAI Agent and agent environment fully managed by WhitegloveAI. Initial minute package includes 60,000 minutes per year. Overage rates are tiered: 0-100k mins/year at \$0.80/min; 100k-200k at \$0.70/min; 200k-400k at \$0.60/min; 400k+ at \$0.50/min. Includes 20 concurrent calls. Base service includes English plus one additional language.
Managed AI Service - VoiceAI Agent Management	8	2025-023			No fee for TXShare contracts. Includes four knowledge updates and per year, performance monitoring, troubleshooting and access to call transcriptions.
Managed AI Service - VoiceAI Agent Setup	9	2025-023	\$5,000 one time	(up to 3 passes)	One-time per implementation. Setup includes call script setup and agent behavior configuration, one voice impersonation, knowledge base training for agent, phone number setup, call transfers, web chat setup (speak via browser), red team security testing (up to 3 passes), and human training.
Managed AI Service - VoiceAI Tool & Skill Setup	10	2025-023	\$2000 per tool	No Change	Tools and skills include actions that your agent may take during or after a call and can include emails, notifications, API calls, internal tool integration, etc.
Managed AI Service - VoiceAI Additional Minutes (minimum package 10k minutes)	New	2025-023	\$0.80 per minute		Additional VoiceAI minutes rates are tiered: 0-100k mins/year at \$0.80/min; 100k-200k at \$0.70/min; 200k-400k at \$0.60/min; 400k+ at \$0.50/min.
Managed AI Service - VoiceAI Additional Agent Add-On	11	2025-023	\$10,000 per year	Includes one VoiceAI Agent. Initial minute package includes 100 minutes per month and \$0.80 per minute thereafter.	Includes one VoiceAI Agent. Initial minute package includes 100 minutes per month and tiered overage rates as described in Item 7.
Managed AI Service - VoiceAI Additional Agent Setup	12	2025-023	\$2500 one time	No Change	One-time per implementation. Setup includes call script setup and agent behavior configuration, knowledge base training for agent, phone number setup, web chat setup (speak via browser), red team security testing, and human training.
Managed AI Service - VoiceAI Additional Languages	New	2025-023	\$50 per language per year		Add additional languages beyond the two included languages (English + 1). Available languages include Spanish, French, German, Portuguese, Italian, Japanese, Korean, Chinese, Hindi, Arabic, and 30+ more.

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Managed AI Service - VoiceAI/TextAI Additional Knowledge Base Updates	New	2025-023	\$500 per update		Additional knowledge base updates beyond the four included per year. Each update includes content review, testing, and security validation.
Managed AI Service - VoiceAI Additional Concurrent Calls	New	2025-023	\$50 per concurrent call per year		Increase the number of simultaneous calls your VoiceAI system can handle beyond the 20 included in base service.
Managed AI Service - VoiceAI Burst Call Rate	New	2025-023	\$1.60 per minute		Charged when calls exceed the Concurrency Limit but remain within the Burst Limit (3x Concurrency Limit or 300 concurrent calls, whichever is lower).
Managed AI Service - VoiceAI Additional Transfer Numbers	New	2025-023	\$50 per number per year		Add additional phone numbers for intelligent call routing beyond the 20 included in base service.
Managed AI Service - VoiceAI Additional Security Testing Pass	New	2025-023	\$2,500 per pass		Additional red team security testing beyond the 3 passes included in setup. Includes comprehensive adversarial testing and remediation guidance.
Managed AI Service - VoiceAI/TextAI SMS Messaging Integration	New	2025-023	\$1,000 one time		One-time setup fee for SMS integration. Enables AI agent to send SMS text messages during or after voice calls. Requires Twilio telephony integration and 10DLC registration.
Managed AI Service - VoiceAI/TextAI SMS Messages	New	2025-023	\$0.10 per message		Usage-based pricing for SMS messages sent by VoiceAI agent. Includes appointment confirmations, information links, follow-up summaries, etc.
Managed AI Service - VoiceAI/TextAI 10DLC Registration Fees	New	2025-023	\$19 one time		Pass-through fees for 10DLC registration required for SMS messaging. Includes brand registration (\$4) and campaign registration (\$15).
Managed AI Service - AI Avatar Base Service	13	2025-023	\$50,000 per year	Features a livestreaming avatar, similar to a facetime call, that is able to interact with citizens or employees in a lifelike manner 24/7 - we are able to reproduce the likeness and voice of any living and consenting human to use for the avatar. Includes one AI Avatar. Initial conversation package includes 2,000 conversations per month and \$0.50 per conversation thereafter and is fully managed by WhitegloveAI.	Features a livestreaming avatar, similar to a facetime call, that is able to interact with citizens or employees in a lifelike manner 24/7 - we are able to reproduce the likeness and voice of any living and consenting human to use for the avatar. Includes one AI Avatar. Initial conversation package includes 12,000 conversational minutes per year and \$1.00 per minute thereafter, 20 concurrent streams and is fully managed by WhitegloveAI. Delivery via browser is included. Intergration into a mobile app may incur additional charges.
Managed AI Service - AI Avatar Management	14	2025-023			No fee for TXShare contracts. Includes four knowledge updates and per year, performance
Managed AI Service - AI Avatar Setup	15	2025-023	\$3,000 one time	No Change	One-time per implementation. Setup includes setup and behavior configuration, one likeness and voice impersonation, knowledge base training, website integrations, red team security testing, and human training.
Managed AI Service - AvatarAI Additional Concurrent Streams (25 stream blocks)	New	2025-023	\$6,000 per 25 streams		Increase the number of simultaneous conversations your AvatarAI system can handle beyond the 20 included in base service.
Managed AI Service - AvatarAI Additional Minutes (minimum package 1k minutes)	New	2025-023	\$1.00 per minute		Additional AvatarAI Minutes
Managed AI Service - AI Avatar Physical Kiosk	16	2025-023	\$50,000 starting price, per kiosk	No Change	Kiosk includes a portrait style screen starting at 50" and a omni-directional speaker for auditory privacy. Client is responsible for all cosmetic furnishings that may surround the kiosk screen, electricity, internet access, construction and permitting. We will only assist with the site delivery and set up of the screen and omni directional speaker.
Managed AI Service - AI Avatar Additional Digital Human	17	2025-023	\$25,000 per year	No Change	Per additional agent per year; Requires base service and set up fee
Managed AI Service - Multi-Agent Team Base Package	18	2025-023	\$25,000 per year	No Change	Provides a coordinated team of intelligent AI agents capable of handling complex tasks, inquiries, and workflows across departments. Operating 24/7, these agents specialize in diverse areas, ensuring seamless support and efficiency. Includes supervisor agent + 3 specialized agents (comms, reasoning, scheduling). Custom RAG integration.
Managed AI Service - Multi-Agent Team – Agent Skill/Tool Integration	19	2025-023	\$500 one time	No Change	Integrates third-party tools (e.g., SerpAPI, Stripe, Airtable, internal APIs).
Managed AI Service - Multi-Agent Team – Custom RAG Dataset Integration	20	2025-023	\$5,000 one time	No Change	Includes PDF upload, web scraping, vector DB setup, and testing.
Managed AI Service - Multi-Agent Team – Additional Agents	21	2025-023	\$3,000 per year per agent	No Change	Adds agents like Matching Agent or Calendar Agent.
Managed AI Service - Multi-Agent Team – Voice, SMS, Email, Telegram Channels	22	2025-023	\$1,000 per year per agent per channel	No Change	Enables multi-channel agent communication.
Managed AI Service - Multi-Agent Team – Analytics & Observability Dashboard	23	2025-023	\$500 per year per agent	No Change	Includes usage logs, success metrics, and human-in-the-loop flags.
Managed AI Service - Robotics Management	24	2025-023	\$50,000 per year, per robot	No Change	Offers a state-of-the-art humanoid robot service, where we handle procurement, setup, and AI training to ensure optimal performance leveraging US-manufactured software. These robots are equipped to perform interactive, lifelike tasks and provide support 24/7, enhancing citizen and employee engagement. Does not include purchase of robot. Maintenance of Robot not included.
Managed AI Service – TranslateAI – Starter Plan (See MSA No. 2025-018)	A#1	2025-023	\$39,000 per year	No Change	Real-time translation and captioning service for small cities/districts/boards. Includes 2 languages, 50-concurrent viewers/listeners, 100 translation hours per year, fully managed setup and live support, post-meeting transcripts, in-room display support, QR code access, monthly reporting, and ADA compliance support.
Managed AI Service – TranslateAI – Growth Plan (See MSA No. 2025-018)	A#1	2025-023	\$91,000 per year	No Change	Real-time translation and captioning service for midsize cities/large schools. Includes all 67 languages, 200-concurrent viewers/listeners, 250 translation hours per year, fully managed setup and live support, post-meeting transcripts, in-room display support, QR code access, monthly reporting, and ADA compliance support.
Managed AI Service – TranslateAI – Enterprise Plan (See MSA No. 2025-018)	A#1	2025-023	\$178,000 per year	No Change	Real-time translation and captioning service for counties/metros/higher ed. Includes all 67 languages, 500-concurrent viewers/listeners, 500 translation hours per year, fully managed setup and live support, post-meeting transcripts, in-room display support, QR code access, monthly reporting, and ADA compliance support.
Managed AI Service – TranslateAI – Additional Hours (See MSA No. 2025-018)	A#1	2025-023	\$159 per hour	No Change	Additional translation hours beyond plan allocation. Billed in 10-hour increments. Ideal for peak seasons, elections, or ad-hoc community forums.
Managed AI Service – TranslateAI – Language Expansion (Starter Plan Only) (See MSA No. 2025-018)	A#1	2025-023	\$1,000 per language per year	No Change	Add extra languages to Starter Plan without upgrading to Growth or Enterprise. Growth and Enterprise plans already include all 67 languages.
Managed AI Service – TranslateAI – Viewer Concurrency Upgrade (See MSA No. 2025-018)	A#1	2025-023	\$10 per hour per 10 viewers	No Change	Increase concurrent viewer capacity beyond plan allocation. Charged per hour for every additional 10-concurrent viewers.