

TXShare

Your Public Sector Solutions Center

REQUEST FOR PROPOSALS

For

Artificial Intelligence (AI) Language Translation, Transcription, and Quality Control for

9-1-1

RFP # 2025-093

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

Invictus Apps Inc (D/B/A Prepared)

Legal Name of Proposing Firm

Kisty Fairchild

Account Executive

Contact Person for This Proposal

Title

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Contact Person Telephone Number

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

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

COVER SHEET



The End-to-End Assistive AI Platform for Emergency Response

Response to RFP # 2025-093

Artificial Intelligence (AI) Language Translation,
Transcription, and Quality Control for 9-1-1

DUE DATE + TIME

Monday, July 14th, 2025
2:00pm CT

SUBMITTED BY

Prepared

575 Lexington Ave, FL 14
New York, NY 10022

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July 1, 2025

North Central Texas Council of Governments

Transportation Department
616 Six Flags Drive, Centerpoint Two
Arlington, TX 76011

RE: RFP Response – RFP #2025-093

On behalf of the Prepared team, I'm pleased to submit our response to RFP #2025-093 for AI Language Translation, Transcription, and Quality Control for 9-1-1. We commend NCTCOG's vision and leadership in supporting regional emergency communications and welcome the opportunity to serve NCT9-1-1 and TXShare members.

Prepared understands that this procurement is about more than deploying new technology—it is about equipping Emergency Communications Centers (ECCs) to better serve a multilingual and growing population across diverse jurisdictions.

Our platform is purpose-built for the needs of ECCs—supporting real-time transcription and translation across voice, text, and multimedia. We meet NCTCOG's requirements for bi-directional translation, secure and scalable infrastructure, sub-three-second connection times, and 99.999% uptime. Our architecture is fully compliant with CJIS and HIPAA standards, integrates seamlessly with CHE and NG9-1-1 systems, and is designed to ensure continuous operation even in high-volume or crisis conditions.

At Prepared, we believe cutting-edge technology can transform how emergency responders serve their communities. Since day one, we've worked closely with 911 centers, first responders, and emergency managers to develop intuitive, secure tools that integrate seamlessly into existing workflows. Through the TXShare cooperative structure, we're prepared to offer flexible, transparent pricing and responsive support to agencies of all sizes across Texas and beyond.

Thank you for your consideration and your leadership. I'd be happy to discuss our proposal further and look forward to the chance to work together.

Sincerely,

Kisty Fairchild
Account Executive
Prepared
k.fairchild@prepared911.com

EXECUTIVE SUMMARY

AI-Powered Transcription, Translation, and Quality Assurance Solutions

Prepared is pleased to submit this proposal in response to the North Central Texas Council of Governments' (NCTCOG) Request for Proposals for advanced AI transcription, translation, and quality assurance services. As a trusted innovator in AI-driven communications for public safety, Prepared brings a proven track record of delivering accurate, secure, and real-time multimedia solutions to emergency response agencies across the country.

In addition, our agile approach to research and development ensures that an investment in Prepared today is an investment for the future. We work hand-in-hand with our customers to make sure our products consistently evolve to meet their needs.

Understanding the Challenge

The Council seeks to enhance regional interoperability, response efficiency, and inclusivity through AI-powered voice and language processing. Prepared understands the vital role accurate and accessible communications play in both day-to-day government operations and life-critical scenarios, especially across linguistically diverse communities.

Our Solution

Prepared offers a comprehensive, cloud-native platform designed to support:

- **Real-Time Transcription**
 - High-accuracy speech-to-text transcription, even in noisy environments
 - Powered by large language models fine-tuned for emergency and operational use
 - Enables faster, clearer call handling and documentation
 - Keyword flagging and prioritization for instant notifications

- **Multilingual Translation**
 - Seamless, context-aware translation supporting 30+ languages
 - Improves accessibility and response for non-English speakers
 - Ensures equitable communication with diverse communities

- **Live Dispatcher Guidance**
 - Supports consistent and compliant call handling
 - Reduces cognitive load during high-stress situations

- Makes managing radio channels more seamless by providing intelligent support for coordinating unit assignments, reducing manual handoffs, and streamlining multi-channel communication

- **Automated Quality Assurance**
 - QA for 100% of calls
 - Intelligent QA workflows with built-in auditing tools
 - Custom analytics dashboards for performance tracking
 - Enables flagging, scoring, and feedback for continuous improvement
 - Real-time prompts and protocol-driven recommendations

- **Security & Compliance**
 - End-to-end encryption and CJIS-compliant infrastructure
 - Comprehensive audit trails to support governance and review
 - Designed to meet public safety's most stringent security requirements

Value to the Region

Prepared's solutions will allow NCTCOG and its member entities to:

- Expand language accessibility across diverse populations.
- Streamline operational workflows with AI-enhanced automation.
- Ensure the highest standards of accuracy and reliability in public-facing communications.
- Scale efficiently without compromising on security or user experience.

Why Prepared

With deep expertise in public sector technology and an unwavering commitment to innovation and service, Prepared is uniquely positioned to deliver a transformative communications layer across North Central Texas and beyond. Our platform has been successfully deployed in more than 1,000 9-1-1 centers and public agencies nationwide, demonstrating performance, resilience, and exceptional user satisfaction. We work side-by-side with our partner ECCs to continuously enhance and expand our AI solutions to meet evolving operational needs, improve response accuracy and efficiency, and ensure every call is understood—regardless of language, channel, or complexity.

REFERENCES

Prepared submits the following four (4) references, and will be happy to provide additional upon request.

El Paso County 911 District

Texas

Scott Calderwood | Executive Director

(915) 373-4959

scottc@elpaso911.org

Galt Police Department

California

Richard Small | Police Captain

(209) 366-7092

RSmall@galtpd.com

City of Baltimore

Maryland

Wayne Harris | 911 Operations Manager

(667) 224-0948

Wayne.Harris@baltimorecity.gov

Anoka County Emergency Communications Center

Minnesota

Kari Morrissey | 911 Director

763-324-5801

kari.morrissey@anokacountymn.gov

PROJECT-RELATED EXPERIENCE & QUALIFICATIONS

Organization's Capabilities & Experience

Prepared offers a comprehensive, end-to-end Assistive AI platform purpose-built for modernizing emergency communications. Our technology empowers public safety agencies at every stage of a 911 call, delivering critical, real-time intelligence to call-takers, dispatchers, supervisors, and field responders. Designed with interoperability and scalability in mind, Prepared's solutions drive improved efficiency, accuracy, and situational awareness across the emergency response ecosystem.

1. Pre-Call: Automated Non-Emergency Triage

Prepared helps agencies streamline operations by automatically handling non-emergency calls, reducing call wait times and relieving pressure on emergency call-takers. This functionality redirects administrative traffic away from emergency workflows while enhancing visibility into non-urgent requests.

2. During the Call: Assistive Call-Taking

Our AI-enhanced call-taking tools remove language barriers, transcribe and translate live conversations in real time, and extract key call details automatically. These capabilities enable faster, more informed decision-making, reduce cognitive load, and ensure no critical information is missed.

3. Dispatch Support: Assistive Dispatch

Prepared offers real-time radio transcription and keyword alerts to ensure that no critical radio communication is lost. This enhances the field responders' lifeline, reduces communication errors, and allows supervisors to monitor for high-priority events in real time.

4. Post-Call: Automated Quality Assurance

Prepared automates the QA process by reviewing 100% of calls, helping agencies quickly identify high-risk incidents, monitor performance trends, and deliver actionable coaching insights. This results in faster, more effective feedback loops and supports professional development across the team.

Platform Highlights

- **Proven Scale:** Prepared has processed over 8 million 911 calls and supports more than 1,000 PSAPs across 49 states, serving over 86 million people.
- **Interoperable & Adaptive:** Designed to seamlessly integrate into existing workflows, Prepared's tools enhance agency performance without disrupting established systems.
- **Purpose-Driven:** Our team is committed to reducing burnout, improving call outcomes, and building lasting partnerships with emergency communication centers (ECCs).

Company Background

Prepared is on a mission to help ensure every emergency gets the perfect response. We are dedicated to modernizing emergency response through real-time, AI-powered communication tools. Founded in 2019 with the goal of bringing next-generation technology into public safety, Prepared builds cloud-native platforms that enhance 9-1-1 center capabilities, ensuring first responders receive accurate, real-time, and context-rich information when it matters most.

Since its inception, Prepared has partnered closely with Emergency Communications Centers (ECCs), public safety answering points (PSAPs), and local governments across the country to deploy secure, scalable, and user-friendly tools that enhance emergency response and community safety outcomes.

In 2021, the company began offering video live-streaming capabilities to PSAPs free of charge - enhancing communications between 911 callers and telecommunicators from only voice to text and media.

Today, PSAPs in 49 states and over 1,000 PSAPs trust Prepared to connect their communities with 911.

Key Company Milestones

- October 2021: National launch of first 911-focused platform, offering live video and text to PSAPs free of charge
- April 2023: The company publicly launches Prepared OnScene and Prepared Live Enhanced, a solution that brought text language translation for over 140 languages to hundreds of PSAPs
- April 2023: The company officially partners with 10% of US 911 centers
- August 2023: The company launches a Customer Advisory Board to help drive innovation

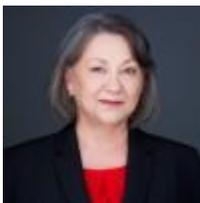
- December 2023: The company partners with the State of Alabama to bring video, pictures to text-to-911
- January 2024: Public launch of Prepared Assist, 911's first-ever assistive platform, incorporating the tried & true features of Prepared Live with new assistive AI
- February 2024: Prepared partners with Flock Safety to launch FlockOS 911, bridging the gap between 911 callers and law enforcement
- March 2024: Prepared partners with CentralSquare for seamless CAD integrations
- June 2024: Prepared integrates with Apple, bringing Emergency SOS Live video functionality to millions of iPhone users across the country
- September 2024: Prepared appears on NBC's TODAY, highlighting heroic 911 telecommunicators in Delaware County
- November 2024: Prepared launches the End-to-End Assistive AI platform for emergency response

Today, Prepared has grown to approximately 100 employees working remotely across the U.S.

Prepared Key Personnel

Prepared's leadership and delivery teams bring deep expertise in public safety, enterprise software, and customer success. In Texas specifically, Prepared is proud to have a dedicated team local to the state that includes two seasoned Strategic Account Executives and a State Engagement Manager—a tenured 9-1-1 professional with longstanding experience in Texas emergency communications. This team is focused on building lasting partnerships and supporting ECCs across the state of Texas.

Prepared's Dedicated Texas Team



Kelli Merriweather
State Engagement Manager
Austin, TX

Kelli fosters collaboration with public safety agencies and government leaders to support next-generation emergency communication tools. As the former Executive Director of the Texas Commission on State Emergency Communications (CSEC), she brings 25+ years of deep leadership experience in 9-1-1 operations, offering firsthand insight into the challenges facing emergency communications and helping agencies adopt impactful technology.



Kisty Fairchild
Strategic Account Executive
Dallas, TX

Kisty has extensive experience helping public safety agencies implement technology that enhances emergency response. With a client-first mindset and deep industry knowledge, she supports agencies in adopting innovative solutions through a collaborative, results-driven approach. Her prior work at organizations like Lexipol and Vector Solutions, along with her TCOLE Training Coordinator certification, reflects her strong commitment to advancing public safety and training.



Matt Parnofiello
Strategic Account Executive
Austin, TX

Matt has built a long-standing career partnering with public safety agencies and PSAPs to implement cutting-edge communication technologies. With a strong background in emergency services and deep experience in public safety tech, he understands the operational challenges frontline teams face. Matt delivers tailored solutions that enhance 9-1-1 operations, improve responder coordination, and strengthen community preparedness and response.

Prepared's Executive Leadership Team



Michael Chime
CEO & Co-Founder

Michael, a Yale alumnus and entrepreneur, leads Prepared in its mission to revolutionize public safety with real-time communication technology. His vision has shaped solutions vital to 911 communications and emergency management.



Danny Cho
Vice President of Sales

Danny drives Prepared's go-to-market strategy and revenue growth. With a background in enterprise sales, he plays a critical role in expanding the company's impact in public safety technology.



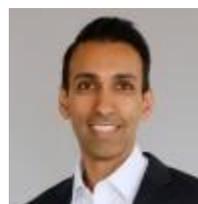
Eric Amitoelau
Sales Director, Western Region

Eric leads public safety engagement in the western U.S., bringing deep insight into public sector partnerships. He champions inclusive, effective emergency communication across diverse communities.



Michael Mihelich
Vice President, Customer Success

Michael ensures agencies receive outstanding support and lasting value. He oversees the team that works hands-on to support customers from implementation to ongoing support. With a background in emergency response tech, he focuses on client engagement and measurable outcomes.



Anil Beniwal
Vice President of Product Design & Engineering

Anil leads the design and engineering teams at Prepared. His problem-solving mindset drives the creation of user-centric, scalable solutions that strengthen public safety infrastructure. His team partners with customer success, sales, and Prepared customers for continuous product roadmap development and execution.



Sunny Rajan
Head of Engineering

Sunny directs the development of Prepared's technology. With a strong engineering foundation, she leads innovations that advance emergency communications.

Additional Staffing and Support Overview:

Prepared also provides 24/7 monitoring and a staff of experienced, dedicated customer support managers that are available 7 a.m. - 7 p.m. CST, plus a page-out process for any critical issues occurring outside those hours. In addition, Prepared will have a true 24/7 staffed customer support team within the next six (6) months (i.e. Q4 2025).

Relevant Project Experience

Project 1: Delaware County Emergency Communications Center (DelCo ECC) – Pennsylvania

Project Description

Prepared collaborated with Delaware County Emergency Services to improve communication between telecommunicators and non-English-speaking callers—specifically Spanish speakers. The project aimed to replace legacy translation systems with a faster, more accurate real-time text-to-voice translation solution. This supported both police and EMS dispatch operations and significantly reduced call handling time, especially in high-stakes scenarios.

Technologies Used

- Real-Time Text-to-Voice Translation (Spanish language focus)
- Multilingual Transcription Interface with 33 language support and 140+ for SMS
- Protocol-Aligned Emergency Medical Dispatch (EMD) Guidance
- No-additional-equipment deployment—compatible with existing systems
- End-to-End Integrated Dispatcher Workflow

Results

- Dispatch Speed Improvements:
 - Cut average Spanish call time from 15 minutes to 5 minutes, a 66% reduction
 - One weapon-involved tenant dispute call was completed in just 3 minutes, 38 seconds, enabling immediate escalation and arrest
- Operational Efficiency:
 - Police and EMS calls processed at English-language speeds, enabling faster dispatch and improved response times

- Noise complaint resolved in under three (3) minutes, compared to significantly longer durations using prior translation tools
- Improved EMS Outcomes:
 - In one case, an obstetrics emergency and a breathing issue were both triaged and responded to in under 6 minutes, with effective pre-arrival instructions enabled by Prepared’s AI-driven text-to-speech capabilities
- Accuracy and Compliance:
 - Reduced reliance on third-party interpreters improved instruction fidelity, which is critical to meeting EMD protocol standards
 - Lowered liability risks through consistent delivery of word-for-word pre-arrival instructions
- User Experience:
 - ECC staff emphasized ease of use and minimal training required:
“The speed of time it takes to use this translator compared to our legacy translator... it’s night and day.” — Chief Anthony Mignogna

Project 2: Baltimore City 911 – Assistive AI for Emergency Call Processing – Maryland

Project Description

Baltimore City partnered with Prepared to improve call handling efficiency and accuracy at its 911 emergency call center, which handles approximately 1.4 million calls annually. The city aimed to eliminate delays caused by human interpretation, improve quality assurance capabilities, and streamline dispatcher workflows using Prepared’s Assistive Call-Taking AI.

The deployment included real-time transcription, AI-generated summaries, multilingual support, and full-call QA coverage—all integrated into the existing environment without the need for new hardware.

Technologies Used

- **Real-Time Transcription & AI Summarization:** Live text rendering of calls with highlights of critical details
- **Text-to-Voice Translation:** Operator-controlled translation for Spanish and other non-English calls
- **Automated Quality Assurance (QA):** 100% call coverage with error detection, playback, and flagging

- **Protocol Support & Map Integration:** Guided dispatch supported by real-time maps and AI-enhanced prompts
- **Multilingual Detection:** Automatic language recognition and instant translation overlays
- **Cloud-native deployment:** No changes to hardware or telephony stack required

Results

- **Streamlined Call Processing**
 - Operators gained real-time transcripts and summaries, enabling faster comprehension and response
 - Reduced the need for audio rewinds and repeated questions
 - Enhanced location accuracy through map and transcript cross-reference
 - *“Prepared 911 is about 98% accurate... It definitely helps us get the appropriate help to the public.”* — Sarah Knight, 911 Operator
- **Improved Translation & Accessibility**
 - Spanish calls processed internally, bypassing external interpreter delays
 - Callers received immediate care, improving equity in service delivery
 - Operators retained control of the call for better accuracy
 - *“That entire step is gone. Now I am the translator... It is a beautiful thing, being able to bridge the gaps.”* — Wayne Harris, Operations Manager
- **100% Automated QA Coverage**
 - All calls are now quality-assured vs. prior 30% manual sample
 - Operators receive instant feedback, supporting coaching and accountability
 - Issues are identified and addressed in near real time
 - *“It’s telling you that you didn’t do the things that you were supposed to do. It even tells you what you missed so we can fix that.”* — Wayne Harris
- **Broader Impact**
 - Increased telecommunicator speed and accuracy
 - Fewer errors through live guidance and protocol checks
 - Delivered the best-fit response for every emergency across language barriers

Project 3: Anoka County 9-1-1 ECC Modernization - Minnesota

Project Description

Prepared partnered with Anoka County Emergency Communications to implement a suite of Assistive AI tools aimed at improving the efficiency, accuracy, and resilience of the county's 911 operations. The project's objectives were to:

- Streamline emergency call handling and reduce errors,
- Improve the training and retention of telecommunicators,
- Equip supervisors with real-time insights and oversight tools.

The scope covered full deployment across all call-taker, dispatch, and supervisory functions for Anoka's ECC, which services over 367,000 residents and supports 11 law enforcement and 17 fire agencies.

Technology Used

- **Assistive Call-Taking:** Live transcription, multi-language translation (33 audio + 140+ text languages), and real-time AI summarization.
- **Supervisor Dashboard:** Keyword-based alerting, real-time QA monitoring, and workflow configuration.
- **Training & Staffing Tools:** AI-assisted coaching insights, performance monitoring, and support for training acceleration and retention.

Results

Prepared's implementation delivered measurable improvements across several critical areas:

- **Improved Call Accuracy & Efficiency**
Real-time transcription enabled call-takers to clarify chaotic or multi-language calls, reducing misrouting and unnecessary emergency dispatches. For example, AI translation helped avoid dispatching medical responders for what was ultimately a routine doctor appointment inquiry.
- **Enhanced QA & Risk Reduction**
Supervisors identified and corrected critical errors—such as a mistaken school location and incorrect license plate—before they escalated. Real-time monitoring enabled proactive QA and performance coaching.
- **Faster Training and Higher Retention**
The AI platform alleviated stress on new telecommunicators, enabling them to focus on core tasks while relying on transcript support. This led to faster training completions and improved confidence among staff. The platform's modern design also helped attract younger recruits to public safety roles.

- **ECC-Wide Impact**

The platform fostered a healthier workplace culture, empowered supervisors, and ensured that Anoka County ECC could deliver faster, more accurate responses with fewer resources.

TECHNICAL PROPOSAL

Response to Service Categories 1–4: AI-Powered Language Translation, Transcription, Quality Control & Additional 9-1-1 AI Services

Prepared is pleased to submit this proposal in response to the NCTCOG RFP #2025-093 to provide advanced, AI-powered solutions for 9-1-1 emergency communications. Our platform supports all four core categories of service outlined in this solicitation within our Assistive Call Taking (ACT) and Automated Quality Assurance (AQA) modules as follows:

1. **AI Language Translation for 9-1-1**
2. **AI Language Transcription for 9-1-1**
3. **AI Quality Control for 9-1-1**
4. **Additional 9-1-1 AI Services**

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

Prepared's Assistive Call-Taking (ACT) solution includes robust real-time bi-directional voice and text translation capabilities:

- **Real-Time Audio & Text Translation:** ACT detects spoken and text languages automatically and enables two-way translation via both voice and text, supporting seamless communication in high-stakes 9-1-1 interactions.
- **Multilingual Coverage:** ACT supports 30+ spoken languages and 200+ text-based languages including Spanish, Vietnamese, Mandarin, Russian, Hindi, and Korean, exceeding the minimum language requirement.
- **Operational Flexibility:** Works across primary, secondary, and backup ECCs, regardless of origination or transfer.
- **Canned Messaging:** Allows for pre-translated, pre-configured outbound messages.
- **Resilience & Logging:** Translated conversations are logged and made available in real-time with secured access controls.

- **AI Improvements:** Our models improve over time using structured customer feedback, preferred glossaries, and a translation memory engine.

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

Prepared's ACT transcription capabilities exceed industry standards:

- **Live and Post-Call Transcription:** 100% coverage of live and recorded calls, timestamped and searchable.
- **Keyword Tagging:** Automatically flags terms such as "gun," "drowning," and "unconscious" to assist in triaging and prioritization.
- **Court-Admissible Records:** All transcripts meet standards for admissibility and audit integrity.
- **Multilingual Transcription:** Includes automatic translation to English for non-English audio.

Service Category 3: AI Quality Control for 9-1-1

Prepared's Automated Quality Assurance (AQA) tool streamlines QA via AI and NLP:

- **Performance Metrics:** Evaluates response time, adherence to protocol, tone, empathy, and more.
- **Anomaly Detection:** Flags high-risk scenarios including deviations from SOPs or incomplete call data.
- **Sentiment Analysis:** Detects stress, escalation, and emotional cues from both callers and telecommunicators.
- **Dashboards & Reporting:** Interactive dashboards provide real-time insights, trends, and KPI reports.

Service Category 4: Additional AI Services

Prepared offers unique AI-powered features not explicitly mentioned in the RFP:

- **Real-Time Acoustic Keyword Detection:** Identifies critical events via transcript analysis and keyword flagging.
- **AI Call Summarization:** Produces actionable summaries for rapid dispatch and reporting.
- **Multimodal Media Handling:** Enables handling of SMS, MMS, photos, and live video.
- **Advanced, real-time mapping capabilities** purpose-built for emergency response. The map provides an interactive, dynamic view of ongoing incidents, caller locations, spoken location and situational media—such as live video feeds, text sessions, and shared multimedia—anchored to precise geographic coordinates.

Compliance with General Requirements

Prepared affirms compliance with Sections 5.1–5.6 and offers the following highlights:

- **Service Availability:** All services are available 24/7/365.
- **Security & Compliance:** Fully CJIS, HIPAA, and SOC 2 compliant. Uses AES-256 encryption and FedRAMP cloud hosting.
- **Disaster Recovery:** Includes DR plans and quarterly independent security audits.
- **Rapid Deployment:** Browser-based, mobile, and on-prem access with <3 second connection times.
- **Infrastructure:** No hardware required; cloud-native architecture ensures <0.001% outage (99.999% uptime).
- **Integration:** Compatible with major CADs (Hexagon, CentralSquare), RapidSOS, Flock Safety, CHEs, and TCCs.

VALUE-ADDED CAPABILITIES & SERVICES

Prepared provides a robust, fully integrated platform designed to support the entire 911 call-to-service continuum—from initial call intake through dispatch, response coordination, and supervisory oversight. Rather than functioning as a collection of isolated modules for individual roles (call takers, dispatchers, supervisors), Prepared delivers a cohesive solution that enhances situational awareness, collaboration, and operational efficiency across all stages of emergency

communication and response. The platform is purpose-built to unify workflows, reduce handoff friction, and ensure continuity throughout the entire lifecycle of emergency incidents.

Capabilities beyond the requirements within this RFP include:

◆ Assistive Dispatch

Prepared's Assistive Dispatch module leverages AI to enhance CAD workflows, reducing dispatcher cognitive load and improving incident handling accuracy:

- **Intelligent Summarization:** Automatically generates CAD-ready call summaries with structured data extraction.
- **Dispatch Pre-fill:** Suggests priority codes, incident types, and recommended units based on call content.
- **Seamless CAD Integration:** Supports major CAD platforms (Hexagon, CentralSquare, RapidDeploy) via open APIs.
- **Reduced Time-to-Dispatch:** Cuts average call-to-dispatch time by 10–30%, especially in high-volume scenarios.

◆ Automated Non-Emergency Triage

Prepared supports automated triage of non-emergency and administrative calls, allowing ECCs to focus resources where they're needed most:

- **Voice Bot Agent:** Intercepts low-priority or misrouted 911 calls and gathers initial information via AI before routing.
- **Smart Routing:** Classifies and forwards inquiries to the correct department (e.g., animal control, utilities, non-emergency police).
- **Bot Agent Customization:** ANET AI bot can be tailored to match agency protocols and terminology for contextually accurate support.
- **Call Volume Reduction:** Agencies report up to 15–20% reduction in non-emergency load within 90 days.
- **Instant Scalability:** Handles surges of non-emergency calls simultaneously—no hold time even for 100+ concurrent calls.

◆ Integrated Analytics for PSAP Operational Excellence

Prepared empowers PSAPs with a comprehensive analytics suite designed to enhance transparency, operational insight, and strategic planning:

- **Real-Time Dashboards:** Visualize metrics such as call volumes, dispatch times, agent availability, and outcomes.
- **Performance Benchmarking:** Track performance over time and compare with national or historical benchmarks.
- **Call Review & QA:** Supervisors can access call logs, transcripts, and summaries to drive QA and coaching workflows.
- **Workforce Optimization:** Staffing insights aligned with peak hours and incident trends support smarter shift planning.
- **Grant & Policy Reporting:** One-click generation of structured reports for compliance, grants, and audits.

By embedding analytics into daily operations, Prepared gives PSAP leaders the tools to continuously monitor performance, adjust workflows, and build a culture of accountability—all without relying on external systems or manual data handling.

Product Roadmap Preview – Vision *** (Prepared’s Roadmap is Proprietary Information)***

Prepared is rapidly expanding its platform to deliver a fully unified, AI-powered 911 solution—supporting call-taking, dispatch, quality assurance, and supervisory oversight in one cohesive system. In the next 12 months, we are launching mission-critical enhancements including integrated call-handling (CHE); advanced telephony features, AI-driven triage, logging and dispatch tools; real-time transcription across radio and phone channels, and dynamic mapping with situational overlays.

Our development is informed by deep collaboration with PSAP design partners to ensure practical impact. Features like automated QA, dashboard analytics, radio transcription, language translation, and CAD integrations are already rolling out in production environments. And, here is a quick preview of what’s on the horizon for our 2025-2026 roadmap:

◆ **Call Handling (CHE)**

Prepared’s CHE is a unified call-handling platform that integrates directly with CAD and QA systems to streamline the entire 911 workflow—from answering the call to dispatch and review. By collapsing the traditional boundaries between systems, CHE maintains full call context across stages, enabling consistent, real-time data flow. It supports features like call controls, routing, telephony integration, and audio handling while laying the foundation for advanced capabilities such as automated transcription, incident tagging, and intelligent dispatch support. Designed as the primary entry point for 911 calls, CHE acts as the delivery layer for Prepared’s full suite of assistive tools.

◆ **Logger**

Prepared’s upcoming logging recorder delivers essential call and radio capture with modern usability, enabling synced playback across sources for fast incident review and QA. It consolidates core workflows—recording, transcription, redaction—into a single platform, reducing vendor sprawl and training overhead. By simplifying implementation, supporting built-in redaction and sharing, and bundling with other Prepared tools, it offers a faster, more cost-effective path to mission-critical recording.

Diagram 1: Existing & Future Product Landscape

Product	General Availability	Product Description
Assistive Call-Taking	Yes	Real-time transcription & translation of transcripts, AI Insights, inbound & outbound text and media, Text-to-Voice, EED+ELS, GPS Links, & spoken location capture, and keyword alerts & incident flagging for Supervisors.
Automated Quality Assurance	Yes	Real-time and post-call QA with baseline protocol checks for 100% of calls, automatic incident classification, and custom filtering for call analytics & performance insights.
Assistive Dispatch	Yes	Includes real-time radio transcription, talk group & alias filtering, and keyword search.
Automated Non-Emergency Triage	Yes	AI voice bot includes dynamic & conversational AI, real-time 10-digit line call triage & transcription, and automated SMS follow-up.
Analytics	Yes	Dashboards and filterable call detail reports for

		QA, staffing, and performance tracking.
Logger	Q4 2025	Call and radio recording with synced playback, redaction, downloads, filtering, and timeline-based review for QA and legal workflows.
CHE	Q3 2026	Core 911 telephony platform with call answering, distribution, routing, and integration into ACT, CAD, and QA systems—enabling full control over the end-to-end call lifecycle.

Implementation Process

Prepared will implement its Assistive Call-Taking (ACT) and Automated Quality Assurance (AQA) solutions in accordance with the following phases:

Diagram 2: Implementation Overview (ACT / AQA)

Phase 1: Planning	Kickoff meeting to introduce stakeholders, define project milestones & timelines, and assess agency workflows.
Phase 2: Implementation	Configure and deploy the Prepared Listener Application (virtual or on-prem). Integrate with PSAP systems (CPE, CAD, etc.). Activate transcription, translation, QA, and call summarization features.
Phase 3: Training	Virtual and/or onsite training for telecommunicators, supervisors, and administrators. Training includes real-time demos, documentation, and recordings for future use.

Phase 4: Deployment	Final validation testing. Go-Live support and transition to Customer Success for Post-launch assistance, support, and additional training as needed.
----------------------------	---

Maintenance & Support:

- Included for the duration of the agreement (minimum 1 year).
- 24/7 emergency support.
- Support channels: email, ticket system, and in-app bug reporting.

ATTACHMENT A: COMPLIANCE MATRIX

**ATTACHMENT A
COMPLIANCE MATRIX**

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	Prepared is SOC-2, HIPAA, and CJIS compliant
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	As part of this response, Prepared has included training. Prepared's AI-powered voice translation service is specific to 911 calls.
c.	Access to Interpreters: Provide assurance of direct access to language translation interpreters without requiring unique pin codes.	Complies	Prepared provides direct access to interpreters without a unique pin.
d.	Service Availability: Confirm the availability of services 24/7/365 to ensure continuous support.	Complies	All services are hosted on high-availability infrastructure ensuring 24/7/365 operation.

**ATTACHMENT A
COMPLIANCE MATRIX**

e.	<p>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.</p>	Complies	Prepared is responding to all 4 service categories in section 5.0, while also providing insight into additional services and roadmap insight on future services.
f.	<p>Architectural Diagram and Scalability: Include an architectural diagram illustrating your solution and describe its scalability. Responses can include one or more models or solutions.</p>	Complies	See Attachment A1 for architectural diagram.
g.	<p>Implementation and Configuration Capabilities: Detail the implementation, integration, and configuration capabilities available to the Customer. Clarify if software installation and configuration are exclusive to your company and explain why, if applicable.</p>	Complies	Integration, configuration is all handled in-house for Prepared implementation.
h.	<p>Impact Mitigation: Assure that any loss of connectivity or failure in translation or transcription services will not affect call-taking functionality.</p>	Complies	Loss of service of transcription/translation functionality will not affect the ability of call takers to receive calls.
5.2	LANGUAGE SUPPORT	Complies	
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	<p>Inbound speech to text: English, Spanish, Mandarin, Danish, Dutch, French, German, Hindi, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Swedish, Tamil, Turkish, Bulgarian, Catalan, Czech, Greek, Estonian, Finnish, Hungarian, Lithuanian, Latvian,</p>

**ATTACHMENT A
COMPLIANCE MATRIX**

			<p>Malay, Romanian, Slovak, Thai, Vietnamese</p> <p>Outbound text to speech: Catalan, Chinese (Cantonese), Chinese (Mandarin, Czech Danish, Dutch, English Finnish, French German, Hindi, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Spanish, Swedish.</p> <p>Text message translation is supported in over 200 languages.</p>
5.3	SERVICE CATEGORY #1: TRANSLATION SERVICES FOR 9-1-1		
j.	<p>Real-time Audio Translation: Provide capabilities for real-time audio translation during live 9-1-1 calls.</p>	Complies	Real-time audio translation is available for all supported languages.
k.	<p>Text Message Translation: Ensure text message translation for text-to-911 platforms or over-the-top (OTT) text-to-911 and text-from-911.</p>	Complies	Text message translation is supported in over 200 languages.
l.	<p>Operational Flexibility: Ensure that audio and text translation operates seamlessly across all ECCs (primary, secondary, backup), regardless of the call/text's origin or transfer points.</p>	Complies	Audio and text translation operate seamlessly across all ECCs (primary, secondary, backup), regardless of the call/text's origin or transfer points.
m.	<p>AI Language Detection: Demonstrate AI language detection capabilities to expedite access to language translations.</p>	Complies	Language is auto-detected from caller audio using a trained LLM classifier.

**ATTACHMENT A
COMPLIANCE MATRIX**

n.	AI Voice Translation: Provide AI voice translation capabilities between 9-1-1 call takers and 9-1-1 callers.	Complies	AI voice translation is supported for the languages listed in 5.2.i
o.	Turnaround Time for Document Translation: Specify the turnaround time for non-emergency document translation (e.g., incident reports, public notices).	Complies	Prepared allows for download an immediately available summary report (including translated transcripts) for every non-emergency or emergency call.
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	Bi-directional translation is supported for all supported languages listed in 5.2.l
q.	Logging and Accessibility: Log all translated conversations and make them available to Customer in real or near-real-time.	Complies	All transcribed calls and text messages are available in real-time to be accessed, depending on the center's configurable retention policy.
r.	Secure Connectivity: Ensure connectivity to the translation service is diverse, secure, and actively monitored for security threats.	Complies	All connections to language services are encrypted with TLS and only CJIS-compliant providers are leveraged. All data is securely stored within Prepared's internal AWS Commercial instance.
s.	Translation Memory/Glossary: Support a translation memory or glossary for Customer to provide feedback on preferred translations	Complies	Prepared allows calltakers to submit feedback through the web portal about incorrect transcriptions or translations, which are used to improve language services

**ATTACHMENT A
COMPLIANCE MATRIX**

t.	Handling Misspellings: Explain how the proposed text translation solution will handle misspellings in the original language that may affect translation accuracy.	Complies	For text translation services, Prepared’s language model performs spell correction using contextual backoff algorithms. Misspellings are not a concern for call translation, as Prepared’s models automatically transcribe voice audio to correctly spelled text.
u.	Pre-Translated Messages: Support the creation of pre-translated canned announcements or text messages for use by Customer in service request contexts.	Complies	ECCs can preload canned messages, which Prepared translates automatically.
v.	Handling Unidentified Languages: Address the handling of languages that cannot be identified by the translation service.	Complies	In the case of an unidentified language, no language suggestions will be surfaced, and the calltaker is trained to fall back to typical human interpretation services.
w.	Continuous Improvement: Include a mechanism for improving the accuracy of translations over time for each supported language.	Complies	Prepared works closely with its language model providers to surface customer feedback. These providers are also continuously improving translation accuracy over time.
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	Live calls are transcribed with <1s lag and recorded calls are batch processed with 99% accuracy.
y.	Keyword Tagging/Flagging: Implement tagging/flagging of key words such as “gun”, “unconscious”, “drowning” to enhance search	Complies	Keyword tagging and flagging is available and can be also used to trigger escalations, or directed messages to specific parties.

**ATTACHMENT A
COMPLIANCE MATRIX**

	capabilities.		
z.	Timestamped Verbatim Transcripts: Provide timestamped, verbatim transcripts with search capability to facilitate retrieval of key information.	Complies	All transcripts are fully time-stamped and searchable.
aa.	Text Translation Capabilities: Offer text translation capabilities for multilingual support.	Complies	Text translation capabilities are supported for 200+ languages.
bb.	Optional Speaker Identification and Redaction: Provide optional speaker identification, noise filtering, and redaction services.	Does not Comply	Prepared's interface distinguishes the caller and calltaker sides of the conversation. Noise filtering and redaction are not available, but Prepared would be open to reviewing with a PSAP if this was a requirement for their project.
cc.	Admissibility in Court: Ensure transcripts meet legal standards for admissibility in court.	Complies	Prepared can produce records as needed for admissibility in court. In addition, Prepared will work with agencies at the local level to adhere to agency policies for admissibility in court.
dd.	Logging and Storage: Implement logging and secure storage of transcripts to ensure accessibility and security for Customer.	Complies	Transcripts are encrypted at rest using AES-256, and available to be accessed through the portal.
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 within 6 Months	Automated QA evaluates key call metrics and highlights performance variances, key performance metrics such as response time, adherence to protocols, accuracy of information collection, and overall call handling effectiveness.

**ATTACHMENT A
COMPLIANCE MATRIX**

			We are currently developing tone of voice and empathy analysis on our roadmap for completion in 2025.
ff.	Anomaly & Risk Detection: Identify potential issues such as miscommunication, incomplete information gathering, delays in dispatch, or non-compliance with standard operating procedures.	Complies	Each PSAP's standard operating procedures are ingested and calls are automatically evaluated for non-compliance.
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	We are currently developing sentiment and stress analysis on our roadmap for completion in 2025.
hh.	Compliance Monitoring: Ensure calls are handled in accordance with regulatory standards and internal protocols, flagging any deviations for review.	Complies	Each PSAP's standard operating procedures are ingested and calls are automatically evaluated for non-compliance.
ii.	Reporting & Dashboards: Deliver customizable reports and interactive dashboards that provide insights into call performance, trends, and areas for improvement.	Complies	Dashboards summarize QA scores by telecommunicator, shift, and event type.
jj.	Continuous Learning & Model Improvement: Regularly update and refine AI models based on feedback and new data to ensure high accuracy and relevancy.	Complies	Prepared's AI model providers regularly update and refine AI models based on feedback and new data to ensure high accuracy and relevancy.
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	Complies	The Prepared platform is compliant with APCO/NENA ANS 1.107.1.2015 standard for the establishment of a Quality Assurance and Quality Improvement Program for ECCs.

**ATTACHMENT A
COMPLIANCE MATRIX**

	Improvement Program for ECCs.		
5.6	OTHER REQUIREMENTS		
ll.	Connection to Service: Ensure connection to service in < 3 seconds (preferred).	Complies	Service is consistently available in <3 seconds.
mm.	Uptime Reliability: Guarantee 99.999% uptime reliability	Complies	Prepared supports 99.999% uptime of services.
nn.	Tiered Response Expectations: Define tiered response expectations for high-traffic or crisis scenarios.	Complies	<p>Critical: Major outage affecting all users or critical business functions, requiring immediate action</p> <p>High: Significant service degradation or partial outage that affects a large number of users or important functions</p> <p>Medium: Moderate service degradation or partial outage with a limited impact on users or non-critical functions</p> <p>Low: Minor issues with minimal impact on users or system performance</p>
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	Assuming standard operating conditions, 95+% accuracy is achieved for core languages
pp.	CJIS Compliance: Ensure compliance with Criminal Justice Information Services (CJIS) regulations.	Complies	The Prepared platform is CJIS compliant.

**ATTACHMENT A
COMPLIANCE MATRIX**

qq.	HIPAA Compliance: Maintain HIPAA compliance for medical emergency translation, transcription, and quality assurance/control (QA/AC).	Complies	The Prepared platform is HIPAA compliant.
rr.	Data Encryption: Implement data encryption for both in-transit and at-rest data. Specify encryption methods and protocols utilized.	Complies	AES-256 at rest, TLS 1.2 in transit
ss.	Secure Data Storage: Utilize US-based servers for secure data storage. Specify retention periods, including cold storage retention.	Complies	All data is stored in FedRAMP-Moderate AWS environments located in the United States. PSAPs can establish their own retention policies within Prepared or be configured based on Prepared's best practices.
tt.	Confidentiality and Non-Disclosure Agreements: Outline the confidentiality and non-disclosure agreements used by the Vendor.	Complies	All staff under NDAs; breach penalties and training in place.
uu.	Proactive Security Measures: Conduct proactive analysis of systems and networks for vulnerabilities, including independent security audits annually.	Complies	Proactive analysis of all new code for potential security vulnerabilities occurs before it is deployed. 3rd party penetration tests are conducted annually, and all identified vulnerabilities are remediated within the recommended windows.
vv.	Multifactor Authentication: Implement multifactor authentication for remote access into systems providing the service.	Complies	Multifactor authentication can be configured as a requirement on a per-center basis.
ww.	Disaster Recovery Plan: Provide a disaster recovery (DR) plan and describe the	Complies	Disaster recovery protocols are tested quarterly and available upon request and NDA; zero-day patching under SLA of 24h.

**ATTACHMENT A
COMPLIANCE MATRIX**

	security software update policy, frequency, and procedures.		
xx.	Data and Language Model Restrictions: Restrict all data and language models to the Customer only, prohibiting use in other regions.	Complies	Data from one customer is never used to train models available to a different customer.
yy.	Compatibility with Call-Handling Systems: Ensure compatibility with 9-1-1 call-handling systems.	Complies	Prepared is open to working with any and all call handling providers and has proven success integrating over-the-top with systems including Vesta, Viper, etc.
zz.	API Access or NG9-1-1 Integration: Provide API access or integration with NG9-1-1 infrastructure.	Complies	Prepared can integrate with NG911 CHEs via SIPREC and i3-compliant webhooks
aaa.	Access Options: Offer browser-based, mobile, and on-premise access options.	Complies	Prepared’s interface can be accessed through web or mobile web.
bbb.	Real-Time Monitoring Dashboard: Include a real-time monitoring dashboard for supervisors.	Complies	Prepared’s real-time analytics dashboard unifies QA and operational data—enabling 911 supervisors to monitor call volume, call duration, protocol adherence, and critical QA trends instantly. Customizable visualizations and drilldowns support real-time decision-making, performance coaching, and staffing optimization across shifts and calltakers.
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	Prepared is an over-the-top software that integrates with a customer’s CHE.
ddd.	Integration with Text Control Centers (TCCs): Support interoperability with Text Control Centers	Complies	Prepared offers seamless TCC integration.

**ATTACHMENT A
COMPLIANCE MATRIX**

	(TCCs) serving Customer's ECCs for text message translation functionality.		
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ATTACHMENT A1

PREPARED ARCHITECTURAL DIAGRAM

Section 1 Prepared Live AWS Account

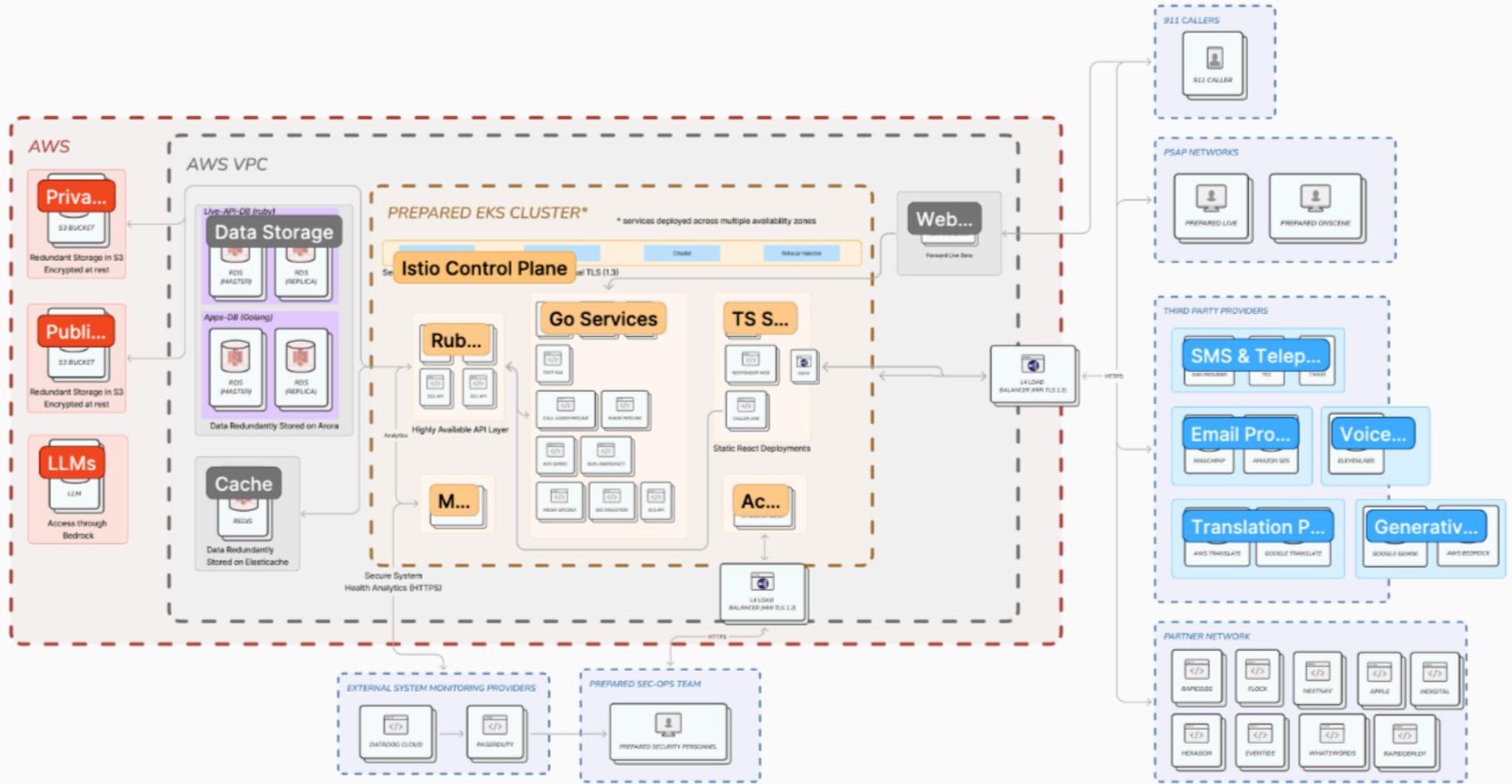


EXHIBIT 2: SAMPLE MARKET BASKET FORM

EXHIBIT 2: SAMPLE MARKET BASKET FORM

This exercise will follow after receipt of initial proposals.

NOT APPLICABLE

EXHIBIT 3: SERVICE DESIGNATION AREAS

EXHIBIT 3: SERVICE DESIGNATION AREAS

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

(Exhibit 3 continued on next page)

(Exhibit 3 continued)

Nationwide Service Area Designation or Identification Form			
Proposing Firm Name:	Invictus Apps Inc (D/B/A Prepared)		
Notes:	Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.		
	Will service all fifty (50) states	Will not service fifty (50) states	
	Yes - All 50 States		
	<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>		
Item	State	Region/MSA/City (write "ALL" if proposing to service entire state)	Designated as a Service Area
1.	Alabama		
2.	Alaska		
3.	Arizona		
4.	Arkansas		
5.	California		
6.	Colorado		
7.	Connecticut		
8.	Delaware		
9.	Florida		
10.	Georgia		
11.	Hawaii		
12.	Idaho		
13.	Illinois		
14.	Indiana		
15.	Iowa		
16.	Kansas		
17.	Kentucky		
18.	Louisiana		
19.	Maine		

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

End of Exhibit 3

CUSTOMER VIDEOS AND CASE STUDIES/TESTIMONIALS

Customer Videos and Case Studies/Testimonials

Prepared Videos

[City of Baltimore Quality Assurance Testimonial](#)

[City of Nashville](#)

[Prepared on The Today Show](#)

Prepared Case Studies

[Delaware County Emergency Services](#)

[Anoka County 911](#)

PRODUCT ONE-PAGERS

Prepared's End-to-End Assistive AI Platform

What We Do

Prepared transforms emergency response at every stage of a 911 call and provides critical information anytime, anywhere to call-takers, dispatchers, supervisors and field responders.

We see a future where non-emergency calls are handled automatically; where call-takers can leap over language barriers and improve location accuracy; where no cry for help over the radio is missed; where every call-taker gets the coaching they deserve and every supervisor has the insight they need. Our Assistive AI platform makes it possible with interoperable products that provide a 360 degree view for maximum situational awareness.

Who We Serve

1k+

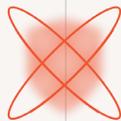
We've partnered with over 1,000 PSAPs to empower their teams and minimize burnout.

49

We connect communities with lifesaving technology in 49 states.

8M+

We've processed over 8 million 9-1-1 calls and serve more than 86 million people.



How We Do It

01 Automated Non-Emergency Triage

- Shorten Call Wait Times
- Quickly Assist Non-Emergency Callers
- Improve Admin Line Visibility



02 Assistive Call-Taking

- Remove Language Barriers
- Capture Key Details
- Improve Call Processing Times
- Lower Call-takers' Workloads



03 Assistive Dispatch

- See Real-Time Radio Transcriptions
- Alert Supervisors to Critical Events
- Reduce Communication Errors
- Lower Dispatchers' Cognitive Load



04 Automated QA

- QA 100% of Calls
- Improve Performance
- Support Staff Development
- Find Critical Calls Faster

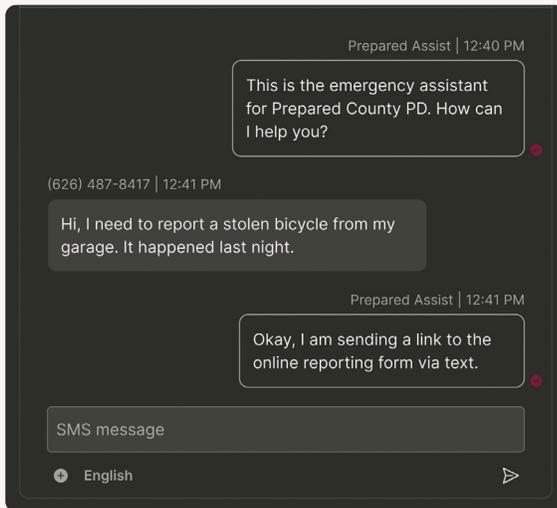


A Unified Platform for Every Stage of Emergency Response

01

PRE-CALL

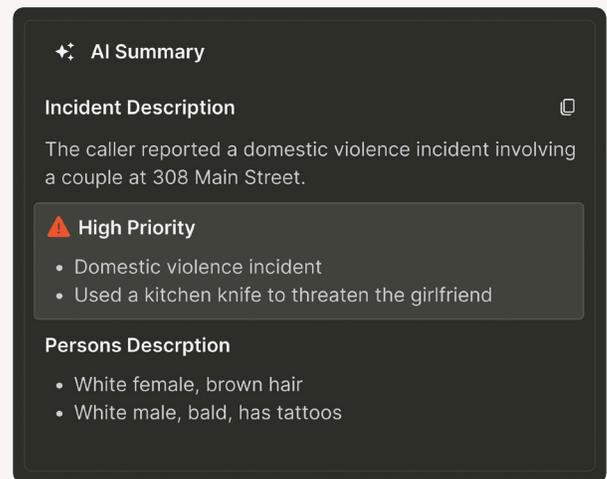
Take non-emergency calls out of the call-taking workflow and focus on responding to emergencies.



02

DURING THE CALL

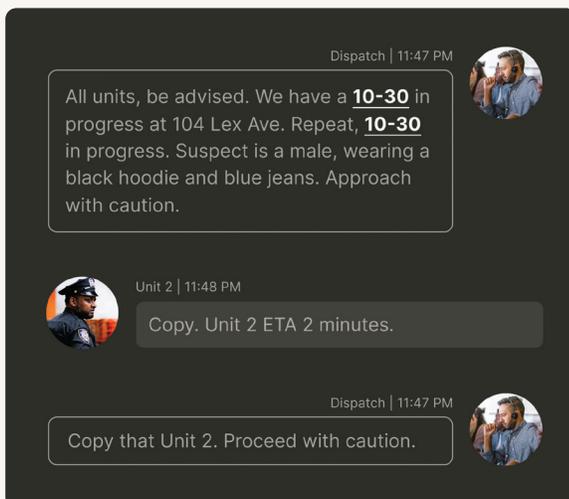
Discover and act on critical information faster with real-time transcription, translation, summaries and more.



03

DISPATCH

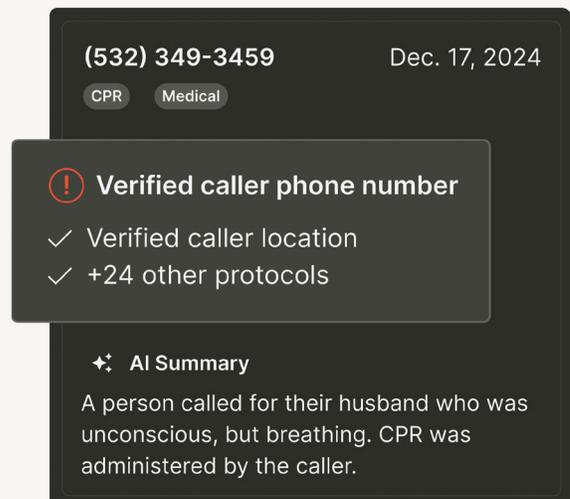
Strengthen field responders' lifeline and ensure no radio communication is missed.



04

POST-CALL

Transform QA reviews into a faster, more impactful process to enhance feedback and boosts performance.



CALL

Assistive Call-Taking

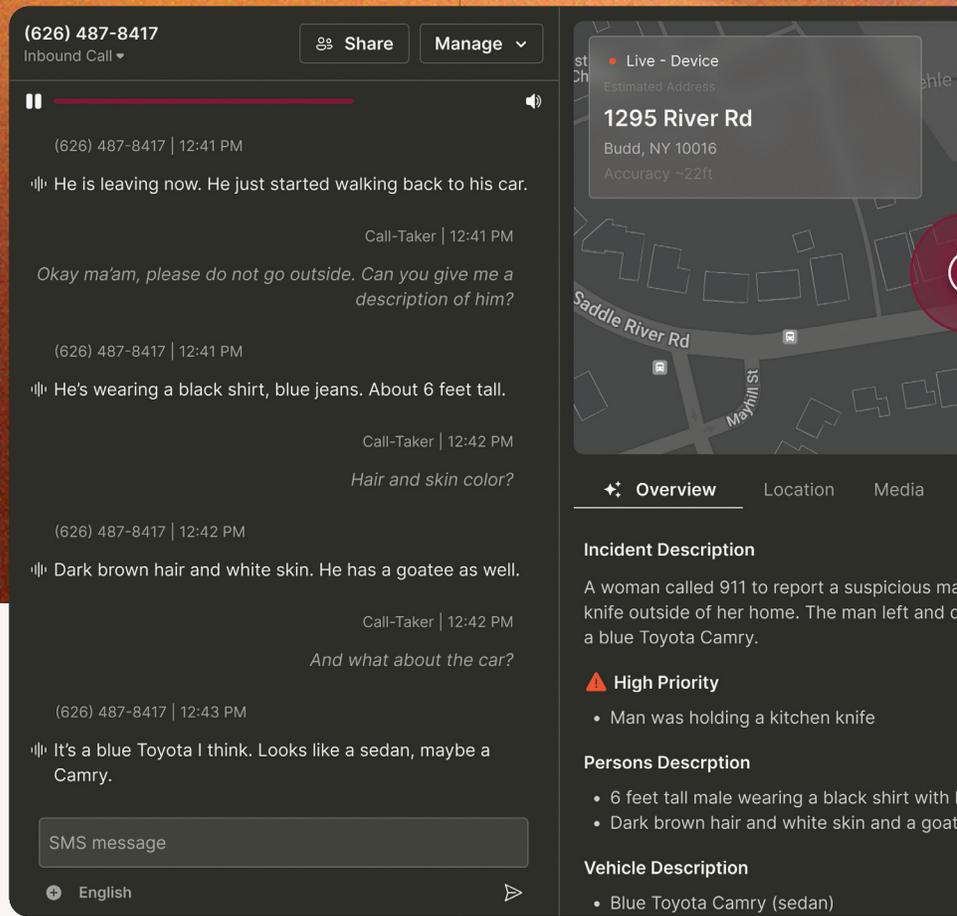
Reduce Call Processing Time by 50%

A faster, easier path to call completion with lighter workloads.

Prepared's Assistive Call-Taking uses AI-powered transcription, translation, and data capture to streamline and support call-takers in real time. Assistive Call-Taking automatically transcribes calls, translates non-English languages in real time, and flags critical keywords from a call while providing actionable call summarization.

For Spanish-speaking callers, it enables two-way communication via a text-to-voice feature, converting a call taker's typed responses into spoken Spanish.

Supervisors have live access to call data, empowering them to step in and support staff as needed.



Key Benefits

01

Real-Time Transcription + Translation

Supports 30+ languages for seamless communication with non-English-speaking callers.

02

Call Summaries + Keyword Flagging

Call summaries and flagged keywords are available instantly for call-takers, dispatchers, and supervisors.

03

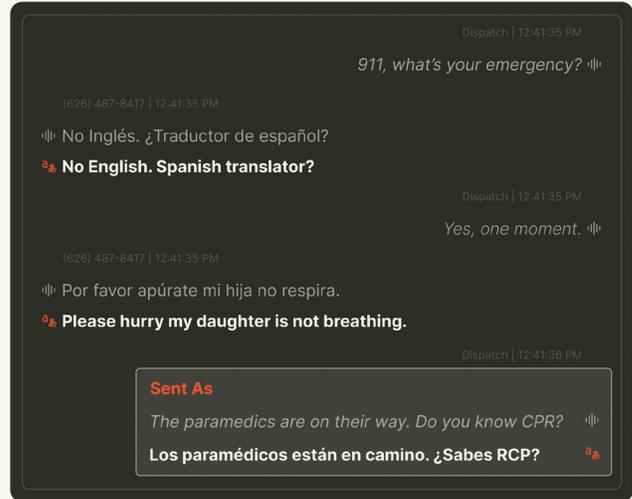
Easy Integration + Quick Deployment

As an over-the-top solution, it integrates with existing systems without costly replacements and can be deployed within weeks.

KEY FEATURES

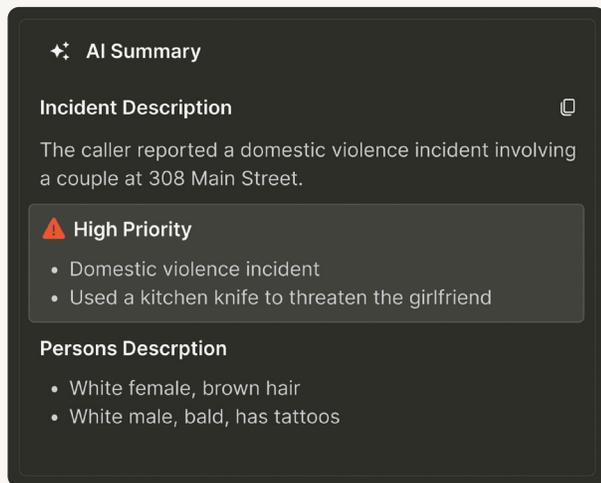
Call Translation

Break down language barriers with instant two-way translation and shorten response times by 66%.



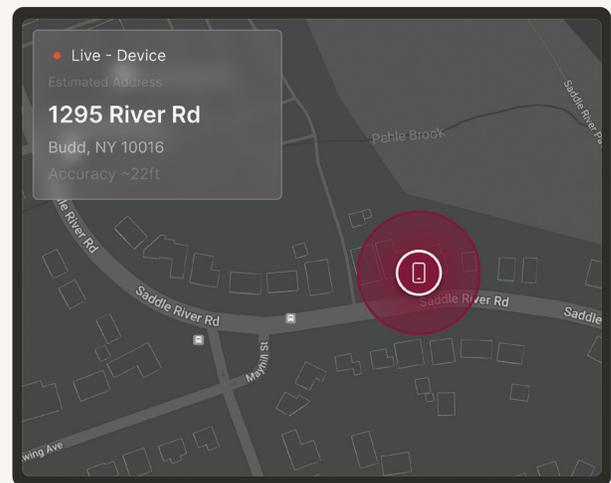
Call Transcription & Insights

Alleviates data overload, reduces the need for multi-tasking, and allows call-takers to focus on the caller.



Location Accuracy

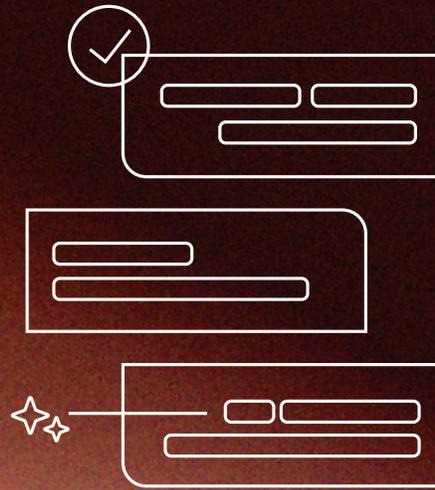
Ensure every location detail, from an address to a landmark, is validated and mapped with ease with map-based verified spoken location, ELS, and EED data.



POST-CALL

Automated QA

Maintain High Standards Regardless of Resource Constraints



Immediately check 100% of calls against protocols.

Stop sifting through countless recordings and waiting weeks to find trends—Automated QA provides the tools to quickly assess, improve, and monitor call-taking performance across the entire center. Prepared’s AI-powered automation reduces the time spent on reviews, ensuring that supervisors can focus on meaningful coaching and feedback so that their center provides the best quality of services to the community.

(532) 349-3459

Dec. 17, 2024

CPR

Medical

 **Verified caller phone number**

- ✓ Verified caller location
- ✓ +24 other protocols

 **AI Summary**

A person called for their husband who was unconscious, but breathing. CPR was administered by the caller.

Key Benefits

01

Save Time

Surface high-impact calls and access QA forms alongside the call transcript, audio, and summary in a single unified platform.

PREPARED

02

Develop Staff

Provide coaching for call-takers by sharing rich feedback alongside call audio, transcript, and summaries.

ASSISTIVE

03

Flag Protocol Issues

Ensure that protocols are followed on every call and catch trends or gaps before problems occur.

AI

PREPARED911.COM

KEY FEATURES

QA Made Easy

Easily reference audio playback, transcript, insights, and auto-checks in a single page when completing or reviewing QA forms.

Tags

CPR Domestic Drugs

Summary

A woman called about her husband over heroin in the Starbucks parking lot. He is unconscious and needs medical attention as possible.

Protocol

- ! Verified caller phone number
- ✓ Verified caller location
- ✓ Verified incident nature

Reviewed by
Rachel Gunnerson
Oct. 24, 2024 10:24PM

Call taking

	Yes	No	N/A
Confirmed location	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confirmed caller's name	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Confirmed caller's phone number	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Call Flagging

Find calls of interest based on custom tags or identified protocol issues.

Spanish Incidents (262) 293-2032

Filter Language: Spanish X

Incident	Location	Tags	Created At
(406) 555-0120	2972 Westheimer Rd. Santa Ana, IL 95486	CPR, Medical	Apr 7th 2024, 12:35 PM
(406) 555-0120	2972 Westheimer Rd. Santa Ana, IL 95486	CPR	Apr 7th 2024, 12:35 PM
(406) 555-0120	2972 Westheimer Rd. Santa Ana, IL 95486	Domestic	Apr 7th 2024, 12:35 PM
(406) 555-0120	2972 Westheimer Rd. Santa Ana, IL 95486	None	Apr 7th 2024, 12:35 PM
(406) 555-0120	2972 Westheimer Rd. Santa Ana, IL 95486	Domestic	Apr 7th 2024, 12:35 PM
(406) 555-0120	2972 Westheimer Rd. Santa Ana, IL 95486	Assault	Apr 7th 2024, 12:35 PM
(406) 555-0120	2972 Westheimer Rd. Santa Ana, IL 95486	Theft	Apr 7th 2024, 12:35 PM
(406) 555-0120	2972 Westheimer Rd. Santa Ana, IL 95486	CPR	Apr 7th 2024, 12:35 PM
(406) 555-0120	2972 Westheimer Rd. Santa Ana, IL 95486	CPR	Apr 7th 2024, 12:35 PM
(406) 555-0120	2972 Westheimer Rd. Santa Ana, IL 95486	Medical	Apr 7th 2024, 12:35 PM
(406) 555-0120	2972 Westheimer Rd. Santa Ana, IL 95486	Domestic	Apr 7th 2024, 12:35 PM

Open **Copy**



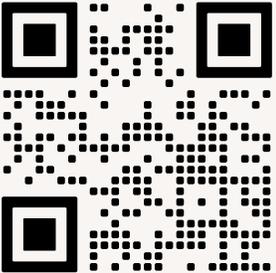
Location 249 8th Ave Brooklyn, NY 10022

Created At Apr 7th 2023, 12:32 PM

Seat Position 15

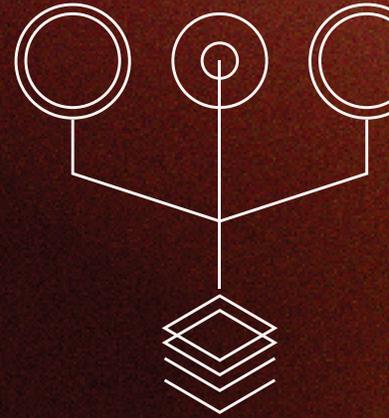
Trigger Keyword Detected Medical CPR

Summary A person called for their husband who was unconscious, but breathing.



Scan here to learn more about Automated QA.

PREPARED911.COM
LINKEDIN.COM/COMPANY/PREPARED911



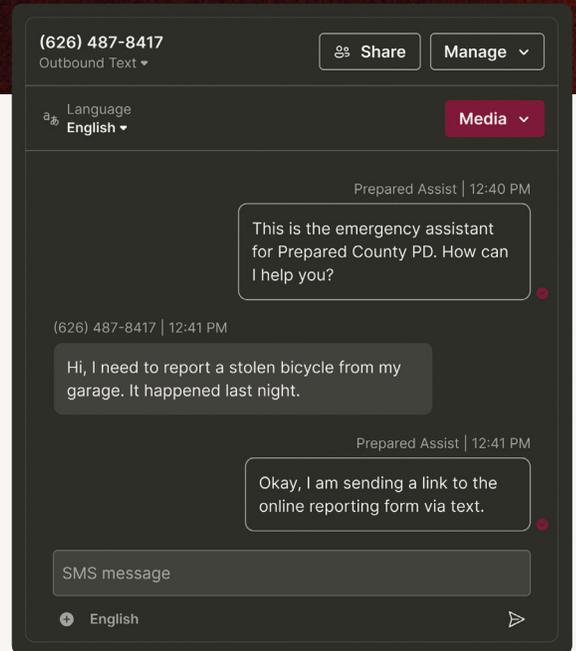
PRE-CALL

Automated Non-Emergency Triage

Empower Call-Takers to Answer Emergencies Faster

Relieve the burden of answering routine administrative calls.

Quickly connect non-emergency callers to the right resources with an AI-powered assistant for your 10-digit phone lines. Unlike a phone tree or IVR, Prepared's AI assistant dynamically converses with callers to quickly identify and act on their needs while transcribing and recording every call to keep you in the loop.



Key Benefits

01

Time Savings

Reduce total call volume and give call-takers immediate access to key information and the call transcript if they need to jump in.

PREPARED

02

Better Caller Experience

Assist callers with a dynamic, natural-sounding AI that can carry a conversation in English or Spanish and adapt on the fly.

ASSISTIVE

03

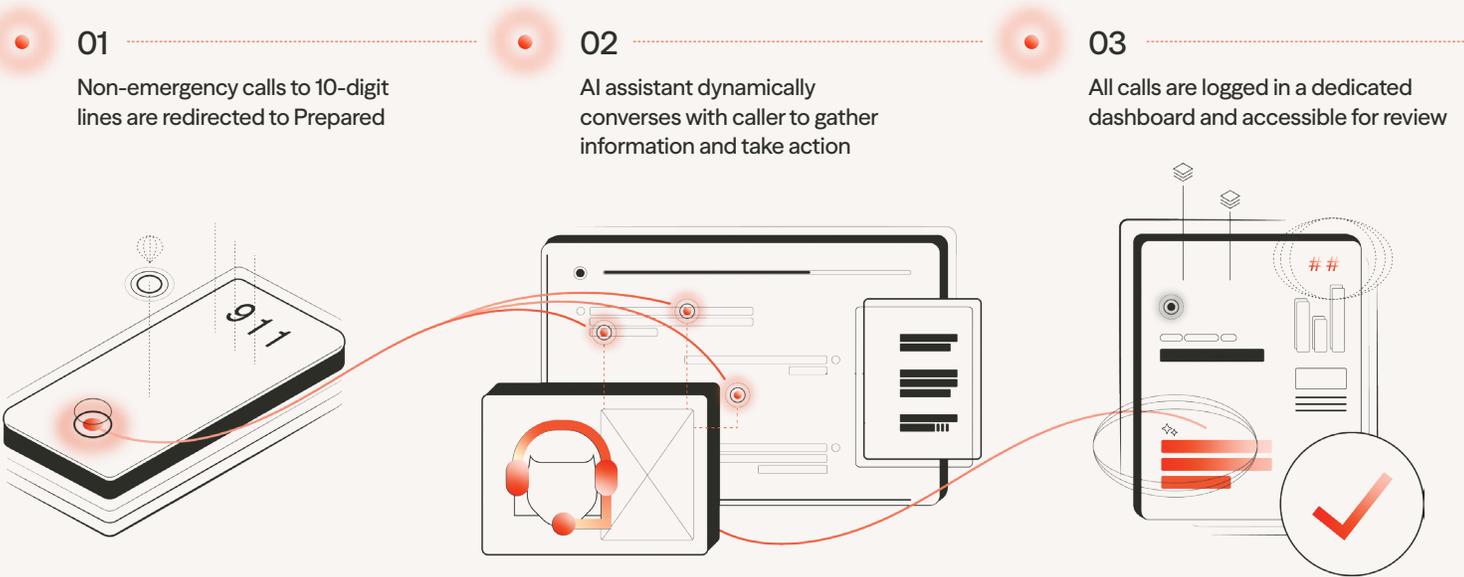
Immediate Visibility

Have a deeper understanding of what types of 10-digit calls your center receives and how the AI Assistant responded.

AI

PREPARED911.COM

How It Works



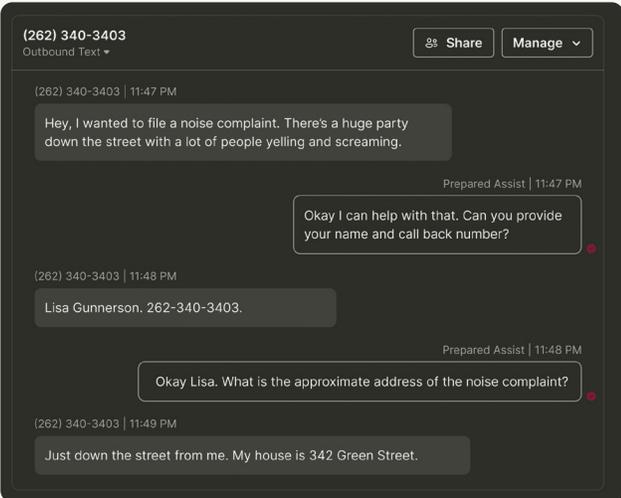
KEY FEATURES

Dynamic Conversations in English and Spanish

The natural-sounding voice assistant provides quick, reassuring support for callers by offering the right resources or transferring calls as needed.

A Human is Always in the Loop

Real-time transcripts and summaries of every 10-digit call gives call-takers context if they need to barge in or if the bot identifies an emergency that needs a call-taker's attention.

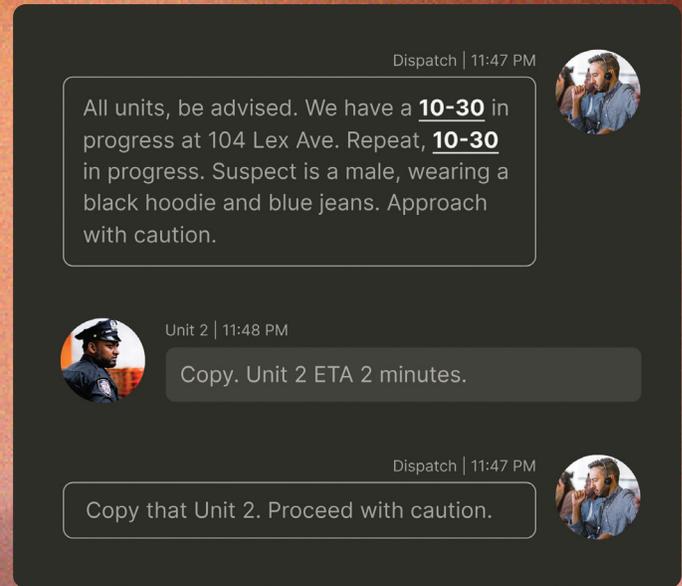


Incident	Tags	Actions	Status
(406) 555-0120	Stolen vehicle	Sent SMS Vehicle Form	Complete
(406) 555-0120	Animal	Transferred Animal Control	Needs Action
(406) 555-0120	None	None	Needs Action
(406) 555-0120	Parking Ticket	Transferred City Services	Complete
(406) 555-0120	Parking Ticket	Transferred City Services	In Progress
(406) 555-0120	Assault	Transferred Admin	Complete
(406) 555-0120	None	None	Needs Action

DISPATCH

Assistive Dispatch

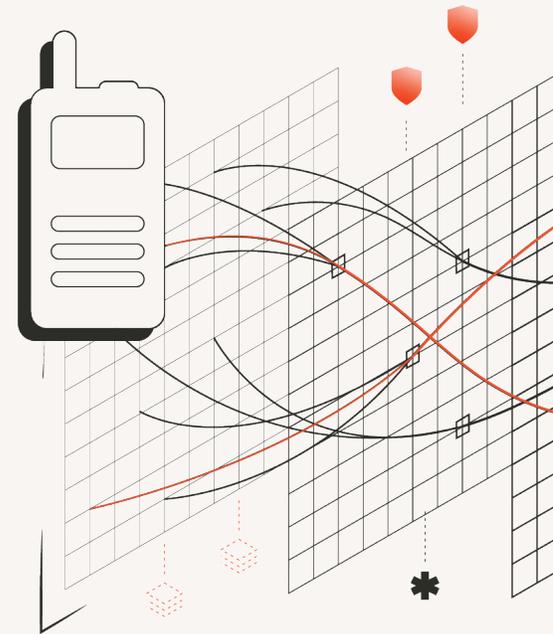
Manage Every Talkgroup, Never Miss a Detail



See what was said, when, by whom, and in which talkgroup.

Manage radio communications with ease, reduce mistakes, and lighten the cognitive load of dispatching with Assistive Dispatch. Our real-time radio transcription helps dispatchers stay focused on what matters most: quickly and accurately coordinating emergency responses and keeping field responders safe.

With clear, accurate transcriptions filtered by talkgroup and timestamped for easy reference, dispatchers can effectively manage their radios and never miss critical information.



Key Benefits

01

A Second Set of Ears

Complement seasoned dispatchers' "radio ears" and help newer dispatchers develop theirs.

PREPARED

02

Reduced Cognitive Load

Alleviate the burden of multi-tasking. Dispatchers can read radio transcriptions, identify key points of interest, and replay audio on the fly.

ASSISTIVE

03

Improved Accuracy

Reduce the chance of communication errors and be alerted to important events based on keyword flags.

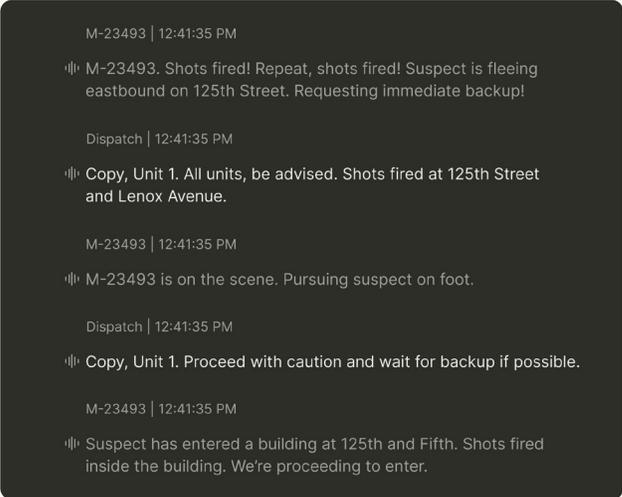
AI

PREPARED911.COM

KEY FEATURES

Radio Transcription

Instantly transcribes and documents radio conversations as they happen, bringing clarity and calm to radio transmissions and minimizing repetition requests.



M-23493 | 12:41:35 PM
M-23493. Shots fired! Repeat, shots fired! Suspect is fleeing eastbound on 125th Street. Requesting immediate backup!

Dispatch | 12:41:35 PM
Copy, Unit 1. All units, be advised. Shots fired at 125th Street and Lenox Avenue.

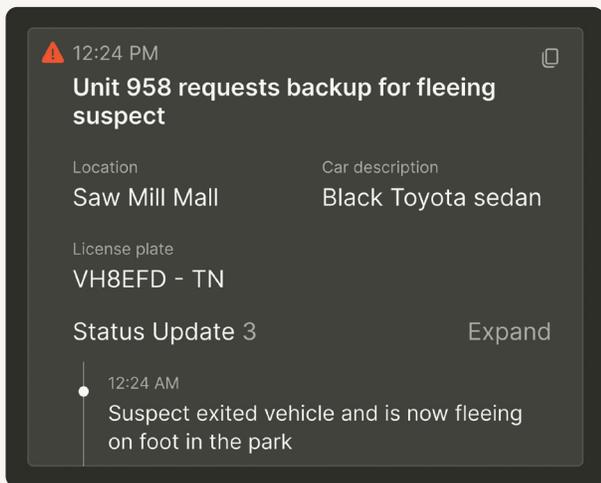
M-23493 | 12:41:35 PM
M-23493 is on the scene. Pursuing suspect on foot.

Dispatch | 12:41:35 PM
Copy, Unit 1. Proceed with caution and wait for backup if possible.

M-23493 | 12:41:35 PM
Suspect has entered a building at 125th and Fifth. Shots fired inside the building. We're proceeding to enter.

Summaries & Alerts

Summarize radio transmissions for each incident and alert supervisors to critical keywords or events.



12:24 PM
Unit 958 requests backup for fleeing suspect

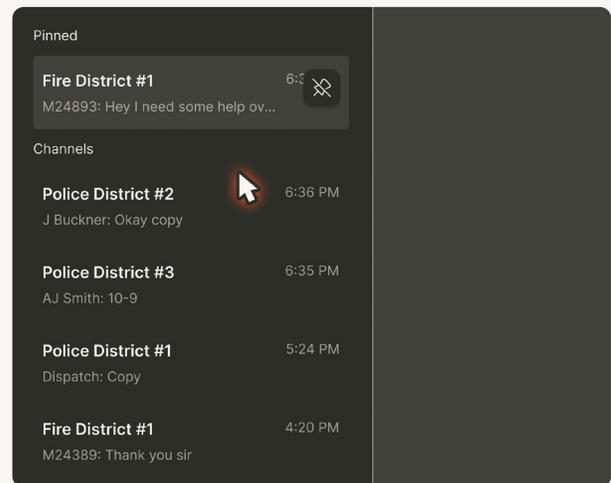
Location: Saw Mill Mall
Car description: Black Toyota sedan
License plate: VH8EFD - TN

Status Update 3 Expand

12:24 AM
Suspect exited vehicle and is now fleeing on foot in the park

Multichannel Support

Captures audio across multiple talkgroups, keeping each conversation organized and accessible.



Pinned
Fire District #1 6:00
M24893: Hey I need some help ov...

Channels

Police District #2 6:36 PM
J Buckner: Okay copy

Police District #3 6:35 PM
AJ Smith: 10-9

Police District #1 5:24 PM
Dispatch: Copy

Fire District #1 4:20 PM
M24389: Thank you sir