

PRICING MODEL

DeskOfficer is submitting Fixed Pricing for the proposed Category #4 ancillary services.

DeskOfficer is not proposing discount-from-list pricing. Pricing is provided through fixed annual fees, fixed usage rates, and fixed professional services hourly rates.

PROPOSED SERVICE CATEGORY

DeskOfficer is proposing under:

Service Category #4: Ancillary Services for NG9-1-1

DeskOfficer is not proposing under:

- Service Category #1: Standards-Based NG9-1-1 Call Handling System
- Service Category #2: Dispatch Mapping Solution for NG9-1-1
- Service Category #3: Data Analytics Solution for NG9-1-1

DeskOfficer's proposed services are ancillary modules that may enhance, integrate with, or support existing call handling, telephony, CAD, RMS, analytics, and related public safety workflows where authorized by the Customer.

FIXED PRICING CATALOG

PRODUCT/ SERVICE	DESCRIPTION	UNIT	PRICE
911Translate Pro	CHE conference / three-way call-based language access with translation, transcription, protocol support, summaries, and analytics	Per minute	\$1.00

PRODUCT/ SERVICE	DESCRIPTION	UNIT	PRICE
911Translate Enterprise Platform	Enterprise language access platform with SIPREC support, portal access, advanced transcription, summaries, analytics, and optional CAD write-back configuration	Annual base fee	\$50,000
911Translate Enterprise Usage	Enterprise language access usage	Per minute	\$1.50
DeskOfficer 911 TDoS Prevention – Unlimited	Unlimited annual TDoS / call flooding defensive screening and surge absorption	Annual subscription	\$250,000
DeskOfficer 911 TDoS Prevention – Base	Lower-base TDoS protection option	Annual base fee	\$50,000
DeskOfficer 911 TDoS Prevention – Protected Call	Calls processed during an activated TDoS defensive workflow	Per protected call	\$20
DeskOfficer AI Call Handling Platform	AI call handling platform for non-emergency/ admin workflows, TeleServe draft report creation, records support, and approved overflow/surge support	Annual base fee	\$62,400
DeskOfficer AI Call Handling Usage	Calls processed by DeskOfficer AI Call Handling	Per call	\$0.50

PROFESSIONAL SERVICES PRICING

SERVICE	DESCRIPTION	UNIT	PRICE
Implementation Specialist	Implementation, configuration, onboarding, workflow setup, and deployment support	Per hour	\$175
Project Manager	Project coordination, implementation planning, stakeholder coordination, and timeline management	Per hour	\$175
Training / Customer Success	Training, user onboarding, account review, reporting review, and customer success support	Per hour	\$150

SERVICE	DESCRIPTION	UNIT	PRICE
Technical Integration Engineer	Technical integration support for SIP/SIPREC, CAD, RMS, APIs, telephony, secure exports, and related systems	Per hour	\$225
Telephony Configuration Services	Call forwarding, local number setup, transfer workflows, conference workflows, SIP routing, and routing configuration	Per hour	\$175
SIP/SIPREC Integration Services	Technical discovery, configuration, testing, and support for SIP/SIPREC-based integrations	Per hour	\$225
CAD Integration Services	CAD write-back, transcript link, summary, metadata, or workflow integration planning and implementation	Per hour	\$225
RMS Integration Services	RMS draft report, records workflow, export, or structured data integration support	Per hour	\$225
API / Export Integration Services	API configuration, secure export setup, reporting exports, or system-to-system data exchange	Per hour	\$225
Custom Workflow Configuration	Customer-specific scripts, prompts, routing rules, escalation rules, report templates, and workflow configuration	Per hour	\$175
Executive / Strategic Advisory	Executive-level consulting, strategic advisory, public safety workflow design, and senior stakeholder engagement	Per hour	\$300

Professional services, custom workflow configuration, SIP/SIPREC integration, CAD/RMS integration, onsite support, remote support, training, and other implementation services may be scoped by statement of work using the hourly rates listed above.

PRICING NOTES AND ASSUMPTIONS

1. All listed services are proposed under Service Category #4: Ancillary Services for NG9-1-1.
2. Services may be purchased individually or combined in a Customer-specific purchase order or statement of work.
3. Usage-based fees may be estimated and billed annually based on projected volume. Final billing terms, reconciliation, implementation assumptions, support requirements, and integration scope will be defined in the applicable purchase order or statement of work.
4. A “protected call” for TDoS Prevention means a call processed by DeskOfficer during an activated TDoS defensive workflow, including calls screened, classified, queued, routed, escalated, or documented by the system.
5. Professional services, custom integrations, onsite support, and training may be scoped separately using the hourly rates listed in this catalog.
6. Travel expenses, if required for onsite work, will be billed only if authorized in the applicable purchase order or statement of work.
7. Third-party costs, pass-through costs, carrier charges, telephony charges, vendor access fees, or integration fees imposed by third-party systems are not included unless expressly stated in the applicable statement of work.
8. Taxes, if applicable, are not included.

PRICE ESCALATION / DE-ESCALATION

DeskOfficer’s fixed pricing will remain firm for the initial period required by the RFP. Any requested price increases will be submitted in writing and handled in accordance with the RFP’s price escalation and de-escalation requirements.

Price decreases may be made at any time as permitted by the RFP.