July 14, 2025

We appreciate the opportunity to provide a targeted bid for award under the TXShare Cooperative purchasing program. We are confident the accompanying details will warrant full consideration.

Northland's solution does not end here. We are committed to delivering the newest and "state of the art" artificial intelligence product. We fully understand that a PSAP System Investment warrants a successful training and implementation. Solution "delivery" is what will ensure a long term impact with your Texas PSAP'S.

With the support gained from the owner, Dereck Leyde, and the management team, we fully expect our offerings will exceed your expectations.

We look forward to a successful five year partnership!

Best Regards,

Tom Grismer

Senior Sales Executive

Northland & Companies

tgrismer@northlandsys.com

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.

Northland and Companies DBA Northland Business Systems
Legal Name of Proposing Firm

Tom Grismer   Senior Sales Executive
Contact Person for This Proposal   Title

952-209-1452   tgrismer@northlandsys.com
Contact Person Telephone Number   Contact Person E-Mail Address

12150 Nicollet Ave   Burnsville,   MN   55337
Street Address of Principal Place of Business   City/State   Zip

Same
Mailing Address of Principal Place of Business   City/State   Zip

Same - Tom Grismer   Senior Sales Executive
Point of Contact for Contract Negotiations   Title

952-209-1452   tgrismer@northlandsys.com
Point of Contact Telephone Number   Point of Contact Person E-Mail Address

Acknowledgment of Addenda (initial): #1 _TG_ #2 _TG_ #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

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

RFP# 2025-093

Northland & Companies | July 14, 2025

Proposal to:

TXShare on behalf of North Central Texas Council of Governments (NCTOG)

Prepared by:

Tom Grismer

Senior Sales Executive

Northland & Companies

1. Certificate of Offeror and Statement of Understanding

Northland & Companies is in receipt of and acknowledges the following Addenda to this RFP and our signed cover page has been included.

Addendum No. 1 – June 24, 2025
Addendum No. 2 – June 30, 2025

Northland has reviewed the Request for Proposal for Artificial Intelligence (AI) Language Translation, Transcription, and Quality Control for 9-1-1 and we are pleased to partner with **Revcord** to respond to your request. We have thoroughly reviewed the specifications and do not take any exceptions to the request, terms, specifications or any other attachments. We have a complete understanding of the work to be performed as well as the deliverables requested in this solicitation.

We are excited to be evaluated based on our extensive experience in concert with Revcord in delivering AI solutions to Public Safety agencies across the country. Our responses on the following pages will further your understanding of our offerings.

Northland is pleased to present **ReVI (Revcord Voice Intelligence)** in response to your request for proposal. We trust that you and your member agencies will see the benefit of **ReVI** to meet each of the Service Categories covered under this RFP.

In the area of **Service Category #1: Translation Services for 9-1-1, ReVI** is currently providing translation for English (US, UK, Global, Australian), Spanish, German, Finnish, French, Hindi, Italian, Japanese, Korean, Dutch, Polish, Portuguese, Russian, Turkish, Ukrainian, Vietnamese, Chinese. This technology has been developed to transform how call logging systems process audio using advanced AI. Some of the features include:
- Transcription with multilingual support
- Auto redaction of sensitive content
- Speaker separation and speaker identification
- Language recognition and tagging of non-English calls
- For non-English calls, translation is built around Revcord's **RevScribe** engine.

Our comprehensive answers to your technical proposal can be found in Attachment A: Compliance Matrix.

In the area of **Service Category #2: Transcription Services for 9-1-1, ReVI's** secure, closed AI model uses a fine-tuned large language model tailored for Public Safey. This exclusive AI solution ensures top-tier security, privacy, and data control.

As an alternative to ReVI's 100% transcription of all calls, Revcord has developed **RevScribe**. **RevScribe** was developed as a standalone transcription engine for diverse industries and use cases. Its key features include manual and semi-automated transcription workflows, custom templates based on transcription type, supports all logger industry languages, includes advanced redaction capabilities and is designed to plug into QA, legal, compliance and documentation workflows. **RevScribe** is priced per minute and transcribes uploaded calls.

Additional information about both transcription features will be found in Attachment A: Compliance Matrix.

In the area of **Service Category #3 Quality Control Services for 9-1-1, ReVI** provides agencies with 100% automated quality assurance on all channels, for all calls. Our comprehensive answers to your technical questions can be found in Attachment A: Compliance Matrix.

In the area of **Service Category #4 Additional 911 AI Services,** we are pleased to partner with Revcord to provide **Revcord's AI-Powered Recording for Mission-Critical Operations**. A Revcord Logger isn't just a recorder – it's an AI-powered intelligence platform that enhances decision-making, ensures compliance and protect critical communications.   With a commitment to seamless integrations, automation and real-time insights, Revcord helps agencies reduce risk, enhance collaboration and optimize performance – all with a scalable, cost-effective ecosystem. Revcord's RevSync provides fail-safe cloud storage with end-to-end, HIPAA-compliant, encrypted cloud backup.

Pricing information for each Service Category has been provided in Exhibit 1: Categories Offered and Pricing Proposal.

References

Ashley County Arkansas Brandy Dye, 911 Director 606 E Serrett St Hamburg, AR 71646 870-853-7307 Ashleycounty911va@yahoo.com	Carlisle Police Department Chief Eric Frank 120 West Main Street Carlisle, AR 72024 870-552-7893 efrank@carlislear.org
Chicot County E911 Sheriff Ron Nichols 417 Main St Lake Village, AR 71653 870-265-8015 Rnchicot1@sbcglobal.net	Cleburne County Arkansas Crystal Cavender, 911 Director 2319 Highway 110 W, Suite A Herber Springs, AR 72543 256-463-3820 ccavender@cleburnecounty.us
Grand Island Fire Company Ron Stipp 2275 Baseline Road Grand Island, NY 14072 716-200-2380 ronstipp@gmail.com	Lake Village Police Department Anthony White 210 Main Lake Village, AR 71653 870-632-9539 awhite@lakevillagear.gov
Randolph County 911 Hampton Owens, 911 Director 1510 Pace Road Pocahontas, AR 72455 870-202-9819 howens@randolphco911.org	Searcy Police Department Jason McGlawn, Dispatch Supervisor 101 N Gum Street Searcy, AR 72143 501-268-3531 jmcglawn@cityofsearcy.org
Shawano County Sheriff Kasey Cross, Communication Supervisor 405 North Main St Shawano, WI 54166 715-526-3111 Kasey.cross@shawanocountywi.gov	Survival Flight Rex Conatser, IT Director 705 Heber Springs Road Batesville, AR 72501 870-805-2420 rconatser@survivalflightinc.com

3.   Project-Related Experience and Qualifications

a. Organization's Capabilities and Experience

Northland is no stranger to complex implementations involving multiple departments/agencies. Northland designed and implemented the first Centralized Regional Public Safety Answering Point (PSAP – or 911) Recording in the State of Minnesota and we were the first to implement a State-wide recording solution.

Northland employs over 30 CJIS Certified Engineers and supports over 1,500 Law Enforcement Agencies in the states of Texas, Minnesota, Wisconsin, Michigan, California, Washington, Iowa, Illinois, Nebraska, New Mexico, Arizona, Missouri, Kansas, South Dakota, North Dakota and other states. Our support operations are fully staffed, **24/7/365** to support your mission-critical solutions.

Northland & Companies actively participates in APCO/NENA, Sheriff's Associations and Chief's of Police Associations in the aforementioned states. Northland also participates monthly in Minnesota's State Regional Advisor Committee (RAC), Owners & Operators Committee (O&O), Next Generation 911 Committee (NG911), Emergency Management Advisory Committee (EMAC) and Logger Committee meetings.

b. Relevant Past Projects

Revcord has been working on AI in some manner for some time including the REVSTT, transcription only tool for additional purchase. With the creation of ReVI, which includes the REVSTT transcription services, the scene had forever evolved.

ReVI was developed to transform how call logging systems process audio using advanced AI. It's key features include Transcription with multilingual support (20+ languages), auto redaction of sensitive content, speaker separation and speaker identification, language recognition and tagging of non-English calls.

RevScribe was developed as a standalone transcription engine for diverse industries and use cases. Its key features include manual and semi-automated transcription workflows, custom templates based on transcription type, supports all logger industry languages, includes advanced redaction capabilities and is designed to plug into QA, legal, compliance and documentation workflows.

c. Background and Years in Business

Northland & Companies Overview and History

At Northland & Companies we understand that your technology and operations shape the backbone of nearly everything you do. We are proud to partner with you to help you meet your business objectives by providing the highest level of expertise and comprehensive business technology solutions.

Since 1982, Northland has been dedicated to supporting our clients' mission-critical communication initiatives and putting them in control of their data. From audio and video recording, to evidence management/storage solutions, to in-car and body worn cameras, Northland's mission is to put you in control of your data and assets as well as to provide you with the business technology tools to leverage your investment, streamline your operations and securely store your data.

Northland employs over 30 CJIS Certified Engineers and supports over 1,500 Law Enforcement Agencies in the states of Texas, Minnesota, Wisconsin, Michigan, California, Washington, Iowa, Illinois, Nebraska, New Mexico, Arizona, Missouri, Kansas, South Dakota, North Dakota and other states. Our support operations are fully staffed, **24/7/365** to support your mission-critical solutions.

We understand that 911/PSAP Communication Centers' operations are mission-critical, around-the-clock, and so are we!! We are the only reseller in the United States staffed 24/7/365 and accredited by **the BBB with an A+ rating with no complaints.**

- Certified Revcord Solutions Partner
- Largest logger reseller in the United States
- Affordable pricing for Government Agencies with Quality Services
- Our Support operations are fully staffed, **24/7/365**
- We have partnerships with Motorola, Harris, RACOM, Zetron, Central Square and others
- Monthly Training sessions are included at no charge to all Revcord users
- Minimum, Guaranteed 1 hour response time, **24/7/365**
- Monthly customer check points to validate the health of our solutions in the field and to provide proactive support
- Northland has over **30 full-time CJIS Certified Engineers** on staff
- State of Minnesota ARMER Level 2 System Administration Certification
- Our Engineers are fully equipped with parts in company vehicles
- Each member of our staff is background checked every three months
- $50 million cyber security plan (errors and omissions) with no cyber security incidents
- Zero Trust Hardening of all servers (both internal and client servers)

- RocketCyber - providing endpoint event log monitoring - breach detection threat hunting, intrusion detection and more

Revcord Overview and History

Revcord has been a leading manufacturer of 9-1-1 loggers for more than 15 years. Revcord has delivered solutions ranging from 4 channels to more than 1,000 channels with over 3,000 solutions installed.

History and Rationale Behind the Development of ReVI

Revcord recognized early on the transformative potential of AI in enhancing operational efficiency, accuracy, and oversight within public safety answering points (PSAPs). As AI technology began to show promise in areas such as transcription, call summarization, and searchability, we saw an opportunity to lead the industry by creating a solution built specifically for the unique compliance and confidentiality needs of 911 centers and public safety agencies. This vision gave rise to ReVI (Revcord Voice Intelligence), our proprietary AI solution.

From inception, ReVI was designed not as a third-party plugin, but as a fully integrated, closed-model AI built from the ground up within Revcord's secure environment. Rather than outsourcing development or relying on open AI platforms that pose risks to sensitive information, we made a strategic decision to license a base large language model (LLM) and fine-tune it entirely in-house. This approach allows ReVI to operate completely within the customer's secure environment, ensuring all processing stays local and compliant with CJIS, HIPAA, and PCI standards. By maintaining exclusive control over the architecture, updates, and data handling of ReVI, we can ensure that PSAPs benefit from a constantly evolving AI engine without sacrificing security, privacy, or regulatory compliance.

Our investment in a closed, purpose-built AI system reflects our deep commitment to protecting public safety data while delivering innovative tools that help agencies work smarter, faster, and more securely.

Neither Northland nor Revcord will utilize subcontractors to fulfill any portion of this RFP.

4. Technical Proposal

The following pages contain our response to your Attachment A: Compliance Matrix

Directions: <u>Mandatory Sections:</u>

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

Section 5.1 – General Requirements

Section 5.2 – Language Support

Section 5.6 – Other Requirements

<u>Service Category-Specific Sections:</u>

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

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

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

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

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

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

Section Identifier	REQUIREMENT	SELECT COMPLIES, COMPLIES WITHIN 6 MONTHS AND DOES NOT COMPLY	RESPONSE NARRATIVE Note- If selecting "Complies within 6 months,' include clear timeline including features roadmap and engineering assessment here.
5.1	GENERAL REQUIREMENTS		
a.	**Certifications:** List current certifications such as ISO 17100, ISO 9001. Documentation should be available upon request.	Complies	Revcord's infrastructure is hosted in TRG's Houston data center, which maintains third-party verified certifications including: • FISMA (Federal Information Security Management Act) • SOC 2 Type 2 • SSAE 18 • PCI DSS • NFPA 110 Revcord also self-attests to compliance with: • HIPAA (Health Insurance Portability and Accountability Act) • CJIS (Criminal Justice Information Services) • NIST Cybersecurity Framework While CJIS does not provide formal certification, Revcord's policies, access control systems, and infrastructure configurations are built to fully align with CJIS Security Policy requirements, including personnel background screening, secure authentication, and audit logging. Revcord software implements TLS 1.2+ encryption for all data in transit, AES 256-bit encryption at rest, and role-based access control (RBAC). Additionally, Revcord enforces multi-factor authentication (MFA) for administrative access and encrypts stored media using a proprietary DSF format to ensure confidentiality and integrity.

b.	**Interpreter Training:** Ensure that language translation interpreters have received training specific to 9-1-1 call handling or possess similar call processing knowledge.	Does not Comply	Revcord does not use live interpreters. Instead, we offer **AI-driven** transcription and translation services tailored to public safety workflows. Our models are trained on language typical of high-stress call center environments and supported by QA teams familiar with 9-1-1 terminology, escalation procedures, and caller behavior. Support personnel are trained on ECC operations and receive periodic refreshers.
c.	**Access to Interpreters:** Provide assurance of direct access to language translation interpreters without requiring unique pin codes.	Complies	No PINs, dial-ins, or call transfers are required. All transcription and translation services are initiated from the Revcord platform via browser, desktop, or mobile interface. Access is governed by user credentials and RBAC policies, with full logging of all actions.
d.	**Service Availability:** Confirm the availability of services 24/7/365 to ensure continuous support.	Complies	Revcord's services are available 24/7/365. The TRG-hosted infrastructure features: Tier 4 redundancy with 2(N+1) power architecture • Elevated facility outside 500-year floodplain • 185+ MPH hurricane resistance • Onsite 24/7 staffing and indoor backup generators • 100% uptime track record All systems are proactively monitored and supported by automated alerts.
e.	**List of Services:** Specify the range of services your company can provide. Note that not all services need to be provided by a single vendor; multiple providers may be awarded under the TX Share cooperative.	Complies	• Post-call transcription via RevScribe (with speaker ID and keyword flagging) • Upload-based multilingual transcription and translation (30+ languages; July 2025 release) • AI-powered QA (ReVI) analyzing 100% of calls for compliance, escalation, and performance • Automated redaction (audio and text) for CJIS/PCI/HIPAA-aligned workflows • FOIA/case management automation with searchable logs

			• Secure API access, audit trails, and browser-based review dashboards Live transcription is in development and will be available via OTT workflows in a future release.
f.	**Architectural Diagram and Scalability:** Include an architectural diagram illustrating your solution and describe its scalability. Responses can include one or more models or solutions.	Complies	Revcord's architecture is built on modular containerized microservices that scale horizontally. Each function—transcription, translation, QA—is independently scalable and fault-tolerant. Customer data is logically isolated, and AI workloads are distributed across GPU-enabled nodes with elastic capacity. Audit, backup, and failover routines ensure resilience.
g.	**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.	Complies	Revcord provides exclusive implementation and configuration to maintain compliance and security standards. Our U.S.-based team performs: • CHE/NG9-1-1 integration (SIP, OTT, browser-based) • Policy setup for redaction, transcription QA, user roles Secure data routing, backup, and API integration
h.	**Impact Mitigation:** Assure that any loss of connectivity or failure in translation or transcription services will not affect call-taking functionality.	Complies	Revcord systems are designed to complement—not interrupt—core 9-1-1 operations. Transcription, translation, and QA operate asynchronously. If the AI layer is offline, CHE, call routing, logging, and dispatch remain fully functional. All recordings are locally cached and transmitted once service resumes. Failover protocols ensure data integrity.
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 within 6 Months	ReVI is currently providing translation for English, Spanish, Vietnamese, Mandarin Chinese, and Arabic. Hindi, Russian and Korean will be supported in the next scheduled update (by September 2025).

5.3	SERVICE CATEGORY #1: TRANSLATION SERVICES FOR 9-1-1		
j.	**Real-time Audio Translation:** Provide capabilities for real-time audio translation during live 9-1-1 calls.	Does not Comply	Real-time audio translation is not currently supported. Our system provides secure, accurate translation of audio recordings via manual upload after the call. This ensures quality control and full alignment with compliance standards. **Real-time functionality is under internal evaluation for future release.**
k.	**Text Message Translation:** Ensure text message translation for text-to-911 platforms or over-the-top (OTT) text-to-911 and text-from-911.	Complies	We support the logging of text messages received through Text-to-911 platforms. Messages can be uploaded manually or submitted via API, with typical turnaround in under 2 minutes depending on content length.
l.	**Operational Flexibility:** Ensure that audio and text translation operate seamlessly across all ECCs (primary, secondary, backup), regardless of the call/text's origin or transfer points.	Complies	Our platform supports upload and translation of audio and text from any ECC—primary, secondary, or backup. Translation is performed independently of the originating system, ensuring seamless support regardless of routing or transfer structure.
m.	**AI Language Detection:** Demonstrate AI language detection capabilities to expedite access to language translations.	Complies	Our platform performs automatic language detection during file ingestion. Non-English languages are tagged and do not go through the normal automated transcription. These files can be run later for transcription and translation.
n.	**AI Voice Translation:** Provide AI voice translation capabilities between 9-1-1 call takers and 9-1-1 callers.	Does not Comply	AI voice translation is not supported in real-time. We currently support voice-to-text translation post-call. **Real-time functionality is under internal evaluation for future release.**
o.	**Turnaround Time for Document Translation:** Specify the turnaround time for non-emergency document translation (e.g., incident reports, public notices).	Complies	Translation is processed at a rate of approximately **1 minute of system time per 10 minutes of source content**. Turnaround time is determined by the size and language of the material. Most standard-length recordings & documents are completed within minutes.

			Complies	
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	Our solution supports full bi-directional translation. Audio or text in a foreign language is translated into English for call takers, and English responses or documentation can be translated back into the original language as needed.
q.	**Logging and Accessibility:** Log all translated conversations and make them available to Customer in real or near-real-time.		Complies	All translated content is logged and indexed in the Revcord MMS platform. Transcripts and source media are linked and accessible via secure web interfaces, including RevView and ReVI, typically within minutes of upload.
r.	**Secure Connectivity:** Ensure connectivity to the translation service is diverse, secure, and actively monitored for security threats.		Complies	All data is transmitted over TLS 1.2+ encrypted channels. Processing occurs within U.S.-based, FISMA-compliant data centers. Connectivity is monitored 24/7 through RevWatch, with built-in failover, anomaly detection, and role-based access control.
s.	**Translation Memory/Glossary:** Support a translation memory or glossary for Customer to provide feedback on preferred translations		Complies	We support customer-provided translation glossaries. Preferred terms are integrated into the translation process to ensure consistency and reflect local or agency-specific phrasing.
t.	**Handling Misspellings:** Explain how the proposed text translation solution will handle misspellings in the original language that may affect translation accuracy.		Complies	Our system uses NLP-based spelling correction and context analysis. Minor misspellings are corrected automatically, and uncertain phrases are flagged for review to avoid translation errors.
u.	**Pre-Translated Messages:** Support the creation of pre-translated canned announcements or text messages for use by Customer in service request contexts.		Does not Comply	We do not support this functionality.
v.	**Handling Unidentified Languages:** Address the handling of languages that cannot be identified by the translation service.		Complies	If the system cannot identify a language with high confidence, the file is flagged for manual review. Users may select the correct language from a supported list to continue the translation process.

w.	**Continuous Improvement:** Include a mechanism for improving the accuracy of translations over time for each supported language.	Complies	We support continuous model improvement through feedback and quality reviews.
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	Revcord offers RevScribe and ReVI transcription solutions. RevScribe provides near real-time transcription for uploaded audio, while ReVI automates transcription of 100% of calls post-capture. Both platforms are optimized for public safety workflows, ensuring high accuracy and rapid availability. While Revcord does not currently offer real-time transcription of live 911 calls, our platforms support immediate ingestion and transcription post-call with sub-minute latency in most environments.
y.	**Keyword Tagging/Flagging:** Implement tagging/flagging of key words such as "gun," "unconscious," "drowning" to enhance search capabilities.	Complies	ReVI automatically tags keywords and phrases. These tags support rapid review, case triage, and QA analysis across every call logged.
z.	**Timestamped Verbatim Transcripts:** Provide timestamped, verbatim transcripts with search capability to facilitate retrieval of key information.	Complies	Revcord's transcription systems generate time-stamped, verbatim transcripts. Transcripts are searchable by keyword and integrated with playback tools that allow users to click on text and jump directly to the corresponding audio segment.
aa.	**Text Translation Capabilities:** Offer text translation capabilities for multilingual support.	Complies within 6 Months	Although this is not a current feature, translation of transcripts into multiple languages can be supported via our AI translation engine, which leverages automatic language detection and supports Spanish, Vietnamese, Russian, Mandarin, Korean, and Hindi, among others. Translation is bi-directional and stored alongside original transcripts for audit integrity.

bb.	**Optional Speaker Identification and Redaction:** Provide optional speaker identification, noise filtering, and redaction services.	Complies	Revcord offers optional multi-speaker differentiation and speaker tagging via RevScribe. ReVI includes automated redaction tools that comply with CJIS, HIPAA, and PCI requirements. Sensitive content such as personally identifiable or protected health information is flagged and removed according to agency policy.
cc.	**Admissibility in Court:** Ensure transcripts meet legal standards for admissibility in court.	Complies	Revcord transcripts are time-stamped, tamper-evident, and stored securely in CJIS-compliant environments. Transcripts are linked to audio and metadata to ensure evidentiary integrity and audit traceability, supporting legal admissibility. In addition, for chain of custody purposes, Revcord stores a copy of the file(s) in a proprietary encrypted format.
dd.	**Logging and Storage:** Implement logging and secure storage of transcripts to ensure accessibility and security for Customer.	Complies	Transcripts are stored on CJIS-compliant servers with encryption at rest and in transit. Full audit logs capture access, edits, exports, and playback events. Our data center meets FISMA, HIPAA, SOC, and PCI standards and has a 100% uptime track record.
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	ReVI evaluates 100% of 9-1-1 calls using a secure, closed AI model. Our system automatically scores response time, caller empathy, tone, protocol compliance, and data accuracy across all calls. Unlike sampling-based systems, ReVI applies real-time QA to every interaction using a dynamic, question-based evaluation engine.
ff.	**Anomaly & Risk Detection:** Identify potential issues such as miscommunication, incomplete information gathering, delays in dispatch, or non-compliance with standard operating procedures.	Complies	ReVI continuously monitors all calls for anomalies and risk factors such as missed questions, incorrect triage paths, dispatch delays, or SOP violations through the Revcord Automated QA.
gg.	**Sentiment & Stress Analysis:**	Complies	ReVI uses NLP and acoustic signal analysis and can evaluate the emotional tone and stress level of both the caller and the call taker. Escalation patterns and emotional volatility are logged and factored into

	Apply natural language processing (NLP) and voice analytics to assess caller and dispatcher stress levels, emotional tone, and escalation patterns.		overall QA scoring to aid in coaching and protocol adherence. This is not a feature offered today but is on the roadmap.
hh.	**Compliance Monitoring:** Ensure calls are handled in accordance with regulatory standards and internal protocols, flagging any deviations for review.	Complies	ReVI's QA module can provide excellent predictive data. enforces real-time compliance monitoring aligned with CJIS, HIPAA, and PSAP-specific protocols. Deviations are auto flagged, logged, and included in QA reports.
ii.	**Reporting & Dashboards:** Deliver customizable reports and interactive dashboards that provide insights into call performance, trends, and areas for improvement.	Complies	Our platform provides real-time dashboards and configurable reports segmented by call type, agent, and issue category. Reports can be exported in multiple formats and are designed to support training, policy updates, and executive briefings.
jj.	**Continuous Learning & Model Improvement:** Regularly update and refine AI models based on feedback and new data to ensure high accuracy and relevancy.	Complies	ReVI models are continuously retrained using new calls and QA feedback specific to each customer. Model refinement happens internally and remains PSAP-specific—there is no cross-agency data sharing. Our training dataset includes over 250 million logged events to support language diversity and scenario variance.
kk.	**Quality Assurance Standards:** At a minimum, should follow guidelines provided in the APCO/NENA ANS 1.107.1.2015 standard for the establishment of a Quality Assurance and Quality Improvement Program for ECCs.	Complies	ReVI is designed to comply with APCO/NENA ANS 1.107.1.2015 standards. Our QA engine is rule-based and customizable to each ECC's evaluation form and protocol, ensuring regulatory compliance while enabling tailored QA insights across all calls.
5.6	**OTHER REQUIREMENTS**		
ll.	**Connection to Service:** Ensure connection to service in < 3 seconds (preferred).	Complies	We can support sub-3 second service initiation for browser-based and API-based workflows under normal operating conditions

mm.	**Uptime Reliability:** Guarantee 99.999% uptime reliability	Complies	Revcord's infrastructure at TRG has a verified 100% uptime record, with Tier 4 design and 2(N+1) power architecture, satisfying 99.999% availability expectations.
nn.	**Tiered Response Expectations:** Define tiered response expectations for high-traffic or crisis scenarios.	Complies	Revcord supports prioritized load management and multi-tenant throttling during crisis events. Custom escalation protocols can be configured per PSAP.
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	Our July 2025 release supports 99% transcription accuracy in core languages with custom glossary training and post-processing QA. RevScribe and ReVI do not reuse customer data across tenants, but accuracy scoring is continuously monitored.
pp.	**CJIS Compliance:** Ensure compliance with Criminal Justice Information Services (CJIS) regulations.	Complies	Revcord self-attests to CJIS compliance, including access controls, MFA, encryption, and audit logs per CJIS Security Policy 5.9 guidelines.
qq.	**HIPAA Compliance:** Maintain HIPAA compliance for medical emergency translation, transcription, and quality assurance/control (QA/AC).	Complies	HIPAA safeguards are implemented across transcription/QA functions. Protected Health Information (PHI) is secured in transit and at rest, and staff complete required training
rr.	**Data Encryption:** Implement data encryption for both in-transit and at-rest data. Specify encryption methods and protocols utilized.	Complies	TLS 1.2+ for data in transit, AES-256 at rest, with proprietary DSF storage format. Full encryption coverage detailed in our security paper.
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 TRG Houston with cold storage retention options available (30 days to 5 years).

tt.	**Confidentiality and Non-Disclosure Agreements:** Outline the confidentiality and non-disclosure agreements used by the Vendor.	Complies	All Revcord employees and subcontractors are bound by NDAs, with access limited by RBAC and logged actions.
uu.	**Proactive Security Measures:** Conduct proactive analysis of systems and networks for vulnerabilities, including independent security audits annually.	Complies	Revcord conducts quarterly vulnerability scanning, annual third-party audits, and employs real-time monitoring via RevGuard.
vv.	**Multifactor Authentication:** Implement multifactor authentication for remote access into systems providing the service.	Complies	Mandatory for all administrative and support accounts, enforced across all product layers.
ww.	**Disaster Recovery Plan:** Provide a disaster recovery (DR) plan and describe the security software update policy, frequency, and procedures.	Complies	TRG datacenter supports full failover, on-site generation, and encrypted cold storage. Patch management occurs monthly, with emergency patches validated within 48 hours.
xx.	**Data and Language Model Restrictions:** Restrict all data and language models to the Customer only, prohibiting use in other regions.	Complies	ReVI and RevScribe models are tenant-specific, with zero cross-jurisdictional data sharing. Training is not performed on Customer data.
yy.	**Compatibility with Call-Handling Systems:** Ensure compatibility with 9-1-1 call-handling systems.	Complies	Revcord supports OTT, SIP, and API integration with CHE platforms. Compatibility tested with Motorola, Intrado, and NGA-ready interfaces.
zz.	**API Access or NG9-1-1 Integration:** Provide API access or integration with NG9-1-1 infrastructure.	Complies	Comprehensive RESTful API documented for RevcordMMS, ReVI, and transcription uploads.
aaa.	**Access Options:**	Complies	All three supported. No agent install required for browser or mobile.

	Offer browser-based, mobile, and on-premise access options.			
bbb.	**Real-Time Monitoring Dashboard:** Include a real-time monitoring dashboard for supervisors.	Complies	ReVI dashboard offers real-time call QA scoring, transcription audit queue, and incident tagging.	
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	We support CHE interoperability via OTT routing or browser-based review. No inbound port opening is required.	
ddd.	**Integration with Text Control Centers (TCCs):** Support interoperability with Text Control Centers (TCCs) serving Customer's ECCs for text message translation functionality.	Complies	Text message translation is supported via secure upload or API from TCC-connected platforms. Bi-directional support included in the July 2025 update.	

Exhibit 1: Categories Offered and Pricing Proposal

Northland is pleased to present our response to your AI Transcription and Translation Services Request for Proposal. The following is pricing for each Service Category.

Service Category #1: Artificial Intelligence (AI) Language Translation for 9-1-1

Revcord's AI Language Translation is a feature within ReVI. ReVI pricing is cumulative. Channels 8-19 are billed at the standard rate, with discounted pricing applied to higher tiers. The minimum order is 8 channels. Global Channel pricing requires ReVI to be enabled on all channels, while non-global channels may use ReVI optionally. ReVI can run on a non-Revcord, on-premise logger and will translate present/future calls but not past calls.

The following is sample pricing for ReVI AI Translation for an 8 Channel Logger: Per Agency/Site discovery will be required prior to a formal quote/engagement.

QTY	ITEM	DESCRIPTION	INVESTMENT
1	MCM	Revcord MMS Logger (will be installed in parallel to on-stie logger for 911 audio capture and processing to the Revcord Virtual Logger Assistant)	$1,643.50
8	REVV16/S-P	VoIP/RoIP Recording Permanent Software License per channel $512.05 each: • 4 For Solacom Positions • 4 911 Channels (Text to 911)	4,096.40
1	REVSOLACOMSMS	Solacom SMS Bundle Integration Permanent License (up to Four Positions)	4,745.25
8	REVI-VLA10(1)	Revcord ReVI Virtual Logger Assistant Global License per Channel (8-19) at $285.00 each*	2,280.00
1	REVSYNC+	Annual Cloud Based Logging Service (non Revcord system -8 Channels)	483.36
1	NBS-PM	Project Management	600.00
5	NBS-Config/Training (2)	Remote Configuration or Training, per day at $1,560.00 each	7,800.00

Total Investment – ReVI AI Translation for 8 Channels	$21,648.45

Notes: 1. REVI-VLA20 - Revcord ReVI Virtual Logger Assistant Global License per Channel (20-49) are $190.00 each.   REVI-VLA50 - Revcord ReVI Virtual Logger Assistant Global License per Channel (50 and above) are $142.50 each. The same Project Management and Remote Configuration/Training charges apply. 2. On-Site Services are available. Travel and per diem expenses will be quoted and charged for any on-site work.

Service Category #2: Artificial Intelligence (AI) Language Transcription for 9-1-1

Revcord's AI Language Transcription is available under two models:

100% automated transcription of all calls, post-capture is a feature of ReVI. ReVI pricing is cumulative. Channels 8-19 are billed at the standard rate, with discounted pricing applied to higher tiers. The minimum order is 8 channels. Global Channel pricing requires ReVI to be enabled on all channels, while non-global channels may use ReVI optionally. ReVI can run on a non-Revcord, on-premise logger and will transcribe present/future calls but not past calls.

The following is sample pricing for ReVI AI Transcription for an 8 Channel Logger: Per Agency/Site discovery will be required prior to a formal quote/engagement.

QTY	ITEM	DESCRIPTION	INVESTMENT
1	MCM	Revcord MMS Logger (will be installed in parallel to on-stie logger for 911 audio capture and processing to the Revcord Virtual Logger Assistant)	$1,643.50
8	REVV16/S-P	VoIP/RoIP Recording Permanent Software License per channel $512.05 each: • 4 For Solacom Positions • 4 911 Channels (Text to 911)	4,096.40
1	REVSOLACOMSMS	Solacom SMS Bundle Integration Permanent License (up to Four Positions)	4,745.25
8	REVI-VLA10(1)	Revcord ReVI Virtual Logger Assistant Global License per Channel (8-19) at $285.00 each*	2,280.00
1	REVSYNC+	Annual Cloud Based Logging Service (non Revcord system -8 Channels)	483.36
1	NBS-PM	Project Management	600.00
5	NBS-Config/Training (2)	Remote Configuration or Training, per day at $1,560.00 each	7,800.00
Total Investment – ReVI AI Transcription for 8 Channels			**$21,648.45**

Notes: 1. REVI-VLA20 - Revcord ReVI Virtual Logger Assistant Global License per Channel (20-49) are $190.00 each.   REVI-VLA50 - Revcord ReVI Virtual Logger Assistant Global License per Channel (50 and above) are $142.50 each. The same Project Management and Remote Configuration/Training charges apply. 2. On-Site Services are available. Travel and per diem expenses will be quoted and charged for any on-site work.

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

Revcord's AI Automated Quality is a feature within ReVI providing 100% call evaluation of 9-1-1 calls using a secure, closed AI model. Unlike sampling-based systems, ReVI applies real-time QA to every interaction using a dynamic, question-based evaluation engine. ReVI pricing is cumulative. Channels 8-19 are billed at the standard rate, with discounted pricing applied to higher tiers. The minimum order is 8 channels. Global Channel pricing requires ReVI to be enabled on all channels, while non-global channels may use ReVI optionally. ReVI can run on a non-Revcord, on-premise logger and will translate present/future calls but not past calls.

The following is sample pricing for ReVI AI Quality Control for an 8 Channel Logger: Per Agency/Site discovery will be required prior to a formal quote/engagement.

QTY	ITEM	DESCRIPTION	INVESTMENT
1	MCM	Revcord MMS Logger (will be installed in parallel to on-stie logger for 911 audio capture and processing to the Revcord Virtual Logger Assistant)	$1,643.50
8	REVV16/S-P	VoIP/RoIP Recording Permanent Software License per channel $512.05 each: • 4 For Solacom Positions • 4 911 Channels (Text to 911)	4,096.40
1	REVSOLACOMSMS	Solacom SMS Bundle Integration Permanent License (up to Four Positions)	4,745.25
8	REVI-VLA10(1)	Revcord ReVI Virtual Logger Assistant Global License per Channel (8-19) at $285.00 each*	2,280.00
1	REVSYNC+	Annual Cloud Based Logging Service (non Revcord system -8 Channels)	483.36
1	NBS-PM	Project Management	600.00
5	NBS-Config/Training (2)	Remote Configuration or Training, per day at $1,560.00 each	7,800.00
Total Investment – ReVI AI Quality Control for 8 Channels			**$21,648.45**

Notes: 1. REVI-VLA20 - Revcord ReVI Virtual Logger Assistant Global License per Channel (20-49) are $190.00 each.   REVI-VLA50 - Revcord ReVI Virtual Logger Assistant Global License per Channel (50 and above) are $142.50 each. The same Project Management and Remote Configuration/Training charges apply. 2. On-Site Services are available. Travel and per diem expenses will be quoted and charged for any on-site work.

The following reflects an a-la-carte price list for Revcord MMS Loggers, Software, Additional Integrations and Services available as base, optional or add on features to the Revcord's AI-Powered Recording for Mission-Critical Operations:

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One Time Fees - Hardware And Services

Part Number	Description	NCTCOG	MSRP
	Hardware - Logging		
MCS+	1U Rackmount Critical Server 1TB RAID5/Dual Power 1TB SSD, 32GB RAM	$5,336.86	$5,617.75
MCS	4U Rackmount Critical Server 1TB RAID5/Dual Power 1TB SSD, 32GB RAM	$5,336.86	$5,617.75
MCM	Solid State Mini Chassis (1TB SSD OS + 1TB SSD Data), 32GB RAM	$1,643.50	$1,730.00
REVA8	8 Channel Analog Card - Channel Licenses Not Included	$1,772.70	$1,866.00
REVA16	16 Channel Analog Card - Channel Licenses Not Included	$2,127.05	$2,239.00
REVA24	24 Channel Analog Card - Channel Licenses Not Included	$2,481.40	$2,612.00
REVD8	8 Channel Digital Card - Channel Licenses Not Included	$1,772.70	$1,866.00
REVD16	16 Channel Digital Card - Channel Licenses Not Included	$2,127.05	$2,239.00
REVD24	24 Channel Digital Card - Channel Licenses Not Included	$2,481.40	$2,612.00
REVG4	4 Channel: Analog To VoIP Gateway - Channel Licenses Not Included	$851.20	$896.00
REVG8	8 Channel: Analog To VoIP Gateway - Channel Licenses Not Included	$1,772.70	$1,866.00
REVG16	16 Channel: Analog To VoIP Gateway - Channel Licenses Not Included	$2,127.05	$2,239.00
REVG24	24 Channel: Analog To VoIP Gateway - Channel Licenses Not Included	$2,481.40	$2,612.00
REVT1	T1 23V/1D Digital Card - Channel Licenses Not Included	$2,968.75	$3,125.00
REVT2	T2 46V/2D Digital Card - Channel Licenses Not Included	$4,512.50	$4,750.00
REVHDD	HDD Upgrade - Cost Per TB (Minimum 3TB, Maximum 8TB)	$113.05	$119.00
REVUPS	Uninteruptible Power Supply	$567.15	$597.00
REVBLOCK - STD	Standard 66 Block	$113.05	$119.00
REVBLOCK - RJ11	RJ 11 66 Block	$113.05	$119.00
REVCABLE	Additional Breakout Cables (Note: One Breakout Cable Is Included Per Gateway)	$118.75	$125.00
REVSYSTRAY	Mounting Systems/System Trays	$237.50	$250.00
CCRH	Control Channel Receiver, Cable And Antenna (One Per Site)	$1,356.60	$1,428.00
USB3000P25	P25 Decoder - Single Channel	$1,205.55	$1,269.00
USB3003P25	P25 Decoder - Three Channel	$2,127.05	$2,239.00
USB3012P25	P25 Decoder - Twelve Channel	$4,962.80	$5,224.00
FREIGHT	Freight Charges	$237.50	$250.00
FREIGHT-MCM	Freight Charges - MCM	$100.00	$100.00
MISC	MISC/Special Order	$0.00	$0.00

Note: The MCS+ can only support up to 24 channels of analog or digital. MCM does not support digital. System requirements: 16GB RAM, 4 CPU, Windows Server 2019, 10 or 11 w/ TPM 2.0. REVSYSTRAY is not needed with the MCS/+.

Part Number	Description	NCTCOG	MSRP
	Services - Logger Installation And Engineering		
NBS-PM	Project Management - Per Agency/Per Engagement	$570.00	$600.00
NBS-CONFIG/TRAIN	NBS Remote Configuration or Training - per day	$1,482.00	$1,560.00
NBS-INSTALL	t	$185.25	$195.00
TRAVEL	Quoted and Billed at Actual Cost for each engagement	ACTUAL	TBD
Per Diem	Quoted and Billed at Actual Cost for each engagement	ACTUAL	TBD
REVRIF	Revshield Software Update/Reactivation, QA, and Onboarding Fee (Does Not Include Rev	$1,895.25	$1,995.00
REVVERT	Data Conversion To Revcord Recording Format	$760.00	$800.00
REVTRAN	Software License Transfer Support	$4,745.25	$4,995.00

Note: You must be on RevShield to receive patches, upgrades, and hardware refreshes. After 5 years, RevShield has an additional 6% fee annually. Hardware can be refreshed at anytime with RevShield. There is no support for systems that do not have Windows 10 or above.

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Permanent Software License - Loggers

Part Number	Description	NCTCOG	MSRP
Software - On Premise Logging			
REVA2S-P	2 Channel: Permanent Software License - Analog	$2,128.95	$2,241.00
REVA4S-P	4 Channel: Permanent Software License - Analog	$3,406.70	$3,586.00
REVA8S-P	8 Channel: Permanent Software License - Analog	$4,919.10	$5,178.00
REVA16S-P	16 Channel: Permanent Software License - Analog	$6,628.15	$6,977.00
REVA24S-P	24 Channel: Permanent Software License - Analog	$9,919.90	$10,442.00
REVA32S-P	32 Channel: Permanent Software License - Analog	$10,848.05	$11,419.00
REVA40S-P	40 Channel: Permanent Software License - Analog	$12,283.50	$12,930.00
REVA48S-P	48 Channel: Permanent Software License - Analog	$18,230.50	$19,190.00
REVA56S-P	56 Channel: Permanent Software License - Analog	$19,494.00	$20,520.00
REVA64S-P	64 Channel: Permanent Software License - Analog	$21,283.80	$22,404.00
REV64+S-P	Over 64 Channels: Permanent Software License (Note: In 8 Channel Increments)	$2,660.48	$2,800.50
REVD2S-P	2 Channel: Permanent Software License - Digital	$2,128.95	$2,241.00
REVD4S-P	4 Channel: Permanent Software License - Digital	$3,406.70	$3,586.00
REVD8S-P	8 Channel: Permanent Software License - Digital	$4,919.10	$5,178.00
REVD16S-P	16 Channel: Permanent Software License - Digital	$6,628.15	$6,977.00
REVD24S-P	24 Channel: Permanent Software License - Digital	$9,919.90	$10,442.00
REVD32S-P	32 Channel: Permanent Software License - Digital	$10,848.05	$11,419.00
REVD40S-P	40 Channel: Permanent Software License - Digital	$12,283.50	$12,930.00
REVD48S-P	48 Channel: Permanent Software License - Digital	$18,230.50	$19,190.00
REVD56S-P	56 Channel: Permanent Software License - Digital	$19,494.00	$20,520.00
REVD64S-P	64 Channel: Permanent Software License - Digital	$21,283.80	$22,404.00
REVT1/S-P	T1 23V/1D: Hardware And Channel Permanent License - Digital	$9,919.90	$10,442.00
REVT2/S-P	T2 46V/2D: Hardware And Channel Permanent License - Digital	$11,858.85	$12,483.00
REVCELL-L-P	Mobile Recording Permanent Software License - Single Channel (Requires RevShield)	$702.05	$739.00
REVV16/S-P	VoIP/RoIP Recording Permanent Software License (5-16) - Per Channel	$512.05	$539.00
REVV48/S-P	VoIP/RoIP Recording Permanent Software License (17-48) - Per Channel	$435.10	$458.00
REVVPLUS/S-P	VoIP/RoIP Recording Permanent Software License (Over 48) - Per Channel	$335.35	$353.00

Pricing is cumulative for VoIP. The first set of licenses (e.g., 5-16 channels) is billed at the standard rate, while additional licenses in higher tiers are discounted and apply only to channels in those tiers. Minimum VoIP order on new orders is five channels. Local RevCell requires RevShield. For Digital systems, please call for a quote.

Part Number	Description	NCTCOG	MSRP
Software - Integrations and Microsoft Upgrades			
REVSIPREC-P	Interface Permanent License - SIPREC/SIP/i3 Integration (No VoIP Channels)	$3,082.75	$3,245.00
REVCISCOBIB-P	Interface Permanent License - Cisco Built in Bridge Integration	$3,082.75	$3,245.00
REVSMS-P	Interface Permanent License - Text To 911 Non i3 Compliant (No VoIP Channels)	$3,082.75	$3,245.00
REVINT-P	Interface Permanent License - PBX Data CDR/SMDR Integration	$3,082.75	$3,245.00
REVTEAMS-P	Interface Permanent License- Microsoft Teams (VoIP Licenses Required And RevSync)	$4,745.25	$4,995.00
REVWEBEX-P	Interface Permanent License- WebEx Phone (VoIP Licenses Required)	$4,745.25	$4,995.00
REVZOOM-P	Interface Permanent License- Zoom (VoIP Licenses Required)	$4,745.25	$4,995.00
REVSOS-P	Interface Permanent License - Rapid SOS Integration	$3,082.75	$3,245.00
REVLDAP-P	Interface Permanent License- LDAP/Active Directory Integration	$3,082.75	$3,245.00
REVVIPER-P	Interface Permanent License/Configuration - Intrado Viper	$1,895.25	$1,995.00
REVVESTA-P	Interface Permanent License/Configuration - Motorola Vesta	$1,895.25	$1,995.00
REVSOLACOM-P	Interface Permanent License/Configuration - Solacom Guardian	$1,895.25	$1,995.00
REVVIPERSMS-P	Interface SMS Bundle Permanent License - Intrado Viper	$4,745.25	$4,995.00
REVVESTASMS-P	Interface SMS Bundle Permanent License - Motorola Vesta	$4,745.25	$4,995.00
REVSOLACOMSMS-P	Interface SMS Bundle Permanent License - Solacom Guardian	$4,745.25	$4,995.00
REVANIALI-P	Interface Permanent License - ANI/ALI Integration (Must Be NENA Compliant)	$1,541.85	$1,623.00
REVCAD-P	Interface Permanent License - CAD Integration	$1,541.85	$1,623.00
REVAPI-P	Interface Permanent License - API System Integration (Radio, 911 Systems, Text, CAD)	$4,745.25	$4,995.00
REVQA-P	Interface Permanent License - QA Recording Module (Included With ReVI)	$3,082.75	$3,245.00
REVAGENT-P	Interface Permanent License - Screen Recording Up To Four Stations)	$3,082.75	$3,245.00
REVAGENTPLUS-P	Interface Permanent License - Screen Recording Additional Station	$963.30	$1,014.00
REVWATCH-P	RevWatch Permanent License On A Local Network (Includes Installation)	$4,745.25	$4,995.00
SQLSVR-P	Upgrade From SQL Express To Full SQL 2019 - Permanent License	$945.25	$995.00

Note: Full SQL required on 24 channel systems and above. CAD and ANI ALI not compliant with NENA standards can incur additional configuration fees. REVQA is inclu

Part Number	Description	NCTCOG	MSRP
Software - Radio Solutions			
REVAIS-P	AIS Motorola License Fee (Payment Required Up Front)	$54,000.00	$54,000.00
REVAISUP-P	AIS Motorola License Fee For An AIS Upgrade	$9,000.00	$9,000.00
REVDUALAIS-P	AIS Redundant Connection	$3,082.75	$3,245.00
REVTRUNK-P	Interface For Wireline Trunked Radio To Motorola, Harris, TAIT	$9,248.25	$9,735.00
REVCON-P	Interface License For Avtec, Telex, Orion, Mindshare, Ericson, Zetron	$3,082.75	$3,245.00
REVOTA-P	Over The Air Trunked Radio Integration (With 10 Talk Groups)	$7,398.60	$7,788.00
CHANFREQ-P	Over The Air Trunk Recording License For Frequency Recording	$1,233.10	$1,298.00
CHANTALK-P	Talk Path Recording License (One Per Talk Path)	$172.90	$182.00

Note: Over The Air supported systems - All P25 Systems, Motorola 3600, EF Johnson LTR, and Harris EDACS. BOSSID/BOSSCON required. CHANFREQ Phase I only. All console

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integrations require VoIP channels. Talk path licenses are only available on trunking systems.

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Subscription SaaS Annual Software Licenses (Includes RevShield)

Part Number	Description	NCTCOG	MSRP
Software - On Prem Logging			
REVA2S-S	2 Channel: SaaS Software License - Analog	$608.27	$640.29
REVA4S-S	4 Channel: SaaS Software License - Analog	$973.34	$1,024.57
REVA8S-S	8 Channel: SaaS Software License - Analog	$1,405.46	$1,479.43
REVA16S-S	16 Channel: SaaS Software License - Analog	$1,893.76	$1,993.43
REVA24S-S	24 Channel: SaaS Software License - Analog	$2,834.26	$2,983.43
REVA32S-S	32 Channel: SaaS Software License - Analog	$3,099.44	$3,262.57
REVA40S-S	40 Channel: SaaS Software License - Analog	$3,509.57	$3,694.29
REVA48S-S	48 Channel: SaaS Software License - Analog	$5,208.71	$5,482.86
REVA56S-S	56 Channel: SaaS Software License - Analog	$5,569.71	$5,862.86
REVA64S-S	64 Channel: SaaS Software License - Analog	$6,081.09	$6,401.14
REV64+S-S	Over 64 Channels: SaaS Software License (Note: In 8 Channel Increments)	$760.14	$800.14
REVDS-S	2 Channel: SaaS Software License - Digital	$608.27	$640.29
REVD4S-S	4 Channel: SaaS Software License - Digital	$973.34	$1,024.57
REVD8S-S	8 Channel: SaaS Software License - Digital	$1,405.46	$1,479.43
REVD16S-S	16 Channel: SaaS Software License - Digital	$1,893.76	$1,993.43
REVD24S-S	24 Channel: SaaS Software License - Digital	$2,834.26	$2,983.43
REVD32S-S	32 Channel: SaaS Software License - Digital	$3,099.44	$3,262.57
REVD40S-S	40 Channel: SaaS Software License - Digital	$3,509.57	$3,694.29
REVD48S-S	48 Channel: SaaS Software License - Digital	$5,208.71	$5,482.86
REVD56S-S	56 Channel: SaaS Software License - Digital	$5,569.71	$5,862.86
REVD64S-S	64 Channel: SaaS Software License - Digital	$6,081.09	$6,401.14
REVT1/S-S	T1 23V/1D: Hardware And Channel Permanent License - Digital	$2,834.26	$2,983.43
REVT2/S-S	T2 46V/2D: Hardware And Channel Permanent License - Digital	$3,388.24	$3,566.57
REVCELL-L-S	Mobile Recording SaaS Software License - Single Channel (Requires RevShield)	$200.59	$211.14
REVV16/S-S	VoIP/RoIP Recording SaaS Software License (Channels 5-16) - Per Channel	$146.30	$154.00
REVV48/S-S	VoIP/RoIP Recording SaaS Software License (Channels 17-48) - Per Channel	$124.31	$130.86
REVVPLUS/S-S	VoIP/RoIP Recording SaaS Software License (Channels Over 48) - Per Channel	$95.81	$100.86
Pricing is cumulative for VoIP. The first set of licenses (e.g., 5-16 channels) is billed at the standard rate, while additional licenses in higher tiers are discounted and apply only to channels in those tiers. Minimum VoIP order on new orders is five channels. Call for a quote for Digital Systems.			
Software - Cloud Based Logging			
REVCELL-C	Annual Mobile Recording License - Single Channel To Cloud	$223.25	$235.00
REVCELL-TR	Mobile Phone Recording License Local or Cloud 30-Day Trial	$0.00	$0.00
REVI-VLA10	ReVI Virtual Logger Assistant Global License Per Channel (8-19)	$285.00	$300.00
REVI-VLA20	ReVI Virtual Logger Assistant Global License Per Channel (20-49)	$190.00	$200.00
REVI-VLA50	ReVI Virtual Logger Assistant Global License Per Channel (50 and above)	$142.50	$150.00
REVI-CUSTOM	ReVI Virtual Logger Assistant Custom Non-Global License Per Channel	$1,425.00	$1,500.00
REVI-VLATR	ReVI Virtual Logger Assistant Technology (VLA) - 30-Day Trial	$0.00	$0.00
REVVIEW	Annual Live Video/Audio View With Feed Sharing - Five Concurrent	$945.25	$995.00
REVVIEW+	Annual Live Video And Audio View With Feed Sharing Per Console	$470.25	$495.00
REVVIEWTR	Live Video/Audio With Feed Sharing Up To 5 Consoles - 30-Day Trial	$0.00	$0.00
REVSCRIBE	Pay-by-the-Minute Transcription Service for Uploaded Records (Per minute, billed	$0.48	$0.50
ReVI pricing is cumulative: 8–19 channels at the standard rate, higher tiers discounted. Minimum order: 8 channels. Global channels require all channels to use ReVI. Non-global channels are optional. RevSync is required for Legacy Calls and recommended for all systems. RevView requires camera/microphone for PC setup.			
Software - Integrations and Microsoft Upgrades			
REVSIPREC-S	Interface SaaS License - SIPREC/SIP/i3 Integration (No VoIP Channels)	$880.79	$927.14
REVSMS-S	Interface SaaS License - Text To 911 Non i3 Compliant (No VoIP Channels)	$880.79	$927.14
REVSMS-S	Interface SaaS License - Text To 911 Non i3 Compliant (No VoIP Channels)	$880.79	$927.14
REVINT-S	Interface SaaS License - PBX Data CDR/SMDR Integration	$880.79	$927.14
REVTEAMS-S	Interface SaaS License- Microsoft Teams (VoIP Licenses Required And RevSync)	$1,355.79	$1,427.14
REVWEBEX-S	Interface SaaS License- WebEx Phone (VoIP Licenses Required)	$1,355.79	$1,427.14
REVZOOM-S	Interface SaaS License- Zoom (VoIP Licenses Required)	$1,355.79	$1,427.14
REVSOS-S	Interface SaaS License - Rapid SOS Integration	$880.79	$927.14
REVLDAP-S	Interface SaaS License- LDAP/Active Directory Integration	$880.79	$927.14
REVVIPER-S	Interface SaaS License/Configuration - Intrado Viper	$541.50	$570.00
REVVESTA-S	Interface SaaS License/Configuration - Motorola Vesta	$541.50	$570.00
REVSOLACOM-S	Interface SaaS License/Configuration - Solacom Guardian	$541.50	$570.00
REVVIPERSMS-S	Interface SMS Bundle SaaS License - Intrado Viper	$1,355.79	$1,427.14
REVVESTASMS-S	Interface SMS Bundle SaaS License - Motorola Vesta	$1,355.79	$1,427.14
REVSOLACOMSMS-S	Interface SMS Bundle SaaS License - Solacom Guardian	$1,355.79	$1,427.14
REVANIALI-S	Interface SaaS License - ANI/ALI Integration (Must Be NENA Compliant)	$440.53	$463.71
REVCAD-S	Interface SaaS License - CAD Integration	$440.53	$463.71
REVAPI-S	Interface SaaS License - API System Integration (Radio, 911 Systems, Text, CAD)	$1,355.79	$1,427.14
REVQA-S	Interface SaaS License - QA Recording Module (Included With ReVI)	$880.79	$927.14
REVAGENT-S	Interface SaaS License - Screen Recording Up To Four Stations	$880.79	$927.14

North Central Texas Council of Governments Pricing

REVAGENTPLUS-S	Interface SaaS License - Screen Recording Additional Station	$275.23	$289.71
REVWATCH-S	RevWatch SaaS License On A Local Network (Includes Installation)	$1,355.79	$1,427.14
SQLSVR-S	Upgrade From SQL Express To Full SQL 2019 - SaaS License	$270.07	$284.29

Note: Full SQL required on 24 channel systems and above. CAD and ANI ALI not compliant with NENA standards can incur additional configuration fees.

North Central Texas Council of Governments Pricing

	Software - Radio Solutions		
REVDUALAIS-S	AIS Redundant Connection	$880.79	$927.14
REVTRUNK-S	Interface For Wireline Trunked Radio To Motorola, Harris, TAIT	$2,642.36	$2,781.43
REVCON-S	Interface License For Avtec, Telex, Orion, Mindshare, Ericson, Zetron	$880.79	$927.14
REVOTA-S	Over The Air Trunked Radio Integration (With 10 Talk Groups)	$2,113.89	$2,225.14
CHANFREQ-S	Over The Air Trunk Recording License For Frequency Recording	$352.31	$370.86
CHANTALK-S	Talk Path Recording License (One Per Talk Path)	$49.40	$52.00

Note: Over the Air supported systems - All P25 Systems, Motorola 3600, EF Johnson LTR, and Harris EDACS. BOSSID/BOSSCON required. CHANFREQ Phase I only. All console integrations require VoIP channels. Talk path licenses are only available on trunking systems.

Subscription Annual Service And Maintenance Licenses

Part Number	Description	NCTCOG	MSRP
	Services And Maintenance- Logging		
REVSYNC	Annual Cloud-based Logging Service With Offline Redundancy - Revcord Systems	8%	8%
REVSYNC+	Annual Cloud-based Logging Service With Offline Redundancy - Non-Revcord Systems	8%	8%
REVSYNCTR	Cloud-based Logging Service With Offline Redundancy - 30-Day Trial	0%	0%
REVSTREAM	Annual Fully Redundant Upgrade With RevSwitch Failover Software	16%	16%
REVSTT	Fulltime Speech To Text Conversation And Software Features	7.5%	15%
REVSTORE	RevSync And RevCell Annual Storage Upcharge Percentage Of MSRP	4%	4%
NBS-ANNUAL MAINTENANCE	RevShield 24/7 Help Desk/Remote Monitoring/Upgrades - Annual	14%	14%

RevSync includes five years of redundant cloud backup storage. RevStream provides all necessary hardware and software for a fully redundant managed system, excluding AIS radio failover software. Video storage is not included. A 10% discount applies to both ReVI and RevSync (or RevSync+) when purchased together.

REQUIRED ATTACHMENT CHECKLIST

Please utilize this checklist to ensure that all required attachments are included with your proposal. IF AN ATTACHMENT DOES NOT APPLY, PLEASE MARK AS "**NOT APPLICABLE**" AND SUBMIT WITH THE PROPOSAL. FAILURE TO SUBMIT **ALL REQUIRED DOCUMENTS** MAY NEGATIVELY IMPACT YOUR EVALUATION SCORE.

☒ Page 1 - Cover Sheet

☒ Page 21 - Attachment I: Instructions for Proposals Compliance and Submittal

☒ Page 22 - Attachment II: Certification of Offeror

☒ Page 23 - Attachment III: Certification Regarding Debarment

☒ Page 24 - Attachment IV: Restrictions on Lobbying

☒ Page 26 - Attachment V: Drug-Free Workplace Certification

☒ Page 27 - Attachment VI: Certification Regarding Disclosure of Conflict of Interest

☒ Page 30 - Attachment VII: Certification of Fair Business Practices

☒ Page 31 - Attachment VIII: Certification of Good Standing Texas Corporate Franchise Tax Certification

☒ Page 32 - Attachment IX: Historically Underutilized Businesses

☒ Page 33 - Attachment X: Federal and State of Texas Required Procurement Provisions

☒ Page 36 - Exhibit 1: Description of Desired Product Categories for Proposed Pricing

☒ Page 37 - Exhibit 2: Sample Market Basket Form

☒ Page 38 – Exhibit 3: Service Area Designation Forms

Respondent recognizes that all proposals must be submitted electronically through BidNet by the RFP due date and time. All other forms of submission will be deemed non-responsive and will not be opened or considered.

ATTACHMENT I: INSTRUCTIONS
FOR PROPOSALS COMPLIANCE AND SUBMITTAL

Compliance with the Solicitation

Submissions must be in strict compliance with this solicitation. Failure to comply with all provisions of the solicitation may result in disqualification.

Compliance with the NCTCOG Standard Terms and Conditions

By signing its submission, Offeror acknowledges that it has read, understands and agrees to comply with the NCTCOG standard terms and conditions.

Acknowledgment of Insurance Requirements

By signing its submission, Offeror acknowledges that it has read and understands the insurance requirements for the submission. Offeror also understands that the evidence of required insurance must be submitted within ten (10) working days following notification of its offer being accepted; otherwise, NCTCOG may rescind its acceptance of the Offeror's proposals. The insurance requirements are outlined in Section 2.2 - General Terms and Conditions.

Name of Organization/Contractor(s):

Northland and Companies

Signature of Authorized Representative:

Derick Hyde
51AFFED5EEF0407...

Date: **July 14, 2025**

ATTACHMENT II: CERTIFICATIONS OF OFFEROR

I hereby certify that the information contained in this proposal and any attachments is true and correct and may be viewed as an accurate representation of proposed services to be provided by this organization. I certify that no employee, board member, or agent of the North Central Texas Council of Governments has assisted in the preparation of this proposal. I acknowledge that I have read and understand the requirements and provisions of the solicitation and that the organization will comply with the regulations and other applicable local, state, and federal regulations and directives in the implementation of this contract.

I also certify that I have read and understood all sections of this solicitation and will comply with all the terms and conditions as stated; and furthermore that I, __**Dereck Leyde**_____(typed or printed name) certify that I am the _____**President/CEO**_____ (title) of the corporation, partnership, or sole proprietorship, or other eligible entity named as offeror and respondent herein and that I am legally authorized to sign this offer and to submit it to the North Central Texas Council of Governments, on behalf of said offeror by authority of its governing body.

Name of Organization/Contractor(s):

Northland and Companies

Signature of Authorized Representative:

Dereck Leyde
51AFFED5EEF0407...

Date:__**July 14, 2025**_____

ATTACHMENT III: CERTIFICATION
REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS

This certification is required by the Federal Regulations Implementing Executive Order 12549, Debarment and Suspension, 45 CFR Part 93, Government-wide Debarment and Suspension, for the Department of Agriculture (7 CFR Part 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Parts 85, 668, 682), Department of Health and Human Services (45 CFR Part 76).

The undersigned certifies, to the best of his or her knowledge and belief, that both it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;

2. Have not within a three-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or Local) transaction or contract under a public transaction, violation of federal or State antitrust statues or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false Proposals, or receiving stolen property;

3. Are not presently indicated for or otherwise criminally or civilly charged by a government entity with commission of any of the offense enumerated in Paragraph (2) of this certification; and,

4. Have not within a three-year period preceding this contract had one or more public transactions terminated for cause or default.

Where the prospective recipient of federal assistance funds is unable to certify to any of the qualifications in this certification, such prospective recipient shall attach an explanation to this certification form.

Name of Organization/Contractor(s):

Northland and Companies

Signature of Authorized Representative:

Derick Leyde

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Date: **July 14, 2025**

ATTACHMENT IV: RESTRICTIONS ON LOBBYING

Section 319 of Public Law 101-121 prohibits recipients of federal contracts, grants, and loans exceeding $100,000 at any tier under a federal contract from using appropriated funds for lobbying the Executive or Legislative Branches of the federal government in connection with a specific contract, grant, or loan. Section 319 also requires each person who requests or receives a federal contract or grant in excess of $100,000 to disclose lobbying.

No appropriated funds may be expended by the recipient of a federal contract, loan, or cooperative agreement to pay any person for influencing or attempting to influence an officer or employee of any federal executive department or agency as well as any independent regulatory commission or government corporation, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with any of the following covered federal actions: the awarding of any federal contract, the making of any federal grant, the making of any federal loan the entering into of any cooperative agreement and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

As a recipient of a federal grant exceeding $100,000, NCTCOG requires its subcontractors of that grant to file a certification, set forth in Appendix B.1, that neither the agency nor its employees have made, or will make, any payment prohibited by the preceding paragraph.

Subcontractors are also required to file with NCTCOG a disclosure form, set forth in Appendix B.2, if the subcontractor or its employees have made or have agreed to make any payment using nonappropriated funds (to include profits from any federal action), which would be prohibited if paid for with appropriated funds.

LOBBYING CERTIFICATION
FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS

The undersigned certifies, to the best of his or her knowledge or belief, that:

1. No federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an officer or employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal loan, the entering into of any cooperative Contract, and the extension, continuation, renewal, amendment, or modification or any federal contract, grant, loan, or cooperative contract; and

2. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, and or cooperative contract, the undersigned shall complete and submit Standard Form – LLL, "Disclosure Form to Report Lobbying", in accordance with the instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers and that all sub-recipients shall certify accordingly.

Name of Organization/Contractor(s):

Northland and Companies

_____

Signature of Authorized Representative:

Derick Leyde

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_____

July 14, 2025

Date:_____

ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

The **Northland and Companies** (company name) will provide a Drug Free Work Place in compliance with the Drug Free Work Place Act of 1988. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited on the premises of the **Northland and Companies** (company name) or any of its facilities. Any employee who violates this prohibition will be subject to disciplinary action up to and including termination. All employees, as a condition of employment, will comply with this policy.

CERTIFICATION REGARDING DRUG-FREE WORKPLACE

This certification is required by the Federal Regulations Implementing Sections 5151-5160 of the Drug-Free Workplace Act, 41 U.S.C. 701, for the Department of Agriculture (7 CFR Part 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Parts 85, 668 and 682), Department of Health and Human Services (45 CFR Part 76). The undersigned subcontractor certifies it will provide a drug-free workplace by:

Publishing a policy Proposal notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the consequences of any such action by an employee;

Establishing an ongoing drug-free awareness program to inform employees of the dangers of drug abuse in the workplace, the subcontractor's policy of maintaining a drug-free workplace, the availability of counseling, rehabilitation and employee assistance programs, and the penalties that may be imposed on employees for drug violations in the workplace;

Providing each employee with a copy of the subcontractor's policy Proposal;

Notifying the employees in the subcontractor's policy Proposal that as a condition of employment under this subcontract, employees shall abide by the terms of the policy Proposal and notifying the subcontractor in writing within five days after any conviction for a violation by the employee of a criminal drug abuse statue in the workplace;

Notifying the Board within ten (10) days of the subcontractor's receipt of a notice of a conviction of any employee; and, Taking appropriate personnel action against an employee convicted of violating a criminal drug statue or requires such employee to participate in a drug abuse assistance or rehabilitation program.

Name of Organization/Contractor(s):

Northland and Companies

_____

Signature of Authorized Representative:

Derick Luyde
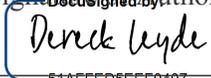
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Date: **July 14, 2025**
_____

ATTACHMENT VI: DISCLOSURE OF CONFLICT OF INTEREST
CERTIFICATION REGARDING DISCLOSURE OF CONFLICT OF INTEREST

The undersigned certifies that, to the best of his or her knowledge or belief, that:

"No employee of the contractor, no member of the contractor's governing board or body, and no person who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of this contract shall participate in any decision relating to this contract which affects his/her personal pecuniary interest.

Executives and employees of contractor shall be particularly aware of the varying degrees of influence that can be exerted by personal friends and associates and, in administering the contract, shall exercise due diligence to avoid situations which give rise to an assertion that favorable treatment is being granted to friends and associates. When it is in the public interest for the contractor to conduct business with a friend or associate of an executive or employee of the contractor, an elected official in the area or a member of the North Central Texas Council of Governments, a permanent record of the transaction shall be retained.

Any executive or employee of the contractor, an elected official in the area or a member of the NCTCOG, shall not solicit or accept money or any other consideration from a third person, for the performance of an act reimbursed in whole or part by contractor or Department. Supplies, tools, materials, equipment or services purchased with contract funds shall be used solely for purposes allowed under this contract. No member of the NCTCOG shall cast a vote on the provision of services by that member (or any organization which that member represents) or vote on any matter which would provide a direct or indirect financial benefit to the member or any business or organization which the member directly represents".

No officer, employee or paid consultant of the contractor is a member of the NCTCOG.

No officer, manager or paid consultant of the contractor is married to a member of the NCTCOG.

No member of NCTCOG directly owns, controls or has interest in the contractor.

The contractor has disclosed any interest, fact, or circumstance that does or may present a potential conflict of interest.

No member of the NCTCOG receives compensation from the contractor for lobbying activities as defined in Chapter 305 of the Texas Government Code.

Should the contractor fail to abide by the foregoing covenants and affirmations regarding conflict of interest, the contractor shall not be entitled to the recovery of any costs or expenses incurred in relation to the contract and shall immediately refund to the North Central Texas Council of Governments any fees or expenses that may have been paid under this contract and shall further be liable for any other costs incurred or damages sustained by the NCTCOG as it relates to this contract.

Name of Organization/Contractor(s):

Northland and Companies

Signature of Authorized Representative:
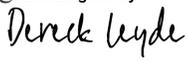
Derick Leyde
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Date: **July 14, 2025**

Not Applicable - Northland and Companies has no business relationship with any member of NCTCOG

CONFLICT OF INTEREST QUESTIONNAIRE

FORM CIQ

For vendor doing business with local governmental entity

	OFFICE USE ONLY
This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.	Date Received
This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).	
By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.	
A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.	

1 Name of vendor who has a business relationship with local governmental entity.

2 ☐ Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

_____
Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

    A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

        ☐ Yes   ☐ No

    B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

        ☐ Yes   ☐ No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

6 ☐ Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7

_____   _____
Signature of vendor doing business with the governmental entity   Date

Form provided by Texas Ethics Commission   www.ethics.state.tx.us   Revised 1/1/2021

Not Applicable - Northland and Companies has no business relationship with any member of NCTCOG

CONFLICT OF INTEREST QUESTIONNAIRE
For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:
    (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
    (B) a transaction conducted at a price and subject to terms available to the public; or
    (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):
    (a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:
    ***
        (2) the vendor:
            (A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds $2,500 during the 12-month period preceding the date that the officer becomes aware that
                (i) a contract between the local governmental entity and vendor has been executed; or
                (ii) the local governmental entity is considering entering into a contract with the vendor;
            (B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than $100 in the 12-month period preceding the date the officer becomes aware that:
                (i) a contract between the local governmental entity and vendor has been executed; or
                (ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)
    (a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:
        (1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);
        (2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or
        (3) has a family relationship with a local government officer of that local governmental entity.
    (a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:
        (1) the date that the vendor:
            (A) begins discussions or negotiations to enter into a contract with the local governmental entity; or
            (B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or
        (2) the date the vendor becomes aware:
            (A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);
            (B) that the vendor has given one or more gifts described by Subsection (a); or
            (C) of a family relationship with a local government officer.

ATTACHMENT VII: CERTIFICATION OF FAIR BUSINESS PRACTICES

That the submitter has not been found guilty of unfair business practices in a judicial or state agency administrative proceeding during the preceding year. The submitter further affirms that no officer of the submitter has served as an officer of any company found guilty of unfair business practices in a judicial or state agency administrative during the preceding year.

Name of Organization/Contractor(s):

Northland and Companies

_____

Signature of Authorized Representative:

Docusigned by:

Derick Leyde

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_____

Date: **July 14, 2025**
_____

ATTACHMENT VIII: CERTIFICATION OF GOOD STANDING
TEXAS CORPORATE FRANCHISE TAX CERTIFICATION

Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with for profit corporations that are delinquent in making state franchise tax payments. The following certification that the corporation entering into this offer is current in its franchise taxes must be signed by the individual authorized on Form 2031, Corporate Board of Directors Resolution, to sign the contract for the corporation.

The undersigned authorized representative of the corporation making the offer herein certified that the following indicated Proposal is true and correct and that the undersigned understands that making a false Proposal is a material breach of contract and is grounds for contract cancellation.

Indicate the certification that applies to your corporation:

_____**X**_____   The Corporation is a for-profit corporation and certifies that it is not delinquent in its franchise tax payments to the State of Texas.

_____   The Corporation is a non-profit corporation or is otherwise not subject to payment of franchise taxes to the State of Texas.

Type of Business (if not corporation):   ☐   Sole Proprietor

☐   Partnership

☐   Other

Pursuant to Article 2.45, Texas Business Corporation Act, the North Central Texas Council of Governments reserves the right to request information regarding state franchise tax payments.

Dereck Leyde, President/CEO

_____
(Printed/Typed Name and Title of Authorized Representative)

_____
Signature

July 14, 2025
Date:_____

To date, applicant has not met the qualifications necessary to register, but if selected for this RFP, applicant will register as a foreign entity to tranact business within the State of Texas prior to commencement of services.

**ATTACHMENT IX: HISTORICALLY UNDERUTILIZED BUSINESSES,
MINORITY OR WOMEN-OWNED OR DISADVANTAGED BUSINESS ENTERPRISES**

Historically Underutilized Businesses (HUBs), minority or women-owned or disadvantaged businesses enterprises (M/W/DBE) are encouraged to participate in the solicitation process.

NCTCOG recognizes the certifications of most agencies. HUB vendors <u>must</u> submit a copy of their certification for consideration during the evaluation of their proposal. Please attach the copy to this form. This applies only to the Offeror and not a subcontractor.

Texas vendors who are not currently certified are encouraged to contact either the Texas United Certification Program, State of Texas HUB Program, or the North Central Texas Regional Certification Agency, among others. Contact:

> State of Texas HUB Program
> Texas Comptroller of Public Accounts
> Lyndon B. Johnson State Office Building
> 111 East 17th Street
> Austin, Texas 78774
> (512) 463-6958
> http://www.window.state.tx.us/procurement/prog/hub/

> North Central Texas Regional Certification Agency
> 624 Six Flags Drive, Suite 100
> Arlington, TX 76011
> (817) 640-0606
> http://www.nctrca.org/certification.html

> Texas United Certification Program
> USDOT website at
> https://www.transportation.gov/DBE

<u>**You must include a copy of your certification document as part of this solicitation to receive points in the evaluation.**</u>

Vendor to Sign Below to Attest to Validity of Certification:

_____
Vendor Name

_____
Authorized Signature

_____   _____
Typed Name   Date

☒ **Not applicable.**

ATTACHMENT X: NCTCOG FEDERAL AND STATE OF TEXAS
REQUIRED PROCUREMENT PROVISIONS

The following provisions are mandated by Federal and/or State of Texas law. Failure to certify to the following will result in disqualification of consideration for contract. Entities or agencies that are not able to comply with the following will be ineligible for consideration of contract award.

PROHIBITED TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT CERTIFICATION

This Contract is subject to the Public Law 115-232, Section 889, and 2 Code of Federal Regulations (CFR) Part 200, including §200.216 and §200.471, for prohibition on certain telecommunications and video surveillance or equipment. Public Law 115-232, Section 889, identifies that restricted telecommunications and video surveillance equipment or services (e.g., phones, internet, video surveillance, cloud servers) include the following:

A) Telecommunications equipment that is produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliates of such entities).
B) Video surveillance and telecommunications equipment produced by Hytera Communications Corporations, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliates of such entities).
C) Telecommunications or video surveillance services used by such entities or using such equipment.
D) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, Director of the National Intelligence, or the Director of the Federal Bureau of Investigation reasonably believes to be an entity owned or controlled by the government of a covered foreign country. The entity identified below, through its authorized representative, hereby certifies that no funds under this Contract will be obligated or expended to procure or obtain telecommunication or video surveillance services or equipment or systems that use covered telecommunications equipment or services as a substantial or essential component of any system, or as a critical technology as part of any system prohibited by 2 CFR §200.216 and §200.471, or applicable provisions in Public Law 115-232 Section 889.

X **The Contractor or Subrecipient hereby certifies that it does comply with the requirements of 2 CFR §200.216 and §200.471, or applicable regulations in Public Law 115-232 Section 889.**

SIGNATURE OF AUTHORIZED PERSON: *Dereck Leyde*
51AFFED5EEF0407...

NAME OF AUTHORIZED PERSON: **Dereck Leyde**

NAME OF COMPANY: **Northland and Companies**

DATE: **July 14, 2025**

-OR-

☐ **The Contractor or Subrecipient hereby certifies that it cannot comply with the requirements of 2 CFR §200.216 and §200.471, or applicable regulations in Public Law 115-232 Section 889.**

SIGNATURE OF AUTHORIZED PERSON: _____

NAME OF AUTHORIZED PERSON: _____

NAME OF COMPANY: _____

DATE: _____

DISCRIMINATION AGAINST FIREARMS ENTITIES OR FIREARMS TRADE ASSOCIATIONS

This contract is subject to the Texas Local Government Code chapter 2274, Subtitle F, Title 10, prohibiting contracts with companies who discriminate against firearm and ammunition industries.

TLGC chapter 2274, Subtitle F, Title 10, identifies that "discrimination against a firearm entity or firearm trade association" includes the following:

A) means, with respect to the entity or association, to:
   I. refuse to engage in the trade of any goods or services with the entity or association based solely on its status as a firearm entity or firearm trade association; and
   II. refrain from continuing an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association; or
   III. terminate an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association.

B) An exception to this provision excludes the following:
   I. contracts with a sole-source provider; or
   II. the government entity does not receive bids from companies who can provide written verification.

The entity identified below, through its authorized representative, hereby certifies that they have no practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association; and that they will not discriminate during the term of the contract against a firearm entity or firearm trade association as prohibited by Chapter 2274, Subtitle F, Title 10 of the Texas Local Government Code.

☒ **The Contractor or Subrecipient hereby certifies that it does comply with the requirements of Chapter 2274, Subtitle F, Title 10.**

SIGNATURE OF AUTHORIZED PERSON:	*Dereck Leyde* (DocuSigned by) — 51AFFED5EEF0407...
NAME OF AUTHORIZED PERSON:	**Dereck Leyde**
NAME OF COMPANY:	**Northland and Companies**
DATE:	**July 14, 2025**

-OR-

☐ **The Contractor or Subrecipient hereby certifies that it cannot comply with the requirements of Chapter 2274, Subtitle F, Title 10.**

SIGNATURE OF AUTHORIZED PERSON:	
NAME OF AUTHORIZED PERSON:	
NAME OF COMPANY:	
DATE:	

BOYCOTTING OF CERTAIN ENERGY COMPANIES

This contract is subject to the Texas Local Government Code chapter 809, Subtitle A, Title 8, prohibiting contracts with companies who boycott certain energy companies.
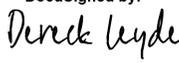
TLGC chapter Code chapter 809, Subtitle A, Title 8, identifies that "boycott energy company" means, without an ordinary business purpose, refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations with a company because the company:

  I. engages in the exploration, production, utilization, transportation, sale, or manufacturing of fossil fuel-based energy and does not commit or pledge to meet environmental standards beyond applicable federal and state law; and

  II. does business with a company described by paragraph (I).

The entity identified below, through its authorized representative, hereby certifies that they do not boycott energy companies, and that they will not boycott energy companies during the term of the contract as prohibited by Chapter 809, Subtitle A, Title 8 of the Texas Local Government Code.

X The Contractor or Subrecipient hereby certifies that it does comply with the requirements of Chapter 809, Subtitle A, Title 8.

SIGNATURE OF AUTHORIZED PERSON:	*DocuSigned by:* *Dereck Leyde* 51AFFED5EEF0407...
NAME OF AUTHORIZED PERSON:	**Dereck Leyde**
NAME OF COMPANY:	**Northland and Companies**
DATE:	**July 14, 2025**

-OR-

☐ The Contractor or Subrecipient hereby certifies that it cannot comply with the requirements of Chapter 809, Subtitle A, Title 8.

SIGNATURE OF AUTHORIZED PERSON: _____

NAME OF AUTHORIZED PERSON: _____

NAME OF COMPANY: _____

DATE: _____

EXHIBIT 1: CATEGORIES OFFERED AND PRICING PROPOSAL

Place a checkmark next to each category you are offering in your proposal:

_X_ **Service Category #1: Artificial Intelligence (AI) Language Translation for 9-1-1**
_X_ **Service Category #2: Artificial Intelligence (AI) Language Transcription for 9-1-1**
_X_ **Service Category #3: Artificial Intelligence (AI) Quality Control for 9-1-1**
_X_ **Service Category #4: Any additional 911 AI services not explicitly referenced by this RFP**

_____

_____

_____

The Respondent shall furnish a comprehensive cost pricing model for this RFP, pursuant to the guidance provided in Section 5.13. Please delineate pricing based on **Service Category 1**, **Service Category 2**, or a combined pricing model for both categories. Label your pricing proposal as "Exhibit 1 – Pricing," and use as many pages as necessary to provide detailed information.

Important Note: This RFP is not tied to any specific project at this time. The purpose is to secure pricing for potential future use of AI solutions by public sector entities. Respondents are encouraged to provide pricing models that are as descriptive and flexible as possible to accommodate the varied needs of potential users.

In addition to the requested pricing, Respondents are encouraged to include a retainage rate based on the hourly rate of each staff member for any future projects that may arise but are not currently anticipated by this RFP.

Refer to Exhibit 1 –Pricing Proposal Worksheet Attachment for any additional pricing sheets supplied in your response.

EXHIBIT 2: SAMPLE MARKET BASKET FORM

This exercise will follow after receipt of initial proposals.

EXHIBIT 3: SERVICE DESIGNATION AREAS

Texas Service Area Designation or Identification			
Proposing Firm Name:	**Northland and Companies**		
Notes:	**Indicate in the appropriate box whether you are proposing to service the entire state of Texas**		
	Will service the entire state of Texas **X**		Will not service the 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:	**Northland and Companies**		
Notes:	**Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.**		
	Will service all fifty (50) states **X**	Will not service fifty (50) states	
	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. **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.**		
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