

APPENDIX A.1
Pricing for TXShare Cooperative Purchase Program Participants

Envelope 2: Pricing Proposal

Service Category #1: AI Governance, Compliance, and Enablement Platform

Pricing Model: Fixed Pricing (Tiered)

Complete Solution Pricing

Our four-layer solution pricing includes the Polaicy platform, the DORIS platform, the Vorlon platform, and WhitegloveAI's implementation, training, and managed services. All pricing is inclusive of the 2.5% TXShare administrative fee.

Tier 1: Starter Solution

Target: Small cities/districts (< 500 employees, 2-5 AI tools)

Component	Year 1	Years 2-5 (Annual)
Polaicy Platform	\$15,000	\$10,000
Polaicy Implementation (WhitegloveAI)	\$10,000	-
DORIS Platform (Starter)	\$3,588	\$3,588
Vorlon Starter Package	\$35,000	\$35,000
Vorlon Implementation (WhitegloveAI)	\$15,000	-
Training Program (WhitegloveAI)	\$8,000	\$3,000
Managed Services (WhitegloveAI)	\$12,000	\$12,000
TOTAL	\$98,588	\$63,588

Tier 2: Professional Solution

Target: Mid-size agencies (500-1,500 employees, 5-10 AI tools)

Component	Year 1	Years 2-5 (Annual)
Polaicy Platform	\$20,000	\$15,000
Polaicy Implementation (WhitegloveAI)	\$15,000	-
DORIS Platform (Growth)	\$7,188	\$7,188
Vorlon Standard Package	\$115,000	\$115,000
Vorlon Implementation (WhitegloveAI)	\$25,000	-
Training Program (WhitegloveAI)	\$12,000	\$5,000
Managed Services (WhitegloveAI)	\$24,000	\$24,000
TOTAL	\$218,188	\$166,188

Tier 3: Enterprise Solution

Target: Large agencies (1,500-5,000 employees, 10-20 AI tools)

Component	Year 1	Years 2-5 (Annual)
Polaicy Platform	\$30,000	\$20,000
Polaicy Implementation (WhitegloveAI)	\$25,000	-
DORIS Platform (Scale)	\$11,988	\$11,988
Vorlon Mid-Market Package	\$205,000	\$205,000
Vorlon Implementation (WhitegloveAI)	\$40,000	-
Training Program (WhitegloveAI)	\$18,000	\$8,000

Component	Year 1	Years 2-5 (Annual)
Managed Services (WhitegloveAI)	\$36,000	\$36,000
TOTAL	\$365,988	\$280,988

Tier 4: Enterprise Plus Solution

Target: Very large agencies (5,000+ employees, 20+ AI tools)

Component	Year 1	Years 2-5 (Annual)
Policy Platform	\$40,000	\$30,000
Policy Implementation (WhitegloveAI)	\$35,000	-
DORIS Platform (Essentials)	\$24,000	\$24,000
Vorlon Enterprise Package	\$325,000	\$325,000
Vorlon Implementation (WhitegloveAI)	\$60,000	-
Training Program (WhitegloveAI)	\$25,000	\$12,000
Managed Services (WhitegloveAI)	\$48,000	\$48,000
TOTAL	\$557,000	\$439,000

Service Level Agreement (SLA)

WhitegloveAI is committed to providing exceptional support to our public sector partners. Our standard SLA, included in all managed services tiers, is as follows:

Priority Level	Definition	Response Time	Resolution Time
P1 - Critical	System-wide outage or critical security vulnerability	15 minutes	4 hours

Priority Level	Definition	Response Time	Resolution Time
P2 - High	Significant degradation of service or major feature failure	1 hour	8 hours
P3 - Medium	Minor feature failure or non-critical issue	4 hours	24 hours
P4 - Low	General question or request for information	8 hours	48 hours

Support Channels:

- **24/7/365:** Phone and email support for P1 and P2 issues.
- **Business Hours (8am-6pm CT, Mon-Fri):** Phone, email, and dedicated portal support for all priority levels.