



Client Information

City of Jonesboro E-911, Arkansas

Harold Copenhaver

Mayor

hcopenhaver@jonesboroar.gov

Billing Info

411 W. Monroe Avenue 

Jonesboro Arkansas Zip Code

US

Subscription Order for the Prepared Assist Communications Service

This is an order for a subscription to the Prepared Communications Service by the client identified above (the "Client") made to Invictus Apps, Inc. ("Invictus"), a Delaware corporation having an office at 575 Lexington Ave., 14th Floor, New York, NY 10022.

The Prepared Communications Service is a proprietary security and communications service of Invictus pursuant to which Invictus generally makes available the capability to initiate, receive, manage, analyze, and synthesize multimedia information provided by a Caller or a Caller's mobile device.

Initial Subscription Period **36 months**

The Initial Subscription Period is the 36-month period commencing on the January 1, 2026.

Contract Period **January 01, 2026—December 31, 2028**

Effective Date **December 12, 2025**

Date that Client signs the Subscription Order for the Prepared Assist Communications Service.

Payment Terms **Net 20**

Payment for Service is due on the Effective Date and the start date of each Renewal Period and shall be paid in full within 20 days of the due date (Net 20).

Billing Frequency **Annually: From Effective Date**

Proposal Expiration Date **January 15, 2026**

Annual Subscription Fees

Product	Length	Service Period	Price per Year
<p>Automated Non-Emergency Triage 185000 non-emergency calls/year</p> <p>Includes dynamic, conversational AI, real-time 10-digit line call triage and transcription, and automated SMS follow-up.</p>	36 months	January 01, 2026 – December 31, 2028	<p>\$111,000.00 \$94,350.00 -15%</p>
<p>Assistive Call-Taking 70000 9-1-1 calls/year</p> <p>Includes real-time transcription & translation of transcripts, AI Insights, inbound & outbound text and media, Text-to-Voice (in Spanish), EED+ELS, GPS Links, & spoken location capture, and keyword alerts & incident flagging for Supervisors.</p>	36 months	January 01, 2026 – December 31, 2028	<p>\$40,000.00 \$24,480.00 -40%</p>

Product	Length	Service Period	Price per Year
Automated QA 70000 9-1-1 calls/year Includes immediate baseline protocol checks for all calls, automatic incident classification, and custom filtering for call analytics.	36 months	January 01, 2026 – December 31, 2028	\$77,010.00 \$30,855.00 -59.9%
Assistive Dispatch Includes real-time radio transcription, talk group and alias filtering, and keyword search.	36 months	January 01, 2026 – December 31, 2028	\$102,000.00 \$49,980.00 -51%

One-Time Fees

Product	Total Price
Audio Collector Technical Implementation Fee Technical setup and implementation of Prepared.	\$1,000.00
Audio Collector Hardware Fee Cost of audio collector hardware required to run Prepared. Includes shipping.	\$2,400.00
Includes <ul style="list-style-type: none"> • 2 host machine(s) • 2 display(s) 	
Automated Non-Emergency Triage Implementation Fee Technical setup and configuration of Automated Non-Emergency Triage.	\$1,000.00
Assistive Dispatch - AIS License Fee One-time license fee to access Audio Interface System ("AIS") necessary to implement the Assistive Dispatch functionality.	\$7,500.00
Please reach out Motorola Solutions, Inc. to confirm fees as there may be an additional cost associated with integrating with the Prepared platform.	
First Year Subtotal for One-Time Fees	\$11,900.00

Year 1	\$211,565.00
Year 2	\$199,665.00
Year 3	\$199,665.00

The following terms and conditions are incorporated by reference herein: (1) the Standard Terms and Conditions for the Prepared Communications Service (the "Standard Terms"), attached hereto as Appendix A, which are also set forth at <https://www.prepared911.com/terms-and-conditions>, together with all Schedules attached to or referenced anywhere below, and (2) any Special Terms if applicable, attached hereto as Appendix B.

This document constitutes the "Order" for purposes of the Standard Terms and any Special Terms. Client wishes to subscribe to and use the Prepared Communications Service as set forth on this Order below and subject to the terms and conditions provided in the Standard Terms. This Order is subject to Invictus' approval.

Capitalized terms used in this Order and not otherwise defined will have the meanings ascribed to them in the Standard Terms or the other Appendices.

This Order, together with the Standard Terms and these other Appendices hereto and the Schedules attached to and/or referenced in any of the foregoing, contain the entire agreement and understanding of the parties with respect to the subject matter hereof (the "Agreement") and shall supersede and merge all prior and contemporaneous communications, agreements, understandings, undertakings and obligations with respect to the subject matter hereof, whether oral or written, unless the parties have entered into a separate definitive written agreement with respect to the subject matter hereof which has been signed by the authorized representative(s) of each party. No modification of the Agreement, including this Order or any Appendix hereto, shall be binding on either Party unless it is in writing and signed by both Parties. Notwithstanding the foregoing, the Agreement does not supersede any Non-Disclosure Agreement or Confidentiality Agreement, if any, entered into by the parties, which shall continue to be in full force and effect.

By signing and returning this Order, the undersigned Client accepts and agrees to the terms and conditions of this Order and the additional terms and conditions set forth in each of the Appendices to this Order and the Schedules to this Order to the Appendices, if any, each as specified below which shall be incorporated herein by reference:

a. Appendix A – Standard Terms and Conditions for the Prepared Communications Service (see <https://www.prepared911.com/terms-and-conditions>).

b. Appendix B – Special Terms

Each of Client and Invictus Apps, Inc., intending to be legally bound, hereby confirms its agreement to the terms and conditions of this Order and the Agreement and have caused this Agreement to be executed by their duly authorized officers as of the Effective Date set forth above.

Appendix A

Standard Terms and Conditions for the Prepared™ Communications Service

Corresponding Version of Terms and Conditions: Version 7.0

[<https://www.prepared911.com/terms-and-conditions>]

Appendix B

Special Terms

Non-Appropriation of Funds. If following a good faith effort to do so, Client fails to obtain an appropriation of funds necessary to perform its obligations under this Agreement, Client may terminate this Agreement without penalty following written notice to Invictus.

AIS Server Fee Credit. Prepared will grant customer a one-time invoice credit, after acceptance of this Order Form and within 30 days of receipt of copy of the third-party quote outlining AIS server fee charges that may be applied to a Prepared or Axon invoice at the customer's discretion.

Billing Information

Name

Email

Signatures

IN WITNESS WHEREOF, the Parties by their duly authorized representatives have executed this Agreement as of the Effective Date. The undersigned representative of Client acknowledges that they have read, understood, and agree to the Standard Terms and Conditions set forth in this Agreement.

City of Jonesboro E-911, Arkansas

Prepared by Axon

Name: Harold Copenhaver

Name: Danny Cho

Title: Mayor

Title: Head of Sales

Email: hcopenhaver@jonesboroar.gov

Email: danny@prepared911.com

Signed Date: _____

Signed Date: _____

Signature

Signature

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INSIGHT PUBLIC SECTOR, INC.
 2701 E INSIGHT WAY
 CHANDLER AZ 85286-1930
 Tel: 800-467-4448

Account name: 11367622

CITY OF JONESBORO
 300 S CHURCH ST
 JONESBORO AR 72401-2911

SHIP-TO

CITY OF JONESBORO
 300 S CHURCH ST
 JONESBORO AR 72401-2911

Quotation	
Quotation Number	: 0229069647
Document Date	: 26-DEC-2025
PO Number	:
PO Release	:
Sales Rep	: Shane Hanna
Email	: SHANE.HANNA@INSIGHT.COM
Phone	: +15015054930

We deliver according to the following terms:

Payment Terms : Net 30 days
 Ship Via : Insight Assigned Carrier/Ground
 Terms of Delivery : FOB DESTINATION
 Currency : USD

"By executing this Order Form, Customer represents and warrants that it has read and agrees to all of the terms and conditions:
<https://www.prepared911.com/terms-and-conditions>"

"Non-Appropriation of Funds. If following a good faith effort to do so, Client fails to obtain an appropriation of funds necessary to perform its obligations under this Agreement, Client may terminate this Agreement without penalty following written notice to Invictus."

"AIS Server Fee Credit. Prepared will grant customer a one-time invoice credit, after acceptance of this Order Form and within 30 days of receipt of copy of the third-party quote outlining AIS server fee charges that may be applied to a Prepared or Axon invoice at the customer's discretion."

Material	Material Description	Quantity	Unit Price	Extended Price
<u>INVP-AMT-NET</u>	Invictus Apps Automated Non-Emergency Triage - License Coverage Dates: 01-JAN-2026 - 31-DEC-2027 OPEN MARKET STATE OF ARKANSAS NASPO VALUEPOINT SOFTWARE VAR(#CTR060025 / 4600052436)	1	97,902.00	97,902.00
<u>INVPASSTCALLTAKING</u>	Invictus Apps Assistive Call-Taking - License Coverage Dates: 01-JAN-2026 - 31-DEC-2027 OPEN MARKET STATE OF ARKANSAS NASPO VALUEPOINT SOFTWARE VAR(#CTR060025 / 4600052436)	1	24,418.83	24,418.83
<u>INVP-AUTOMATEDQA</u>	Invictus Apps Automated QA - License Coverage Dates: 01-JAN-2026 - 31-DEC-2027 OPEN MARKET STATE OF ARKANSAS NASPO VALUEPOINT SOFTWARE VAR(#CTR060025 / 4600052436)	1	29,184.75	29,184.75
<u>INVP-AQ</u>	INVICTUS AUTOMATED QA Coverage Dates: 01-JAN-2026 - 31-DEC-2027 OPEN MARKET STATE OF ARKANSAS NASPO VALUEPOINT SOFTWARE VAR(#CTR060025 / 4600052436)	1	48,159.45	48,159.45
<u>PREP-IMP-HC</u>	Invictus Apps - implementation fee	1	11,900.00	11,900.00

Material	Material Description	Quantity	Unit Price	Extended Price
	OPEN MARKET STATE OF ARKANSAS NASPO VALUEPOINT SOFTWARE VAR(#CTR060025 / 4600052436)			
<u>INVP-AMT-NET</u>	Invictus Apps Automated Non-Emergency Triage - License Coverage Dates: 01-JAN-2027 - 31-DEC-2028 OPEN MARKET STATE OF ARKANSAS NASPO VALUEPOINT SOFTWARE VAR(#CTR060025 / 4600052436)	1	97,902.00	97,902.00
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<u>INVP-AMT-NET</u>	Invictus Apps Automated Non-Emergency Triage - License Coverage Dates: 01-JAN-2028 - 31-DEC-2029 OPEN MARKET STATE OF ARKANSAS NASPO VALUEPOINT SOFTWARE VAR(#CTR060025 / 4600052436)	1	97,902.00	97,902.00
<u>INVPASSTCALLTAKING</u>	Invictus Apps Assistive Call-Taking - License Coverage Dates: 01-JAN-2028 - 31-DEC-2029 OPEN MARKET STATE OF ARKANSAS NASPO VALUEPOINT SOFTWARE VAR(#CTR060025 / 4600052436)	1	24,418.83	24,418.83
<u>INVP-AUTOMATEDQA</u>	Invictus Apps Automated QA - License Coverage Dates: 01-JAN-2028 - 31-DEC-2029 OPEN MARKET STATE OF ARKANSAS NASPO VALUEPOINT SOFTWARE VAR(#CTR060025 / 4600052436)	1	29,184.75	29,184.75
<u>INVP-AQ</u>	INVICTUS AUTOMATED QA Coverage Dates: 01-JAN-2028 - 31-DEC-2029 OPEN MARKET STATE OF ARKANSAS NASPO VALUEPOINT SOFTWARE VAR(#CTR060025 / 4600052436)	1	48,159.45	48,159.45

Product Subtotal	598,995.09
Services Subtotal	11,900.00
TAX	0.00
Total	610,895.09

Thank you for choosing Insight. Please contact us with any questions or for additional information about Insight's complete IT solution offering.

Sincerely,

Shane Hanna
+15015054930
SHANE.HANNA@INSIGHT.COM

Insight Global Finance has a wide variety of flexible financing options and technology refresh solutions. Contact your Insight representative for an innovative approach to maximizing your technology and developing a strategy to manage your financial options.

This purchase is subject to Insight's online Terms of Sale unless you are purchasing under an Insight Public Sector, Inc. contract vehicle, in which case, that agreement will govern.

SOFTWARE AND CLOUD SERVICES PURCHASES: If your purchase contains any software or cloud computing offerings ("Software and Cloud Offerings"), each offering will be subject to the applicable supplier's end user license and use terms ("Supplier Terms") made available by the supplier or which can be found at the "terms-and-policies" link below. By ordering, paying for, receiving or using Software and Cloud Offerings, you agree to be bound by and accept the Supplier Terms unless you and the applicable supplier have a separate agreement which governs.

HARDWARE PURCHASES: Tariffs imposed by the United States government on technology-related products may lead to cost increases for manufacturers and suppliers, who then pass these increases on to partners like Insight. Additionally, supply constraints, production delays, component shortages, and logistical pressures have contributed to cost increases and product shipment delays from manufacturers and suppliers. Insight is actively engaged with its contracting officials, suppliers, and partners to address these challenges. While we strive to honor initial price proposals and quotes, the fluid nature of the impact on manufacturer and supplier costs and product availability due to tariffs and supply disruptions could require a requote, subject to the contract terms if the purchase is being made under an Insight Public Sector, Inc. contract vehicle, before finalizing any subsequent or impacted proposals, quotes, and orders. Insight will not finalize any transaction involving a requote without the client's written consent.

Insight's online Terms of Sale can be found at the "terms-and-policies" link below.
<https://www.insight.com/terms-and-policies>