

CommsCoach by GovWorx

Proposal to:

Kootenai County 9-1-1 (ID)

Issued: August 15, 2025 Expires on: September 30, 2025

GovWorx is pleased to offer the Pilot Program Discount to our first partners in the state who are prepared to commit to timely project initiation. This special discount is specifically provided to assist our onboarding and implementation teams in efficiently scheduling and allocating their resources, ensuring a rapid and smooth project kickoff.

To participate in the Pilot initiative, we ask that you help to **expedite the completion of this order form and agree to a timely kickoff to the project** with the minimal resources and points of contact required to successfully launch the project. Your commitment to an accelerated initiation allows our team to prioritize and deliver your onboarding efficiently, ensuring optimal use of resources and the fastest path to value realization for your center.

As an additional Pilot benefit, if under agreement by expiration date on this order form, GovWorx agrees to honor the subscription and discount quoted for the first two years and limit any increase after that to 5% per year.

Order Form

Items due at signing

A1 - CommsCoach QA Annual Subscription

CommsCoach is an annual subscription for the single agency named on this sales order, providing access to the following modules: Call and Radio Evaluations, Audio Transcription, Keyword Search, Review Queues, Shift Goals, Dashboards, Reports, and Evaluator Feedback. Also includes simulations for training created from actual events in agency CAD/Recording.

1x ~~\$62,510.00~~
after \$25,010.00
discount
\$37,500.00

A3 - CommsCoach TRAIN Annual Subscription (INCLUDED)

1 x \$0.00

CommsCoach TRAIN is an annual subscription for the single agency named on this sales order, providing access to the following modules: Phased Training Templates, Tasks Lists, Automated Evaluations (when connected to QA), Observation Summaries, Dashboards, Reports, and Trainer Feedback. When combined with CommsCoach QA, Observations can include and summarize evaluations performed over events.

Items due later

A4 - CommsCoach HIRE Annual Subscription1 x ~~\$7,500.00~~

Annual subscription for the single agency identified on this Order Form for CommsCoach HIRE, providing pre-hire candidate assessments using simulations, interactive questions, evaluations and reporting.

after \$3,500.00

discount

\$4,000.00**Payment due: October 1, 2025**

One-time subtotal	\$37,500.00
after \$25,010.00 discount	
Pilot Partner Discount	(\$11,000.00)
Due at Signing	\$26,500.00

Future Payments Summary

A4 - CommsCoach HIRE Annual Subscription\$4,000.00 on October 1, 2025

Signature_____
Signature_____
Date_____
Printed name**Pricing and any Discount expires on September 30, 2025**

Terms

The pricing presented, along with any discounts are only valid until the expiration date listed on this Order Form.

This form creates a binding contract on the parties. Unless otherwise detailed in a written agreement between GovWorx Inc. and Customer, this Order Form and the Services to be provided are subject to the terms and conditions set forth here, as of the date of signing: Terms of Service

The Effective Date shall be the date of signature on this Order Form unless otherwise defined in this order form or other agreement.

Questions? Contact me

Leighton Williams

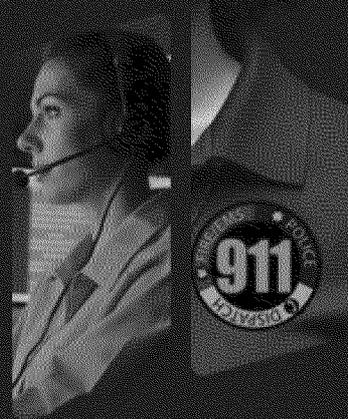
leighton@govworx.ai



COMMSCOACH QA & FEEDBACK

AI-Driven Quality Assurance for ECCs

CommsCoach QA provides ECCs a powerful AI platform designed to consistently evaluate and improve telecommunicator performance. By automating evaluations of calls, radio interactions, and CAD data, your center quickly identifies performance trends, celebrates strengths, and pinpoints areas for targeted training and continuous improvement.



CommsCoach QA



Automate Comprehensive Evaluations

Efficiently review 100% of eligible calls, radio transmissions, and CAD entries using AI-driven technology. Quickly and consistently measure adherence to your agency's standards, protocols, or customized evaluation criteria without adding additional staff workload.



Instant Insights and Actionable Feedback

Rapidly generate clear, unbiased reports highlighting telecommunicator strengths, coaching opportunities, and performance trends. Feedback is standardized, objective, and easy for supervisors to share directly with telecommunicators.



Customized & Flexible Criteria

Go fast! Use a vast library of industry-standard evaluation templates, customize existing evaluations, or easily create your own criteria tailored precisely to your ECC's operational policies and procedures.



Elevating 911 Professionals

Built to hire, train, support,
and retain your team

CommsCoach helps 9-1-1 centers close the experience gap and build stronger teams. As seasoned professionals leave the field, CommsCoach delivers structure, insight, and support across the entire telecommunicator career, helping you elevate the profession, not just manage the shift.



Smarter Hiring.
Faster Training.
Stronger Teams.



QA

Fully automated evaluations across calls and radio traffic, helping you reinforce what's working and coach where needed. Quality assurance that scales without burnout.



ASSIST

Live AI support during calls, offering real-time prompts, SOP reminders, and alerts for supervisors. Like having an AI co-trainer sitting beside every call taker.



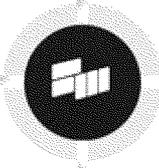
TRAIN

Phased training that spans from classroom to the floor, with AI helping trainers evaluate performance, complete documentation, and build simulations from real calls.



HIRE

AI-based assessments to evaluate candidates before day one. From pressure testing to shift adaptability, HIRE helps you find the right fit from the start.



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