

DEVELOPMENT QUOTE

Cartelligent Call Intelligence Platform

Prepared for: Cartelligent
Prepared by: Dahlstrom Technologies ("DahTech")
Quote date: August 25, 2026
Valid through: September 25, 2026

Project Summary

DahTech proposes to deploy a modular call-intelligence platform for Cartelligent. The platform will ingest authorized call recordings, transcribe calls, propose structured Salesforce data for human review (with the ability to turn on auto-write to SFDC), and provide authorized managers with configurable call-coaching analysis.

Modules & Development Fee

Module	Fixed Fee
Part 1 – Base Platform Layer	\$10,000
Part 2 – Data Extraction Framework	\$4,000
Part 3 – Coaching Framework	\$4,000
Total Fixed Development Fee	\$18,000

Part 1 – Base Platform Layer – \$10,000

- Setup and creation of the base services needed:
 - Cloudflare – Application hosting, processing, and the application database
 - Backblaze B2 – Immutable database backups and long-term recording storage
 - RingCentral – Call and recording ingestion
 - Deepgram – Speech-to-text transcription

- Salesforce (SFDC) – System of record, identity, and in-CRM surfaces
- Anthropic (Claude) – AI provider
- Provider-abstraction architecture so the AI provider can be changed without rearchitecting the platform (currently configured to Claude & Deepgram)

Part 2 – Data Extraction Framework – \$4,000

Field-by-field extraction for call -> review -> Salesforce data.

- Per-field configuration: AI guidance, data type, and Salesforce mapping
- Human review by default on every field. Per-field auto-write (no review) is available and ships disabled; enabling it for any given field is the Client's decision.
- Runs going forward on new calls, plus on-demand retroactive extraction over historical calls

Part 3 – Coaching Framework – \$4,000

Configurable call scoring and coaching feedback.

- Ability to define target metrics and skills, each with its own AI analysis guidance and output format
- Per-call scoring to be able to generate aggregate trend data
- Visibility limited to designated roles (as needed)
- Processing of new calls received through the agreed ingestion path
- Runs going forward, plus on-demand retroactive analysis

Payment Terms

The fixed development fee is payable in two installments: 50% (\$9,000) due upon acceptance of this quote, and 50% (\$9,000) due upon completion and delivery of the three modules above.

Warranty

For twelve (12) months after delivery, DahTech will use commercially reasonable efforts to correct reproducible defects that cause the delivered platform to materially fail to conform to the agreed written scope.

The warranty excludes enhancements, new requirements, user training, misuse, Client or third-party configuration changes, third-party service or API changes, model-output variability, data-quality

issues, unsupported modifications, and failures caused by services outside DahTech's reasonable control.

Unable to Provide a Reduced-Cost Trial

I said I'd try to find a way to make a reduced-cost trial work, and I did look for one. I'm terribly sorry about this one. Because this was custom-built for you rather than adapted from an existing product or something we sell off the shelf — and because most of the development is already done — we're not able to offer a reduced-cost trial at this stage.

The only levers I can think of would be stripping things out: the Salesforce UI layer, or write-back to Salesforce. Those would make a negligible difference to the cost, and would leave you evaluating a degraded version rather than the real product.

Excluded

- **Operating Costs.** Platform, usage, and token fees for the third-party services above are not included in this quote. DahTech will provide current published rates and an annualized estimate based on the Client's expected call volume; these are estimates only — actual costs vary with usage, and providers may change their pricing at any time. These services are contracted and paid by the Client directly; DahTech is not responsible for paying these services or for changes in their rates.
- **AI output and results.** DahTech warrants that the platform will function as described in this scope. DahTech does not warrant the accuracy, completeness, or consistency of output produced by third-party AI models (transcription, extraction, classification, scoring, or summarization). AI systems are non-deterministic: identical inputs may produce different outputs, and accuracy varies by input quality. DahTech's work is a customized framework on top of these models — we can guide and constrain them, but the underlying output belongs to the AI provider.
- **Business outcomes.** No guarantee of improved sales performance, conversion, close rate, call quality, time savings, or any other business metric.
- **Third-party dependencies.** DahTech is not responsible for changes to, or interruptions in, third-party services (AI providers, telephony, CRM), including model deprecation, pricing changes, rate limits, downtime, or terms-of-service changes. Usage fees charged by those providers are the Client's responsibility and are paid by the Client directly to the provider; volume estimates are estimates only.

- **Human review.** The platform proposes; a person approves. Output is surfaced for review before it is written to any Client system of record. The Client is responsible for what its users approve, and what is allowed to be automatically written.
- **Not included:** legal or regulatory compliance advice, including call-recording consent requirements; data retention, privacy, or records-retention policy decisions; and Client data quality.

Intellectual Property & Data

DahTech retains all right, title, and interest in and to the platform software — including source code, architecture, configurations, and documentation — and all related intellectual property. Upon payment in full, the Client receives a perpetual, non-exclusive, non-transferable license to use the platform for its internal business operations.

The Client retains all right, title, and interest in its data: call recordings, transcripts, extracted fields, scores, CRM records, and all output derived from Client data. DahTech claims no ownership of Client data and does not use Client data to train models. Third-party providers process data under their own terms; provider-side data settings (such as retention or model-improvement programs) are configuration choices made on the Client's behalf and can be changed at the Client's direction.

Out-of-Scope Work

Work outside the written scope above — new features, enhancements, additional integrations, training, and non-warranty support — is available at \$120 per hour, estimated and approved in writing before work begins.

Limitation of Liability

DahTech's total aggregate liability arising out of or relating to this quote or the platform will not exceed the total fees actually paid by the Client under this quote. Neither party is liable for indirect, incidental, special, consequential, or punitive damages, or for lost profits, lost revenue, or lost data, even if advised of the possibility of such damages. These limitations do not apply to a party's gross negligence or willful misconduct.

Acceptance & Signatures

By signing below, each party agrees to the scope, fees, and terms of this quote. Electronic signatures have the same effect as handwritten signatures.

Dahlstrom Technologies (“DahTech”)

Signature

Name

Title

Date

Cartelligent (“Client”)

Signature

Name

Title

Date