

Prepared for the North Carolina Small Business Association

One AI front desk for member businesses

AMAL-ALHAYAT PROCESS CONTROL AUTOMATION SYSTEMS

APCASYSTEMS

Monthly cloud service price

\$6,500

Twelve-month price

\$78,000

Where this sits

Inside the \$6,000 to \$7,000 monthly band

All figures in this proposal are US dollars. The monthly price is the cloud service the association funds: voice, US telephone, website chat, SMS and WhatsApp, hosting, data, CRM and calendar, monitoring, and email. It is itemized on the price page. No dinar amounts are used.

Who presents this

Role	Name
Company	AMAL-ALHAYAT PROCESS CONTROL AUTOMATION SYSTEMS
Brand	APCASYSTEMS
Programmer and architect	Eng. Suhib Asrawi
Leadership	Dr. Yasser Abdulhadi

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What the association is funding

A small business loses the customer who calls once and gets no answer. This proposal funds one product: a single AI front desk that APCASYSTEMS designs, deploys, and runs for member businesses. The first release is one agent. It does the front-desk work below, in English and Arabic, and it stops at the boundary of a human decision.

The twelve duties of the agent

- Answers inbound inquiries.
- Handles website chat.
- Replies by SMS.
- Qualifies prospects against the member's approved rules.
- Answers only from the approved FAQ.
- Books appointments.
- Reschedules and cancels appointments.
- Recovers missed calls and unanswered leads.
- Sends confirmations and reminders.
- Updates the customer record in the CRM.
- Escalates a complex case to a person, with a summary.
- Produces a daily management report.

Where the agent stops

A legal or medical member receives intake only. The agent collects the facts, books the appointment, and hands the matter to a person. It does not give legal advice, medical advice, a final price, or an acceptance of a case. Those decisions stay with the member's staff. Recordings are not used to train public models, and they are not stored on a home computer.

How the work is delivered

Year one is cloud delivery. The call stays on Retell or Vapi. The US number and SMS stay on Twilio. The calendar is Google Calendar or Calendly. The CRM is HubSpot or GoHighLevel. Zapier or Make writes the booking, the CRM update, and the confirmation after the call. The member sees their own front desk. The vendor's brand stays behind it.

The funded price pays for this cloud service. It does not buy servers. Voice, numbers, chat, and messaging scale with member usage. Hosting, data, CRM, monitoring, and email stay in place for the year.

Professional standard

- Every answer the agent may give is written and approved before go-live.
- Unknown questions are escalated. The agent does not invent an answer.
- A person can take over by call transfer, WhatsApp, or a ticket.
- Each member gets a written deletion period and a named place where recordings live.
- Voice quality and the Arabic or English dialect are tested with the member before the line opens.
- APCASYSTEMS reviews conversations and updates the FAQ during the funded year.

The planning cohort

The cost model is sized for a first cohort, not for an open-ended statewide rollout. The \$6,500 monthly allowance was calculated for about four businesses on the desk plan (500 minutes) and three on the practice plan (1,500 minutes), about 32,000 minutes. That figure is the volume the price can carry. It is not a promise that seven offices go live in twelve months. The calendar below is the promise. A monthly report to the association shows minutes used, appointments booked, leads recovered, and cases escalated.

Monthly price in US dollars

The amount requested is \$6,500 per month, inside the band of \$6,000 to \$7,000. Twelve months are \$78,000. The table is the full split. Each row is a monthly allowance for that service.

Cloud service	Per month	Per year
Voice AI (Retell or Vapi, model and speech)	\$2,600	\$31,200
US phone numbers and calling	\$780	\$9,360
Website chat models	\$560	\$6,720
SMS and WhatsApp	\$420	\$5,040
Vercel Pro	\$180	\$2,160
Supabase Pro	\$220	\$2,640
CRM, calendar, and automation	\$740	\$8,880
Monitoring and backups	\$520	\$6,240
Email, domain, and protection	\$480	\$5,760
Monthly cloud service price	\$6,500	\$78,000

Voice is the largest line because the front desk is a phone product. Vercel Pro publishes a \$20 monthly seat and Supabase Pro publishes a \$25 monthly seat. The amounts in those two rows are the program allowance for hosting, database, environments, and the work of keeping them up, with the published seat inside the allowance.

What each line pays for

- Voice AI covers Retell or Vapi, the language model on the call, and speech.
- US phone numbers and calling cover Twilio numbers plus inbound and outbound minutes.
- Website chat models cover the site assistant, summaries, and a fallback model.
- SMS and WhatsApp cover confirmations, reminders, and the hand-off to a person.
- CRM, calendar, and automation cover HubSpot or GoHighLevel, Google Calendar or Calendly, and Zapier or Make.
- Monitoring and backups cover error tracking, operational logs, and restore checks.
- Email, domain, and protection cover business email, the domain, and a reserve for access control.

How long the work takes

The public website is a demonstration. It does not book a visit and it does not send a message. Completing the platform means the first real member line: voice, a US number, booking, the CRM, and a confirmation by SMS or email. The days below are Eng. Suhib Asrawi's working days, five a week. Buffer days sit inside the total for vendor checks, a member who answers slowly, and a week that breaks. Do not add the buffer a second time.

Platform, first live member

102 working days, about 5 months

Each added customer

36 working days, about 7 weeks

Legal or medical office

41 working days, about 8 weeks

Platform, including 33 buffer days

Work	Days	Buffer	Total
Vendor accounts and US number	8	5	13
Reference member knowledge pack	10	5	15
Voice agent and live transfer	15	5	20
Calendar, CRM, and SMS	12	6	18
Website chat off the demo	8	4	12
Owner report and association report	6	3	9
Pilot week and fixes	10	5	15
Platform, including buffer	69	33	102

WhatsApp text on the handset the company already owns is a separate approval. It is not inside these days. Until that approval, confirmations go by SMS or email, and the 102 days still hold. A legal or medical reference member adds 5 buffer days, because staff must approve every answer before the line opens.

One added customer, including 15 buffer days

This clock starts only after the platform and the reference member are live. The voice vendor, hosting, and report pattern are reused. The new office still needs its own facts, its own calendar, and its own tests.

Work	Days	Buffer	Total
Office workshop	3	2	5
Approved FAQ and stop-rules	4	3	7
That office calendar and CRM	3	2	5
Number, SMS, and call routing	3	3	6
Language test and handoff drill	3	2	5
First live week	5	3	8
One added customer	21	15	36

A legal or medical office takes 41 working days: the same 36, plus 5 buffer days for staff review of every answer. Two offices do not go live in the same week. The next office can start its workshop while the previous office is in its first live week. If prices, hours, or the person who takes escalations arrive late, the buffer is spent and the date moves.

The funded year

Period	What is delivered
Months 1–5	Reference member live, 102 working days
Months 6–12	About four more offices, one every 7 weeks
Outside this calendar	Seven offices need more hands

Five offices in the funded year is the honest count for one engineer if the buffer is left intact. The seven-office, 32,000-minute figure remains the size of the cost model. Reaching it in twelve months needs member materials inside the buffer, or a second person writing FAQs. Minutes below that volume mean the cloud allowance is partly unused. It does not shrink the work of the first line.

Private hardware is reconsidered only after a measured year above 80,000 voice minutes, with the machine in the eastern United States and the cloud path left in place as failover. That condition is outside this request.

What we ask the association to approve

- A twelve-month award of \$78,000, drawn monthly at \$6,500, or as the association prefers to schedule.
- The calendar above: 102 working days to the first live member, then 36 working days for each added office.
- The right to enroll member businesses one office at a time, not seven at once.
- One association contact who receives the monthly usage and escalation report.
- A review at month twelve against minutes, bookings, recovered leads, and funds remaining.

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October 2026. This proposal prices a defined year of delivery. It is not a quotation from Retell, Vapi, Twilio, or any other vendor, and vendor pages change. Member results depend on the member's call volume, offer, and staff response to escalations.