

FRAMEWORK AGREEMENT

THIS FRAMEWORK AGREEMENT (this “Agreement”) is made between the **CITY AND COUNTY OF DENVER**, a municipal corporation of the State of Colorado (the “City”), and **COMPLYAI, INC.**, a Delaware corporation, whose address is 759 Stuart Avenue, Elmhurst, IL 60126 (the “Contractor”), individually a “Party” and jointly “the Parties.”

RECITALS

WHEREAS, the City awarded this Agreement to the Contractor for the implementation and support of an AI Guided Plan Review platform.

NOW, THEREFORE, in consideration of the mutual covenants and agreements hereinafter set forth and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties incorporate the recitals set forth above agree as follows:

1. **COORDINATION AND LIAISON**: The Contractor shall fully coordinate all Work performed under this Agreement with the City’s Chief Information Officer (“CIO”); with other personnel formally designated by the Department of Technology Services (“TS”); or, if applicable, with a representative from another City agency, as may be expressly designated by the CIO to act on behalf of the City for purposes of this Agreement. If a third party is designated by the CIO to serve as a liaison or coordinating entity on behalf of the City, the Contractor shall also coordinate its Work with such third party in the same manner and to the same extent as it would with City personnel.

2. **DEFINITIONS**

2.1. **“City Data”** means all data processed, stored, generated, collected, or transmitted on computers or other electronic media by or on behalf of the City, or provided to the Contractor for such processing, storage, generation, collection, or transmission, as well as any derivative data produced therefrom. City Data includes, but is not limited to: (i) information originally in physical format (including paper or other non-electronic media) that is subsequently digitized, scanned, or otherwise converted to electronic format; (ii) information provided to the Contractor by the City, authorized users, or third parties acting on the City's behalf; and (iii) confidential or sensitive information, financial data, public records, and any other regulated data, regardless of source, including but not limited to data from the City's employees, citizens, and contractors.

2.2. **“D(d)ata”** means information, regardless of form, that can be read, transmitted, or processed.

2.3. **“Deliverable(s)”** means a tangible object, SaaS, or On-Premise Software that is provided to the City by the Contractor under this Agreement.

2.4. **“Effective Date”** means the date on which this Agreement is approved and signed by the City as shown on the City’s signature page.

2.5. **“Exhibits”** means the exhibits and attachments included with this Agreement.

2.6. **“On-Premise Software”** means software that the Contractor provides for the City’s use that is installed and operated on City premises. For the avoidance of doubt, On-Premise Software does not include SaaS, though On-Premise Software may interface with SaaS.

2.7. **“SaaS”** means a software-as-a-service that the Contractor hosts (directly or indirectly) for the City’s use. For the avoidance of doubt, SaaS does not include Services or On-Premise Software.

- 2.8. **“Service(s)”** means the technology related professional services to be performed by the Contractor as set forth in this Agreement and shall include any services or support provided by the Contractor under this Agreement.
- 2.9. **“Specifications”** refers to such technical and functional specifications for On-Premise Software, SaaS, and/or Deliverables included or referenced in an Exhibit.
- 2.10. **“Subcontractor”** means any third party engaged by the Contractor to aid in performance of the Work.
- 2.11. **“Task Order”** means a document issued in accordance with this Agreement that specifically describes the Work to be performed.
- 2.12. **“Work”** means any and all On-Premise Software, SaaS, Services, hardware, Deliverables, intellectual property, documentation, materials, labor, support, maintenance, training, updates, configurations, customizations, and other outputs and outcomes provided and/or performed by the Contractor pursuant to this Agreement, whether explicitly identified in this Agreement or reasonably necessary to fulfill the Contractor's obligations hereunder.
3. **SOFTWARE AS A SERVICE, SUPPORT, AND SERVICES TO BE PERFORMED:** As the City directs, the Contractor shall diligently undertake, perform, and make available the technology related Work set forth in the Exhibits to the City’s satisfaction. The City shall have no liability to compensate the Contractor for Work that is not specifically authorized by this Agreement. The Work shall be provided and performed as stated herein and shall conform to the Specifications. The Contractor is ready, willing, and able to provide the Work required by this Agreement. The Contractor shall faithfully perform any Services in accordance with the standards of care, skill, training, diligence, and judgment provided by highly competent individuals performing services of a similar nature to those described in this Agreement and in accordance with the terms of this Agreement.
4. **TASK ORDERS FOR ADDITIONAL PRODUCTS AND SERVICES**
- 4.1. To initiate a Task Order, the City will provide a request to the Contractor describing the general scope and intent of the Work it desires the Contractor to perform under that Task Order. The Contractor shall submit a proposal, which shall include a quote, to the City in response to the City’s request. All Task Orders, signed by the Parties, shall be issued in accordance with this Agreement using the rates contained therein. Each Task Order shall include a detailed scope of Services, level of effort, timeline for completion, rates or fixed fee pricing, and payment schedule, including a “not to exceed” amount, specific to each Task Order. Task Orders shall be construed to be in addition to, supplementary to, and consistent with the provisions of this Agreement. In the event of a conflict between a particular provision of any Task Order and a provision of this Agreement, this Agreement shall take precedence. A Task Order may be amended by the Parties by a written instrument prepared by the Parties jointly and signed by their authorized representatives.
- 4.2. The City is not required to execute any minimum number of Task Orders under this Agreement, and the City reserves the right to execute Task Orders with the Contractor at its sole discretion. The City shall have no liability to compensate the Contractor for any Work not specifically set forth in this Agreement or a properly executed Task Order. In no event shall a Task Order term extend beyond the Term unless the City has specifically agreed in writing. If this Agreement is

terminated for any reason, each Task Order hereunder shall also terminate unless the City has specifically directed otherwise in writing. Task Orders may also be terminated in accordance with this Agreement's termination provisions. The Contractor agrees to fully coordinate its provision of Services with any third party under contract with the City relevant to the Contractor's performance hereunder.

- 4.3. The Contractor represents and warrants that all Services under a Task Order will be performed by qualified personnel in a professional and workmanlike manner, consistent with industry standards; all Services and/or Deliverables will conform to applicable, agreed upon specifications, if any; and, it has the requisite ownership, rights and licenses to perform its obligations under this Agreement fully as contemplated hereby free and clear from any and all liens, adverse claims, encumbrances and interests of any third party.
5. **TERM:** This Agreement will commence on March 1, 2026, and will expire, unless sooner terminated, on March 1, 2031 (the "Term"). Subject to the City's prior written authorization, the Contractor shall complete any work in progress as of the expiration date and the Term will extend until the work is completed or earlier terminated by the City.
6. **END OF TERM EXTENSION:** If this Agreement approaches the end of its Term, the City, at its discretion and upon written notice to the Contractor as provided herein, may unilaterally extend the Term for a period not to exceed six months (an "End of Term Extension"). The provisions of this Agreement and the pricing in effect when such notice is given shall remain in effect during the End of Term Extension. The End of Term Extension shall automatically terminate upon execution of a replacement contract or modification extending this Agreement. To facilitate any agreed upon extensions in a timely manner, the Contractor shall negotiate any extension of this Agreement in good faith and provide the City all required order forms and updated pricing information to the City no later than one hundred twenty (120) days prior to the expiration of the Term. If the Contractor does not intend to extend the Term of this Agreement, the Contractor shall provide prompt notice to the City but not later than one hundred eighty (180) days prior to the expiration of the Term of its intent to let this Agreement lapse without an extension or replacement contract. The Contractor's obligation to facilitate a timely renewal under this Section is a material part of this Agreement.
7. **COMPENSATION AND PAYMENT**
 - 7.1. **Fees:** The City shall pay, and the Contractor shall accept as the sole compensation for Services rendered and costs incurred under this Agreement the fees described in the attached Exhibits. Amounts billed may not exceed rates set forth in the Exhibits and will be made in accordance with any agreed upon payment milestones.
 - 7.2. **Reimbursement Expenses:** There are no reimbursable expenses allowed under this Agreement. All the Contractor's expenses are contained in the budget as described in the Exhibits. The City will not be obligated to pay the Contractor for any other fees, costs, expenses, or charges of any nature that may be incurred and paid by the Contractor in performing their obligations under this Agreement including but not limited to personnel costs, benefits, contract labor, overhead, administrative costs, operating costs, supplies, equipment, and out-of-pocket expenses.

7.3. Invoicing: The Contractor must submit an invoice which shall include the City contract number, clear identification of the Work that has been completed or delivered, and other information reasonably requested by the City. Payment on all uncontested amounts shall be made in accordance with the City’s Prompt Payment Ordinance, §§ 20-107, *et seq.*, D.R.M.C, and no Exhibit or order form shall modify the City’s statutory payment provisions.

7.4. Maximum Contract Amount

7.4.1. Notwithstanding any other provision of this Agreement, the City’s maximum payment obligation will not exceed Four Million Five Hundred Ninety-One Thousand Seven Hundred Forty Dollars (\$4,591,740.00) (the “Maximum Agreement Amount”). The City is not obligated to execute an Agreement or any amendments for any further Work, including any Services performed by the Contractor beyond that specifically described in the attached Exhibits. Any Work performed beyond those in the attached Exhibits are performed at the Contractor’s risk and without authorization under this Agreement.

7.4.2. The City’s payment obligation, whether direct or contingent, extends only to funds appropriated annually by the Denver City Council, paid into the Treasury of the City, and encumbered for the purpose of this Agreement. The City does not by this Agreement irrevocably pledge present cash reserves for payment or performance in future fiscal years. This Agreement does not and is not intended to create a multiple-fiscal year direct or indirect debt or financial obligation of the City.

8. TAXES, CHARGES AND PENALTIES: The City shall not be liable for the payment of taxes, late charges, or penalties of any nature other than the compensation stated herein, except for any additional amounts which the City may be required to pay under D.R.M.C. § 20-107 to § 20-115.

9. STATUS OF CONTRACTOR: The Contractor is an independent contractor retained to perform professional or technical services for limited periods of time. Neither the Contractor nor any of its employees are employees or officers of the City under Chapter 18 of the Denver Revised Municipal Code, or for any purpose whatsoever. Nothing contained in this Agreement shall be construed as creating any agency, partnership, joint venture, or other form of joint enterprise, or employment relationship between the Parties.

10. TERMINATION

10.1. Either Party may terminate this Agreement, and the City may terminate a product under this Agreement, for the other Party’s material breach by written notice specifying in detail the nature of the breach, effective in thirty (30) days unless the other Party first cures such breach, or effective immediately if the breach is not subject to cure.

10.2. The City has the right to terminate this Agreement or a product under this Agreement without cause upon thirty (30) days prior written notice to the Contractor. Nothing gives the Contractor the right to perform under this Agreement beyond the time when its Work becomes unsatisfactory to the City. Notwithstanding anything to the contrary contained in this Agreement, if the City terminates this Agreement without cause, the City shall be under no obligation to make further payment(s) for any remaining subscription years, licensing fees, or support costs as outlined in the attached Exhibits once the then current annual term expires; provide that, the City

shall not be entitled to any refund, unless stated otherwise in the Exhibits, for the remainder of the prepaid annual term then in effect at the time of this Agreement's early termination without cause.

10.3. Notwithstanding the preceding paragraph, the City may terminate this Agreement if the Contractor or any of its officers or employees are convicted, plead nolo contendere, enter into a formal agreement in which they admit guilt, enter a plea of guilty or otherwise admit culpability to criminal offenses of bribery, kickbacks, collusive bidding, bid-rigging, antitrust, fraud, undue influence, theft, racketeering, extortion or any offense of a similar nature in connection with the Contractor's business. Termination for the reasons stated in this paragraph is effective upon receipt of notice.

10.4. Upon termination of this Agreement, with or without cause, the Contractor shall have no claim against the City by reason of, or arising out of, incidental or relating to termination, except for compensation for work duly requested and satisfactorily performed. Upon The City's request or upon termination, the Contractor shall return to the City all property placed in the Contractor's possession or control pursuant to this Agreement.

10.5. The City is entering into this Agreement to serve the public interest of the City as determined by its governing bodies. If this Agreement ceases to further the public interest of the City, or if the City fails to appropriate the necessary funding to continue this Agreement, the City, in its discretion, may terminate this Agreement in whole or in part. A determination that this Agreement should be terminated in the public interest or for lack of appropriation shall not be equivalent to a City right to terminate for convenience or without cause. This Subsection shall not apply to a termination of this Agreement by the City for a breach of contract by the Contractor. If the City terminates this Agreement in the public interest or for lack of appropriation, the City shall pay the Contractor an amount equal to the percentage of the total reimbursement payable under this Agreement that corresponds to the percentage of Work satisfactorily delivered or completed and accepted, as determined by the City, less payments previously made.

11. EXAMINATION OF RECORDS AND AUDITS: Any authorized agent of the City, including the City Auditor or his or her representative, has the right to access, and the right to examine, copy and retain copies, at City's election in paper or electronic form, any pertinent books, documents, papers and records related to the Contractor's performance pursuant to this Agreement, provision of any goods or services to the City, and any other transactions related to this Agreement. The Contractor shall cooperate with City representatives and City representatives shall be granted access to the foregoing documents and information during reasonable business hours and until the latter of three (3) years after the final payment under this Agreement or expiration of the applicable statute of limitations. When conducting an audit of this Agreement, the City Auditor shall be subject to government auditing standards issued by the United States Government Accountability Office by the Comptroller General of the United States, including with respect to disclosure of information acquired during the course of an audit. No examination of records and audits pursuant to this paragraph shall require the Contractor to make disclosures in violation of state or federal privacy laws. The Contractor shall at all times comply with D.R.M.C. 20-276.

12. WHEN RIGHTS AND REMEDIES NOT WAIVED: In no event shall any action by either Party hereunder constitute or be construed to be a waiver by the other Party of any breach of covenant or default which may then exist on the part of the Party alleged to be in breach, and the non-breaching Party's action or inaction when any such breach or default shall exist shall not impair or prejudice any right or remedy available to that Party with respect to such breach or default; and no assent, expressed or implied, to any breach of any one or more covenants, provisions or conditions of this Agreement shall be deemed or taken to be a waiver of any other breach.

13. INSURANCE

13.1. General Conditions: The Contractor agrees to secure, at or before the time of execution of this Agreement, the following insurance covering all operations, goods or services provided pursuant to this Agreement. The Contractor shall keep the required insurance coverage in force at all times during the term of this Agreement, including any extension thereof, and during any warranty period. The required insurance shall be underwritten by an insurer licensed or authorized to do business in Colorado and rated by A.M. Best Company as "A-VIII" or better. Each policy shall require notification to the City in the event any of the required policies be canceled or non-renewed before the expiration date thereof. Such written notice shall be sent to the parties identified in the Notices Section of this Agreement. Such notice shall reference the City contract number listed on the signature page of this Agreement. Said notice shall be sent thirty (30) days prior to such cancellation or non-renewal unless due to non-payment of premiums for which notice shall be sent ten (10) days prior. If such written notice is unavailable from the insurer, the Contractor shall provide written notice of cancellation, non-renewal and any reduction in coverage to the parties identified in the Notices Section by certified mail, return receipt requested within three (3) business days of such notice by its insurer(s) and referencing the City's contract number. The Contractor shall be responsible for the payment of any deductible or self-insured retention. The insurance coverages specified in this Agreement are the minimum requirements, and these requirements do not lessen or limit the liability of the Contractor. The Contractor shall maintain, at its own expense, any additional kinds or amounts of insurance that it may deem necessary to cover its obligations and liabilities under this Agreement.

13.2. Proof of Insurance: The Contractor may not commence services or work relating to this Agreement prior to placement of coverages required under this Agreement. The Contractor certifies that the certificate of insurance attached as **Exhibit F**, preferably an ACORD form, complies with all insurance requirements of this Agreement. The City requests that the City's contract number be referenced on the certificate of insurance. The City's acceptance of a certificate of insurance or other proof of insurance that does not comply with all insurance requirements set forth in this Agreement shall not act as a waiver of the Contractor's breach of this Agreement or of any of the City's rights or remedies under this Agreement. The City's Risk Management Office may require additional proof of insurance, including but not limited to policies and endorsements.

13.3. Additional Insureds: For Commercial General Liability, Auto Liability and Excess Liability/Umbrella (if required), the Contractor and Subcontractor's insurer(s) shall include the

City and County of Denver, its elected and appointed officials, employees, and volunteers as additional insured.

- 13.4. Waiver of Subrogation:** For all coverages required under this Agreement, with the exception of Professional Liability – if required, the Contractor’s insurer shall waive subrogation rights against the City.
- 13.5. Subcontractors and Subconsultants:** The Contractor shall confirm and document that all Subcontractors and subconsultants (including independent contractors, suppliers or other entities providing goods or services required by this Agreement) procure and maintain coverage as approved by the Contractor and appropriate to their respective primary business risks considering the nature and scope of services provided.
- 13.6. Workers’ Compensation and Employer’s Liability Insurance:** The Contractor shall maintain the coverage as required by statute for each work location and shall maintain Employer’s Liability insurance with limits of \$100,000 per occurrence for each bodily injury claim, \$100,000 per occurrence for each bodily injury caused by disease claim, and \$500,000 aggregate for all bodily injuries caused by disease claims.
- 13.7. Commercial General Liability:** The Contractor shall maintain a Commercial General Liability insurance policy with minimum limits of \$1,000,000 for each bodily injury and property damage occurrence, \$2,000,000 products and completed operations aggregate (if applicable), and \$2,000,000 policy aggregate.
- 13.8. Professional Liability (Errors & Omissions):** The Contractor shall maintain minimum limits of \$1,000,000 per claim and \$1,000,000 policy aggregate limit. The policy shall be kept in force, or a Tail policy placed, for three (3) years for all contracts except construction contracts for which the policy or Tail shall be kept in place for eight (8) years.
- 13.9. Cyber Liability:** The Contractor shall maintain Cyber Liability coverage with minimum limits of \$1,000,000 per occurrence and \$1,000,000 policy aggregate covering claims involving privacy violations, information theft, damage to or destruction of electronic information, intentional and/or unintentional release of private information, alteration of electronic information, extortion and network security. If Claims Made, the policy shall be kept in force, or a Tail policy placed, for three (3) years.
- 13.10. Technology Errors & Omissions:** The Contractor shall maintain Technology Errors and Omissions insurance including network security, privacy liability with minimum limits of \$1,000,000 per occurrence and \$1,000,000 policy aggregate. The policy shall be kept in force, or a Tail policy placed, for three (3) years.

14. DEFENSE AND INDEMNIFICATION

- 14.1.** The Contractor hereby agrees to defend, indemnify, reimburse and hold harmless City, its appointed and elected officials, agents and employees for, from and against all liabilities, claims, judgments, suits or demands for damages to persons or property arising out of, resulting from, or relating to the work performed under this Agreement (“Claims”), unless such Claims have been specifically determined by the trier of fact to be the sole negligence or willful misconduct of the City. This indemnity shall be interpreted in the broadest possible manner to indemnify City for

any acts or omissions of the Contractor or its Subcontractors either passive or active, irrespective of fault, including City's concurrent negligence whether active or passive, except for the sole negligence or willful misconduct of City.

- 14.2.** The Contractor's duty to defend and indemnify City shall arise at the time written notice of the Claim is first provided to City regardless of whether Claimant has filed suit on the Claim. the Contractor's duty to defend and indemnify City shall arise even if City is the only party sued by claimant and/or claimant alleges that City's negligence or willful misconduct was the sole cause of claimant's damages.
- 14.3.** The Contractor will defend any and all Claims which may be brought or threatened against City and will pay on behalf of City any expenses incurred by reason of such Claims including, but not limited to, court costs and attorney fees incurred in defending and investigating such Claims or seeking to enforce this indemnity obligation. Such payments on behalf of City shall be in addition to any other legal remedies available to City and shall not be considered City's exclusive remedy.
- 14.4.** Insurance coverage requirements specified in this Agreement shall in no way lessen or limit the liability of the Contractor under the terms of this indemnification obligation. The Contractor shall obtain, at its own expense, any additional insurance that it deems necessary for the City's protection.
- 14.5.** The Contractor shall indemnify, save, and hold harmless the indemnified parties, against any and all costs, expenses, claims, damages, liabilities, and other amounts (including attorneys' fees and costs) incurred by the indemnified parties in relation to any claim that any Work provided by the Contractor under this Agreement (collectively, "IP Deliverables"), or the use thereof, infringes a patent, copyright, trademark, trade secret, or any other intellectual property right. The Contractor's obligations hereunder shall not extend to the combination of any IP Deliverables provided by the Contractor with any other product, system, or method, unless the other product, system, or method is (i) provided by the Contractor or the Contractor's subsidiaries or affiliates; (ii) specified by the Contractor to work with the IP Deliverables; (iii) reasonably required in order to use the IP Deliverables in its intended manner and the infringement could not have been avoided by substituting another reasonably available product, system, or method capable of performing the same function; or (iv) is reasonably expected to be used in combination with the IP Deliverables.
- 14.6.** The Contractor shall indemnify, save, and hold harmless the indemnified parties against all costs, expenses, claims, damages, liabilities, court awards and other amounts, including attorneys' fees and related costs, incurred by the indemnified parties in relation to the Contractor's failure to comply with §§ 24-85-101, *et seq.*, C.R.S., or the *Accessibility Standards for Individuals with a Disability* as established pursuant to § 24-85-103 (2.5), C.R.S. This indemnification obligation does not extend to the City's generated content using the Contractor's software, including any configuration or customization of the Contractor's software by the City.
- 14.7.** This defense and indemnification obligation shall survive the expiration or termination of this Agreement.

- 15. LIMITATION OF THE CONTRACTOR'S LIABILITY:** To the extent permitted by law, the liability of the Contractor, its Subcontractors, and their respective personnel to the City for any claims, liabilities, or damages relating to this Agreement shall be limited to damages, including but not limited to direct losses, consequential, special, indirect, incidental, punitive or exemplary loss, loss or unauthorized disclosure of City Data, not to exceed three (3) times the Maximum Agreement Amount payable by the City under this Agreement. No limitation on the Contractor's liability to the City under this Section shall limit or affect: (i) the Contractor's indemnification obligations to the City under this Agreement; (ii) any claims, losses, or damages for which coverage is available under any insurance required under this Agreement; (iii) claims or damages arising out of bodily injury, including death, or damage to tangible property of the City; or (iv) claims or damages resulting from the recklessness, bad faith, or intentional misconduct of the Contractor or its Subcontractors.
- 16. COLORADO GOVERNMENTAL IMMUNITY ACT:** The Parties hereto understand and agree that the City is relying upon, and has not waived, the monetary limitations and all other rights, immunities and protection provided by the Colorado Governmental Act, § 24-10-101, *et seq.*, C.R.S.
- 17. COMPLIANCE WITH APPLICABLE LAWS AND POLICIES:** The Contractor shall comply with all applicable laws, rules, regulations and codes of the United States, the State of Colorado; and with the Charter, ordinances, rules, regulations, public health orders, and Executive Orders of the City and County of Denver that are applicable to the Contractor's performance hereunder. These laws, regulations, and other authorities are incorporated by reference herein to the extent that they are applicable. Any of the Contractor's personnel visiting the City's facilities will comply with all applicable City policies regarding access to, use of, and conduct within such facilities. The City will provide copies of such policies to the Contractor upon request.
- 18. COMPLIANCE WITH DENVER WAGE LAWS:** To the extent applicable to the Contractor's provision of Services hereunder, the Contractor shall comply with, and agrees to be bound by, all rules, regulations, requirements, conditions, and City determinations regarding the City's Minimum Wage and Civil Wage Theft Ordinances, Sections 58-1 through 58-26 D.R.M.C., including, but not limited to, the requirement that every covered worker shall be paid all earned wages under applicable state, federal, and city law in accordance with the foregoing D.R.M.C. Sections. By executing this Agreement, the Contractor expressly acknowledges that the Contractor is aware of the requirements of the City's Minimum Wage and Civil Wage Theft Ordinances and that any failure by the Contractor, or any other individual or entity acting subject to this Agreement, to strictly comply with the foregoing D.R.M.C. Sections shall result in the penalties and other remedies authorized therein.
- 19. DATA PROTECTION:** The Contractor recognizes and agrees that: (i) City Data is valuable property of the City; (ii) City Data may include Confidential Information, protected or regulated data, and trade secrets of the City; and (iii) the City has dedicated substantial resources to collecting, managing, protecting, and compiling City Data. The Contractor recognizes and agrees that City Data may contain personally identifiable information or other sensitive information, even if the presence of such information is not labeled or disclosed. If the Contractor receives access to City Data, the Contractor shall comply with all applicable data protection laws, including the Colorado Consumer Protection Act and the Colorado Privacy Act, to the extent applicable. Other such obligations may arise from the

Health Information Portability and Accountability Act (HIPAA), IRS Publication 1075, Payment Card Industry Data Security Standard (PCI-DSS), and the FBI Criminal Justice Information Service Security Addendum. At a minimum, the Contractor shall implement and maintain all appropriate administrative, physical, technical, and procedural safeguards necessary and appropriate to ensure compliance with the standards and guidelines applicable to the Contractor's performance under this Agreement. The Contractor shall also comply with the terms and conditions in the attached **Exhibit E**, Information Technology Provisions. Any Exhibit or external term hereto may not waive or modify the Contractor's legal obligations to protect City Data in compliance with applicable law under this Agreement.

20. SAFEGUARDING PERSONAL INFORMATION: "PII" means personally identifiable information including, without limitation, any information maintained by the City about an individual that can be used to distinguish or trace an individual's identity, including, but not limited to, first and last name, residence or other physical address, banking information, electronic mail address, telephone number, credit card information, an official government-issued driver's license or identification card number, social security number or tax identification number, date and place of birth, mother's maiden name, or biometric records. PII includes, but is not limited to, all information defined as personally identifiable information in §§ 24-73-101, C.R.S. "PII" shall also include "personal information" as defined in § 24-73-103(1)(g), C.R.S. If the Contractor or any of its Subcontractors receives PII under this Agreement, the Contractor shall provide for the security of such PII, in a manner and form acceptable to the City, including, without limitation, non-disclosure requirements, use of appropriate technology, security practices, computer and data access security, data storage and transmission encryption, security inspections, and audits. As applicable, the Contractor shall be a "Third-Party Service Provider" as defined in § 24-73-103(1)(i), C.R.S., and shall maintain security procedures and practices consistent with §§ 24-73-101, *et seq.*, C.R.S. In addition, and as required by D.R.M.C. § 28-251 and C.R.S. § 24-74-102 *et seq.*, the Contractor shall not collect or disseminate individually identifiable information regarding national origin, immigration status, or citizenship status except as expressly required by applicable law. The Contractor, including its employees, agents, and Subcontractors, shall not share any PII with third parties for purposes of investigating, participating in, cooperating with, or assisting federal immigration enforcement. If the Contractor is granted direct access to any City database containing PII, the Contractor shall, on behalf of itself and its employees, execute the certification provided by the City on an annual basis. This obligation shall remain in effect for as long as the Contractor maintains direct access to such databases. If the Contractor engages any Subcontractors that require direct access to City databases containing PII, the Contractor shall ensure that each such Subcontractor also executes and delivers the certification to the City annually, for the duration of their access.

21. SECURITY BREACH AND REMEDIATION

21.1. Security Breach: If the Contractor becomes aware of a suspected or unauthorized acquisition or disclosure of unencrypted data, in any form, that compromises the security, access, confidentiality, or integrity of City Data (a "Security Breach"), the Contractor shall notify the City in the most expedient time and without unreasonable delay. A Security Breach shall also include,

without limitation, (i) attempts to gain unauthorized access to a City system or City Data regardless of where such information is located; (ii) unwanted disruption or denial of service; (iii) the unauthorized use of a City system for the processing or storage of data; or (iv) changes to the City's system hardware, firmware, or software characteristics without the City's knowledge, instruction, or consent. Any oral notice of a Security Breach provided by the Contractor shall be immediately followed by a written notice to the City.

21.2. Remediation: The Contractor shall implement and maintain a program for managing actual or suspected Security Breaches. In the event of a Security Breach, the Contractor shall cooperate with the City and law enforcement agencies, when applicable, to investigate and resolve the Security Breach, including, without limitation, providing reasonable assistance to the City in notifying third parties. The Contractor shall provide the City prompt access to such records related to a Security Breach as the City may reasonably request; provided such records will be the Contractor's Confidential Information, and the Contractor will not be required to provide the City with records belonging to, or compromising the security of, its other customers. The provisions of this Subsection do not limit the City's other rights or remedies, if any, resulting from a Security Breach. In addition, unless the Security Breach resulted from the City's sole act or omission, the Contractor shall promptly reimburse the City for reasonable costs incurred by the City in any investigation, remediation or litigation resulting from any Security Breach, including but not limited to providing notification to third parties whose data was compromised and to regulatory bodies, law-enforcement agencies, or other entities as required by law or contract; establishing and monitoring call center(s), and credit monitoring and/or identity restoration services to assist each person impacted by a Security Breach in such a fashion that, in the City's sole discretion, could lead to identity theft; and the payment of reasonable legal fees and expenses, audit costs, fines and penalties, and other fees imposed by regulatory agencies, courts of law, or contracting partners as a result of the Security Breach attributable to the Contractor or its Subcontractors.

22. ACCESSIBILITY AND ADA WEBSITE COMPLIANCE

22.1. Compliance: The Contractor shall comply with, and the Work provided under this Agreement shall be in compliance with, all applicable provisions of §§ 24-85-101, *et seq.*, C.R.S., and the *Accessibility Standards for Individuals with a Disability*, as established pursuant to Section § 24-85-103 (2.5), C.R.S. (collectively, the "Guidelines"), to the extent required by law. The Contractor shall also comply with Level AA of the most current version of the Web Content Accessibility Guidelines (WCAG), incorporated in the State of Colorado technology standards.

22.2. Testing: The City may require the Contractor's compliance to be determined by a third party selected by the City to attest that the Contractor's has performed all obligations under this Agreement in compliance with §§ 24-85-101, *et seq.*, C.R.S., and the *Accessibility Standards for Individuals with a Disability* as established pursuant to § 24-85-103 (2.5), C.R.S.

22.3. Validation and Remediation: The Contractor agrees to promptly respond to and resolve any instance of noncompliance regarding accessibility in a timely manner and shall remedy any noncompliant Work at no additional cost to the City. If the City reasonably determines accessibility issues exist, the Contractor shall provide a "roadmap" for remedying those

deficiencies on a reasonable timeline to be approved by the City. Resolution of reported accessibility issue(s) that may arise shall be addressed as high priority, and failure to make satisfactory progress towards compliance with the Guidelines, as agreed to in the roadmap, shall constitute a breach of contract and be grounds for termination or non-renewal of this Agreement.

23. CONFIDENTIAL INFORMATION

- 23.1.** “Confidential Information” means all information or data, regardless of form, not subject to disclosure under the Colorado Open Records Act, §§ 24-72-201, *et seq.*, C.R.S. (“CORA”), and is marked or identified at the time of disclosure as being confidential, proprietary, or its equivalent. Each of the Parties may disclose (a “Disclosing Party”) or permit the other Party (the “Receiving Party”) access to the Disclosing Party’s Confidential Information in accordance with the following terms. Except as specifically permitted in this Agreement or with the prior express written permission of the Disclosing Party, the Receiving Party shall not: (i) disclose, allow access to, transmit, transfer or otherwise make available any Confidential Information of the Disclosing Party to any third party other than its employees, Subcontractors, agents and consultants that need to know such information to fulfill the purposes of this Agreement, and in the case of non-employees, with whom it has executed a non-disclosure or other agreement which limits the use, reproduction and disclosure of the Confidential Information on terms that afford at least as much protection to the Confidential Information as the provisions of this Agreement; or (ii) use or reproduce the Confidential Information of the Disclosing Party for any reason other than as reasonably necessary to fulfill the purposes of this Agreement. This Agreement does not transfer ownership of Confidential Information or grant a license thereto. The City will retain all right, title, and interest in its Confidential Information.
- 23.2.** The Contractor shall provide for the security of Confidential Information and information which may not be marked but constitutes personally identifiable information or other federally or state regulated information (“Regulated Data”) in accordance with all applicable laws and regulations. If the Contractor receives Regulated Data outside the scope of this Agreement, it shall promptly notify the City.
- 23.3.** Disclosed information or data that the Receiving Party can establish: (i) was lawfully in the Receiving Party’s possession before receipt from the Disclosing Party; or (ii) is or becomes a matter of public knowledge through no fault of the Receiving Party; or (iii) was independently developed or discovered by the Receiving Party; or (iv) was received from a third party that was not under an obligation of confidentiality, shall not be considered Confidential Information under this Agreement. The Receiving Party will inform necessary employees, officials, Subcontractors, agents, and officers of the confidentiality obligations under this Agreement, and all requirements and obligations of the Receiving Party under this Agreement shall survive the expiration or earlier termination of this Agreement.
- 23.4.** Nothing in this Agreement shall in any way limit the ability of the City to comply with any laws or legal process concerning disclosures by public entities. The Parties understand that all materials exchanged under this Agreement, including Confidential Information, may be subject to CORA. In the event of a request to the City for disclosure of possible confidential materials,

the City shall advise the Contractor of such request to give the Contractor the opportunity to object to the disclosure of any of its materials which it marked as, or otherwise asserts is, proprietary or confidential. If the Contractor objects to disclosure of any of its material, the Contractor shall identify to the City the legal basis under CORA for any right to withhold. In the event of any action or the filing of a lawsuit to compel disclosure, the Contractor agrees to intervene in such action or lawsuit to protect and assert its claims of privilege against disclosure of such material or waive the same. If the matter is not resolved, the City will tender all material to the court for judicial determination of the issue of disclosure. The Contractor further agrees to defend, indemnify, and save and hold harmless the City, its officers, agents, and employees, from any claim, damages, expense, attorneys' fees, or costs arising out of the Contractor's intervention to protect and assert its claim of privilege against disclosure under this Section.

- 24. ASSIGNMENT; SUBCONTRACTING:** The Contractor shall not sell, transfer, assign, subcontract performance obligations, or otherwise dispose of this Agreement or any portion thereof, including any right, title, or interest therein, without the City's prior written consent. The City shall not unreasonably withhold approval of an assignment when the Contractor is in full compliance with this Agreement and the proposed assignee, in the City's opinion, possesses sufficient business experience, aptitude, and financial resources to perform its obligations under this Agreement. The City may, at its reasonable discretion, approve the assignment, subcontract, or transfer in writing, deny it, or refer the matter to the City's governing bodies for approval. The City may execute its written approval of assignment through a signed consent letter without requiring a formal amendment to this Agreement, provided such consent letter explicitly references this Agreement. Any approved assignee shall be subject to all terms and conditions of this Agreement and other supplemental contractual documents; however, no approval by the City shall obligate the City beyond the provisions of this Agreement. Any assignment or subcontracting without the City's consent shall be ineffective and void and shall constitute grounds for termination of this Agreement by the City. Should unauthorized assignment or subcontracting occur, the Contractor shall remain responsible to the City, and no contractual relationship shall be created between the City and any subcontractor or assignee. This provision shall also apply to any reassignment of this Agreement due to change in ownership of the Contractor, and the Contractor shall notify the City in writing of any assignment due to change in ownership within thirty (30) days of such change.
- 25. NO THIRD-PARTY BENEFICIARY:** Enforcement of the terms of this Agreement and all rights of action relating to enforcement are strictly reserved to the Parties. Nothing contained in this Agreement gives or allows any claim or right of action to any third person or entity. Any person or entity other than the City or the Contractor receiving services or benefits pursuant to this Agreement is an incidental beneficiary only.
- 26. NO AUTHORITY TO BIND CITY TO CONTRACTS:** The Contractor lacks any authority to bind the City on any contractual matters. Final approval of all contractual matters that purport to obligate the City must be executed by the City in accordance with the City's Charter and the Denver Revised Municipal Code.

- 27. AGREEMENT AS COMPLETE INTEGRATION-AMENDMENTS:** Except for the functional requirements provided in response to a request for proposal and/or any subsequent enhancement of the SOW or other implementation documentation that may be developed after execution of this Agreement, this Agreement is the complete integration of all understandings between the Parties as to the subject matter of this Agreement. No prior, contemporaneous, or subsequent addition, deletion, or other modification has any force or effect, unless embodied in this Agreement in writing. No oral representation by any officer or employee of the City at variance with the terms of this Agreement or any written amendment to this Agreement will have any force or effect or bind the City.
- 28. SEVERABILITY:** Except for the provisions of this Agreement requiring appropriation of funds and limiting the total amount payable by the City, if a court of competent jurisdiction finds any provision of this Agreement or any portion of it to be invalid, illegal, or unenforceable, the validity of the remaining portions or provisions will not be affected, if the intent of the Parties can be fulfilled.
- 29. CONFLICT OF INTEREST:** No employee of the City shall have any personal or beneficial interest in the Services or property described in this Agreement. The Contractor shall not hire, or contract for services with, any employee or officer of the City that would be in violation of the City's Code of Ethics, D.R.M.C. § 2-51, *et seq.* or the Charter §§ 1.2.8, 1.2.9, and 1.2.12. The Contractor shall not engage in any transaction, activity or conduct that would result in a conflict of interest under this Agreement. The Contractor represents that it has disclosed any and all current or potential conflicts of interest. A conflict of interest shall include transactions, activities or conduct that would affect the judgment, actions or work of the Contractor by placing the Contractor's own interests, or the interests of any party with whom the Contractor has a contractual arrangement, in conflict with those of the City. The City, in its sole discretion, will determine the existence of a conflict of interest and may terminate this Agreement in the event it determines a conflict exists, after it has given the Contractor written notice describing the conflict.
- 30. NOTICES:** All notices required by the terms of this Agreement must be hand delivered, sent by overnight courier service, mailed by certified mail, return receipt requested, electronic mail with read receipt requested, or mailed via United States mail, postage prepaid, if to the Contractor at the aforementioned address, and if to the City at: Chief Information Officer, Denver Technology Services, 201 West Colfax Avenue, Dept. 301, Denver, Colorado 80202; with a copy to: Denver City Attorney's Office, 1437 Bannock St., Room 353, Denver, Colorado 80202. Unless otherwise provided in this Agreement, notices shall be effective upon delivery of the written notice. Notices sent by certified mail are effective upon receipt. Notices sent by mail are effective upon deposit with the U.S. Postal Service. If a Party delivers a notice through email and the email is undeliverable, then, unless the Party has been provided with an alternate email contact, the Party delivering the notice shall deliver the notice by certified or registered mail to the addresses set forth herein. The Parties may designate electronic and substitute addresses where or persons to whom notices are to be mailed or delivered. However, these substitutions will not become effective until actual receipt of written notification.
- 31. DISPUTES:** All disputes between the City and the Contractor arising out of or regarding this Agreement will be resolved by administrative hearing pursuant to the procedure established by D.R.M.C. § 56-106(b)-(f). For the purposes of that administrative procedure, the City official

rendering a final determination shall be the CIO as defined in this Agreement. In the event of a dispute between the Parties, the Contractor will continue to perform its obligations under this Agreement during the resolution of the dispute until this Agreement is terminated in accordance with its terms.

- 32. GOVERNING LAW; VENUE:** This Agreement will be construed and enforced in accordance with applicable federal law, the laws of the State of Colorado, and the Charter, Revised Municipal Code, ordinances, regulations and Executive Orders of the City and County of Denver, which are expressly incorporated into this Agreement. Unless otherwise specified, any reference to statutes, laws, regulations, charter or code provisions, ordinances, executive orders, or related memoranda, includes amendments or supplements to same. Venue for any legal action relating to this Agreement will be in the District Court of the State of Colorado, Second Judicial District (Denver District Court).
- 33. NO DISCRIMINATION IN EMPLOYMENT:** In connection with the performance of work under this Agreement, the Contractor may not refuse to hire, discharge, promote, demote, or discriminate in matters of compensation against any person otherwise qualified, solely because of race, color, religion, national origin, ethnicity, citizenship, immigration status, gender, age, sexual orientation, gender identity, gender expression, marital status, source of income, military status, protective hairstyle, or disability. The Contractor shall insert the foregoing provision in all subcontracts.
- 34. LEGAL AUTHORITY:** The Contractor represents and warrants that it possesses the legal authority, pursuant to any proper, appropriate, and official motion, resolution or action passed or taken, to enter into this Agreement. Each person signing and executing this Agreement on behalf of the Contractor represents and warrants that he has been fully authorized by the Contractor to execute this Agreement on behalf of the Contractor and to validly and legally bind the Contractor to all the terms, performances and provisions of this Agreement. The City shall have the right, in its sole discretion, to either temporarily suspend or permanently terminate this Agreement if there is a dispute as to the legal authority of either the Contractor or the person signing this Agreement to enter into this Agreement.
- 35. LITIGATION REPORTING:** If the Contractor is served with a pleading or other document in connection with an action before a court or other administrative decision making body, and such pleading or document relates to this Agreement or may affect the Contractor's ability to perform its obligations under this Agreement, the Contractor shall, within 10 days after being served, notify the City of such action and deliver copies of such pleading or document, unless protected by law, to the City.
- 36. LICENSES, PERMITS, AND OTHER AUTHORIZATIONS:** The Contractor shall secure, prior to the Term, and shall maintain, at its sole expense, all licenses, certifications, rights, permits, and other authorizations required to perform its obligations under this Agreement. This Section is a material part of this Agreement.
- 37. NO CONSTRUCTION AGAINST DRAFTING PARTY:** The Parties and their respective counsel have had the opportunity to review this Agreement, and this Agreement will not be construed against any party merely because any provisions of this Agreement were prepared by a particular party.
- 38. ORDER OF PRECEDENCE:** In the event of any conflicts between the provisions in the body of this Agreement, the Exhibits, or any other attachment hereto, the provisions in the body of this Agreement shall control. For the avoidance of doubt, no terms within any subsequent order form,

invoice, or quote issued by the Contractor to the City shall be binding on the City or take precedence over the terms of the body of this Agreement regardless of any term contained therein to the contrary.

- 39. SURVIVAL OF CERTAIN PROVISIONS:** The terms of this Agreement, including any Exhibits and attachments, that by reasonable implication contemplate continued performance, rights, or compliance beyond the expiration or termination of this Agreement shall survive such expiration or termination and shall remain enforceable. Without limiting the foregoing, the Contractor's obligations to provide insurance coverage and to indemnify the City shall survive for a period equal to the duration of all applicable statutes of limitation, plus any additional time reasonably necessary to resolve any claims, disputes, or legal proceedings initiated within that period. Any grant of property rights or intellectual property rights to the City that, by its terms, extends beyond the term of this Agreement shall remain in effect after expiration or termination, except in the event of termination due to the City's breach of its payment obligations. Any warranties made available to the City, whether provided under this Agreement or otherwise, shall survive expiration or termination of this Agreement for the full duration specified in the warranty documentation or as permitted by applicable law. Upon expiration or termination of this Agreement, in whole or in part, the Contractor shall promptly return to the City all City Data and any other materials or information provided by the City, in the format reasonably requested by the City, and shall permanently delete or destroy all remaining copies thereof.
- 40. INUREMENT:** The rights and obligations of the Parties herein set forth shall inure to the benefit of and be binding upon the Parties hereto and their respective successors and assigns permitted under this Agreement.
- 41. TIME IS OF THE ESSENCE:** The Parties agree that in the performance of the terms, conditions, and requirements of this Agreement, time is of the essence.
- 42. FORCE MAJEURE:** Neither Party shall be responsible for failure to fulfill its obligations hereunder or liable for damages resulting from delay in performance as a result of war, fire, strike, riot or insurrection, natural disaster, unreasonable delay of carriers, governmental order or regulation, complete or partial shutdown of manufactures, unreasonable unavailability of equipment or software from suppliers, default of a Subcontractor or vendor (if such default arises out of causes beyond their reasonable control), the actions or omissions of the other Party and/or other substantially similar occurrences beyond the Party's reasonable control ("Excusable Delay"). In the event of any such Excusable Delay, time for performance shall be extended for as may be reasonably necessary to compensate for such delay.
- 43. PARAGRAPH HEADINGS:** The captions and headings set forth herein are for convenience of reference only and shall not be construed to define or limit the terms and provisions hereof.
- 44. CITY EXECUTION OF AGREEMENT:** This Agreement is expressly subject to and shall not be or become effective or binding on the City until it has been fully executed by all signatories of the City and County of Denver.
- 45. ADVERTISING AND PUBLIC DISCLOSURE:** The Contractor shall not include any reference to this Agreement or to Services performed pursuant to this Agreement in any of the Contractor's advertising or public relations materials without first obtaining the City's written approval. Any oral presentation or written materials related to Services performed under this Agreement will be limited to Services that have been accepted by the City. The Contractor shall notify the City in advance of the

date and time of any presentation. Nothing in this provision precludes the transmittal of any information to City officials.

- 46. EXTERNAL TERMS AND CONDITIONS DISCLAIMER:** Notwithstanding anything to the contrary herein, the City shall not be subject to any provision including any terms, conditions, or agreements, and links thereto, appearing on the Contractor's or a Subcontractor's website, forms, or any provision incorporated into any click-through or online agreements related to the Work unless that provision is specifically incorporated into this Agreement.
- 47. PROHIBITED TERMS:** Any term included in this Agreement that requires the City to indemnify or hold the Contractor harmless; requires the City to agree to binding arbitration; limits the Contractor's liability for damages resulting from death, bodily injury, or damage to tangible property; requires payment for any obligation where there has not been an appropriation; requires venue and jurisdiction outside of the Colorado; or seeks to modify the order of precedence, as stated in the main body of this Agreement; or that conflicts with this provision in any way shall be *void ab initio*. All contracts entered into by the City, except for certain intergovernmental agreements, shall be governed by Colorado law notwithstanding any term or condition to the contrary.
- 48. USE, POSSESSION OR SALE OF ALCOHOL OR DRUGS:** To the extent applicable, the Contractor shall cooperate and comply with the provisions of Executive Order 94 and Attachment A thereto concerning the use, possession or sale of alcohol or drugs. Violation of these provisions or refusal to cooperate with implementation of the policy can result in the City barring the Contractor from City facilities or participating in City operations.
- 49. COUNTERPARTS OF THIS AGREEMENT:** This Agreement may be executed in counterparts, each of which shall be deemed to be an original of this Agreement.
- 50. ELECTRONIC SIGNATURES AND ELECTRONIC RECORDS:** The Contractor consents to the use of electronic signatures by the City. This Agreement, and any other documents requiring a signature hereunder, may be signed electronically by the City in the manner specified by the City. The Parties agree not to deny the legal effect or enforceability of this Agreement solely because it is in electronic form or because an electronic record was used in its formation. The Parties agree not to object to the admissibility of this Agreement in the form of an electronic record, or a paper copy of an electronic document, or a paper copy of a document bearing an electronic signature, on the ground that it is an electronic record or electronic signature or that it is not in its original form or is not an original.
- 51. ATTACHED EXHIBITS INCORPORATED:** The following attached exhibits are hereby incorporated into and made a material part of this Agreement: **Exhibit A**, Scope of Work; **Exhibit B**, Pricing; **Exhibit C**, Service Level Agreement; **Exhibit D**, Requirements; **Exhibit E**, Information Technology Provisions; and **Exhibit F**, Certificate of Insurance.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

Contract Control Number: TECHS-202581508-00
Contractor Name: COMPLYAI, INC.

IN WITNESS WHEREOF, the parties have set their hands and affixed their seals at Denver, Colorado as of:

SEAL

CITY AND COUNTY OF DENVER:

ATTEST:

By:

APPROVED AS TO FORM:

REGISTERED AND COUNTERSIGNED:

Attorney for the City and County of Denver

By:

By:

By:

Contract Control Number:
Contractor Name:

TECHS-202581508-00
COMPLYAI, INC.

By: Signed by:
Dheekshita kumar
85A76A8A47FF421...

Name: Dheekshita Kumar
(please print)

Title: CEO, CivCheck (A Clariti Company)
(please print)

ATTEST: [if required]

By: _____

Name: _____
(please print)

Title: _____
(please print)

Scope of Work for AI Guided Plan Review (GPR) Platform for the City and County of Denver

Summary

This document defines the scope and services to be delivered for the software license, support, and maintenance of the Denver GPR System (“System”), run on the CivCheck Platform (“CivCheck Platform”) for the City and County of Denver (“the City”).

The software license, support, and maintenance described below will facilitate bringing the System into operations and be supported through ongoing maintenance as specified for the duration of this agreement.

CivCheck (“the Vendor”) shall develop and configure modules of the Denver GPR System for all projects within the following scopes (“Chosen Project Scopes”):

- Permit Intake module–Comprehensive (“Permit Intake module”)

2. Scope

2.1. Guided Plan Review

The project scope includes the following services and deliverables. Any items not specifically included in scope will be considered out of scope. Vendor will provide Professional Implementation Services to implement the Vendor Guided AI Plan Review (GPR) platform for the streamlined pre-screening and review process. Vendor will also implement the Guided AI Code Compliance module.

The Vendor shall develop, configure, and implement the GPR Platform to:

1. Guide permit applicants in pre-screening and reviewing their development plans and building permit documents (including plan sheets and forms, See Appendix A for all record types) for compliance with codes and other relevant permit criteria before



submission. This will enhance the quality of applications, leading to more efficient and faster processing of applications.

2. Guide city reviewers through an AI-assisted, standardized, comprehensive, project-specific, and streamlined plan review process.
3. Deliver data insights to enhance the applicant experience and to identify which requirements need further education or clarification. This will help reduce applicant questions and minimize delays.

Specifically, the GPR platform shall:

1. Provide a web-accessible portal for all external users (applicants) applying for building permits for the Chosen Project Scopes.
2. Provide a web-accessible portal for all city staff that conduct review of the Chosen Project Scopes.
3. Enable applicants to pre-screen permit documents (plans, permit application forms, etc.) for compliance with applicable codes, regulations, ordinances, and other applicable plan/permit requirements.
4. Enable city reviewers to view applicant pre-screening results.
5. Enable city reviewers to automatically filter and view relevant plan sheets and key information to allow for easier information extraction and code verification during the plan checking process.
6. Provide city leadership with data insights such as:
 - a. Common code corrections for applicants.
 - b. Commonly misinterpreted regulations by applicants, prior to submission.
 - c. Commonly requested exceptions and variances by applicants.
 - d. Commonly missed, standard checks that are not being enforced fully or correctly by city plan reviewers.
 - e. Code conflicts and discrepancies across different regulatory codes and standards.
 - f. Provide GPR system reporting to city users tracking operational metrics.
Vendor will deliver 4 standard reports on a quarterly basis:
 - i. Guided Plan Review (GPR) Usage Report: tracks the volume and types of applications submitted and reviewed through the Guided Plan Review platform, broken down by project type and review group.
 - ii. Application Quality Insights Report: highlights trends in applicant errors, document completeness, and pre-screening outcomes to support improved intake processes and applicant education.



- iii. Applicant Compliance Education Insights Report: Surfaces the most commonly flagged code issues and frequently misunderstood requirements
- iv. Use of Policy (UoP) Insights Report: identifies common variances, exceptions, and discrepancies in interpretation among reviewers.
- 7. Be updated and customized during policy changes to reflect the latest pre-screening requirements and code updates on the expected effective date of the policy change within the duration outlined in the support policy and procedures.
- 8. Automatically determining code requirements based on key project characteristics
- 9. Extracting and highlighting critical information for each check on permit documents.
- 10. Citing relevant and up-to-date city policy and procedures (including bulletins and documented business processes), building and zoning code sections.
- 11. Automatically perform required calculations and code-based lookups.
- 12. Providing a “likely pass” or “likely fail” result for each check, along with clear, explainable rationale directly tied to the submitted materials.
- 13. Auto-generating editable correction language.
- 14. The GPR system will comply with the City and County of Denver Technology Standards where applicable. (Ex. Software Quality Non- Functional Requirements, Artificial Intelligence Standards, Data Privacy and Protection).

The Vendor shall develop and configure modules of the GPR Platform to perform guided review for all projects in the record types identified in Appendix A (“Chosen Project Scopes”):

- Guided AI Permit Intake module-Comprehensive

The GPR platform shall be configured to perform guided review of permit documents in accordance with the policy, procedures, permit and code requirements identified by the City across all supportable review groups within the Chosen Project Scopes. This may include, but is not limited to the following review categories:

Access Control	Fire	Plumbing	Urban Design Review
Architectural	Forestry	Residential	Zone Lot Verification
DDPHE	Landmark	Structural	Zoning Review (Comm. and Res.)
Electrical	Mechanical	SUDP	
Energy	Parkview	Transportation	

The Vendor will also provide integration services for the following:

- Entra ID (for City staff)
- Esri ArcGIS
- Accela



Additional optional scopes:

- Code Compliance- Single-Family/Duplex Residential (“SFR module” or “SFR projects”)
- Code Compliance- Minor Commercial Quick Review Permits-Self Certifications only minor Alterations (“Commercial module” or “Commercial projects”)

2.2. Project Organization

The Vendor shall provide all personnel, software, and related incidentals required for the specified Scope of Work (SOW).

The Vendor will assign a Project Manager (the “Vendor Project Manager”) upon execution of the SOW. The Vendor Project Manager is the Key Representative of the project and will coordinate any additional resources needed from the Vendor.

The City will assign a project manager (the “City Project Manager”) resource prior to project kick-off. The City Project Manager will be the primary contact person at City and will coordinate all City resources needed to complete the project. It is anticipated that the areas of need will be in the Permitting Office and Technology Services.

Throughout all phases, the Vendor shall:

1. Provide appropriately skilled individuals to perform the services;
2. Manage delivery of in-scope items in coordination with the City and make available deliverables to the City project team for review and verification.
3. Upon completion of each deliverable, document each task deliverable and its specified services and send final deliverable to the CITY for acceptance before submitting invoice.
4. Appoint at least one (1) key project representative that will work directly with the City's appointed Project Manager to coordinate all project activities.
5. Keep the City Project Manager informed of project progress and communicate any issues relating to the project in a timely manner
6. Review and administer project change control.
7. Ensure Vendor travel for on-site consultation and services complies with CITY travel procedures.
8. Provide relevant technical details and documentation for data requirements for the City environment.
9. Ensure that all meetings and training sessions are attended by Vendor personnel, as scheduled.



10. Collaborate with other City vendors to ensure proper, efficient integration in the City's overall permitting process.
11. Upon request by the City, provide reports on data and specific areas of request/concern.

Throughout all phases, the City shall:

1. Make available a representative to serve as the project manager for Vendor key representative to coordinate project activities.
2. Make available appropriate representatives with the authority to review and approve deliverables produced during the project.
3. Make available appropriate Subject Matter Experts (SME) to support the project needs.
4. Set up firewall rules to allow incoming requests from Vendor's web service over HTTP/ HTTPS to City systems.
5. Communicate any issues related to the project to the Vendor Project Manager in a timely manner.
6. Provide acceptance of Project deliverables in a timely manner.
7. The City will be responsible for ensuring that all meetings and training sessions are attended by personnel, as scheduled.
8. Prior to the Vendor coming on-site for services, the City will provide resource contact information and location;
9. Provide the Vendor with access to the City's facilities and appropriate resources as reasonably necessary for the Vendor to fulfill its obligations hereunder, including but not limited to, an adequate work area, network access (including internet access) telephones, terminal, access to PC-based printer, remote access to systems (if applicable).

3. Project Phases & Deliverables

The project phases and associated tasks outlined below are organized based on the City's solution. Tasks and phases may commence concurrently or prior to the previous Phase's tasks being completed. The timeline for

these deliverables and milestones will be discussed and determined as part of the Phase 1 "Project Plan" as outlined below.



PHASE 1: INITIATION

DELIVERABLE 1A: Project Kickoff

This deliverable consists of project planning activities and the Project Kickoff meeting. The Project Kickoff meeting is a formal presentation by the project team to review:

- Project objectives and review of the contract
- Methodology
- Roles and responsibilities
- Key project elements
- Risks
- Change Management approach
- Timelines
- Deliverable Approval Process
- Communication Plan and project logistics, including communication norms, status reporting, issue/risk management, work locations, etc.

CivCheck responsibilities:

- Plan and conduct Project Kickoff Meeting
- Work closely with City-assigned Project Manager to complete project planning activities
- Provide change management best practices

City responsibilities:

- Identify and set expectations with key resources and subject matter experts for ongoing participation in the project
- Provide timely and appropriate responses to CivCheck’s requests for project planning input and meeting logistics requests
- (If applicable) Provide meeting facilities for Project Kickoff and other onsite activities

DELIVERABLE 1B: Project Plan

During this step, CivCheck staff will work with City permit intake and review staff to ensure that all the relevant review categories for the chosen project scope modules, are accounted for in the project plan document and eventually, the configuration. This Project Plan deliverable will outline:

- Project Overview



- Identify Relevant Review categories for Permit Intake and Code Compliance
- Finalized Implementation Schedule
- Project Administration
- Finalized project team and respective responsibilities
- Communication Plan and project logistics including communication norms, status reporting, issue/risk management, work locations, etc.
- Finalize and document formal Acceptance procedures, identify those that will be responsible for signoff
- Project Status Report Template
- Deliverable Approval Process
- Change Management Planning
- Ongoing Support Plan
- AI Governance Review
- Review and adjust project scope based on additional findings, if necessary
- Process for management of licenses by the City administrator

CivCheck responsibilities:

- Propose a detailed Implementation Schedule, including key milestones, timelines, and dependencies for each phase of the project.
- Create a comprehensive Project Plan deliverable outlining the configuration, analysis requirements, and timelines for each module.
- Finalize the list of relevant review categories for each of the Chosen Project Scopes with input from the City.
- Propose a process integration plan to align where the use of CivCheck fits in with existing and upcoming workflows with input from the City.

City responsibilities:

- Provide access to necessary documentation or subject matter experts to inform CivCheck of the relevant review categories and processes for each project scope



Module 1: Comprehensive Permit Intake + Platform Set Up

PHASE 2 – DISCOVERY & ANALYSIS (PERMIT INTAKE MODULE)

During the Permit Intake Process Discovery Phase of this project, the City will furnish CivCheck with data related to the current development and permit intake and screening processes. Data may include checklists, memorandums, process documentation, and other such tools used to perform the permit intake tasks for all in-scope permits. CivCheck will work with the City to create a "System Configuration Workbook" which will include necessary information to configure the GPR system. This serves as a 'blueprint' for all design and configuration efforts throughout the implementation project and establishes the benchmarks for testing and acceptance at the conclusion of the project. In order to develop the content for this document, CivCheck will work closely with the City and will conduct configuration analysis sessions to capture the required business processes to be automated within the system. As a part of this effort, CivCheck will also identify key features that can best support these processes.

CivCheck will work with the City to secure sign-off on the System Configuration Workbook and a clear path for system go-live once it is configured according to the designs in the Workbook.

DELIVERABLE 2A: Permit Intake – System Configuration Workbook

CivCheck will work closely with subject matter experts to define and document the initial configuration of permit intake-related rules, requirements, and decision logic within the System Configuration Workbook – Permit Intake.

The workbook will include:

- A list of Permit Types: All permit types in scope, ordered by priority (per Appendix A).
- Key Performance Indicators (KPI) for the beta launch and full launch of the product

For each permit type:

- File Checks: Required plans, forms, and documents based on project scope.
- Intake Checks: Completeness and formatting checks for each file.
- Suggested Reviews: Recommended reviews triggered by project scope.



- Enforcement Preferences: Staff standards and expectations for each check, including how compliance must be shown on permit documents.
- Conditions & Business Rules: Rules for when specific requirements, processes, or workflows apply.

This workbook will serve as the foundational reference for implementing, testing, and maintaining the Permit Intake Module.

CivCheck responsibilities:

- Consult with City subject matter experts to seek technical guidance related to permit intake requirements.
- Deliver the System Configuration Workbook – Permit Intake, detailing the initial implementation for this module.

City responsibilities:

Prerequisites:-

- Provide permit intake/routing checklists, sample corrections, and other materials used to complete permit intake reviews.
- Provide 20–50 sample plan sets and corresponding intake corrections.
- Ensure availability of City subject matter experts for technical questions.
- Participate in shadowing sessions to demonstrate the current intake process.
- Review and provide feedback on the Configuration Workbook in a timely manner.

DELIVERABLE 2B: CivCheck Certificate Template

This deliverable focuses on creating a template for the CivCheck Template, which applicants will upload with their official submission to the City to demonstrate their use of the GPR platform. The template will be designed to provide helpful information for permit intake staff and reviewers, especially in the early stages of project evaluation. CivCheck will collaborate with subject matter experts and end-users to identify the information most beneficial to report users.

CivCheck responsibilities:

- Deliver the CivCheck Template based on insights from City subject matter experts and end-users.

City responsibilities:



- Provide access to relevant subject matter experts and end-users for input on template design.
- Review and offer feedback on the CivCheck Template to ensure it aligns with intake and review needs.
- Confirm the required data fields and structure for the report to support efficient project evaluation.

DELIVERABLE 2C: Permit Intake – Implementation & Deployment (High Priority)

This deliverable focuses on configuring the permit intake module in accordance with the Configuration Workbook. Permit Types will be configured from high priority to low priority, as outlined in Appendix A.

CivCheck responsibilities:

- Configure the permit intake module in alignment with the Configuration Workbook.
- Implement Permit Types in the order of priority specified in Appendix A.
- Validate configurations with City staff to ensure functionality and accuracy.

City responsibilities:

- Provide timely feedback on configured Permit Types to support iterative refinement.
- Ensure relevant staff are available to participate in validation and acceptance of the configured module.

PHASE 3 – PRE-LAUNCH TESTING & TRAINING (PERMIT INTAKE MODULE)

DELIVERABLE 3A: Permit Intake Demonstration & Testing Framework (High Priority)

CivCheck will present a walkthrough of the Permit Intake Module to demonstrate its key capabilities, features, and alignment with the documented configuration requirements. In addition, CivCheck will develop an end-user testing plan which will be used to validate the implementation based on the System Configuration Workbook – Permit Intake.

CivCheck responsibilities:

- Present the module to select City staff and end users, demonstrating its functionality with sample PDF submissions.
- Develop a structured testing plan to validate the module’s configuration with select end users.



City responsibilities:

- Provide feedback on the Permit Intake Module.
- Review, refine, and provide feedback on the testing plan.

DELIVERABLE 3B: Plan Reviewer Portal Set Up + All User Licenses Granted (All Priorities)

This deliverable covers the provisioning of the CivCheck platform for the City. It includes granting user licenses and ensuring that the Plan Reviewer Portal is fully set up and ready for subsequent training and testing tasks.

CivCheck responsibilities:

- Ensure that the platform is operational and accessible to all licensed users.
- Deliver login credentials and ensure that each user can access the platform.
- Investigate efforts needed to integrate with the city's single sign on to enable streamlined access for users, to be implemented in a later Phase.
- Provide onboarding documentation to support first-time login.

City responsibilities:

- Designate staff members who will require access for all modules.
- Provide any necessary information for user account setup (e.g., email addresses, role assignments).
- Ensure that CivCheck's platform is whitelisted within the City's network to enable uninterrupted access.
- Validate access to the Plan Reviewer Portal for each user.
- Notify CivCheck of any issues with login access during the setup phase.

DELIVERABLE 3C: Permit Intake - SME Training & Testing (High Priority)

CivCheck will facilitate testing of the Permit Intake Module with designated City staff to validate alignment with the Configuration Workbook. The testing will use real-world test scenarios to validate rule logic and ensure the implementation supports the City's intended workflows. To support this process, CivCheck will input sample development and permit applications, enabling city staff to evaluate the platform's outputs.

CivCheck responsibilities:

- Input 20 -50 test applications for select permit types to provide realistic, representative scenarios for evaluation.
- Establish a method for City staff to submit feedback and refinement requests.
- Provide support during the testing period to address questions or resolve issues related to the sample applications.



- Adjust Permit Intake implementation based on feedback gathered from testers.
- Conduct retesting after refinements are made and confirm final acceptance.

City responsibilities:

- Ensure end user participation in testing, retesting, and acceptance of the processed sample applications.
- Designate a contact to oversee testing activities and provide feedback to CivCheck.
- Provide clear, actionable feedback to support implementation refinements and platform improvements.

DELIVERABLE 3D: Permit Intake - End-User Training (High Priority)¹

CivCheck will conduct “Train the Trainer” sessions for the City’s permit intake team, providing a total of up to 8 hours of end-user training. Training will cover the intended and standard use of the Platform for City intake staff.

CivCheck responsibilities:

- Schedule and conduct training sessions tailored for permit intake staff.
- Deliver up to 8 hours of interactive training, ensuring users understand how to use the platform effectively for their review tasks.
- Provide training materials and respond to questions during the sessions.

City responsibilities:

- Ensure that all designated personnel attend the training sessions as scheduled.
- Track attendance for each session and provide either a virtual meeting platform or a physical space for hosting the training.

PHASE 4 – BUILD & DEPLOY (PERMIT INTAKE MODULE)

¹ It is assumed that permit intake staff participating in training will work across different permit types and priority levels. End user training will be delivered once for high priority permits, and the training should cover information necessary to process all other priority permits.



DELIVERABLE 4A: Applicant Training Resources

CivCheck will provide training resources, including tutorials, guides, and informational content for the City to feature on their website. These resources will cover essential topics for applicants, such as:

- Overview of CivCheck and its functionality
- Step-by-step process overview for applicants
- Eligibility criteria for projects that qualify to use CivCheck
- Instructions on pre-screening a project in CivCheck
- Guidelines on submitting a permit application
- CivCheck checklist for permit applicants

CivCheck responsibilities:

- Develop and deliver clear, user-friendly training materials for each specified topic.
- Customize content to align with the website format and applicant needs.

City Responsibilities:

- Review and approve the training resources provided by CivCheck before publishing.
- Determine the process for uploading the materials to the City website and ensure they are accessible to applicants.

Designate a contact to coordinate any future updates to the resources with CivCheck.

DELIVERABLE 4B: Permit Intake – Soft Go-Live (Frequent Flyer Applicants for High Priority types)

CivCheck will deploy the Public Applicant Portal (Permit Intake module) in a controlled soft launch, allowing a select group of “frequent flyer” applicants to access the CivCheck website, create applications, input project details, and complete the guided prescreening process. The soft go-live is designed to validate core functionality, confirm performance in edge-case scenarios, and ensure readiness for broader launch. This phase is focused on system validation and applicant experience, not on implementing customizations or specialty features.

CivCheck will also create a dedicated “test” applicant login to enable City staff to test the



applicant portal functionality.

CivCheck responsibilities:

- Set up one “test” applicant license for use during training and platform testing.
- Deploy the Public Applicant Portal for soft launch.
- Collect and document feedback from early users regarding system functionality and usability.
- Provide support to address any technical issues encountered by applicants during the soft launch period.
- Collaborate with the City to define measurable criteria for advancing from soft launch to full launch.

City responsibilities:

- Identify soft launch participants (“frequent flyer” applicants) and communicate the scope, purpose, and goals of the soft launch.
- Provide a sign-up form to selected applicants to register for the soft launch.
- Assist in providing instructional materials and resources to the participants.
- Designate a city contact to coordinate and encourage use of the platform.
- Work jointly with CivCheck to establish measurable criteria for progressing from soft launch to full launch.

DELIVERABLE 4C: Permit Intake – Full Go-Live

Once any critical issues have been addressed from the soft launch, CivCheck will deploy the Public Applicant Portal to enable applicants to visit the CivCheck website, create applications, input project details, and complete the guided prescreening process.

CivCheck responsibilities:

- Conduct final QA testing.
- Deploy the Public Applicant Portal, ensuring all functionalities for the permit intake module and compliance report generation are operational.
- Provide support to address any technical issues encountered by applicants during the initial go-live period.

City responsibilities:

- Promote the CivCheck Public Applicant Portal by linking to it from the City website.



- Assist in uploading instructional materials and resources to the City website, ensuring they are accessible to applicants.
- Designate a contact to coordinate with CivCheck on portal promotion.

Work Effort 2: Integrations

This initiative delivers three key integrations that enhance both user experience and operational efficiency for the City. Entra ID (SSO) will allow city staff to more easily and securely access the CivCheck platform without managing multiple logins. The ArcGIS integration will enable fast, accurate address lookups and seamless data sharing, ensuring location information can be leveraged effectively. The Accela RESTful API integration will enhance permitting and workflow automation by connecting CivCheck with core city processes. Together, these projects simplify access, improve data accuracy, and streamline critical workflows, creating a more efficient and user-friendly platform for staff and constituents alike.



PHASE 5- Entra ID Integration (SSO)

DELIVERABLE 5A: Discovery & Architecture

CivCheck will work with the City to define requirements and design the SSO integration with Microsoft Entra ID via a provided tenant. Steps include:

- Review Microsoft Entra ID tenant configuration and capabilities.
- Define authentication approach (OAuth2).
- Document login, logout, and token refresh flows.
- Configure CivCheck dev/test environment for Entra ID connectivity.
- Draft architecture and integration design.

CivCheck responsibilities:

- Document requirements & integration design document.
- Dev/test environment configured.
- Verified initial connectivity to Entra ID.

City responsibilities:

- Access to Microsoft Entra ID tenant ID information
- Security/compliance requirements (MFA, conditional access).
- List of user groups/roles to map.
- Approval of architecture and integration design.

DELIVERABLE 5B: Implementation

CivCheck will implement secure SSO workflows and role based access. Steps include:

- Register CivCheck app in Entra ID.
- Configure login/logout workflows with OAuth2 tokens.
- Implement role and group claim mapping.
- Add session management and token refresh handling.
- Build unit tests and conduct integration testing.

CivCheck responsibilities:

- Work with SSO integration in dev/test environment.
- Implement role/claim mapping logic implemented.



- Conduct unit and integration testing.
- Update technical documentation.

City responsibilities:

- Approve role/group mappings.
- Test accounts across different roles.
- Confirm login/logout workflows.

DELIVERABLE 5C: QA, UAT & Go-Live

The purpose of this activity is to validate workflows end-to-end and deploy to production. CivCheck will conduct testing and apply fixes and optimizations as a result of testing in order to deploy a production environment and launch the integration.

CivCheck responsibilities:

- Complete UAT with fixes applied.
- Finalize production deployment.
- Deliver documentation.
- Support and monitor post-launch.

City responsibilities:

- Provide UAT testers and scripts.
- Provide UAT feedback and acceptance criteria.
- Sign-off on security and compliance validation.
- Grant approval to deploy into production.



PHASE 5 – ArcGIS Integration

DELIVERABLE 6A: Discovery & Connectivity

CivCheck will work with the City to Understand ESRI services and design workflows. Steps include:

- Review ArcGIS Online/Server services and REST APIs.
- Identify GIS layers, feature services, and attributes for integration
- Review current Accela XAPO implementation for address and parcel validation.
- Provide the city with necessary IP addresses so these IP addresses are whitelisted to allow CivCheck services the ability to access city GIS services.
- Implement authentication and validate service access.
- Draft architecture and GIS data mapping schema.
- Conduct initial connectivity tests with sample data.

CivCheck responsibilities:

- Validate connectivity with ESRI API.
- Document architecture diagram and mapping schema.
- Conduct Initial service tests.
- Document technical design.

City responsibilities:

- Provide API credentials and ESRI service URLs.
- GIS workflows and attribute requirements.
- Integrate Accela XAPO with vendor's application.
- City will whitelist vendor IP addresses as required. Provide approval of architecture and mapping documents.

DELIVERABLE 6B: Data Retrieval & Processing

CivCheck will build workflows for GIS data queries and transformation. Steps include

- Implement GIS spatial queries (point, polygon, buffer searches) to perform spatial analysis. Develop transformation logic for downstream integration.
- Configure error handling and logging.
- Conduct unit testing for data retrieval workflows.



CivCheck responsibilities:

- Identify GIS query modules (spatial + attribute).
- Develop transformation scripts and schema validation logic.
- Conduct unit testing.
- Update integration documentation.

City responsibilities:

- Provide definitions of spatial and attribute filters.
- Provide field mapping and transformation rules.
- Provide GIS resources (spatial layers) to vendor.
- Provide approval of sample transformed data.

DELIVERABLE 6C: QA, UAT & Go-Live

The purpose of this activity is to validate GIS workflows end-to-end and deploy to production. CivCheck will conduct integration, performance, load and user acceptance testing. CivCheck will apply fixes and optimizations as a result of testing in order to deploy a production environment and launch the integration.

CivCheck responsibilities:

- Complete UAT with fixes applied.
- Finalize production deployment.
- Deliver documentation.
- Support and monitor post-launch.

City responsibilities:

- Provide UAT testers and scripts.
- Provide UAT feedback and acceptance criteria.
- Grant approval to deploy into production.

PHASE 7- Accela RESTful API Integration

DELIVERABLE 7A: Discovery & Connectivity



CivCheck will work with the City to establish connectivity to Accela REST API and design the integration. Integration will leverage a pull model where in Accela is pulling information from CivCheck using a maximum of 2-4 touchpoints. Steps include:

- Review Accela REST API documentation and authentication.
- Define required modules and record types (ex. permits, inspections, contacts, attachments).
- Establish secure connectivity with OAuth2 tokens.
- Draft integration architecture and data mapping.
- Configure repository and CI/CD pipeline.

CivCheck responsibilities:

- Verify connectivity to Accela REST API.
- Complete architecture, technical diagram, deployment diagram and data flow diagrams.
- Document endpoint mapping.
- Configure development environment.

City responsibilities:

- Access to Accela environment
- Provide API credentials and tokens
- Collaborate with CivCheck on architecture diagrams
- Provide requirements for target records and workflows
- Approve integration design.

DELIVERABLE 7B: Core Endpoints and Data Workflows

CivCheck will implement core data exchange workflows with Accela REST API. Steps include:

- Implement GET endpoints for record retrieval (permits, contacts, inspections).
- Implement POST/PUT endpoints for record creation and updates.
- Add support for document/attachment handling.
- Conduct unit testing of API service layer.

CivCheck responsibilities:

- Integrate with core API service layer for Accela.



- Record retrieval, submission, and attachment modules.
- Conduct unit tests.
- Update technical documentation.

City responsibilities:

- Confirm record types and fields for integration.
- Provide test cases for create/update workflows.
- Approve request/response payloads.

DELIVERABLE 7C: QA, UAT & Go-Live

The purpose of this activity is to validate workflows end-to-end and deploy to production. CivCheck will conduct testing and apply fixes and optimizations as a result of testing in order to deploy a production environment and launch the integration.

CivCheck responsibilities:

- Complete UAT with fixes applied.
- Finalize production deployment.
- Deliver documentation.
- Support and monitor post-launch.

City responsibilities:

- Provide UAT testers and scripts.
- Provide UAT feedback and acceptance criteria.
- Grant approval to deploy into production.

Work Effort 3: Ongoing Support

PHASE 8- Onboarding medium and low priorities

This phase focuses on incorporating additional permit types and code compliance checks identified by the city as medium and low priority in Appendix A. As configuration, end user training and other activities have been completed for the whole module in earlier phases, this phase focuses on implementation, testing and deployment of additional information into the larger system. Work efforts in this phase will mirror steady state operations



between the City and CivCheck on an ongoing basis.

DELIVERABLE 8A: Configure & Validate Additional Permit Types & Code Checks (Low & Medium Priority)

This activity focuses on updating and enhancing all modules in accordance with the Configuration Workbook. The module will be set up to ensure that additional project types are incorporated into the Permit Intake Module and that project submissions are validated against compliance requirements and integrated smoothly into the City's review process in the Code Compliance modules.

CivCheck responsibilities:

- Configure the Modules in alignment with the Configuration Workbook.
- Validate module configurations with City staff to ensure functionality, accuracy, and alignment with commercial compliance needs.

City responsibilities:

- Provide timely feedback on configured compliance checks to support iterative refinement.
- Ensure relevant staff are available to participate in validation and acceptance of the Modules.

DELIVERABLE 8B: Testing (Medium and Low Priority)

CivCheck will facilitate testing of the Modules with designated City staff to validate alignment with the Configuration Workbook. The testing will use real-world test scenarios to validate rule logic and ensure the implementation supports the City's intended workflows. To support this process, CivCheck will input sample permit applications, enabling city staff to evaluate the platform's outputs.

CivCheck responsibilities:

- Input 20–30 test applications for select projects to provide realistic, representative scenarios for evaluation.
- Establish a method for City staff to submit feedback and refinement requests.
- Provide support during the testing period to address questions or resolve issues related to the sample applications.
- Adjust module implementation based on feedback gathered from testers.
- Conduct retesting after refinements are made and confirm final acceptance.



City responsibilities:

- Ensure end user participation in testing, retesting, and acceptance of the processed sample applications.
- Designate a contact to oversee testing activities and provide feedback to CivCheck.
- Provide clear, actionable feedback to support implementation refinements and platform improvements.

DELIVERABLE 8C: Go-Live (Medium and Low Priority)

Once any critical issues have been addressed from the soft launch, CivCheck will deploy the Public Applicant Portal to enable applicants to visit the CivCheck website, create applications, input project details, and complete the guided prescreening process.

CivCheck responsibilities:

- Conduct final QA testing.
- Deploy new types to the Public Applicant Portal, ensuring all functionalities for the modules and compliance report generation are operational.
- Provide support to address any technical issues encountered by applicants during the initial go-live period.

City responsibilities:

- Promote the updates CivCheck Public Applicant Portal.
- Assist in uploading instructional materials and resources to the City website, ensuring they are accessible to applicants.
- Designate a contact to coordinate with CivCheck on portal promotion.

PHASE 9– Additional Custom Support, as Needed

This phase focuses on providing additional modules and professional and optional services. These services are designed to support the City before, during, and after go-live. The City may leverage additional add-on optional services on an as needed basis. These include:

- Code Compliance–Single Family/Duplex Residential (“SFR module” or “SFR projects”)
- Code Compliance–Commercial Quick Review Permits (“Commercial module” or “Commercial projects”)
- Reporting and Analytics: Customers may procure support for development of



custom reports or APIs as needed.

- Training and Onboarding Support: Beyond the standard training included in our base services, the City may buy additional training and onboarding support on an hourly basis as needed.
- Engineering and SME Consulting: The City can optionally engage CivCheck's engineering team to build custom reports, integrations, or dashboards, and consult with permitting SMEs. All services will be consumed on an hourly basis.

4. Change Control

No amendments, changes or other modifications to this SOW will be effective without a written project change order approved by both CCD and CivCheck . The Project Change Order will describe the change, the rationale for the change, and specify any change in the charges, estimated schedule, or other terms. The terms of a mutually agreed upon Project Change Order will prevail over those of this SOW or any previous Project Change Orders. Such Project Change Order may require additional charges, which will be set forth in the Project Change Order.

5. Acceptance Criteria

5.1 Completion Criteria

The City will review and approve in writing all written deliverables. CivCheck may not change a deliverable that has been accepted by the City without approval. City acceptance shall be based upon the following:

- The deliverable will address all components required by the contract and any areas agreed upon in writing by both the City and CivCheck
- Deliverable documents will be organized in a structured manner and be professional in presentation.
- Deliverable documents will be consistent throughout in style and quality. This means if the document is the composite work of many people within CivCheck's organization, the document will be edited for style and consistency.



6.2 Final Acceptance

Final Acceptance will be given after the system has operated in City Production environment Error-free for ten (10) business days. The only system interruption that would be counted against the ten consecutive day period must be attributed to or caused by the CivCheck software as configured and/or other software developed by CivCheck in support of the Project. All other system interruptions would not start the clock over to begin a new 10 consecutive day period.

6. Schedule

The Vendor will schedule resources for this project upon signature of the Agreement. Unless specifically noted, the Vendor assigned project manager (or alternate designated by Vendor, the "Vendor Project Manager") will work with the City to develop the detailed project schedule for all requested deliverables under this SOW. Vendor may adjust the schedule Vendor via the agreed upon change order process. The Vendor shall begin work required under this agreement on the commencement date listed on the Notice to Proceed issued by the CITY and complete the work in accordance with the project schedule, as mutually developed by the City and the Vendor.

Performance of services under this Agreement shall be satisfactorily completed, exclusive of CITY review time, will be determined during the project planning phase, unless otherwise extended by an amendment.

6.1 Estimated Project Schedule

#	Milestone/ Deliverables	Start Condition	Estimated Duration
Project Initiation			
1A	Project Kickoff		1 week
1B	Project Plan		3 weeks
Module 1: Permit Intake (Comprehensive)			
2A	Permit Intake: System Configuration Workbook	1B done	4 weeks



2B	Compliance Certificate Template	2A done	2 weeks
2C	Permit Intake: Implementation & Deployment	2A done	4 weeks
3A	Permit Intake: Demonstration & Testing Framework	2C done	2 weeks
3B	Plan Reviewer Portal Set Up + All User Licenses Granted	3A done	1 week
3C	Permit Intake: SME Training & Testing	3B done	4 weeks
3D	Permit Intake: End-User Training	3C done	2 weeks
4A	Permit Intake: Applicant Training Resources	3D done	3 weeks
4B	Permit Intake: Soft Go-Live (Frequent Flyer Applicants)	4A done	4 weeks
4C	Permit Intake: Full Go-Live	4B done	4 weeks
Work Effort 2: Integrations			
5A	Entra ID: Discovery & Architecture		2 Weeks
5B	Implementation	6A done	2 Weeks
5C	QA, UAT & Go-Live	6B done	2 Weeks
6A	ArcGIS: Discovery & Connectivity		2 Weeks
6B	Data Retrieval & Processing	5A done	2 Weeks
6C	QA, UAT & Go-Live	5B done	2 Weeks
7A	Accela: Discovery & Architecture		2 Weeks



7B	Implementation	7A done	2 Weeks
7C	QA, UAT & Go-Live	7B done	2 Weeks
Work Effort 3: Ongoing Support			
8A	Configure & Validate Additional Permit Types and Code Checks (Low & Medium Priority)	7C	6 Weeks
8B	Testing (Low & Medium Priority)	8A	4 Weeks
9C	Go-Live	8B done	4 weeks
9	Additional Custom Support, As Needed		Up to 8 weeks

The project will be accomplished in a primarily remote modality. When required, on-site work shall be performed during the City's regular business hours and days of 8am to 4:30 pm MST, Monday to Friday, excluding City and furlough holidays.



Appendix A: Record Types

The table below contains the record types and priorities that make up the Chosen Project Scope.:

Record Type	Phase 1 – Permit Intake module	Additional Details
Landmark		
Landmark Certificate of Appropriateness	Medium	
Landmark Certificate of Demolition Eligibility	Low	
Landmark Demolition	Low	
Quick Permits		
Boiler and AC Permit	Low	No Review
Electrical Permit	Low	No Review
Mechanical Permit	Low	No Review
Plumbing Permit	Low	No Review
Roofing and Siding Permit	Low	No Review
Residential Quick Permit (Interior Only)	High	
Building Plans for Review		
Administrative Modifications	Low	



Building Log – Intermediate Residential	High	Small additions, type approved
Building Log – Main Residential	Medium	New Homes, major additions
Building Log – Minor Commercial and Residential Reviews	High	Minor interior work, accessory structures
Building Log – Intermediate Commercial	High	Valuation \$750K – \$1.5M
Building Log – Main Commercial	Medium	Valuation \$1.5M+
Demo Application	Low	
Add Contractor to Permit		
Add to General Construction Permit	NA	
Add to SUDP Permit	NA	
Add to Trade Permit	NA	
Site Planning		
Concept Plan	Medium	
Erosion Control	Medium	
Erosion Control Amendment	Medium	
Formal Site Development Plan	High	
Infrastructure Master Plan	Low	
Large Development Review	Low	



Storm and Sanitary Plan	Medium	
Subdivision Plan	Low	
Transportation Plan	Medium	
Urban Design	Low	
Zoning		
Rezoning	Low	
Zone Lot Amendment	Medium	
Zoning Letters	Low	
Zoning Permit	High	Zoning Team using to review intermediate commercial projects
Fire Permits		
Fire - Alarm and Signaling Permit	Low	
Fire - General Permit	Low	
Fire - Generator Installation Permit	Low	
Fire - High Pile Combustible Storage Installation Permit	Low	
Fire - Smoke Control Permit	Low	
Fire - Suppression Permit	Low	
Fire - Tank Installation Permit	Low	



Fire Review Only - Other Jurisdiction	Low	
Fire Review Only - Water Plans	Low	

Exhibit B: Pricing

Payment Milestones

Pricing for this engagement is structured around defined project milestones, with payments tied to the successful completion and approval of the identified milestone for a total cost of \$ 353,060.00. This milestone-based approach ensures alignment between deliverables, timelines, and cost, while providing clear accountability at each stage of the project. All pricing reflects the scope and assumptions outlined in this Statement of Work and includes all labor, technology, and support required to achieve the specified outcomes. Any changes to the agreed-upon scope or schedule may result in pricing adjustments, subject to written approval by both parties.

#	Milestone/ Deliverables	Cost	Payment Timing
Project Initiation			
1B	Project Plan	\$18,000	Week 4
Module 1: Permit Intake (Comprehensive)			
3B	Plan Reviewer Portal Set Up + User Licenses Granted	\$ 191,000	Week 11
4C	Permit Intake: Full Go-Live	\$24,060	Week 27
Work Effort 2: Integrations			
5A	Entra ID	\$20,000	Week 10
6A	ArcGIS	\$20,000	Week 35

7A	Accela	\$80,000	Week 50
----	--------	----------	---------

Annual Renewals

CivCheck licenses and support services renew every 12 months with cost increased based on the following escalation table.

Service	Year 2	Year 3	Year 4	Year 5
Licenses	\$ 191,000.00	\$ 191,000.00	\$ 219,650.00	\$ 235,025.50
Support	\$ 24,060.00	\$ 24,060.00	\$ 24,060.00	\$ 24,060.00
Total	\$ 215,060.00	\$ 215,060.00	\$ 243,710.00	\$ 259,085.50

Optional Modules

The city may choose to add additional modules onto the CivCheck platform in future years. Below are costs associated with the Code Compliance–Single Family/Duplex Residential (SFR) and Code Compliance–Commercial Quick Review modules.

Code Compliance–SFR Code Compliance

Service	Year 1	Year 2	Year 3	Year 4	Year 5
Licenses	\$ 253,900.00	\$ 253,900.00	\$ 253,900.00	\$291,985.00	\$312,423.95
Implementation	\$ 30,000.00				
Support	\$ 81,360.00	\$ 81,360.00	\$ 81,360.00	\$ 81,360.00	\$ 81,360.00
Total	\$365,260.00	\$335,260.00	\$335,260.00	\$373,345.00	\$393,783.95

Code Compliance–Commercial Quick Review

Service	Year 1	Year 2	Year 3	Year 4	Year 5
---------	--------	--------	--------	--------	--------

Licenses	\$ 84,000.00	\$ 75,600.00	\$ 75,600.00	\$ 75,600.00	\$ 75,600.00
Implementation	\$ 22,080.00				
Support	\$ 35,100.00	\$ 31,590.00	\$ 31,590.00	\$ 31,590.00	\$ 31,590.00
Total	\$ 141,180.00	\$ 107,190.00	\$ 107,190.00	\$ 107,190.00	\$ 107,190.00

As Needed Professional Services

CivCheck provides additional professional and optional services on an hourly as needed basis. These services are designed to support the City during implementation and after. The City may leverage additional add-on optional services on an as needed basis. These include:

- **Engineering and SME Consulting:** The City can optionally engage CivCheck’s engineering team to build custom reports, integrations, or dashboards, and consult with permitting SMEs. All services will be consumed on an hourly basis.
- **Reporting and Analytics:** Customers may procure support for development of custom reports or APIs as needed.
- **Training and Onboarding Support:** Beyond the standard training included in our base services, the City may buy additional training and onboarding support on an hourly basis as needed.

Service	Rate	Year 0-1	Year 2	Year 3	Year 4	Year 5
Engineering & Development	per hour/per person	\$ 250	\$ 250	\$ 250	\$ 275	\$ 275
Permit Process SME Consulting	per hour/per person	\$ 200	\$ 200	\$ 200	\$ 220	\$ 220
Training	per hour/per person	\$ 180	\$ 180	\$ 180	\$ 198	\$ 218



This Service Level Agreement (“**SLA**”) outlines the City and County of Denver’s expectations regarding the Vendor Support programs and policies that Vendor provides to the City in relation to the Vendor Offering.

1. Definitions

“**City**” means the City and County of Denver or its designated representative.

“**Resident**” or “**Public**” refers to any person or group of people utilizing the City’s services.

“**Business Hours**” or “**Local Business Hours**” means Monday through Friday, 8:00am to 5:00pm, Mountain Time.

“**Vendor Offering**” means the software, applications, cloud services, and any associated support, maintenance, updates, enhancements, or additional services provided by the Vendor to the City under this Agreement. This includes any fixes, patches, and other improvements made to ensure the Vendor Offering operates in substantial conformity with the agreed-upon Documentation.

“**Fix**” or “**Bug Fix**” means the Vendor’s provision of a repair or replacement in the form of a patch, update, or e-fix to address and resolve a Problem, restoring the Vendor Offering’s functionality to comply substantially with its documentation.

“**Problem**” means a defect in a Vendor Offering that causes a failure to function as described in the applicable documentation, significantly impairing one or more features or functionalities of the Vendor Offering.

“**Service Credit**” refers to a credit granted to the City by the Vendor in cases where the Uptime Guarantee or performance metrics, as defined in this document, are not met. The calculation and application of Service Credits are specified within this document.

“**SaaS/Cloud Services**” means the hosted software and services provided by the Vendor to the City, accessible via the internet. This includes all updates, maintenance, and necessary infrastructure for operating the Vendor Offering as described in the Agreement.

“**SupportNow Ticket**” refers to a support request logged into the City’s support system, documenting the problem, request, or incident and enabling tracking, escalation, and resolution by the City support team.

“**Respond**” means the Vendor’s acknowledgment of the City’s reported Problem through an email to the City’s designated support contact. This email must include the assigned support engineer’s name, date and time assigned, Problem Priority Level, and any additional relevant information.

“**Updates and Enhancements**” means any extensions, enhancements, or modifications that the Vendor applies to a Vendor Offering and provides to all entitled customers, free of charge, as part of the standard Support coverage.

“**Workaround**” means a temporary or alternative solution suggested by the Vendor that allows the City to bypass a Problem without significantly impairing the functionality or intended use of the Vendor Offering.

“**Priority Level**” refers to the impact level of a reporting Problem or request. The City may select the initial priority level upon submitting the case; however, the Vendor may, in good faith, adjust the priority if the issue does not align with the chosen priority’s criteria. Any priority changes must be communicated promptly to the City.

“**Time to Initial Contact**” means the amount of elapsed time within “Response Hours” after a problem has been logged with Vendor until the Vendor contacts the City to review and obtain further details of the issue or request.

“**Response Hours**” means the hours during which the Vendor is required to respond to reporting Problems, as defined in this document.

“**Resolution Time**” is the total time elapsed from the “Time to Initial Contact” until the problem is resolved and communicated to the City.

“**Resolution Goal**” means the Vendor’s commitment to resolving the problem, including the resolution steps, communication updates, and the targeted timeframe for completion.

“**Planned Outages**” are intentional and scheduled downtimes for maintenance, upgrades, or other operational activities.

“**Unplanned Outages**” are system downtimes resulting from unforeseen events such as technical failures, software bugs, or external disruptions.

2. Support Service Hours

The Vendor will provide software support services **24 hours a day, 7 days a week**.

3. Accessing Support



The Vendor shall provide multiple channels for customers to resolve technical issues. At a minimum, these channels shall include at least two of the following options:

- a. Online support, such as a ticketing system or dedicated email address
- b. Phone support, including a support line or technical contact
- c. A dedicated vendor representative

4. Vendor Offering Availability

- a. **Uptime:** The Vendor Offering must maintain a minimum of **99.5%** Service Availability during each calendar month, the "**Uptime Guarantee**"), ensuring that all components used in day-to-day operations are fully operational and available. This uptime percentage includes *unplanned outages only*.
 - **Daily:** 7 minute, 12 seconds
 - **Weekly:** 50 minute, 24 seconds
 - **Monthly:** 3 hour, 39 minute, 8.7 seconds
 - **Quarterly:** 10 hour, 57 minute, 26 seconds
 - **Yearly:** 1 day, 19 hour, 49 minute, 45 seconds
- b. Notwithstanding the foregoing or anything herein contained, for the purposes of determining whether the Uptime Guarantee has been met, the following are "Exceptions" to, and shall not be included for the purposes of determining whether the Uptime Guarantee has been met, and neither the Vendor nor the Vendor Offering will be considered in breach of violation of the noted Service Availability requirement, nor any Service Credits will be deemed to be applicable, in connection with any failure to meet the noted Service Availability requirement or impaired ability of City or any user or other end user to access or use the Vendor Offering that is due, in whole or in part, to any:
 - a) City or Resident Cause;
 - b) City's or its user's Internet connectivity;
 - c) Any Force Majeure Event or event or circumstance beyond Vendor's reasonable control resulting in any delay or failure to perform any of Contractor's obligations under this Agreement, including, inter alia, acts of God, governmental action, flood, war, pandemic, or other similar event or circumstance;
 - d) failure, interruption, outage, or other problem with any software, hardware, system, network, facility, or other matter not supplied by Vendor pursuant to this Agreement;
 - e) Planned Outages;
 - f) any interruption to the access or use of the Saas/Cloud Services that occurs in a non-production environment;
 - g) any applicable flow-down provisions applicable to the Saas/Cloud Services;
 - h) emergencies in the nature of security risks and updates to address such security risks;
 - i) the failure, interruption, outage, or other problem with a Third-Party Component; or
 - j) disabling, suspension, or termination of the Saas/Cloud Services or any portion of part of the Vendor Offering, for cause by Vendor.
- c. For reference only, Vendor Offering availability is calculated as follows (with corresponding changes to incorporate the applicable provisions of this Section 4):

$$X = \left\{ \left(\begin{array}{c} \text{total minutes during} \\ \text{which the user interface} \\ \text{of the SaaS Services in} \\ \text{a customer's production} \\ \text{instance are available in} \\ \text{the month} \end{array} \right) - \left(\begin{array}{c} \text{total minutes} \\ \text{of scheduled} \\ \text{maintenance} \\ \text{in the month} \end{array} \right) \right\}$$

$$Y = \left\{ \left(\begin{array}{c} \text{total minutes} \\ \text{in the month} \end{array} \right) - \left(\begin{array}{c} \text{total minutes} \\ \text{of scheduled} \\ \text{maintenance} \\ \text{in the month} \end{array} \right) \right\}$$

5. Planned and Unplanned Outages



- a. The City shall be notified in advance of all *planned outages* for any Vendor Offering or Vendor Offering function. Notifications must include the reason for the outage, estimated start and end times, and any potential impacts to the users. In the event of *unplanned outages*, the City must be notified immediately upon Vendor's knowledge thereof, followed by a communication detailing the issue, resolution steps taken, and an estimated timeline for restoring service.
- b. Vendor shall use commercially reasonable efforts to: (i) Give City at least **1 week's** notice for all *planned outages* (ii) Schedule *planned outages* only during non-mission-critical business hours, between **7:00 PM- 7:00 a.m. MT on business days**, while ensuring compliance with the uptime percentage specified in Section 4a (Uptime) of this document.

6. Support Response and Resolution Goals

- a. Response times will vary and are dependent on the severity of the call. Vendor will do their best to ensure that they deal with incoming calls in the order that they are received, however calls will be escalated based on the urgency of the issue reported.
- b. Vendor shall Resolve the Support Request within a commercially reasonable period of time following the diagnosis of the Error. In the case of Errors designated by City as Priority Levels 1, 2, or 3 (Critical, High, or Medium, respectively), if Vendor resolves the Support Request by way of acceptable work-around, the Error will be reduced to a Severity Level of 4 (Low).
- c. Vendor target response time guidelines are as follows calculated from Vendor's receipt of the incoming communication:

Priority Level	Priority Description	Time to Initial Contact	Response Hours	Resolution Time	Resolution Goal / Description
1	Emergency - A Vendor Offering is completely unavailable or severely impacted by a problem. The issue may pose a safety or security risk, and no reasonable workaround is available.	Vendor will respond within 1 business hour.	24 hours a day, 365 days a year	Vendor will resolve within 4 business hours.	After Vendor responds, work will begin immediately, and continuous efforts will be made to resolve the issue. Regular status updates will be provided at mutually agreed intervals until resolution. The Vendor will make every effort to provide a workaround or resolution within the given timeframe.
2	High - A Vendor Offering is significantly affected by a problem, impacting day-to-day operations, revenue generation, or public impact. No reasonable workaround is available.	Vendor will respond within 1.5 business hours.	24 hours a day, 365 days a year	Vendor will resolve within 8 business hours.	After the Vendor responds, continuous work on the problem will begin. Regular status updates will be provided at mutually agreed intervals until resolution. The Vendor will strive to provide a workaround or resolution within the resolution time.
3	Medium - A Vendor Offering is moderately affected by a problem. The issue is not critical, and the Vendor Offering remains operational. A workaround may be available.	Vendor will respond within 6 business hours.	8:00 am – 5:00 pm MST / MDT	Vendor will resolve within 3 business days	The Vendor will use commercially reasonable efforts to provide a workaround or resolution within 3 business days . Regular status updates will be provided at mutually agreed intervals until the issue is resolved.



4	Low - Non-critical problems, general questions, or issues where functionality does not align with documented specifications but has no significant business impact.	Vendor will respond within 2 business day.	8:00 am – 5:00 pm MST / MDT	Vendor will resolve within 7 business days	The Vendor will use commercially reasonable efforts to provide an answer within 7 business days . Resolution may be included in a future release of the Vendor Offering.
----------	--	---	-----------------------------	---	---

7. Escalation Path

The City will follow this escalation path for questions and problems.

<i>Tier</i>	<i>Support Type</i>	<i>Contact Method</i>	<i>Responsibilities</i>
1	City Super User(s)	Teams / Email / Phone	<p>The designated user(s) at the Agency trained in Vendor Offering usage, responsible for assisting authorized users with basic questions.</p> <p>Responsibilities include:</p> <ul style="list-style-type: none"> - Guiding users on major software functions - Assisting with self-service password resets - Documenting steps to reproduce errors - Identifying error types (e.g., user, application, network) - Escalating issues to the application administration team
2	City Application Administration / Technical Support	Open a SupportNow Ticket	<p>This user or team responsible for application administration and technical support.</p> <p>Responsibilities include:</p> <ul style="list-style-type: none"> - Managing user access and permissions - Troubleshooting application issues - Providing user assistance - Escalating unresolved issues to Vendor support tiers
3	Vendor Online Support	Email support@civcheck.ai / Open a Ticket via CivCheck's Customer Support Form	<p>Vendor's primary support team for handling application-related issues.</p> <p>Responsibilities include:</p> <ul style="list-style-type: none"> - Troubleshooting all reporting issues - Resolving issues when possible - Coordinating with third-party providers as necessary - Managing routine maintenance and updates
4	Vendor Phone Support	Call CivCheck Emergency Phone Line	<p>Vendor's emergency support, providing an escalation path for unresolved issues.</p> <p>Responsibilities include:</p> <ul style="list-style-type: none"> - Offering 24/7 support for critical and emergency issues - Resolving Vendor Offering-wide issues, including core functionality, interfaces, middleware, and integrated components

8. Service Credits & Termination

- a. **SLA Compliance:** If the Time to Initial Contact or Time to Resolution exceeds SLA by more than **30% for an Emergency or High Priority Problem**, the City will be eligible to receive a Service Credit of 5% of the Annual pro-rated portion of the Annual Subscription Fees for the affected SaaS/Cloud Services paid by the City for the Services applicable to the calendar month in which the average Time to Initial Contact or Time to Resolution exceeded the SLA.
- b. **Uptime Compliance:** In the unlikely event that Vendor fails to meet its Uptime Guarantee for any calendar month, City will be eligible to receive Service Credits as follows:



Monthly Uptime Percentage	Service Level Credit (Percentage of Monthly Payment of Annual Subscription Fees for the Affected Cloud/SaaS service)
< 99.5% - >= 98.5%	2%
<98.5% - > 97.5%	6%
< 97.5% - 96.5%	10%
<96.5%	12%

- c. In order to be eligible to receive a Service Credit, City must (i) report the Service Level Failure to Vendor immediately on becoming aware of it; and (ii) request such Service Credit from Vendor in writing no later than ten (10) business days following the Service Level Failure. Service Credits not requested within such ten (10) business day period will be automatically forfeited. Service Credits shall be City's sole remedy for Vendor's failure to meet the service level commitments set forth in this SLA.
- d. Service Level Credits are not compounding and shall be limited to a maximum of twelve percent (12%) of the pro-rated portion of the Annual Subscription Fees paid by the Organization for the Services applicable to the calendar month in which the Service Level Failure occurred (and in no event shall the total Service Level Credits due to Organization in any twelve (12) month period exceed 12% of the Annual Subscription/ License Fees. Any Service Level Credit due to Organization under this SLA will be issued to City and applied at the time of invoicing for the next applicable invoice date.
- e. **Miscellaneous.** The City reserved the right to request information from the Vendor at any given time to verify compliance with the provisions of this SLA.

Functional Requirements

Exhibit D

ID	Requirement Type	Requirement Name	Requirement Description	Notes	MoSCoW Value	Requirement Compliance	Description	Product/Module	Vendor Response
1	Functional	Use Case Name, User Story, Standard Requirement Name, etc.	Description of the business need - This can be a high-level Use Case/Package with a focus on the key feature/capability set.	Use the "Notes" area carefully. Notes are typical CCD/TS internal working comments and questions that should be resolved and removed prior to sending for wider distribution (e.g. RFP vendors). The "Notes" section should be treated as a temporary "parking lot" and not a final authoritative source.				<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
1.1	Functional	AI-Powered Document Analysis	The system shall employ advanced artificial intelligence (AI) and natural language processing (NLP) to analyze construction and permit-related documents for completeness and accuracy.	Clearly define the expected accuracy threshold for AI-based analysis. How will the system handle false positives and false negatives?	Must Have	Out-of-the-Box	The solution meets the requirement as is, "out-of-the-box" functionality with no configuration or custom programming/coding.	* Guided AI Plan Review Permit Intake-Comprehensive (Base)	<p>This requirement is precisely addressed by CivCheck's Guided AI Plan Review Permit Intake and Guided AI Plan Review Code Compliance products, which form the foundation of our platform. The system uses AI, including natural language processing (NLP), computer vision, and rule-based inference engines, to analyze permit application documents—flagging missing components, extracting key design values, and validating completeness before submission to the City. The platform walks applicants through a guided pre-screening workflow that proactively identifies missing or noncompliant information, helping them correct issues in real-time. Applicants are required to verify AI-extracted data before proceeding, ensuring accuracy before their application reaches city staff. Upon completion, they receive a pre-screening certificate containing a "quality score," which serves as a standardized measure of application readiness.</p> <p>Accuracy Threshold: CivCheck achieves >99% accuracy in code compliance inference AI model after a brief calibration period with city plan reviewers. The accuracy of the AI model used to conduct information extraction varies based on plan quality and format, but the verification step ensures correctness before submission. Because all extracted data is confirmed by applicants or city staff, false positives/negatives are systematically mitigated.</p> <p>Handling False Positives and False Negatives: The system is designed with human-in-the-loop verification. AI-generated flags can be corrected or overridden by users (both applicants and reviewers), ensuring decisions reflect human judgment. On the applicant-side, users are prompted to confirm or correct extracted values and can submit justifications when overriding compliance checks. During the configuration phase, CivCheck will work with the City to understand the level of strictness for each regulation and whether false positives or false-negatives are preferred for each check. For example, a life-safety check is typically one where it is better to assume the project is not compliant (false positive) so it receives a closer look from city staff. On the reviewer-side, plan reviewers can agree, reject, or revise AI suggestions, with their decisions overriding the system's output. These interactions are logged and used to retrain the model periodically. This structured feedback loop enables continuous improvement while maintaining transparency and auditability.</p> <p>To support all 56 intake-related functions outlined in RFP Section B.1 and related addenda, we recommend selecting the Guided AI Plan Review Permit Intake - Comprehensive base product. This version includes complete support for intake checklists, missing documentation checks, discretionary quality scoring, and more—ensuring the City meets its goals for operational efficiency and improved customer experience.</p>
1.2	Functional	Pattern Recognition for Standard Compliance	The system shall use pattern recognition techniques to identify standards elements and detect deviations in submitted documents.	Ensure the rule-based engine is configurable by non-technical users (e.g., regulatory staff). Define whether it supports nested or conditional logic.	Must Have	Out-of-the-Box	The solution meets the requirement as is, "out-of-the-box" functionality with no configuration or custom programming/coding.	* Guided AI Plan Review Permit Intake-Comprehensive (Base)	<p>Yes, all CivCheck products—including the Guided AI Plan Review – Permit Intake and associated Code Compliance modules—support this requirement. CivCheck's platform employs advanced pattern-recognition and computer vision techniques to interpret architectural drawings and construction documents. These techniques allow the system to detect standard plan elements (e.g., setback notations, lot lines, egress paths, symbols, and code references), extract key information, and identify deviations from expected norms or code requirements.</p> <p>The AI engine supports: (1) Symbol and label detection in PDFs and scanned documents (2) Dimension extraction from plans (3) Pattern-based recognition of standard drawing components (4) Textual context analysis via NLP (e.g., for notes and design intent)</p>
1.3	Functional	Rule-Based Compliance Checking	The system shall incorporate a rule-based engine that allows users to define "if-this-then-that" logic for automated compliance checking within a specific workflow.	Ensure the rule-based engine is configurable by non-technical users (e.g., regulatory staff). Define whether it supports nested or conditional logic.	Must Have	Out-of-the-Box	The solution meets the requirement as is, "out-of-the-box" functionality with no configuration or custom programming/coding.	* Guided AI Plan Review Permit Intake-Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) * Support: On-going Regulations Management & Platform Maintenance	<p>Yes, CivCheck fully supports this requirement. All compliance checks in our system are powered by a proprietary, domain-specific language (DSL) purpose-built for representing construction codes, zoning rules, bulletins, and other regulatory requirements in a structured and machine-readable way (i.e. as rules). This DSL enables the expression of complex "if-this-then-that" logic, including nested conditions, project-type-specific logic, and temporal constraints (i.e. effective dates, sunset dates, grace periods, overlapping code periods, etc.).</p> <p>While CivCheck's technical team is responsible for configuring the platform rules, non-technical city regulatory staff play a central role in defining, validating, and updating the rules through established processes offered with our Regulations Management Service that allows CivCheck to maintain and update rules on behalf of the City, with turnaround times as fast as 24 hours. This includes: a dedicated Configuration Analysis & Compliance Certificate Report Template for capturing code logic and intent; a built-in feedback mechanism for reviewers and regulatory staff to suggest updates or clarify interpretations; fast rule update capabilities - where rules can be revised in under 2 minutes and version-controlled to preserve auditability. With the Regulations Management Service, CivCheck can make changes within less than 2 minutes, then puts the updated regulations through a rigorous human verification step to ensure the AI engine evaluates the rules accurately.</p> <p>This configuration model ensures city reviewers can encode nuanced logic without needing to write code themselves, and that CivCheck can rapidly adapt the platform to changes in code or local policy—all while preserving accuracy, transparency, and speed.</p>

Functional Requirements

ID	Requirement Type	Requirement Name	Requirement Description	Notes	MoSCoW Value	Requirement Compliance	Description	Product/Module	Vendor Response
1.4	Functional	Machine Learning for Continuous Improvement	The system shall leverage machine learning capabilities to improve accuracy over time by adapting to new patterns, refining compliance rules, and enhancing document analysis based on historical data.	Specify how the system tracks and refines compliance rules over time. Will it require manual intervention? Will users receive notifications of rule changes?	Must Have	Out-of-the-Box	The solution meets the requirement as is, "out-of-the-box" functionality with no configuration or custom programming/coding.	* Guided AI Plan Review Permit Intake- Comprehensive (Base)	Yes, CivCheck's system uses machine learning to improve accuracy over time by learning from historical plan reviews, reviewer overrides, and evolving jurisdictional patterns. Compliance rules are tracked through a proprietary rules engine, where each rule includes a version history, effective dates, and reviewer feedback logs. Rule refinement does not occur automatically; manual intervention is required. All updates are verified by CivCheck's code experts before being deployed, ensuring accuracy and alignment with local interpretations. Users are notified of rule changes through in-app alerts and email notifications, and reviewer dashboards highlight recently updated rules that may impact current reviews. This ensures transparency and consistency while enabling the platform to evolve in line with regulatory updates.
2	Functional	Use Case Name, User Story, Standard Requirement Name, etc.	Description of the business need - This can be a high-level Use Case/Package with a focus on the key feature/capability set.	Use the "Notes" area carefully. Notes are typical CCD/TS internal working comments and questions that should be resolved and removed prior to sending for wider distribution (e.g. RFP vendors). The "Notes" section should be treated				<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
2.1	Functional	Multi-Format Document Processing	The system shall support the ingestion and processing of construction documents in multiple file formats, including CAD files (DWG), BIM files (Revit), and PDFs.	Specify if it includes OCR capabilities for scanned PDFs.	Must Have	Out-of-the-Box	The solution meets the requirement as is, "out-of-the-box" functionality with no configuration or custom programming/coding.	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	CivCheck's platform is PDF-first but fully supports direct ingestion of CAD (DWG) and BIM (Revit) files, in addition to PDFs. While we accept native CAD and BIM files, we intentionally center our platform around PDFs because the permit documents themselves—submitted in PDF format—serve as the official legal record for the City. We recognize that these PDF documents are what jurisdictions review, approve, and archive, which is why our system is optimized to extract and analyze information directly from them. Unlike CAD/BIM-first platforms that require applicants to adhere to strict tagging, metadata, and layer formatting—creating unnecessary friction and limiting accessibility—CivCheck requires no upfront file preparation. Our platform can handle unstructured PDFs, scanned images, and hand-drawn or computer-generated plans using advanced AI and built-in OCR. Applicants receive real-time feedback and automated completeness and compliance checks within minutes of upload. By supporting CAD/BIM files while remaining PDF-first, CivCheck ensures compatibility with modern design workflows while staying grounded in the legal and operational realities of permitting.
2.2	Functional	Automated Compliance Review, Regulatory and Standards Validation	The system shall perform automated reviews of construction documents, including but not limited to site plans, architectural drawings, and permit applications to ensure compliance with municipal codes, zoning regulations, landscape requirements, and building standards integrating multiple review functions into a single streamlined process.	Define if reviews are real-time or batch-processed.	Must Have	Out-of-the-Box	The solution meets the requirement as is, "out-of-the-box" functionality with no configuration or custom programming/coding.	* Guided AI Plan Review Code Compliance - Residential (Add-On) Any Guided AI Plan Review - Code Compliance product meets this requirement.	CivCheck's Guided AI Plan Review Code Compliance module conducts real-time, automated reviews of all construction documents submitted as part of a permit application—including site plans, architectural drawings, elevations, details, and more. Leveraging a proprietary AI-powered, rules-based engine, the platform checks for compliance across a broad range of regulatory areas, including municipal codes, zoning regulations, landscape standards, building codes, energy codes, and fire codes. Upon upload, the system uses computer vision and natural language processing to extract relevant information directly from the documents. Applicants are prompted to verify the extracted data, after which compliance results are generated in seconds. Each result is accompanied by a clear explanation, showing what was found, how it was evaluated, and why it matters. This streamlined process unifies multiple review functions into a single workflow that supports both applicants and city reviewers. Applicants receive early guidance to correct issues pre-submission and generate a pre-screening certificate. City reviewers are then provided with plan highlights, applicable code citations, and AI-generated compliance outcomes, all designed to accelerate reviews, reduce errors, and ensure consistent decision-making.
2.3	Functional	Customizable Review Criteria	The system shall allow users to define and apply customer review criteria, including specific standards and checklists, to align with existing workflows and regulatory requirements.	Specify if users can create, modify, and save custom review templates.	Must Have	With Configuration	The solution can meet the requirement by arranging the functional parameters that are already inherent in the product – and not by changing the product's source code – so that it functions in a way that meets the City's specific business needs.	*Support: On-going Regulations Management & Platform Maintenance	CivCheck's platform fully supports the creation, modification, and application of custom review criteria to align with existing workflows and regulatory requirements. Through our Regulation Management System, which is included in our Support: Ongoing Regulations Management & Platform Maintenance package, city users can easily define and update review criteria, including specific standards and checklists. These custom templates can be quickly modified—typically in just 2–3 minutes—thanks to our highly configurable rules engine. Cities can request rule changes, and all modifications are reviewed in close collaboration with city staff to ensure accuracy and relevance. Additionally, CivCheck supports regulatory flexibility with features like grace periods for multiple code versions and future-effective "go-live" dates for planned code changes. Once validated, updates are automatically reflected in the system, ensuring that both applicants and city reviewers are always working with the latest, most accurate regulatory information. This seamless process allows for real-time adjustments and ensures continuous alignment with evolving city needs.
2.4	Functional	Advanced Technical Validation	The system shall perform in-depth technical validation of construction documents, including the analysis of engineering calculations and specifications for completeness and accuracy.	Define how errors are flagged and whether the system provides correction recommendations.	Must Have	Out-of-the-Box	The solution meets the requirement as is, "out-of-the-box" functionality with no configuration or custom programming/coding.	* Guided AI Plan Review Code Compliance - Residential (Add-On) Any Guided AI Plan Review - Code Compliance product meets this requirement.	CivCheck's platform performs in-depth technical validation of construction documents by extracting and analyzing data from engineering calculations, specifications, and plan sheets using advanced computer vision and natural language processing. The system checks for completeness and accuracy against city-defined code requirements and industry standards, validating elements such as structural values, egress calculations, setback dimensions, and more. Errors are automatically flagged with visual highlights on the relevant plan sheets and are paired with plain-language explanations detailing what was found, why it is non-compliant or incomplete, and the specific code reference involved. Where applicable, the platform also provides actionable recommendations for correction, enabling applicants to resolve issues prior to submission. This not only improves first-time application quality but also reduces back-and-forth between applicants and reviewers, streamlining the overall plan review process.
2.5	Functional	Risk and Safety Analysis	The system shall identify potential safety concerns and regulatory violations, assessing both objective data points and more nuanced subjective criteria. Clarify if this includes automated risk scoring or simply flagging non-compliance.		Must Have	Out-of-the-Box	The solution meets the requirement as is, "out-of-the-box" functionality with no configuration or custom programming/coding.	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	CivCheck's platform is designed to identify potential safety concerns and regulatory violations across both objective and more nuanced, subjective criteria defined by the city. The system uses an AI-powered engine to assess extracted information against deterministic rules, enabling it to flag regulations as "likely compliant" or "likely non-compliant." While an automated risk score can be provided, the platform typically operates at such a high confidence level—due to the dual validation process of AI extraction and applicant verification—that results are presented as binary determinations. If the system is unsure or lacks sufficient data, it will explicitly indicate that more information is required, rather than making an uncertain judgment. This approach ensures that both clear violations and edge-case concerns are surfaced with appropriate clarity and confidence. The City has the ability to calibrate the strictness of what the AI engine looks for on plans to assess compliance.

Functional Requirements

ID	Requirement Type	Requirement Name	Requirement Description	Notes	MoSCoW Value	Requirement Compliance	Description	Product/Module	Vendor Response
2.6	Functional	Interoperability and Data Exchange	The system shall support the import of data from external sources and enable data export in standard formats to ensure interoperability with other systems. Specify which standard data formats are supported (e.g., XML, JSON, CSV). Does it support real-time API connections or just batch exports?		Must Have	Out-of-the-Box	The solution meets the requirement as is, "out-of-the-box" functionality with no configuration or custom programming/coding.	* Support for Third-Party Integration: Custom API (Add-On)	CivCheck's platform fully supports the import and export of data using industry-standard formats including JSON, CSV, and XML, with a preference for JSON and CSV for ease of integration and clarity of schema. The system provides both real-time API connectivity and batch export functionality, allowing for flexible integration depending on the City's workflow preferences and system cadence. Real-time REST APIs can be used for event-driven updates, while scheduled batch processes are also supported for recurring data transfers. Our team works with City IT administrators to determine the optimal data exchange strategy and can provide custom endpoints and payload formats to match the City's system architecture. All APIs are secured using HTTPS/TLS and operate within a FedRAMP-compliant infrastructure on Google Cloud Platform.
2.7	Functional	Automated Risk Flagging	The system shall automatically flag risks and unusual content by comparing submitted documents against predefined templates and regulatory requirements. Define whether risk thresholds are customizable and if the system provides severity rankings.		Must Have	Out-of-the-Box	The solution meets the requirement as is, "out-of-the-box" functionality with no configuration or custom programming/coding.	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) * Support: On-going Regulations Management & Platform Maintenance	CivCheck's platform natively supports automated document analysis and risk detection by comparing applicant submissions against predefined regulatory requirements and document templates. This functionality is available out-of-the-box and does not require additional configuration or custom programming. Risk thresholds are fully configurable by City staff and can be adjusted to reflect local policy tolerances, code interpretations, or workflow priorities. Each identified issue is assigned a severity ranking, allowing reviewers to triage and prioritize accordingly. These capabilities help standardize review decisions and quickly surface errors or inconsistencies that may otherwise lead to delays.
3	Functional	Use Case Name, User Story, Standard Requirement Name, etc.	Description of the business need - This can be a high-level Use Case/Package with a focus on the key feature/capability set.	Use the "Notes" area carefully. Notes are typical CCD/TS internal working comments and questions that should be resolved and removed prior to sending for wider distribution (e.g. RFP vendors). The "Notes" section should be treated				<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
3.1	Functional	Automated Clause & Compliance Identification	The system shall identify key clauses, terms, and potential compliance issues in submitted documents and provide actionable feedback for stakeholders		Must Have	Out-of-the-Box	The solution meets the requirement as is, "out-of-the-box" functionality with no configuration or custom programming/coding.	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	CivCheck's Guided AI Plan Review platform automatically analyzes submitted documents to identify key clauses, terms, and potential compliance issues based on local code and policy requirements. For each compliance result, the platform clearly explains—in plain, accessible language—the logic behind the result, the data used, and the relevant code citations. Every issue flagged includes (1) what information was extracted from the submitted documents, (2) what logical condition or regulation was applied, (3) where on the document the data appears (highlighted visually), and (4) what calculations, if any, were performed. This comprehensive, transparent feedback ensures that both applicants and reviewers can understand and take immediate action to resolve issues.
3.2	Functional	Automated Compliance Reporting	The system shall generate detailed reporting highlighting areas requiring correction based on identified compliance issues.		Must Have	Out-of-the-Box	The solution meets the requirement as is, "out-of-the-box" functionality with no configuration or custom programming/coding.	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	CivCheck provides detailed, visual reporting to highlight areas requiring correction in submitted plan sets. Any compliance issues identified are paired with contextual guidance explaining the specific code section violated, the required standard, and what correction is needed. The system highlights relevant plan areas directly (typically in yellow) to reduce reviewer search time and improve applicant comprehension. Reports can be generated in structured formats and optionally integrated with downstream systems such as Bluebeam or PowerBI. These reports accelerate resolution, reduce back-and-forth, and ensure applicants receive clear, specific guidance to bring their submissions into compliance.
3.3	Functional	Plan Overlay with Real-Time Site Photography	The system shall allow reviewed plans to be overlaid against near real-time site photography to enhance in-person inspections and support virtual inspections.		Must Have	With Custom Programming	The solution can meet the requirement only by modifying the product's source code (changing or adding new code) to enable it to do what it was not originally able to do.	No product / module is provided in this proposal that would meet this requirement. It would require an estimated 960 engineering hours (6 months) to build this into the platform.	As noted in Addenda 1, Question Set 11, Item #6, this requirement is currently out of scope for the RFP. While CivCheck's core platform does not include support for overlaying plans against near real-time site photography, this feature could be developed as part of a future enhancement through a custom programming engagement. Because it would require integration with external imaging sources or inspection platforms, this capability is not included in the current proposal or base offerings, but can be scoped separately if the City wishes to explore it in the future.
3.4	Functional	API for System Integration and Data Transport	The system shall provide a fully developed API to support data transport, system integration flexibility, and reporting capabilities.		Must Have	With Configuration	The solution can meet the requirement by arranging the functional parameters that are already inherent in the product – and not by changing the product's source code – so that it functions in a way that meets the City's specific business needs.	* Guided AI Plan Review Platform (Add-On) - Residential Code Compliance - Custom Dashboard (Optional) * Guided AI Permit Intake Platform (Base) - Custom Dashboard (Optional)	CivCheck supports a fully developed, REST standards-based API framework that facilitates seamless data exchange, system interoperability, and reporting functionality. The platform's API endpoints are designed to support common integration use cases, including the retrieval of permit metadata, compliance results, applicant-submitted data, and certificate IDs. APIs are delivered in JSON format, though CSV and XML exports are also supported depending on downstream needs. Each API implementation is configurable to align with the City's data structures and reporting logic. CivCheck's APIs are secured with role-based access controls, TLS encryption, and GCP-native identity verification to ensure data integrity and privacy throughout all integrations.

Non-Functional Requirements

Exhibit D

ID	Requirement Type	Requirement Name	Requirement Description	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response
1	Non-Functional	Maintainability	This characteristic represents the degree of effectiveness and efficiency with which a product or system can be modified to improve it, correct it or adapt it to changes in environment, and in requirements. This characteristic is composed of the following sub-characteristics: Modularity: Degree to which a system or computer program is composed of discrete components such that a change to one component has minimal impact on other			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
1.1	Non-Functional	Common Library	The solution shall maintain a centralized common library comprising reusable objects, templates, workflows, and code. This library shall facilitate efficient management, updates, and reuse of components across the system, thereby enhancing maintainability and reducing redundancy in development efforts.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) <i>All CivCheck Products meet these requirements</i>	CivCheck’s platform is engineered with a centralized, reusable architecture that promotes efficiency, consistency, and maintainability. The system includes a common library of modular components—such as reusable templates, workflows, and rules—that are shared across our AI-assisted permit intake and plan review services. These components are managed through a proprietary rules engine and modular client-server architecture, allowing rapid updates without redundancy or disruption to the user experience. Project statuses and workflows are dynamically governed by user roles and permissions, enabling seamless transitions between intake, verification, and review phases while supporting business rule execution and workflow management at scale.
1.2	Non-Functional	Modularity and Reusability	The solution shall be designed with modular components that promote reusability of code and functionalities across different modules or applications.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) <i>All CivCheck Products meet these requirements</i>	CivCheck’s software is architected using modular components and a service-oriented architecture that allows for the reusability of code and functionality across different modules and jurisdictions. This modular design not only accelerates development cycles and improves testing efficiency, but also enables rapid customization without altering the core logic of the platform. Because the functionality is abstracted into independently deployable microservices, updates or changes to one module do not impact others, ensuring stable and scalable operations for the City.
1.3	Non-Functional	Ease of Integration	The solution shall support seamless integration with existing systems and third-party applications, utilizing industry-standard protocols and APIs.	Must Have	Out-of-the-Box	* Support for Integration with Accela (Add-On) * Support for Integration with Bluebeam (Add-On) * Support for Integration with ESRI/GIS (Add-On) * Support for Third-Party Integration: Custom API (Add-On)	CivCheck supports robust, secure integration with third-party systems using industry-standard REST APIs and secure HTTPS protocols. Out-of-the-box, our platform can integrate with permitting systems like Accela, plan markup tools such as Bluebeam, and GIS services like ESRI. Additional custom integrations are supported through CivCheck’s “Support for Third-Party Integration: Custom API” service, enabling seamless interoperability and data exchange tailored to city workflows. Each integration is secured using GCP-native identity management and encrypted payloads, ensuring compliance and continuity across systems. For Accela, CivCheck has provided the CivCheck + Accela Integration Guide on page 33 of 36 in the Main Proposal.pdf
1.4	Non-Functional	Ease of Maintenance	The solution shall adhere to coding standards and best practices to ensure code readability, consistency, and ease of maintenance by development teams.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) <i>All CivCheck Products meet these requirements</i>	CivCheck adheres to modern software engineering best practices, including code modularity, documentation, version control, secure software development lifecycle (SDLC), and rigorous peer code reviews. These practices ensure consistency, maintainability, and security across all development activities. Our engineering team leverages automated testing pipelines and continuous integration/deployment processes to verify code quality, functionality, and regulatory compliance before changes are promoted to production.
1.5	Non-Functional	Version Control and Configuration Management	The solution shall implement robust version control mechanisms for managing changes to software versions and configurations, facilitating rollback and audit trails.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) <i>All CivCheck Products meet these requirements</i>	CivCheck uses GitHub, the industry-standard platform for version control and collaboration. All software changes are tracked via a structured branching model, with clear commit histories, rollback capabilities, and deployment logs. Configuration files and rule sets are versioned independently, providing full traceability for both code and regulatory updates. This robust version control framework enables comprehensive audit trails and ensures the ability to revert to previous versions quickly in the event of an issue.
1.6	Non-Functional	Performance Monitoring and Optimization	The solution shall include tools and capabilities for monitoring performance metrics, identifying bottlenecks, and optimizing system performance over time.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) <i>All CivCheck Products meet these requirements</i>	CivCheck employs GCP-native monitoring and logging tools, including Google Cloud Monitoring and Security Command Center, to continuously track system health, latency, and performance metrics. These tools enable our engineering team to proactively identify bottlenecks, diagnose performance issues, and implement optimizations across the application stack. Real-time alerts ensure that any anomalies are flagged and addressed swiftly to maintain a high-performance user experience.
1.7	Non-Functional	QA Testing	The solution must support efficient and effective QA testing in a non-production environment, allowing changes to be thoroughly validated before deployment.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) <i>All CivCheck Products meet these requirements</i>	CivCheck enforces rigorous quality assurance protocols using isolated non-production environments for development and testing. Our CI/CD pipeline includes automated and manual testing in staging environments that mirror production, allowing us to validate all changes—including new rules, UI features, and integration logic—before deployment. This approach minimizes risk and ensures that new releases meet performance and compliance standards prior to go-live. Developers also maintain local development environments to support individual testing prior to staging deployment.
2	Non-Functional	Security	Degree to which a product or system protects information and data so that persons or other products or systems have the degree of data access appropriate to their types and levels of authorization. This characteristic is composed of the following sub-characteristics:			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>

Non-Functional Requirements

ID	Requirement Type	Requirement Name	Requirement Description	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response
2.1	Non-Functional	Identity Management	The solution shall have the ability to provision users, assign them into roles/groups, and manage their access rights to specific areas.	Must Have	Out-of-the-Box	*Support: On-going Regulations Management & Platform Maintenance	CivCheck's platform supports secure user provisioning, with the ability to assign users into predefined roles such as city plan reviewer or applicant. Role-based access control (RBAC) ensures each user can only access data and functionalities that are appropriate to their role, preserving confidentiality and enforcing the principle of least privilege. Access rights are tightly managed at the database, server, and UI levels. While CivCheck's internal team currently manages user provisioning and configuration, city-specific roles and granular access levels can be added upon request.
2.2	Non-Functional	Data Encryption	All City Data and End User Data will be encrypted in transmission (including via web interface) and in storage. The solution must secure data in transit using the TLS 1.2 protocol or newer. Moreover, endpoints shall not support TLS 1.1 or older or any weak ciphers.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) <i>All CivCheck Products meet these requirements</i>	CivCheck encrypts all data in transit and at rest using TLS 1.2 or higher, in line with modern security standards. All endpoints disallow TLS 1.1 and weak ciphers, ensuring confidentiality and data integrity during transmission. Communications between platform components and with users are secured through SSL certificates and Google Cloud-native encryption services, which also help prevent unauthorized access or tampering.
2.3	Non-Functional	P2PE Encryption	All City digital payment transactions must use PCI-validated Point-to-Point Encryption (P2PE).	Must Have	Out-of-the-Box	No product / module is provided in this proposal that would meet this requirement.	According to Addendum #1, Question Set 11 - this requirement is out of the scope of this RFP
2.4	Non-Functional	Encryption	The solution shall support FIPS 140-2 Encryption protocol.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) <i>All CivCheck Products meet these requirements</i>	Yes - CivCheck supports FIPS 140-2 Encryption protocol.
2.5	Non-Functional	Email Authentication - DMARC	The solution shall support Domain-based Message Authentication, Reporting & Conformance (DMARC) using Proofpoint.	Must Have	With Configuration	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) <i>All CivCheck Products meet these requirements</i>	Yes – CivCheck can support DMARC implementation. We follow email authentication best practices (SPF, DKIM, and DMARC) to ensure secure and verified email delivery from our platform. While we do not currently use Proofpoint specifically, we are able to integrate with Proofpoint or any other email security gateway should the City require it. Our configuration ensures trusted email delivery and prevents spoofing or unauthorized use of our domain.
2.6	Non-Functional	Federated Authentication	The solutions shall support Single Sign-On (SSO), authentication, authorization, auditing, and policy administration for internal users.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base)	CivCheck provides out-of-the-box support for Single Sign-On (SSO) using SAML 2.0 and OpenID Connect, with no third-party identity software required. Authentication is handled through Firebase Authentication, with policy administration and auditing managed via Google Cloud IAM and Audit Logs. These features enable authenticity, ensure accountability through detailed logs, and maintain confidentiality through strict role-based access controls.
2.7	Non-Functional	Federated Authentication	The solution shall utilize the City and County of Denver's enterprise-level authorization and authentication technology and services, such as Active Directory (AD).	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base)	CivCheck's SSO implementation supports industry-standard protocols like SAML 2.0 and OpenID Connect, allowing integration with enterprise identity providers such as Active Directory. Once the City provides the relevant identity provider metadata and keys, CivCheck can complete SSO configuration without requiring additional third-party tools. This ensures authenticity of user identities and centralized access control.
2.8	Non-Functional	Role-Based Security	The solution shall provide robust role-based access control to restrict access to data, screens, and critical functions based on pre-identified roles within the system. This ensures that only authorized users have access to specific resources and functionalities, enhancing security and operational efficiency.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) <i>All CivCheck Products meet these requirements</i>	CivCheck enforces robust role-based access control across all parts of the platform, ensuring users only see or modify information necessary for their responsibilities. This approach reinforces confidentiality, limits the scope for unauthorized access (integrity), and aligns with the principle of least privilege. Both internal and external users operate within tightly scoped permissions.
2.9	Non-Functional	Audit Logging	User activity is recorded for security and auditing purposes. The solution shall maintain an auditing trail to track changes made in the system, including details such as the user responsible for the change, the nature of the change, and the timestamp indicating when the change occurred. (This should include any deletions.)	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) <i>All CivCheck Products meet these requirements</i>	CivCheck maintains comprehensive audit logs that track all user activity, including data changes, deletions, and permission updates. Each entry includes the user ID, timestamp, nature of the change, and affected records. This system supports non-repudiation and accountability, ensuring that any action within the platform can be traced back to an authorized entity.
2.10	Non-Functional	Achieve/ Delete data	The solution shall facilitate the archiving and deletion of data in accordance with City and County of Denver's data retention policies and user security roles. Specific fields subject to archiving or deletion shall be identified based on predefined criteria, ensuring compliance with regulatory requirements and minimizing storage of obsolete or redundant information. Data archiving and deletion processes shall maintain data	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) <i>All CivCheck Products meet these requirements</i>	CivCheck supports data retention, archiving, and deletion processes aligned with the City's data governance requirements, so long as the data is not needed to meet CivCheck's legal obligations. The platform's data handling procedures ensure confidentiality and integrity through access controls, audit logging, and compliance with data privacy regulations. Details are governed by CivCheck's Privacy Policy and internal Data Retention Policy.
2.11	Non-Functional	Data Storage	The solution will guarantee that the data storage is based in the US. City data must never be transferred outside of the US for processing or storage purposes.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) <i>All CivCheck Products meet these requirements</i>	CivCheck is a U.S.-based company that ensures all City and applicant data is stored and processed exclusively within the United States. No data is transferred outside the U.S. at any point, which aligns with federal and local data residency requirements and upholds the confidentiality and regulatory compliance standards expected by government partners.

Non-Functional Requirements

ID	Requirement Type	Requirement Name	Requirement Description	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response
3	Non-Functional	Privacy/Data Protection	Privacy and data protection relates to how PII is used throughout the information lifecycle (creating, accessing, using, modifying, storing, and archiving/destroying). Privacy and data protection standards require the implementation of physical, technical and administrative safeguards to protect data throughout the information lifecycle. Compliance to			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
3.1	Non-Functional	Personal Identifiable Information (PII)	NIST Special Publication 800-122 defines PII as "any information about an individual maintained by an agency, including (1) any information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; and (2) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information."	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	CivCheck takes the protection of Personally Identifiable Information (PII) seriously and implements a privacy-by-design strategy across its platform architecture. In alignment with NIST SP 800-122, CivCheck collects only minimal PII—specifically, user email addresses for authentication purposes. Optionally, users may enter a name for display purposes, but it is not required to be their full or legal name. CivCheck does not collect sensitive information such as Social Security Numbers, driver's license numbers, or financial, biometric, or health data. All data is encrypted both in transit (TLS 1.2+) and at rest using Google Cloud Platform's native security features, including Customer-Managed Encryption Keys (CMEK). Access to any PII is restricted by role-based access controls (RBAC) and governed through Google Cloud IAM and Firebase Authentication with Multi-Factor Authentication (MFA). CivCheck is fully compliant with major data privacy frameworks including CCPA, GDPR, and applicable U.S. state laws (e.g., CO, CA, NY). The platform includes user-level controls to allow for data deletion upon request and does not allow PII to be used for any purpose other than facilitating authenticated access to the platform. CivCheck also maintains a comprehensive privacy policy, reviewed annually, which outlines how personal data is collected, stored, processed, and protected—ensuring transparency, auditability, and accountability at every level of operation.
3.2	Non-Functional	National Institute of Standards and Technology (NIST) SP 800-53R4	The solution complies with the National Institute of Standards and Technology (NIST) SP 800-53R4.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	CivCheck aligns its information security and risk management protocols with the National Institute of Standards and Technology (NIST) SP 800-53 Revision 4. The company's information security program is formally documented, approved by leadership, and implemented through a combination of secure software development practices, access control policies, encryption protocols, and incident response procedures. CivCheck leverages Google Cloud Platform (GCP), which is FedRAMP Moderate/High certified and compliant with NIST 800-53 controls for cloud infrastructure. The platform applies a least-privilege access model, role-based authorization, MFA, and encrypted data storage. CivCheck enforces change control policies and conducts quarterly risk assessments, vulnerability management, and regular security monitoring through tools such as GCP Security Command Center. All logs, authentication events, and user interactions are fully auditable, with documented procedures in place to review, investigate, and report anomalies or incidents. Compliance with NIST standards is part of CivCheck's broader enterprise risk management framework, and internal controls are reviewed and updated regularly to reflect evolving regulatory, operational, and cybersecurity best practices.
4	Non-Functional	Reliability	Degree to which a system, product or component performs specified functions under specified conditions for a specified period of time. Sub-characteristics:			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
4.1	Non-Functional	Data Ownership	The solution shall ensure that the City and County of Denver retain ownership of records stored within the vendor's product. The City shall have the capability to retrieve reports from their data at any time.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	Yes the City shall retain ownership over any City Data which is defined as any non-public data provided by the City to CivCheck to enable the provision of the services
4.2	Non-Functional	Error Handling and Logging	The system should handle errors gracefully, provide meaningful error messages to users, and log errors for troubleshooting and debugging purposes.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	CivCheck's platform handles errors gracefully and provides meaningful error messages to users whenever there is an issue.
5	Non-Functional	Compatibility	Degree to which a product, system or component can exchange information with other products, systems or components, and/or perform its required functions, while sharing the same hardware or			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
5.1	Non-Functional	Data Import/Export	CCD shall have the ability to import and export all data at any time.	Must Have	Out-of-the-Box	* Support for Third-Party Integration: Custom API (Add-On)	CivCheck offers support for third-party integration and the development of a Custom API that can, upon request at any point, provide City Data stored in the system to CCD.
5.2	Non-Functional	Web Services/API	The solution can efficiently and effectively support data exchange (sending/receiving) using established Web Services standards/Open API. (All interfaces shall be detailed and documented in the IRM).	Must Have	Out-of-the-Box	* Support for Third-Party Integration: Custom API (Add-On)	CivCheck offers support for development of a custom API that can support data exchanges using REST APIs, an established web service standard.
6	Non-Functional	Manageability	Manageability defines how easy it is for system administrators to manage the application, usually through sufficient and useful instrumentation exposed for use in monitoring systems and for			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>

Non-Functional Requirements

ID	Requirement Type	Requirement Name	Requirement Description	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response
6.1	Non-Functional	Ease of Configuration	The solution should provide user-friendly interfaces for configuration, allowing administrators to easily adjust settings and parameters without extensive training.	Must Have	Out-of-the-Box	*Support: On-going Regulations Management & Platform Maintenance	CivCheck has internal tools that allow CivCheck's customer support team to easily adjust settings and parameters for our customers. These tools have user-friendly interfaces
6.2	Non-Functional	Monitoring and Logging	They solutions should include robust monitoring and logging features to track system performance, identify potential issues, and facilitate troubleshooting and optimization efforts.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	Civcheck has robust internal monitoring and logging features that track system performance, identify potential issues, and facilitate troubleshooting and optimization efforts
6.3	Non-Functional	Proactive alerting	The solution should proactively alert administrators to potential issues, anomalies, or security threats, enabling prompt actions to mitigate risks and maintain system integrity.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	CivCheck has set up internal monitoring which alerts the CivCheck staff to issues and threats, so that we can take action based on our incident response plan.
7	Non-Functional	Performance Efficiency	This characteristic represents the performance relative to the amount of resources used under stated conditions. This characteristic is composed of the following sub-characteristics:			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
7.1	Non-Functional	Number of Users	The solution shall support a total of 300 users and ensure concurrency for the same number of users during peak usage periods.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	Yes – CivCheck leverages Google Cloud's auto-scaling infrastructure, which automatically adjusts capacity based on demand. Our system can support thousands of concurrent users without degradation in performance.
7.2	Non-Functional	Number of Customer Records	The solution shall be capable of processing and storing a total of 1,500 customer records efficiently.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	Yes – CivCheck is built on Google Cloud Platform, which provides virtually unlimited storage capacity. We can support all standard record volumes required by municipal workflows, including high-resolution plans, forms, and supporting documents, under normal and expected use.
7.3	Non-Functional	Response time	The solution shall maintain a response time of no longer than 2 seconds for user interactions, ensuring optimal system performance and user satisfaction.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	Yes - CivCheck's platform maintains fast response times for user satisfaction
7.4	Non-Functional	Storage Capacity	The solution shall have the ability to store approximately 1,500 volume of data, with an increase of approximately 50% to accommodate growing business needs.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	Yes – See previous answer in 7.2 of this section - CivCheck is built on Google Cloud Platform, which provides virtually unlimited storage capacity. We can support all standard record volumes required by municipal workflows, including high-resolution plans, forms, and supporting documents, under normal and expected use.
7.5	Non-Functional	Caching	The solution shall implement caching mechanisms to store frequently accessed data and reduce response times for subsequent requests.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	CivCheck's platform does implement caching mechanisms to reduce response times
8	Non-Functional	Scalability	Scalability is capability of a system to either handle increases in load without impact on the performance of the system, or the capability to be readily enlarged.			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
8.1	Non-Functional	Scalability and Extensibility	The solution architecture shall be scalable to accommodate future growth in data volume, user base, and system complexity. It shall also support easy extensibility for adding new features or functionalities.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	As mentioned in Non-Functional Requirement 1.2 - CivCheck's software is architected using modular components and a service-oriented architecture that allows for the reusability of code and functionality across different modules and jurisdictions. Because the functionality is abstracted into independently deployable microservices, the platform is scalable and can accommodate future growth in data volume, number of users, system complexity, etc. The modular architecture also helps reduce development time for new features or functionalities.
8.2	Non-Functional	Automated maintenance tasks	The solution should support automated maintenance tasks as software updates, database backups, and system health checks to minimize manual intervention and ensure system reliability.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	CivCheck does perform maintenance tasks such as software updates, database backups, and system health checks to minimize manual intervention and ensure system reliability
9	Non-Functional	Portability	Degree of effectiveness and efficiency with which a system, product or component can be transferred from one hardware, software or other operational or usage environment to another. This characteristic is composed of the following sub-characteristics:			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
9.1	Non-Functional	Adaptability	The solution shall be designed with modular components and flexible architecture to accommodate changes in hardware and software environments, allowing for easy adaptation and scalability as business needs evolve.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	Yes - CivCheck's Guided AI Plan Review™ platform is built on a modular and flexible architecture, enabling seamless adaptation to evolving business and technical requirements. Our platform is composed of containerized microservices deployed on Google Cloud Platform (GCP), and all functionality is delivered via secure, well-documented REST APIs. This design allows CivCheck to easily scale services independently based on load and to introduce new features without disrupting existing operations. Business rules are abstracted and configurable, allowing cities to update workflows or code interpretations quickly—supporting both current and future use cases. Additionally, our modular rule engine and AI models can be extended to support new project types, jurisdictions, or regulatory changes without needing to re-architect the system.

Non-Functional Requirements

ID	Requirement Type	Requirement Name	Requirement Description	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response
9.2	Non-Functional	Installation	The solution installation process shall be user-friendly, requiring minimal technical expertise for successful deployment.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	CivCheck's cloud-native platform is designed for zero-footprint deployment and does not require complex installations or technical configuration from the City's IT staff. The only installation step for the City is to add a link to the CivCheck platform on the public permitting website and optionally configure integrations (e.g., with Accela or Bluebeam). CivCheck's team handles the configuration of city-specific rules, user setup, and pre-launch testing. All access is managed via secure, browser-based portals—meaning no software downloads, plug-ins, or infrastructure provisioning are required. This low-barrier deployment ensures that city staff and applicants can begin using the platform with minimal technical expertise or support.
9.3	Non-Functional	Replaceability	The solution shall support standard communication protocols and data formats to facilitate seamless integration with existing software products for replacement purposes.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	CivCheck supports all modern, industry-standard communication protocols and data formats for seamless integration with existing software systems. Our APIs are RESTful and secured using HTTPS/TLS, and payloads are exchanged in standardized formats such as JSON. The platform is compatible with common permitting systems like Accela, plan review tools like Bluebeam, GIS systems (e.g., ESRI), and reporting platforms such as PowerBI or Snowflake. CivCheck also supports secure import/export workflows using CSV or JSON file exchange for cities without API-based integration capabilities. This standards-based interoperability ensures CivCheck can serve as a replacement or augmentation to legacy systems with minimal integration effort.
9.4	Non-Functional	Testing	Compatibility testing shall be conducted to verify the systems' ability to replace specified software products without adverse effects on functionality or performance.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	CivCheck conducts compatibility and performance testing throughout the implementation process to ensure the platform can replace or integrate with existing systems without degradation in functionality or performance. During onboarding, our team performs staging environment tests with real or representative permit data to verify accuracy, speed, and functionality alignment. This includes validation of plan document parsing, code compliance outputs, user role permissions, and data exchanges with other city systems. Any integrations (e.g., with Accela or Bluebeam) are tested end-to-end prior to go-live. Additionally, CivCheck provides a soft-launch option where City staff can verify outputs in a production-like environment before public use—ensuring confidence in a smooth transition.
10	Non-Functional	Recoverability	Recoverability refers to the capability to restore your deployment to the point at which a failure occurred. The capability to recover quickly from a system failure or disaster depends not only on having current backups of your data, but also on having a predefined plan for recovering that data on new hardware.			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
10.1	Non-Functional	Disaster Recovery	The solution must be capable of restoring its performance level and recovering data directly impacted in the event of a failure.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	Yes – CivCheck has automated backup and recovery protocols in place. Our platform performs regular encrypted backups and utilizes Google Cloud Platform's built-in high-availability and redundancy features to ensure rapid restoration and continuity in the event of a failure.
10.2	Non-Functional	Data Backup	They solution shall maintain a backup success rate of at least 99.9%, ensuring that data backups are completed successfully and reliably within the specified backup window of 30 Minutes/hours/day.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	Yes – CivCheck has automated backup and recovery protocols in place - with a backup recovery rate of 99.9%.
10.3	Non-Functional	Fault Discovery and Remediation	The solution provider must have the capability to promptly identify and rectify faults within the software system and maintain a robust maintenance process to accommodate changes. Prior to any system outages, the vendor must collaborate with the City to ensure coordinated actions.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	Yes – CivCheck has a formal issue tracking and resolution process supported by a robust CI/CD pipeline. Our engineering team uses automated monitoring and regression testing to rapidly detect, diagnose, and patch faults across both production and non-production environments.
11	Non-Functional	Usability	Usability defines how well the application meets the requirements of the user and consumer by being intuitive, easy to localize and globalize, providing good access to users with a variety of skills, and resulting in a good overall user experience.			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
11.1	Non-Functional	User Interface and User Experience	The system should have an intuitive and user-friendly interface, with features such as responsive design, accessibility, and usability testing.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	CivCheck's Guided AI Plan Review™ platform features a user-friendly, accessible interface built with Chakra UI and adheres to WCAG 2.1 AA standards. The responsive web-based design ensures seamless use across desktop, tablet, and mobile devices. The platform is optimized for both applicants and plan reviewers, offering guided workflows, plain-language AI explanations, and visual highlights on plan documents. Built on a modular architecture with decoupled UI and backend, CivCheck supports rapid usability improvements without disrupting functionality. Continuous user feedback and usability testing ensure an intuitive experience that reduces permitting time by up to 20%.
11.2	Non-Functional	Web UX/UI Standards	The solution must adhere to the Web UX/UI standards and guidelines provided by the City and County of Denver, accessible at https://denvergov.org/denverstyleguide/ .	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	Yes. CivCheck's solution provides a license to the City to use the software, like any SaaS offering. Any parts of the platform that are customized to the City, such as the Denver logo placed on the Applicant portal, would adhere to the Web UX/UI standards laid out

Non-Functional Requirements

ID	Requirement Type	Requirement Name	Requirement Description	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response
11.3	Non-Functional	Mobile devices (smartphones/tablets)	The solution must offer a web-based portal accessible via smartphones and/or tablets using web browsers.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	CivCheck's Guided AI Plan Review™ platform is a fully web-based solution accessible via smartphones, tablets, and desktops using any modern web browser. Built with responsive design principles and Chakra UI, the interface adapts seamlessly to different screen sizes, enabling applicants and city staff to complete key tasks—such as uploading documents, verifying extracted data, reviewing comments, and generating submission certificates—on mobile devices. While plan review is optimized for larger screens due to its visual nature, all core functionality remains fully accessible across mobile platforms.
11.4	Non-Functional	Responsive UI	Web Applications must conform to responsive design standards, which detect users' screens and adjust the layout based on screen size and orientation, ensuring optimal rendering on modern browsers and smartphones.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	Yes – CivCheck's UI is responsive and adaptive to screen size and orientation. The platform renders cleanly across modern web browsers and is usable on landscape tablets. For optimal use—especially when reviewing construction plan sheets—we recommend a desktop or large-format display.
11.5	Non-Functional	Responsive Design for Mobility	The solution must incorporate responsive design principles tailored for mobile devices.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	Yes - CivCheck does incorporate responsive design principles tailored for mobile devices. However, it is recommended that users use a desktop or large-format device when viewing construction plans.
11.6	Non-Functional	Multilingual Support - Translation	The system shall support translation into multiple languages to accommodate users from diverse linguistic backgrounds	Must Have	Future Release	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	While CivCheck's platform does not currently support multilingual translation natively, this capability is on our product roadmap for a future release. We recognize the importance of providing access in multiple languages to better serve diverse communities. CivCheck is happy to work with the City to integrate translations provided by the City, and will prioritize support for multilingual access in collaboration with the City's needs.
11.7	Non-Functional	Multilingual Support - Options	Users shall have the option to select their preferred language from a list of supported languages.	Must Have	Future Release	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	This capability is included on CivCheck's roadmap and will be supported in a future release. The platform will allow users to select a preferred language from a list of City-provided translations. Once translations are supplied, CivCheck can configure the platform to respect each user's language preference.
11.7.1	Non-Functional	Multilingual Support - User interfaces	All user-facing interfaces, including menus, buttons, error messages, and help documentation, shall be translatable.	Must Have	Future Release	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	CivCheck's front-end architecture supports internationalization and is built to allow easy replacement of text labels, tooltips, and content strings. In a future release, all user-facing elements will be translatable using language files provided by the City.
11.7.2	Non-Functional	Multilingual Support - Stored	Translations shall be stored in easily modifiable files or databases to facilitate updates and additions of new languages.	Must Have	Future Release	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	This functionality is part of CivCheck's future roadmap. The platform will store translations in structured, editable files (such as JSON or YAML), making it easy for City partners to update or expand language support over time.
11.7.3	Non-Functional	Multilingual Support - Manage	The system shall provide a mechanism for translators to contribute and manage translations efficiently.	Must Have	Future Release	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	A future release of the platform will support the ability to upload and manage translations directly via editable configuration files. While CivCheck will not provide a translator-facing UI, we will enable the City to easily maintain language files and collaborate with their translation teams.ge
11.7.4	Non-Functional	Multilingual Support - Consistency	Translated content shall maintain consistency in terminology and formatting across all supported languages.	Must Have	Future Release	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	CivCheck will apply consistent formatting across all supported languages in a future release. The City will be responsible for ensuring terminology consistency in the translations it provides. CivCheck can apply City-supplied glossaries or language guidelines to maintain uniformity.
11.7.5	Non-Functional	Multilingual Support - API	Automated tools or APIs shall be utilized to assist in the translation process, ensuring accuracy and efficiency.	Must Have	Future Release	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	CivCheck does not currently integrate automated translation APIs by default, as we prioritize accuracy and jurisdictional nuance. However, in a future release, CivCheck is open to exploring API-based translation integrations if the City desires this as a supplement to human-reviewed content.
11.7.6	Non-Functional	Multilingual Support - Selection	Language selection and translation settings shall be customizable based on user preferences or organizational requirements.	Must Have	Future Release	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	This feature is part of CivCheck's planned future functionality. The platform will allow language settings to be customized at the user or organizational level, and CivCheck will work with the City to configure these settings as part of the implementation process.
12	Non-Functional	Data Integrity and Data Quality	Data Integrity: Data integrity refers to the accuracy, consistency, and reliability of data throughout its lifecycle. It ensures that data is complete, valid, and reliable, reflecting the true state of the information it represents. Maintaining data integrity involves implementing measures to prevent unauthorized access, corruption, or loss of data, as well as ensuring that data remains consistent and coherent across different systems and processes.			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>

Non-Functional Requirements

ID	Requirement Type	Requirement Name	Requirement Description	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response
12.1	Non-Functional	Data Retention - Specified Period	The solution shall adhere to defined data retention policies, ensuring compliance with industry regulations and organizational standards by retaining data for a specified period of 1 years.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	CivCheck maintains a formal data retention policy that ensures scoped data (e.g., user emails, uploaded plan sheets) is retained only as long as necessary for service delivery and legal compliance. Retention durations—including a one-year period—can be configured to meet specific city requirements. All data is encrypted at rest and in transit, and automatically purged or de-identified based on lifecycle policies
12.2	Non-Functional	Data Retention - Storage	The solution shall implement mechanisms to minimize the storage of obsolete or redundant information, optimizing storage costs, system performance, and data security.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	CivCheck minimizes obsolete data through version-controlled document handling, scheduled data purging, and real-time validation during intake to prevent duplicate or unnecessary file uploads.
12.3	Non-Functional	Data Retention - Historical Information	The solution shall establish policies for historical data availability, specifying conditions for data archiving or removal to support effective lifecycle management and ensure accessible, relevant information.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	Historical data availability is governed by archival and deletion policies. Data needed for compliance audit trails is retained securely and can be archived with controlled access. Archived datasets remain accessible to authorized users for up to the specified retention term before secure deletion
12.4	Non-Functional	Data Validation	The solution shall enforce strict data validation rules to ensure that all input data meets predefined criteria for accuracy, completeness, and consistency.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	CivCheck's platform enforces real-time input validation for all applicant submissions. All required fields must be verified before proceeding, and validations ensure format, length, and semantic accuracy. Most user inputs on the platform are constrained to a set of valid options. Auto-extracted data is confirmed by users before being used in compliance checks.
12.5	Non-Functional	Data Accuracy	The solution shall maintain a high level of data accuracy, with an allowable error rate of less than 0.5% for all stored data.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	CivCheck's data storage infrastructure is entirely built on Google Cloud Platform (GCP), which plays a critical role in maintaining data accuracy, integrity, and availability. GCP's managed databases (e.g., Firestore, Cloud SQL, BigQuery) are ACID-compliant and ensure strong consistency across reads and writes. This means that any data written to the system is instantly available and accurate across all services that access it—preventing conflicting or outdated information from propagating
12.6	Non-Functional	Data Consistency	The solution shall maintain data consistency across all modules and databases, ensuring that related data elements remain synchronized and coherent.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	CivCheck's modular architecture ensures data consistency across all modules via centralized rule and schema definitions. Updates to one component (e.g., intake form data) are immediately reflected in all downstream modules including compliance checks, dashboards, and audit logs
12.7	Non-Functional	Data Completeness	The solution shall ensure that all required data fields are populated for each record, with missing or incomplete data flagged for review and correction.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	CivCheck's Guided AI Plan Review platform ensures that all required data fields are populated by preventing permit applicants from proceeding through the platform unless all mandatory inputs are complete. The system uses dynamic field validation and progress gating to enforce completeness at each step of the intake process. If any required data is missing or invalid, applicants receive immediate, contextual error messages and are blocked from submission until corrections are made. These checks are enforced both at the front-end and server-side levels, ensuring that incomplete applications cannot be submitted via the user interface or API. This guarantees that all records entering the system meet city-defined data requirements, streamlining downstream review and minimizing delays caused by missing or incomplete information.
12.8	Non-Functional	Data Timeliness	The solution shall prioritize timely data processing and updates, with all data reflecting real-time or near-real-time information whenever possible.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	CivCheck processes applicant uploads and compliance checks in most cases, under one minute, delivering near-real-time feedback. Data updates triggered by user actions (e.g., fixing a flagged issue) propagate immediately throughout the system
12.9	Non-Functional	Data Security	The solution shall implement robust security measures to protect data integrity, including encryption, access controls, and audit trails to prevent unauthorized access, modification, or deletion.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	Data is encrypted in transit (TLS 1.2+) and at rest (using GCP CMEK). Access is governed via role-based controls (which are configured with a least-privilege access policy), SSO support (SAML 2.0), and audit logs track every interaction with scoped data.
12.10	Non-Functional	Data Governance	The solution shall adhere to established data governance policies and procedures to maintain data quality standards, including regular audits, data profiling, and data stewardship responsibilities.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	CivCheck maintains data governance policies documented in its Security and Risk Management policies. Routine audits, data integrity checks, and real-time profiling ensure all scoped data remains valid and secure throughout its lifecycle
12.11	Non-Functional	Data Monitoring	The solution shall provide monitoring and reporting capabilities to track key data quality metrics, such as error rates, completeness scores, and consistency checks, allowing for proactive identification and resolution of data quality issues.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake - Custom Dashboard (Optional) * Guided AI Plan Review Permit Intake- Regulations and Code Compliance Analytics Reports (Optional) * Guided AI Plan Review Code Compliance - Residential - Custom Dashboard (Optional) * Guided AI Plan Review Platform Code Compliance - Residential - Regulations and Code Compliance Analytics Reports (Optional)	CivCheck's Code Compliance Analytics Reports and optional Custom Dashboards provide insights into data completeness, submission error rates, and reviewer override frequency. These tools help cities proactively identify and address data quality trends

Non-Functional Requirements

ID	Requirement Type	Requirement Name	Requirement Description	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response
12.12	Non-Functional	Data Cleansing	The solution shall support automated data cleansing processes to identify and rectify inconsistencies, errors, or duplicates within the dataset on a scheduled basis.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	Scheduled cleansing routines run on GCP, combined with CivCheck's custom rules engine to flag and rectify inconsistencies or outdated entries. Duplicate detection and resolution logic ensures a clean dataset with minimal manual intervention
12.13	Non-Functional	Data Deduplication	The solution shall employ robust algorithms and mechanisms to detect and eliminate duplicate records within the database. This process should occur in real-time during data entry or batch processing, ensuring that only unique and accurate information is stored.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	Duplicate detection occurs during both applicant intake and backend batch processing. The system flags repeat entries using project metadata (e.g., address, project type), and prompts users to review potential duplicates before proceeding
12.14	Non-Functional	Resolve Duplicates	The solution should provide users with tools to merge or resolve potential duplicates manually, maintaining data integrity and consistency across all stored records.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	Applicants can view, compare, and resolve flagged duplicates directly within the platform. The interface provides side-by-side record views and retains audit logs of all merges and overrides for transparency
13	Non-Functional	Compliance	Compliance includes conforming to rules, such as a specification, policy, standard or law. This includes standards and guidelines as set by City and County of Denver Technology Services.			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
13.1	Non-Functional	Accessible Digital Technology for HB21-1110	All information and communication technology (ICT) must follow HB21-1110 and is compliant with WCAG 2.1 levels A and AA as published by World Wide Web Consortium (W3C). ICT includes but is not limited to, websites, electronic communications, digital documents, digital content,	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	Yes – CivCheck is committed to accessibility and adheres to WCAG 2.1 Level AA standards.
13.2	Non-Functional	Hardware with accessible user interfaces	Hardware with a built-in user interface must meet Section 508 of the Rehabilitation Act of 1973 Chapter 4: Hardware https://www.access-board.gov/ict/#401-general	Must Have	Out-of-the-Box	N/A	There is no hardware required as part of this solution
13.3	Non-Functional	Accessibility Report	The vendor should provide a Accessibility Conformance Report (ACR) using the standardized Voluntary Product Accessibility Template (VPAT) with WCAG 2.1 A and AA and/or Section 508 standards.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake- Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	CivCheck conducts VPAT assessments annually and after any major platform change. A major update occurred in February 2025, and a new VPAT will be completed in May 2025. Accessibility remains a top priority across our public and internal-facing features.

Transition Requirements

Exhibit D

ID	Requirement Type	Requirement Name	Requirement Description	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response
1	Transition	System Migration	Captures the system migration requirements necessary to transition from the current solution to the new solution. This could include requirements such as orchestrating the cutover, special testing/validation, and any other requirements necessary to ensure a successful system migration.			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
1.1	Transition	API interaction	The solution shall provide Data and Technology the needed API access so they have the ability to integrate other systems with this new solution.	Must Have	With Custom Programming	* Support for Third-Party Integration: Custom API (Add-On)	CivCheck provides support for third-party integrations as part of the "Support for Third-Party Integration: Custom API (Add-On)" offering. This will provide up to 180 hours of engineering work.
1.2	Transition	Java	IF Oracle Java is proposed and utilized, support must be purchased and maintained for the product's lifespan, by a vendor with regular patching.	Must Have	Out-of-the-Box	N/A	Not Applicable - CivCheck meets this requirement because Oracle Java is not proposed or utilized in any of CivCheck's products.
2	Transition	Support	Captures the requirements necessary so that there is adequate resources and processes in place for ongoing support (e.g. help desk, etc.).			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
2.1	Transition	Service Level Agreement (SLA)	The solutions must meet SLA outlined in section 4.a of the RFP document. Prior to responding to this requirement, vendors are advised to review the SLA document for details.	Must Have	Out-of-the-Box	All CivCheck Products meet these requirements	CivCheck provides an SLA with 99.9% availability which highly aligns with the provided SLA by the city.
2.2	Transition	Online Support	A 24*7 Self service online support center will be available, offering features such as chat, FAQs, and incident logging.	Must Have	Out-of-the-Box	*Support: On-going Regulations Management & Platform Maintenance * Training	CivCheck offers out of the box, for applicants, a 24/7 self-service online support center with knowledge articles (which are more extensive versions of FAQs) and if required, CivCheck can also provide a chat support feature for applicants. For plan reviewers, they are provided with training documentation and in-person, recorded training sessions that serve as a knowledge base center for self-serve help.
2.3	Transition	Email Support	Round-the-clock email support will be provided to address any inquires or issues promptly.	Must Have	Out-of-the-Box	*Support: On-going Regulations Management & Platform Maintenance	Customers are always able to reach 24/7 - CivCheck's support team via email.
2.4	Transition	Phone Support	Standard business day telephone support will be available for immediate assistance during business hours.	Must Have	Out-of-the-Box	*Support: On-going Regulations Management & Platform Maintenance	CivCheck provides standard business day telephone support for City staff for immediate assistance during business hours.
2.5	Transition	Go Live Support	A go-live support plan of 60 business days or 3 months in place post implementation, during which the vendor will be available to address any identified issues.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake-Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) * Support: On-going Regulations Management & Platform Maintenance	Yes — CivCheck will provide comprehensive Go-Live Support for a period of three (3) months following the City's initial access to the live production platform. Our go-live strategy is designed not only to meet the 60-business-day support requirement, but also to maximize readiness, minimize risk, and ensure smooth public adoption. In our recommended rollout plan, the City gains access to the production instance approximately 60-90 days prior to public launch. During this period, City plan reviewers receive production logins to begin using the live platform in real-world scenarios, while CivCheck simulates applicant behavior by submitting test applications and validating outputs alongside City staff. A dedicated "test applicant" license is also provided, allowing staff to evaluate the applicant experience from end to end. This pre-launch window gives the City time to educate applicants about the forthcoming platform and to plan communications and rollout logistics—without the platform being publicly accessible or linked from City systems. Throughout the entire pre-launch and go-live period, CivCheck provides proactive support, including daily issue triage, weekly check-ins, real-time technical assistance, platform usage monitoring, and configuration refinements based on reviewer feedback. This approach ensures that the City is fully confident in the platform before it becomes publicly required. On the official launch date, activation is seamless: the City simply updates website links and notifies applicants that CivCheck's pre-screening process is now part of the permitting workflow. This deliberate soft-launch model has proven effective in previous deployments, enabling a low-risk, high-confidence transition for both internal teams and the public.
3	Transition	Training	Captures the training requirements necessary to use and maintain the new solution. This would include training requirements such as onsite, online, "train-the-trainer", and any other training as deemed necessary by the stakeholders.			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
3.1	Transition	Online Tutorial	Permanent online trainings resources (non-live) will be included in the solution for ongoing learning and reference.	Must Have	Out-of-the-Box	* Training	CivCheck provides a robust set of digital training resources to support ongoing learning for both applicants and City staff. These include step-by-step walkthrough videos, searchable knowledge base articles, and downloadable guides that cover both the applicant and reviewer sides of the platform. Resources are designed in plain language, optimized for clarity, and available in web-friendly formats so they can be easily hosted on the City's permitting website or internal portals. These materials remain accessible for future onboarding and reference needs, ensuring continuity of knowledge even as staff change over time.

Transition Requirements

ID	Requirement Type	Requirement Name	Requirement Description	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response
3.2	Transition	Train the Trainer	The solution will include a train-the-trainer program to empower designated trainers within the CCD team.	Must Have	Out-of-the-Box	* Training	As part of the standard Training package, CivCheck offers a dedicated “Train-the-Trainer” program consisting of up to two 60-min live remote training sessions for designated administrators or lead users on the City’s team. These sessions are tailored to build deep fluency with the platform, empowering local trainers to independently support internal rollouts and ongoing training needs. Trainers receive materials and guides that can be reused or modified for onboarding future team members.
3.3	Transition	Train the Team	A train-the-team session will be provided to ensure all relevant team members are proficient in using the solution effectively.	Must Have	Out-of-the-Box	* Training	CivCheck’s implementation includes up to six end-user training sessions (60 minutes each), allowing all relevant plan reviewers and intake staff to receive direct, role-specific instruction on how to use the platform. These interactive sessions ensure users are confident navigating the system, handling flagged issues, reviewing AI-generated results, and conducting plan reviews efficiently. Training is structured to accommodate different experience levels and includes opportunities for live Q&A.
3.4	Transition	Live webinar training	Live online webinar training sessions will be available for additional training or refresher courses.	Must Have	Out-of-the-Box	* Training	CivCheck offers flexible options for live online training webinars upon request, whether for onboarding new team members or delivering refresher sessions. These webinars are led by CivCheck’s implementation and support specialists and can be tailored to focus on newly introduced features, code updates, or evolving reviewer workflows. Additional sessions beyond the standard training package can be scheduled as needed and are covered under CivCheck’s ongoing support services.
3.5	Transition	Testing	System testing will be conducted prior to implementation and training, with vendor collaboration on use cases for testing.	Must Have	Out-of-the-Box	** Guided AI Plan Review Permit Intake-Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) * Training	Prior to implementation and training, CivCheck conducts collaborative system testing in partnership with the City. This includes configuring test applications, validating rule logic, and walking through reviewer workflows using real or representative permit scenarios. City Subject Matter Experts (SMEs) are engaged to confirm the system’s outputs align with reviewer expectations. This pre-launch testing ensures platform accuracy, readiness, and relevance—supporting a smooth training rollout and confident go-live.
4	Transition	Documentation	Captures the documentation requirements necessary to use and maintain the new solution. This would include document requirements such as user and administrative documentation, hardcopy and electronic artifacts, knowledge base, and other documentation as deemed necessary by the stakeholders.			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
4.1	Transition	User Guides	Electronic and hard copy user guides tailored to different roles within the organization will be provided to ensure comprehensive understanding and utilization of the solution.	Must Have	Out-of-the-Box	* Training	CivCheck provides comprehensive electronic user guides tailored to the unique workflows and needs of both applicant-facing users and city-side plan reviewers. These guides are designed in plain language and visually supported with annotated screenshots to ensure clarity across roles and experience levels. While the primary delivery format is electronic—to ensure access to the most current feature set and minimize version control issues—all documents can be printed and distributed as hard copies. However, due to the agile nature of CivCheck’s product development and continuous improvements delivered via our SaaS platform, only the electronic versions will receive automatic updates. For this reason, CivCheck recommends referencing the digital versions as the authoritative source of truth, especially in environments where regulatory logic or platform features may evolve over the course of the license term.
4.2	Transition	Manuals	Online user manuals will be accessible for future reference and guidance.	Must Have	Out-of-the-Box	* Training	All user documentation—including manuals, training guides, and FAQs—are accessible online via CivCheck’s secure Knowledge Base and platform-integrated help tools. These materials remain available throughout the duration of the contract and are continuously updated based on product enhancements and real user feedback. Applicants and city reviewers can reference these guides at any time for onboarding, troubleshooting, or refresher training. The web-hosted format ensures materials are always up to date and eliminates the risk of relying on outdated procedures.
4.3	Transition	Upgrades	Electronic documentation instructions for upgrades will be provided to facilitate seamless updates and enhancements to the solution.	Must Have	Out-of-the-Box	*Support: On-going Regulations Management & Platform Maintenance	CivCheck includes upgrade documentation as part of our ongoing Support: Regulations Management & Platform Maintenance service. All new feature releases (excluding minor patches or bug fixes) are accompanied by clear, role-specific documentation and advance notice to the City. These communications outline what is changing, the rationale behind the change, and the implications for end-users. When applicable, accompanying walkthroughs and training guides are also updated to reflect the enhancements. This approach ensures that platform upgrades are not only seamless but also actionable and transparent—empowering City staff to adopt new capabilities with confidence.
5	Transition	Licensing	Captures requirements on the type of licenses, cost, reissuance, and other factors of licensing. Licensing requirements are often driven by the budgetary constraints of the business and technology stakeholders.			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
5.1	Transition	Licensing	The solution shall support a smooth transition from the current licensing model to the new model without disruption ongoing operations. This includes provisions for migrating existing licenses, ensuring compatibility with new license management systems, and providing adequate training and support to users during the transition period.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake-Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	There is no existing licensing model in place between the City and CivCheck, so no formal license migration is necessary. However, CivCheck ensures a smooth and disruption-free onboarding experience through a phased implementation approach that includes configuration consulting, internal testing, and structured go-live support. The Implementation: Initial Configuration package includes project kickoff, documentation of city-specific requirements, and pre-defined consulting hours to ensure a tailored setup. In addition, the included Training program prepares both city reviewers and administrators with live sessions, on-demand resources, and user guides. This ensures a smooth transition to the new platform, even in the absence of a legacy system.

Transition Requirements

ID	Requirement Type	Requirement Name	Requirement Description	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response
5.2	Transition	Type of licenses	The solution shall support multiple types of licenses, including single user licenses, concurrent licenses, and site licenses, to accommodate varying user needs and organizational requirements.	Must Have	Future Release	* Guided AI Plan Review Permit Intake-Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	CivCheck provides flexible licensing to support the needs of both internal and external users. There are two core license types: City Reviewer Licenses, assigned to individual city staff members with full access to the reviewer-side of the platform, and Applicant Licenses, which enable members of the public to access the applicant portal. All licenses are web-based, support concurrent usage, and do not require any software installation. Site licenses are not currently offered due to the cloud-native architecture of the platform, which emphasizes user-specific authentication and secure, role-based access. If the City is interested in exploring site licensing in the future, CivCheck is open to further discussions.
5.3	Transition	Type of licenses	Licensing options shall include perpetual licenses, subscription based licenses, and pay-per-use licenses, providing flexibility for users to choose the most suitable options.	Must Have	Future Release	* Guided AI Plan Review Permit Intake-Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	CivCheck currently operates under a subscription-based licensing model, which is standard for SaaS platforms and ensures that City users always benefit from real-time updates, security patches, and product enhancements. While we do not currently offer perpetual licenses—given the risks associated with locking into a static version of a cloud-based system—we are open to exploring alternative models if needed. Pay-per-use licensing is also not offered at this time, but CivCheck may consider implementing transaction-based pricing in future versions of the platform should this become a preferred model for the City.
5.4	Transition	Number of licenses	The solution shall be licensed for a maximum of 300 concurrent users, this represents the anticipated peak usage scenario based on business projections and user requirements.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake-Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	CivCheck's platform is fully capable of supporting 300 concurrent users, as required by the City. Built on Google Cloud Platform, our system leverages elastic scaling and high-availability infrastructure to support simultaneous use across both applicant and reviewer workflows. The platform's architecture is containerized and distributed across multiple availability zones, allowing it to dynamically scale based on real-time load without performance degradation. Whether the concurrent users are plan reviewers accessing complex workflows or applicants submitting permit documents, CivCheck ensures responsive and uninterrupted access.
5.5	Transition	Licensing agreement	The licensing agreement shall include provisions for scalability, allowing for the expansion of licensed users or resources as the system usage grows over time.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake-Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	CivCheck's licensing strategy is built for scalability as system usage grows over time. City Reviewer Licenses are sold on a per-user, per-year basis and additional licenses can be added at any time. For applicant access, the base license supports up to 250,000 logins per month through the public portal, and this can be expanded to accommodate growth in application volume. This tiered model enables the City to scale access as needed while maintaining full visibility into license usage. The architecture also supports the seamless addition of modules or jurisdictions without service interruption.
5.6	Transition	Notification	The solution shall enforce license limits and notify administrators when the maximum number of licensed users is reached, preventing unauthorized access and ensuring compliance with licensing agreements.	Must Have	Out-of-the-Box	* Guided AI Plan Review Permit Intake-Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	CivCheck enforces license limits to ensure compliance and prevent unauthorized access. The platform monitors license utilization in real time and alerts designated City administrators as usage approaches the licensed threshold. This includes warnings when the City is nearing its allotted number of City Reviewer Licenses or approaching the applicant login cap. These proactive notifications give the City sufficient time to purchase additional licenses if necessary, and they are accompanied by in-platform visibility into active users and session counts. This ensures transparency, operational continuity, and strict adherence to licensing agreements.
6	Transition	Warranty	Captures requirements on warranties (e.g. Hardware, Software, Services) and the remediation related to the warranty (e.g. hardware replacement, monetary)			<Please use this space to note what product/module of the solution is required to address the requirement.>	<Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.>
6.1	Transition	Software Warranty Coverage	The solution shall include a comprehensive warranty that covers software defects, system errors, and functional issues discovered within the warranty period, with specific provisions for remediation, including patches, updates, or replacements, at no additional cost.	Must Have	Out-of-the-Box	*Support: On-going Regulations Management & Platform Maintenance	All software defect resolution—including bugs, system errors, and functional issues—is included at no additional cost within CivCheck's Support: Ongoing Regulations Management & Platform Maintenance package. This includes resolution of issues that may arise post-go-live. CivCheck treats issue remediation as a core component of our SaaS offering and does not charge separately for these fixes.
6.2	Transition	Warranty Period and Extensions	The initial warranty period for the software and hardware components (if any) shall be clearly defined, with an option to extend coverage as required by the purchasing agency. The warranty start date shall coincide with the official acceptance of the solution.	Must Have	Out-of-the-Box	*Support: On-going Regulations Management & Platform Maintenance	The support period is defined by the term of the SaaS contract and is aligned with industry-standard practices for cloud-based software delivery. Support includes system monitoring, issue triage, platform maintenance, and customer service within the contracted timeframe.
6.3	Transition	Support and Response Times	During the warranty period, the vendor shall provide defined response times for support requests, based on issue severity, to ensure timely resolution and minimal impact on operations.	Must Have	Out-of-the-Box	*Support: On-going Regulations Management & Platform Maintenance	CivCheck provides defined response times for support inquiries, as outlined in Attachment H – SLA. These response and resolution timelines are aligned with severity levels and follow best practices for SaaS service delivery.
6.4	Transition	Remediation for Service Interruptions	In the event of system downtime or significant service interruptions, the warranty shall outline specific remediation steps, including but not limited to service credits, monetary reimbursement, or free support extensions.	Must Have	Out-of-the-Box	*Support: On-going Regulations Management & Platform Maintenance	Should CivCheck fail to meet its uptime or response-time commitments, service credits are issued in the form of Service Days—extensions to license and support access at no cost to the City. These credits are detailed in the SLA and serve as our remedy for any unplanned service interruption.
6.5	Transition	Notification and Communication of Warranty Rights	The vendor shall provide all stakeholders with clear documentation outlining warranty coverage, procedures for requesting warranty services, and expected timelines for remediation. Regular updates on known issues and planned fixes shall be shared proactively.	Must Have	Out-of-the-Box	*Support: On-going Regulations Management & Platform Maintenance	Warranty terms are included as part of the Sample Contract ("Attachment F - Sample Contract.pdf") and are extended through our SLA and Support services. The warranty period aligns with the license term and includes continuous updates, issue remediation, and known bug patches during the term of service. CivCheck proactively communicates known issues and planned resolutions to City stakeholders.

Transition Requirements

ID	Requirement Type	Requirement Name	Requirement Description	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response
6.6	Transition	Warranty Transition Documentation	The solution shall include documentation on transitioning to long-term support or maintenance post-warranty, detailing processes for continued updates, support availability, and options for extended warranties or SLAs (service-level agreements) upon warranty expiration.	Must Have	Out-of-the-Box	*Support: On-going Regulations Management & Platform Maintenance * Guided AI Plan Review Permit Intake-Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On)	This is not quite applicable because CivCheck's Guided AI Plan Review platform is delivered as a Software-as-a-Service (SaaS) solution. As such, traditional post-warranty support transitions do not apply. Support, maintenance, and regular platform updates are bundled into the licensed services and continue seamlessly so long as the City maintains an active license with support.
6.7	Transition	Training and Knowledge Transfer	To ensure effective use and maintenance of the system post-warranty, the vendor shall provide training sessions and documentation transfer to agency personnel on managing the software and understanding warranty provisions and remedial actions.	Must Have	Out-of-the-Box	*Support: On-going Regulations Management & Platform Maintenance * Guided AI Plan Review Permit Intake-Comprehensive (Base) * Guided AI Plan Review Code Compliance - Residential (Add-On) * Training	Because CivCheck's platform is delivered as a SaaS solution, there is no post-warranty usage period—continued use of the platform requires an active license, and the license term itself constitutes the warranty period. To ensure effective use and management during the license term, CivCheck provides up to 8 hours of live training (including "Train the Trainer" and end-user sessions), along with comprehensive documentation. These materials equip agency personnel to manage the platform, understand warranty provisions, and take appropriate remedial actions as outlined in the SLA.

EXHIBIT E, INFORMATION TECHNOLOGY PROVISIONS

This Exhibit regarding Information Technology Provisions (this “Exhibit”) is a material part of the Agreement between the Parties to which this Exhibit is attached. In addition to the requirements of the main body of this Agreement, the Contractor shall protect the City’s information technology resources and City Data in accordance with this Exhibit. All provisions of this Exhibit that refer to the Contractor shall apply equally to any Subcontractor performing work in connection with this Agreement. Unless the context clearly requires a distinction between the Agreement and this Exhibit, all references to “Agreement” shall include this Exhibit.

1. **TECHNOLOGY SERVICES SPECIFICATIONS**

- 1.1. **User ID Credentials**: Internal corporate or customer (tenant) user account credentials shall be restricted, ensuring appropriate identity, entitlement, and access management and in accordance with established policies and procedures, as follows:
 - 1.1.1. Identity trust verification and service-to-service application (API) and information processing interoperability (e.g., SSO and Federation);
 - 1.1.2. Account credential lifecycle management from instantiation through revocation;
 - 1.1.3. Account credential and/or identity store minimization or re-use when feasible; and
 - 1.1.4. Adherence to industry acceptable and/or regulatory compliant authentication, authorization, and accounting (AAA) rules (e.g., strong/multi-factor, expire able, non-shared authentication secrets).
- 1.2. **Identity Management**: The City’s Identity and Access Management (“IdM”) system is an integrated infrastructure solution that enables many of the City’s services and online resources to operate more efficiently, effectively, and securely. All new and proposed applications must utilize the authentication and authorization functions and components of IdM. Strong authentication is required for privileged accounts or accounts with access to sensitive information. This technical requirement applies to all solutions regardless of where the application is hosted.
- 1.3. **Updates & Upgrades**: During the Term of this Agreement, the Contractor shall provide the City with copies of all new versions, updates, and upgrades of the On-Premise Software (collectively, “Upgrades”), without additional charge, promptly after commercial release. Upon delivery to the City, Upgrades will become part of the On-Premise Software and will be subject to the license and other terms of this Agreement applicable to such On-Premise Software. In addition, the Contractor shall ensure that SaaS receives all updates and upgrades the Contractor provides to its customers generally.
- 1.4. **Compatibility with Third-Party Software**: The Contractor acknowledges and agrees that the Work must integrate and operate compatibly with various third-party software products. The Contractor shall actively monitor and stay current on new version releases, updates, and changes made to any such third-party software that interfaces or integrates with the Contractor's Work. The Contractor shall ensure that its own products remain fully compatible with the most recent generally available versions of these third-party software components. Within ninety (90) days of the commercial release of a new generally available version of any interfacing third-party

software, the Contractor shall complete all necessary testing, coding, and product updates to certify compatibility with the new version. The Contractor shall provide the updated and version-compatible products to the City at no additional cost. If the Contractor's Work is not compatible with the most current generally available third-party software versions required for operation, the City reserves the right to temporarily cease using the incompatible Work until the compatibility issue is resolved, without penalty or payment for a period of noncompliance. Under no circumstances shall the Contractor require the City to run old, non-current versions of third-party software to remain compatible with the Contractor's Work. The responsibility and costs for ensuring third-party software version compatibility shall reside solely with the Contractor.

- 1.5. Adjustment of Licenses:** The City may, at each anniversary date of this Agreement, increase or decrease the number of licenses it has purchased under this Agreement by giving written notice to the Contractor at least thirty (30) days prior to the anniversary date. The Contractor shall adjust the invoice for the next billing period based on the unit price per license specified in this Agreement.
- 1.6. Timing of Fees and Subscriptions:** Notwithstanding any provision to the contrary: (i) no fees for maintenance of On-Premise Software or SaaS, including without limitation for Upgrades, will accrue before Go-Live (as defined below); and (ii) no period before Go-Live will be counted against the time covered by any maintenance period. In addition, no fees for use of SaaS will accrue before Go-Live, and no period before Go-Live will be counted against the time covered by any SaaS subscription fees. "Go-Live" refers to the earlier of Acceptance of the On-Premise Software or SaaS or the City's first use of the On-Premise Software or SaaS in production, other than a beta use or trial.
- 1.7. Performance Outside of the United States:** The Contractor shall request written approval from the City to perform, or subcontract to perform, Services outside the United States. The City may approve or deny such request within the City's sole discretion. Any notice or term in any Exhibit provided to the City by the Contractor regarding performance outside the United States shall be deemed ineffective and void if the City has not granted prior written approval for such performance. This prohibition shall also apply to using, processing, transmitting, or maintaining City Data outside of the United States. Notwithstanding anything to the contrary contained in the Agreement, the City shall have no responsibility or obligation to comply with foreign data protection laws or polices, including, but not limited to, the General Data Protection Regulation of the European Union.
- 1.8. Transition Assistance:** The Contractor acknowledges that the Work to be performed under this Agreement is vital to the City and must be continued without interruption and that, upon this Agreement's expiration without renewal, a successor, either the City or another contractor, may continue them. The Contractor agrees to: (i) furnish phase-in training; and (ii) exercise its best efforts and cooperation to complete an orderly and efficient transition to a successor. The Contractor shall, upon the City's written notice: (i) furnish phase-in, phase-out services for up to sixty (60) days after this Agreement expires; and (ii) negotiate in good faith to determine the nature and extent of phase-in, phase-out services required. The Contractor shall provide sufficient

experienced personnel during the phase-in, phase-out period to ensure that the Work called for by this Agreement are maintained at the required level of proficiency. The Contractor shall be reimbursed for all reasonable phase-in, phase-out costs (i.e., costs incurred within the agreed period after expiration that result from phase-in, phase-out operations) at the rates contained herein. The City shall have the authority extend this Agreement monthly if additional time is required beyond the termination of this Agreement, if necessary, to effectuate the transition, and the City shall pay a proration of the subscription fee during any necessary extension.

1.9. Software Escrow: Reserved.

2. SECURITY AUDITS

2.1. Performance of Security Audits: Prior to the Effective Date of this Agreement, the Contractor, will at its expense conduct or have conducted the following, and thereafter, the Contractor will at its expense conduct or have conducted the following at least once per year, and immediately after any actual or reasonably suspected Security Breach: (i) a SSAE 18/SOC 2 Type 2 or other mutually agreed upon audit of the Contractor's security policies, procedures and controls; (ii) a quarterly external and internal vulnerability scan of the Contractor's systems and facilities, to include public facing websites, that are used in any way to deliver Services under this Agreement. The report must include the vulnerability, age, and remediation plan for all issues identified as critical or high; and (iii) a formal penetration test performed by qualified personnel of the Contractor's systems and facilities that are used in any way to deliver Work under this Agreement. The Contractor will provide the City the results of the above audits. The Contractor shall also protect data against deterioration or degradation of quality and authenticity by, at minimum, having a third party perform annual data integrity audits. In addition, the Contractor shall comply with the City's annual risk assessment and the results thereof.

2.2. Security Audit Results: The Contractor will provide the City the reports or other documentation resulting from the above audits, certifications, scans, and tests within seven (7) business days of the Contractor's receipt of such results. The report must include the vulnerability, age, and remediation plan for all issues identified as critical or high. Based on the results and recommendations of the above audits, the Contractor will, within thirty (30) calendar days of receipt of such results, promptly modify its security measures to meet its obligations under this Agreement and provide the City with written evidence of remediation. The City may require, at the Contractor's expense, that the Contractor perform additional audits and tests, the results of which will be provided to the City within seven (7) business days of Contractor's receipt of such results. To the extent the Contractor controls or maintains information systems used in connection with this Agreement, the Contractor shall provide the City with the results of all security assessment activities when conducted on such information systems, including any code-level vulnerability scans, application-level risk assessments, and other security assessment activities as required by this Agreement or reasonably requested by the City. The Contractor will remediate any vulnerabilities to comply with its obligations hereunder. If additional funds are required to perform the tests required by the City that are not accounted for in this Agreement, the Parties agree to amend this Agreement as necessary.

3. DATA PROTECTION

- 3.1. Compliance with Data Protection Laws and Policies:** In addition to the compliance obligations imposed by this Agreement, the Contractor shall comply with all information security and privacy obligations imposed by any federal, state, or local statute or regulation, or by any specifically incorporated industry standards or guidelines, as applicable to the Contractor under this Agreement, including, without limitation, applicable industry standards or guidelines based on the data's classification relevant to the Contractor's performance hereunder. If the Contractor becomes aware that it cannot reasonably comply with the terms or conditions contained herein due to a conflicting law or policy, the Contractor shall promptly notify the City.
- 3.2. Data Ownership:** Unless otherwise required by law, the City has exclusive ownership of all City Data under this Agreement, and the Contractor shall have no right, title, or interest in City Data. The Parties recognize and agree that the Contractor is a bailee for hire with respect to City Data. The Contractor's use and possession of City Data is solely on the City's behalf, and the Contractor shall only use City Data solely for the purpose of performing its obligations hereunder and shall not use City Data in the development of machine learning and artificial intelligence models for any purpose without the City's written consent. The City retains the right to access and retrieve City Data stored on the Contractor's infrastructure at any time during the Term. All City Data created and/or processed by the Work, if any, is and shall remain the property of the City and shall in no way become attached to the Work. This Agreement does not give a Party any rights, implied or otherwise, to the other's data, content, or intellectual property, except as expressly stated in this Agreement. Notwithstanding the foregoing, City hereby consents in writing to Contractor's use of City Data to develop, train, and improve machine learning and artificial intelligence models that are deployed exclusively within City's dedicated instance of the CivCheck platform for City's benefit. Contractor will not use City Data to train, develop, or improve models deployed for any other customer or in shared components of the CivCheck platform.
- 3.3. Data Access and Integrity:** The Contractor shall implement and maintain all appropriate administrative, physical, technical, and procedural safeguards necessary and appropriate to ensure compliance with the applicable law and regulation as they relate to the Contractor's performance hereunder to ensure the security and confidentiality of City Data. The Contractor shall protect against threats or hazards to the security or integrity of data; protect against unauthorized disclosure, access to, or use of data; restrict access to data as necessary; and ensure the proper and legal use of data. The Contractor shall provide the City with access, subject to the Contractor's reasonable security requirements, for purposes of inspecting and monitoring access and use of City Data and evaluating security control effectiveness. The Contractor shall not engage in "data mining" except as specifically and expressly required by law or authorized in writing by the City. Upon written request, the Contractor shall provide the City its policies and procedures to maintain the confidentiality of City Data.
- 3.4. Response to Legal Orders for City Data:** If the Contractor is required by a court of competent jurisdiction or administrative body to disclose City Data, the Contractor shall first notify the City and, prior to any disclosure, cooperate with the City's reasonable requests in connection with the

City's right to intervene, quash, or modify the legal order, demand, or request, and upon request, provide the City with a copy of its response. Upon notice, the City will promptly coordinate with the Contractor regarding the preservation and disposition of any City Data and records relevant to any current or anticipated litigation. If the City receives a subpoena, legal order, or other legal demand seeking data maintained by the Contractor, the City will promptly provide a copy to the Contractor. Upon notice and if required by law, the Contractor shall promptly provide the City with copies of its data required for the City to meet its necessary disclosure obligations.

- 3.5. Mandatory Disclosures:** In addition to the requirements set forth herein, the Contractor shall provide the City with a copy of any disclosure the Contractor is required to file with any regulatory body as a result of a Security Breach or other incident that requires the Contractor to make such a disclosure, including but not limited to, required disclosures mandated by the Securities and Exchange Commission. If the contents of any such disclosure is protected by law, the Contractor shall instead provide the City with prompt notice that it was required to make such a disclosure along with the name of the regulatory body requiring the Contractor to make such a disclosure.
- 3.6. Data Retention, Transfer, Holds, and Destruction:** Using appropriate and reliable storage media, the Contractor shall regularly backup data used in connection with this Agreement and retain such backup copies as necessary to meet its obligations hereunder. All City Data shall be encrypted in transmission, including by web interface, and in storage by an agreed upon National Institute of Standards and Technology ("NIST") approved strong encryption method and standard. Upon the expiration or termination of this Agreement, the Contractor shall, as directed by the City, promptly return all City Data provided by the City to the Contractor, and the copies thereof, to the City or destroy all such City Data and certify to the City that it has done so; however, this requirement shall not apply to the extent the Contractor is required by law to retain copies of certain City Data. The Contractor shall not interrupt or obstruct the City's ability to access and retrieve City Data stored by the Contractor. Unless otherwise required by law or regulation, when paper or electronic documents are no longer needed, the Contractor shall destroy or arrange for the destruction of such documents within its custody or control that contain City Data by shredding, erasing, or otherwise modifying the City Data in the paper or electronic documents to make it unreadable or indecipherable. The Contractor's obligations set forth in this Subsection, without limitation, apply likewise to the Contractor's successors, including without limitation any trustee in bankruptcy.
- 3.7. Software and Computing Systems:** At its reasonable discretion, the City may prohibit the Contractor from the use of certain software programs, databases, and computing systems with known vulnerabilities to collect, use, process, or store, City Data received under this Agreement. The Contractor shall fully comply with all requirements and conditions, if any, associated with the use of software programs, databases, and computing systems as reasonably directed by the City. The Contractor shall not use funds paid by the City for the acquisition, operation, or maintenance of software in violation of any copyright laws or licensing restrictions. The Contractor shall maintain commercially reasonable network security that, at a minimum, includes network firewalls, intrusion detection/prevention, and enhancements or updates consistent with

evolving industry standards The Contractor shall use industry-standard and up-to-date security tools, technologies and procedures including, but not limited to, anti-virus and anti-malware protections. The Contractor shall ensure that any underlying or integrated software employed under this Agreement is updated on a regular basis and does not pose a security threat. Upon request, the Contractor shall provide a software bill of materials (“SBOM”) annually or upon major changes to the solution(s) provided to the City under this Agreement. The Contractor shall provide a complete SBOM for the supported life of the solution(s). The Contractor shall monitor for security vulnerabilities in applicable software components and use a risk-based approach to mitigate any vulnerabilities.

- 3.8. Background Checks:** The Contractor shall ensure that, prior to being granted access to City Data, the Contractor’s agents, employees, Subcontractors, volunteers, or assigns who perform work under this Agreement have all undergone and passed all necessary criminal background screenings, have successfully completed annual instruction of a nature sufficient to enable them to effectively comply with all data protection provisions of this Agreement and applicable law, and possess all qualifications appropriate to the nature of the employees’ duties and the sensitivity of the data. If the Contractor has access to federal tax information (“FTI”) under this Agreement, the Contractor shall comply with the background check requirements of IRS Publication 1075.
- 3.9. Subcontractors:** If the Contractor engages a Subcontractor under this Agreement, the Contractor shall ensure its Subcontractors are subject to data protection terms that provide at least the same level of data protection as in this Agreement and to the extent appropriate to the nature of the Work provided. The Contractor shall monitor the compliance with such obligations and remain responsible for its Subcontractor’s compliance with the obligations of this Agreement and for any of its Subcontractors acts or omissions that cause the Contractor to breach any of its obligations under this Agreement. Unless the Contractor provides its own security protection for the information it discloses to a third party, the Contractor shall require the third party to implement and maintain reasonable security procedures and practices that are appropriate to the nature of the City Data disclosed and that are reasonably designed to protect it from unauthorized access, use, modification, disclosure, or destruction. Any term or condition within this Agreement relating to the protection and confidentiality of any disclosed data shall apply equally to both the Contractor and any of its Subcontractors, agents, assigns, employees, or volunteers. Upon request, the Contractor shall provide the City copies of its record retention, data privacy, and information security policies. The Contractor shall ensure all Subcontractors sign, or have signed, agreements containing nondisclosure provisions at least as protective as those in this Agreement, and that the nondisclosure provisions are in force so long as the Subcontractor has access to any data disclosed under this Agreement. Upon request, the Contractor shall provide copies of those signed nondisclosure agreements to the City.
- 3.10. Request for Additional Protections and Survival:** In addition to the terms contained herein, the City may reasonably request that the Contractor protect the confidentiality of certain City Data to ensure compliance with applicable law and any changes thereto. Unless a request for additional protections is mandated by a change in law, the Contractor may reasonably decline the

City’s request to provide additional protections. If such a request requires the Contractor to take steps beyond those contained herein, the Contractor shall notify the City with the anticipated cost of compliance, and the City may thereafter, in its sole discretion, direct the Contractor to comply with the request at the City’s expense; provided, however, that any increase in costs that would increase the Maximum Contract Amount must first be memorialized in a written amendment complying with City procedures. Obligations contained in this Agreement relating to the protection and confidentiality of any disclosed data shall survive termination of this Agreement, and the Contractor shall continue to safeguard all data for so long as the data remains confidential or protected and in the Contractor’s possession or control.

4. DISASTER RECOVERY AND CONTINUITY

- 4.1. The Contractor shall maintain a continuous and uninterrupted business continuity and disaster recovery program with respect to the Work provided under this Agreement. The program shall be designed, in the event of a significant business disruption affecting the Contractor, to provide the necessary and sufficient capabilities, processes, and procedures to enable the Contractor to resume and continue to perform its duties and obligations under this Agreement without undue delay or disruption. In the event of equipment failures, the Contractor shall, at no additional expense to the City, take reasonable steps to minimize service interruptions, including using any back-up facilities where appropriate. Upon request, the Contractor shall provide the City with a copy of its disaster recovery plan and procedures.
- 4.2. Prior to the Effective Date of this Agreement, the Contractor shall, at its own expense, conduct or have conducted the following, and thereafter, the Contractor will, at its own expense, conduct or have conducted the following at least once per year:
 - 4.2.1. A test of the operability, sufficiency, and completeness of business continuity and disaster recovery program’s capabilities, processes, and procedures that are necessary to resume and continue to perform its duties and obligations under this Agreement.
 - 4.2.2. Based upon the results and subsequent recommendations of the testing above, the Contractor will, within thirty (30) calendar days of receipt of such results and recommendations, promptly modify its capabilities, processes, and procedures to meet its obligations under this Agreement and provide City with written evidence of remediation.
 - 4.2.3. Upon request, the Contractor shall provide the City with report summaries or other documentation resulting from above testing of any business continuity and disaster recovery procedures regarding the Services provided under this Agreement.
- 4.3. The Contractor represents that it is capable, willing, and able to provide the necessary and sufficient business continuity and disaster recovery capabilities and functions that are appropriate for it to provide services under this Agreement.

5. DELIVERY AND ACCEPTANCE

- 5.1. **Acceptance & Rejection:** Deliverables will be considered accepted (“Acceptance”) only when (i) the City provides the Contractor affirmative written notice of acceptance that such Deliverable has been accepted by the City or (ii) 20 days after delivery, if City has not first given Contractor written notice of rejection. The City may reject a Deliverable only if it materially deviates from

its specifications and requirements listed in this Agreement or its Exhibits by written notice setting forth the nature of such deviation. In the event of such rejection, the Contractor shall correct the deviation, at its sole expense, and redeliver the Deliverable within fifteen (15) days. After redelivery, the Parties shall again follow the acceptance procedures set forth herein. If any Deliverable does not perform to the City's satisfaction, the City reserves the right to repudiate acceptance. If the City ultimately rejects a Deliverable, or repudiates acceptance of it, the Contractor will refund to the City all fees paid, if any, by the City with respect to any rejected Deliverable. Acceptance shall not relieve the Contractor from its responsibility under any representation or warranty contained in this Agreement, and payment of an invoice prior to Acceptance does not grant a waiver of any representation or warranty made by the Contractor.

5.2. Quality Assurance: The Contractor shall provide and maintain a quality assurance system acceptable to the City for Deliverables under this Agreement and shall provide to the City only such Deliverables that have been inspected and found to conform to the specifications identified in this Agreement and any applicable solicitation, bid, offer, or proposal from which this Agreement results. The Contractor's delivery of any Deliverables to the City shall constitute certification that any Deliverables have been determined to conform to the applicable specifications, and the Contractor shall make records of such quality assurance available to the City upon request.

6. WARRANTIES AND REPRESENTATIONS

6.1. Notwithstanding the acceptance of any Work, or the payment of any invoice for such Work, the Contractor warrants that any Work provided by the Contractor under this Agreement shall function as intended and in material accordance with the applicable Specifications. The Contractor's warranties under this Section shall apply to any defects or material nonconformities discovered within 180 days following delivery of any Work.

6.2. Any Work delivered to the City as a remedy under this Section shall be subject to the same quality assurance, acceptance, and warranty requirements as the original Work. The duration of the warranty for any replacement or corrected Work shall run from the date of the corrected or replacement Work.

6.3. Customization Services: The Contractor warrants that it will perform all customization services, if any, in a professional and workmanlike manner. In case of breach of the warranty of the preceding sentence, the Contractor, at its own expense, shall promptly re-perform the customization services in question or provide a full refund for all nonconforming customization services.

6.4. Third-Party Warranties and Indemnities: The Contractor will assign to the City all third-party warranties and indemnities that the Contractor receives in connection with any Work or Deliverables provided to the City. To the extent that the Contractor is not permitted to assign any warranties or indemnities through to the City, the Contractor agrees to specifically identify and enforce those warranties and indemnities on behalf of the City to the extent the Contractor is permitted to do so under the terms of the applicable third-party agreements.

6.5. Intellectual Property Rights in the Software: The Contractor warrants that it is the owner of all Deliverables, and of each and every component thereof, or the recipient of a valid license thereto, and that it has and will maintain the full power and authority to grant the intellectual property rights to the Deliverables in this Agreement without the further consent of any third party and without conditions or requirements not set forth in this Agreement. In the event of a breach of the warranty in this Section, the Contractor, at its own expense, shall promptly take the following actions: (i) secure for the City the right to continue using the Deliverable as intended; (ii) replace or modify the Deliverable to make it non-infringing, provided such modification or replacement will not materially degrade any functionality as stated in this Agreement; or (iii) refund 100% of the fee paid for the Deliverable for every month remaining in the Term, in which case the Contractor may terminate any or all of the City's licenses to the infringing Deliverable granted in this Agreement and require return or destruction of copies thereof. The Contractor also warrants that there are no pending or threatened lawsuits, claims, disputes, or actions: (i) alleging that any of the Work or Deliverables infringes, violates, or misappropriates any third-party rights; or (ii) adversely affecting any Deliverables or Services, or the Contractor's ability to perform its obligations hereunder.

6.6. Disabling Code: The Work will contain no malicious or disabling code that is intended to damage, destroy, or destructively alter software, hardware, systems, or data. The Contractor represents, warrants and agrees that the City will not receive from the Contractor any virus, worm, trap door, back door, timer, clock, counter or other limiting routine, instruction or design, or other malicious, illicit or similar unrequested code, including surveillance software or routines which may, or is designed to, permit access by any person, or on its own, to erase, or otherwise harm or modify any City system, resources, or data (a "Disabling Code"). In the event a Disabling Code is identified, the Contractor shall take all steps necessary, at no additional cost to the City, to: (i) restore and/or reconstruct all data lost by the City as a result of a Disabling Code; (ii) furnish to City a corrected version of the Work or Deliverables without the presence of a Disabling Code; and, (iii) as needed, re-implement the Work or Deliverable at no additional cost to the City. This warranty shall remain in full force and effect during the Term.

7. PAYMENT CARD INDUSTRY DATA SECURITY STANDARD COMPLIANCE

7.1. If the Contractor is directly involved in the processing, storage, or transmission of cardholder data on behalf of the City as part of this Agreement, this Section shall apply. Any contractor who provides or has access to software, systems, hardware, or devices which process and/or interact with payment card information or payment cardholder data must be compliant with the current version of the Payment Card Industry Data Security Standard (PCI DSS).

7.2. The Contractor covenants and agrees to comply with Visa's Cardholder Information Security Program (CISP), MasterCard's Site Data Protection Rules (SDP), and with all other credit card association or National Automated Clearing House Association (NACHA) rules or rules of member organizations ("Association"), and further covenants and agrees to maintain compliance with the PCI DSS, SDP, and (where applicable) the Payment Application Data Security Standard (PA-DSS) (collectively, the "Security Guidelines"). The Contractor represents and warrants that

all of the hardware and software components utilized for the City or used under this Agreement is now and will be PCI DSS compliant during the term of this Agreement. All service providers that the Contractor uses under this Agreement must be recognized by Visa as PCI DSS compliant. The Contractor further agrees to exercise reasonable due diligence to ensure that all of its service providers (as defined by the PCI Security Council), agents, business partners, contractors, Subcontractors, and any third party who may have access to credit card information under this Agreement maintain compliance with the Security Guidelines and comply in full with the terms and conditions set out in this Section. The Contractor further certifies that the equipment, as described herein, will be deployed in a manner that meets or exceeds the PA DSS and/or PCI certification and will be deployed on a network that meets or exceeds PCI standards. The Contractor shall demonstrate its compliance with PCI DSS by annually providing the City an executed Attestation of Compliance (AOC). The Contractor must provide verification to the City, prior to start up and ongoing annually during the term of this Agreement, that all modules of the Contractor's system(s) that interface with or utilize credit card information in any manner or form of collection are PCI DSS compliant. If the Contractor is a service provider involved in the processing, storage or transmission of cardholder data or sensitive authentication data (collectively "Data Handling") on behalf of the City that would result in Data Handling being included in the City's PCI scope through connected software or components, then the Contractor must provide a PCI Responsibility Matrix ("Matrix") to be attached to this Agreement as an exhibit. The Matrix must identify where responsibility resides for each PCI control requirement, whether it be with the Contractor, the City or shared by both. Any PCI control requirements that do not apply should be indicated along with any pertinent notes.

- 7.3. The Contractor shall not retain or store CAV2/CVC2/CVV2/CID or such data prohibited by PCI DSS subsequent to authorization of a credit card transaction, shall prohibit disclosure of any and all cardholder information, and in the event of a compromise of credit card information of any kind, the Contractor shall notify the City in writing consistent with the Security Breach response notification requirements of this Agreement, and shall provide, at the Contractor's sole expense, all necessary and appropriate notification to parties and persons affected by such disclosure and compromise.
- 7.4. If any Association requires an audit of the Contractor or any of the Contractor's Service Providers, agents, business partners, contractors, or Subcontractors due to a data security compromise event related to this Agreement, the Contractor agrees to cooperate with such audit. If as a result of an audit of the City it is determined that any loss of information is attributable to the Contractor, the Contractor shall pay the City's reasonable costs relating to such audit, including attorney's fees. No review, approval, or audit by the City shall relieve the Contractor from liability under this Section or under other provisions of this Agreement.
- 7.5. The Contractor is solely responsible for its PCI DSS compliance. The Contractor shall ensure that all PCI DSS vendors comply with PCI DSS standards: (i) in providing Services or Deliverables to the City under this Agreement; (ii) in storing, processing, or transmitting PCI data; and (iii) in engaging in any other activities for any purpose relating to this Agreement. As between the

Contractor and the City, the Contractor shall be responsible for a PCI DSS vendor's non-compliance with PCI DSS.

- 7.6. In addition to all other defense and indemnity obligations undertaken by the Contractor under this Agreement, the Contractor, to the extent that its performance of this Agreement includes the allowance or utilization by members of the public of credit cards to pay monetary obligations to the City or the Contractor, or includes the utilization, processing, transmittal and/or storage of credit card data by the Contractor, shall defend, release, indemnify and save and hold harmless the City against any and all fines, penalties, assessments, costs, damages or other financial obligations, however denominated, assessed against the City and/or the Contractor by credit card company(s), financial institution(s) or by the National Automated Clearing House Association (NACHA) or successor or related entity, including but not limited to, any credit card company fines, regardless of whether considered to be consequential, special, incidental or punitive damages, costs of notifying parties and persons affected by credit card information disclosure, the cost of replacing active credit cards, and any losses associated with fraudulent transaction(s) occurring after a security breach or loss of information with respect to credit card information, and shall defend, release, indemnify, and save and hold harmless the City from any and all claims, demands, suits, actions, liabilities, causes of action or legal or equitable proceedings of any kind or nature, of or by anyone whomsoever, in any way affected by such credit card data or utilizing a credit card in the performance by the Contractor of this Agreement. In furtherance of this, the Contractor covenants to defend and indemnify the City and the Contractor shall maintain compliance with PCI DSS and with all other requirements and obligations related to credit card data or utilization set out in this Agreement.

8. LICENSE OR USE AUDIT RIGHTS

- 8.1. To the extent that the Contractor, through this Agreement or otherwise as related to the subject matter of this Agreement, has granted to the City any license or otherwise limited permission to use any of the Contractor's intellectual property, the terms of this Section shall apply.
- 8.2. The Contractor shall have the right, at any time during and throughout the Term, but not more than once per year, to request via written notice in accordance with the notice provisions of this Agreement that the City audit its use of and certify as to its compliance with any applicable license or use restrictions and limitations contained in this Agreement (an "Audit Request"). The Audit Request shall specify the period to be covered by the audit, which shall not include any time covered by a previous audit. The City shall complete the audit and provide certification of its compliance to the Contractor ("Audit Certification") within a reasonable amount of time following the City's receipt of the Audit Request.
- 8.3. If upon receipt of the City's Audit Certification, the Parties reasonably determine that: (i) the City's use of licenses, use of software, use of programs, or any other use during the audit period exceeded the use restrictions and limitations contained in this Agreement ("Overuse"), and (ii) the City would have been or is then required to purchase additional maintenance and/or services ("Maintenance"), the Contractor shall provide written notice to the City in accordance with the

notice provisions of this Agreement identifying any Overuse or required Maintenance and request that the City bring its use into compliance with such use restrictions and limitations.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

CERTIFICATE OF LIABILITY INSURANCE ISSUE DATE YYYY/MM/DD
2026/01/09

BROKER

PROLINK Insurance Inc.
 2401-150 King Street, West
 Toronto, ON M5H 1J9
 Canada
PHONE: 416-595-7484 FAX: 416-595-1649



This certificate is issued as a matter of information only and confers no rights upon the certificate holder and imposes no liability on the insurer. This certificate does not amend, extend or alter the coverage afforded by the policies below.

Company A	Chubb Insurance Co. of Canada
Company B	
Company C	
Company D	
Company E	

INSURED'S FULL NAME AND MAILING ADDRESS
 ComplyAI, Inc. dba CivCheck
 2251 Market Street, Suite 4302
 San Francisco, CA 94114
 USA

COVERAGES

This is to certify that the policies of insurance listed below have been issued to the insured named above for the policy period indicated notwithstanding any requirements, terms or conditions of any contract or other document with respect to which this certificate may be issued or may pertain. The insurance afforded by the policies described herein is subject to all terms, exclusions and conditions of such policies.

LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS

TYPE OF INSURANCE	CO LTR	POLICY NUMBER	EFFECTIVE DATE YYYY/MM/DD	EXPIRY DATE YYYY/MM/DD	LIMITS OF LIABILITY (Canadian dollars unless indicated otherwise)		
COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCURRENCE <input checked="" type="checkbox"/> PRODUCTS AND/OR COMPLETED OPERATIONS <input checked="" type="checkbox"/> PERSONAL INJURY <input checked="" type="checkbox"/> EMPLOYER'S LIABILITY <input checked="" type="checkbox"/> TENANT'S LEGAL LIABILITY <input checked="" type="checkbox"/> NON-OWNED AUTOMOBILE <input checked="" type="checkbox"/> HIRED AUTOMOBILE	A	36085681	2025/10/15	2026/10/15	EACH OCCURRENCE	\$ 2,000,000	
					GENERAL AGGREGATE	\$ 10,000,000	
					PRODUCTS - COMP/OP AGGREGATE	\$ 2,000,000	
					PERSONAL INJURY	\$ 2,000,000	
					EMPLOYER'S LIABILITY	\$ 1,000,000	
					TENANT'S LEGAL LIABILITY	\$ 250,000	
					NON-OWNED AUTOMOBILE	\$ 2,000,000	
					HIRED AUTOMOBILE	\$ 75,000	
AUTOMOBILE LIABILITY <input type="checkbox"/> DESCRIBED AUTOMOBILES <input type="checkbox"/> ALL OWNED AUTOMOBILES <input type="checkbox"/> LEASED AUTOMOBILES ** <input type="checkbox"/> GARAGE LIABILITY <input type="checkbox"/>				BODILY INJURY PROPERTY DAMAGE COMBINED	\$		
				BODILY INJURY (Per person)	\$		
				BODILY INJURY (Per accident)	\$		
				PROPERTY DAMAGE	\$		
EXCESS LIABILITY <input type="checkbox"/> UMBRELLA FORM <input type="checkbox"/> OTHER THAN UMBRELLA FORM					EACH OCCURRENCE	\$	
					AGGREGATE	\$	
OTHER (SPECIFY) Professional Liability (Errors & Omissions) and Cyber Insurance for Information Technology - Claims Made	A	82639753	2025/10/15	2026/10/15	Per Claim Limit	\$ 5,000,000	
					Annual Aggregate	\$ 5,000,000	
					Remediation & Notification	\$ 1,000,000	
					Data Asset Loss	\$ 1,000,000	
					Network Business Interruption	\$ 1,000,000	

DESCRIPTION OF OPERATIONS/LOCATIONS/AUTOMOBILES/SPECIAL ITEMS TO WHICH THIS CERTIFICATE APPLIES (but only with respect to the operations of the Named Insured)
 As required by written contract, the City and County of Denver, its Elected and Appointed Officials, Employees and Volunteers added as Additional Insured with respect to the Commercial General Liability but only with respect to the Operations of the Named Insured.

With Respect to: Contract #: TECHS- 202581508

Commercial Liability Includes: Contractual Liability as defined in the Commercial General Liability policy. Cross Liability/Severability of Interests Clause. Waiver of Subrogation as required by written contract.


CERTIFICATE HOLDER

City and County of Denver
 Department of Technology Services
 201 W. Colfax Ave., Dept. 301
 Denver, CO 80202
 USA

CANCELLATION

Should any of the above described policies be cancelled before the expiration date thereof, the issuing company will endeavor to mail 30 days written notice to the certificate holder named to the left, but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives.

AUTHORIZED REPRESENTATIVE



Per: _____

Page 1 of 1



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 01/09/2026
--

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Andrew Atsaves c/o Artex Risk Solutions, Inc. P.O. Box 13838 Scottsdale, AZ 85267	CONTACT NAME: PHONE (A/C, No, Ext): (480) 951-4177 FAX (A/C, No): (480) 951-4266 E-MAIL ADDRESS: SDL.BSD.Certificates@artexrisk.com
INSURER(S) AFFORDING COVERAGE	
INSURER A : Zurich-American Insurance Company	NAIC # 16535
INSURER B :	
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
 Equity HR, Inc. Alt. Emp: ComplyAI Inc
 5655 Silver Creek Valley Rd #237
 San Jose, CA 95138

COVERAGES

CERTIFICATE NUMBER: 25CA5641302553

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	<input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY <input type="checkbox"/> AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/>	N/A	WC 42-79-716-18	04/01/2025	04/01/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
				Location Coverage Period:	01/01/2026	04/01/2026	Client# CMP-IL

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Coverage is provided for only those co-employees of, but not subcontractors to:
 ComplyAI Inc
 759 S Stuart Ave
 Elmhurst, IL 60126

RE: Contract #: TECHS- 202581508

CERTIFICATE HOLDER

CANCELLATION

City and County of Denver Department of Technology Services 201 W. Colfax Ave. Dept. 301 Denver, CO 80202	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
--	---