



**Artificial Intelligence-Based Building and Plan Review  
Software for North Central Texas Council of Governments**

Response to RFP: 2025-059

*Submission Due Date: July 11, 2025*



## Cover Letter

July 11<sup>th</sup>, 2025

Dear NCTCOG Team,

Please find attached CivCheck's response to the RFP for Artificial Intelligence-Based Building and Plan Review Software, RFP #2025-059.

As one of the fastest-growing regions in the country, municipalities in North Texas face significant challenges in managing permitting and plan review processes. CivCheck's platform directly addresses these challenges, reducing backlogs, enhancing review efficiency, and improving the applicant experience.

Our platform can reduce permitting timelines by as much as 70%, improving clarity and consistency for both applicants and municipal reviewers. CivCheck serves as a dual-sided solution, offering an AI-assisted pre-screening tool for applicants and a co-pilot for municipal reviewers.

What sets CivCheck apart is our comprehensive capabilities. Unlike our competitors who may focus just on building and zoning, our tool covers the gamut of permit types, covers all kinds of applicants and the full range of municipal business processes, size, and scale. We are purpose built to address the dynamic growth of municipalities in North Texas and beyond.

Our platform is agile, adapting to code changes in less than 24 hours, keeping your platform current with evolving building codes and bylaws and changing city dynamics. Our tools are flexible to meet a range of local government needs, including through piloting, and are priced accordingly.

We are already working with major U.S. cities, including Honolulu, Vancouver, NYC, Seattle, and San Jose, and have demonstrated measurable results: faster review cycles, fewer incomplete applications, and greater satisfaction from staff and the public.

Please feel free to contact me at [dheekshita@civcheck.ai](mailto:dheekshita@civcheck.ai) if you have any questions.

Sincerely,  
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Co-Founder & CEO  
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# 1. Certificate of Offeror and Statement of Understanding

## 1.1. Cover page and addenda acknowledgement.

**TXShare**  
**Your Public Sector Solutions Center**

REQUEST FOR PROPOSALS  
For  
**Artificial Intelligence-Based Building and Plan Review Software**  
RFP # 2025-059

Scaled proposals will be accepted until 2:00 PM CT, July 11, 2025, and then publicly opened and read aloud thereafter.

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Acknowledgment of Addenda (initial): #1\_\_JWR\_ #2\_\_JWR\_ #3\_\_JWR\_ #4\_\_JWR\_ #5\_\_JWR\_

**NOTE: Any confidential/proprietary information must be clearly labeled as "confidential/proprietary." All proposals are subject to the Texas Public Information Act.**

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## 1.2. Statement of Understanding

ComplyAI, Inc. d/b/a CivCheck (“CivCheck”) is pleased to submit this response to NCTCOG Request for Proposal # 2025-059 for Artificial Intelligence-Based Building and Plan Review Software. We understand that the North Central Texas Council of Governments (NCTCOG) seeks a platform that is purpose-built to meet the goals, address key permitting challenges, and fully satisfy all minimum and other solution requirements outlined in the RFP.

CivCheck helps jurisdictions streamline the plan review process, improve predictability, and integrate with existing systems with long-term reliability and support. Our dual-sided platform—applicant-facing and city-facing—augments staff workflows by streamlining the intake and plan review process, enabling faster, more consistent reviews without sacrificing quality. CivCheck introduces measurable operational efficiencies and transparent results that enhance customer experience and build trust in local governments.

CivCheck simplifies and accelerates the permitting process by augmenting the review of complex, multi-disciplinary plans. Our AI-powered platform supports accessible, transparent decision-making and delivers real-time insights for applicants and reviewers alike. With seamless integration into existing permitting systems, robust data security, and scalable, resilient infrastructure, CivCheck ensures jurisdictions are equipped with a future-ready solution that adapts to local regulations and evolving needs.

The platform is fully configurable, scalable, and intuitive, and requires minimal customization, allowing jurisdictions of all sizes to adopt it quickly and cost-effectively. Built on proven implementations across North America, CivCheck offers a flexible and futureproof solution that evolves alongside local needs, providing lasting value to local governments with varying levels of complexity and permitting demand.

## 2. References

We have worked with nearly a dozen cities in the last 18 months and are pleased to provide contact information for four of our satisfied customers. Our work with these customers represents scopes similar to what has been requested in this RFP.

### City and County of Honolulu, HI

Dawn Takeuchi Apuna, Department of Planning and Permitting Director | [d.takeuchiapuna@honolulu.gov](mailto:d.takeuchiapuna@honolulu.gov) | (808) 768-8001 530 | South King Street, Honolulu, Hawaii 96813

### City of Seattle, WA

Leah Tivoli, Director of Innovation and Performance | [Leah.Tivoli@seattle.gov](mailto:Leah.Tivoli@seattle.gov) | (206) 775-9780 | PO Box 94709, Seattle, WA 98124-4709



## City of Vancouver, British Columbia, Canada

Corrie Okell General Manager, Development, Buildings and Licensing | [corrie.okell@vancouver.ca](mailto:corrie.okell@vancouver.ca) | (604) 873-7160 | 453 West 12th Avenue, Vancouver, British Columbia, V5Y 1V4

## New Hanover, PA

Jamie L. Gwynn, Township Manager | [jgwynn@newhanover-pa.org](mailto:jgwynn@newhanover-pa.org) | 610-323-1008 ext. 9 2943 | North Charlotte Street Gilbertsville, PA 19525-9718

# 3. Project-Related Experience and Qualifications

## 3.1. Company Overview

Many communities are exploring how AI tools can enhance the permitting process by streamlining, standardizing and improving predictability of the plan review process, leading to accelerated reviews and reduced workloads sustainably over the long term for both applicants and staff. Our product meets all the objectives and requirements of the RFP. CivCheck is uniquely positioned to support these goals through its Guided AI Plan Review™ platform, which includes:

- **AI-Assisted Pre-Check Tool for Applicants:** helping applicants submit higher-quality applications by identifying missing documents, incomplete information, and non-compliant issues before submission.
- **AI Co-Pilot for City Staff:** evaluates permit readiness, provides preliminary code compliance results, automates table look-ups and calculations, highlights relevant information on plans, auto-generates comments, and filters relevant code requirements to support faster and more consistent plan reviews.

Formed in 2023, CivCheck is a U.S.-based, women- and minority-owned company founded by former plan reviewers and leading AI engineers. We have designed and implemented scalable AI solutions for governments across North America, with a strong focus on:

- Improving permit application quality by educating and guiding applicants through a tailored, AI-assisted, plan review process.
- Streamlining permit intake and pre-screening with human-verified automation
- Validating documentation completeness.
- Supporting comprehensive plan checking across all disciplines (land-use, building, fire, etc.).

We are actively piloting and supporting implementations of our AI-assisted plan review platform with municipalities of varying sizes across North America—including the City and County of Honolulu; New York City; Seattle, WA; San Jose, CA; Chanhassen, MN; and New Hanover, PA, and many more. Our approach is modular, transparent, and designed for municipalities seeking practical, high-impact AI tools to complement existing workflows and systems. With a strong track record of results and a product

roadmap aligned with ethical, human-in-the-loop AI practices, CivCheck is rapidly improving permitting practices for local governments.

### A Trusted AI Partner for Government

CivCheck is built on the principle that artificial intelligence in government must be transparent, explainable, and human-centered. We prioritize ethical AI practices by maintaining human oversight at every critical stage of our platform's workflow. Our approach enables technology to enhance decision-making without replacing human judgment.

### Commitment to Innovation and Continuous Improvement

CivCheck maintains an active product roadmap centered on innovation, ethical AI, and long-term system sustainability. We continuously invest in:

- Emerging technologies (e.g., generative AI, advanced explainability features).
- Production-ready capabilities that align with evolving city needs.
- Regular system updates, model retraining, and performance monitoring.

Our platform is built to evolve. We support fine-tuning of AI logic based on city-specific preferences, regulatory changes, or new departmental needs—ensuring long-term alignment and value.

### Cost-Effective, Modular, and Impact-Driven

We understand the importance of fiscal responsibility and implementation flexibility in public-sector technology adoption. CivCheck's pricing and delivery model balances impact with scalability. We offer:

- A **flexible, modular pricing structure** that supports phased rollouts - allowing the city to focus resources where they will deliver the greatest impact.
- **Transparent delivery models** aligned with jurisdictional goals, timelines, and operational capacity.
- A **high return on investment** through accelerated implementation and improved process efficiency.

This flexible approach enables governments to adopt CivCheck incrementally. Municipalities can strategically meet immediate priorities while laying a strong foundation for long-term digital transformation of planning and development functions.

### Built for Code Complexity, Designed to Adapt

CivCheck was purpose-built with a deep understanding of code compliance at its core. With over a decade of direct experience in plan review, we know that regulations are complex, nuanced, and continually evolving. That's why our platform is designed for agility—with the ability to incorporate new code amendments, interpretations, and local overlays in near real time, without requiring model retraining or deployment delays. Along with this agility, CivCheck is built to scale. We support rapid implementation

timelines and offer fast turnaround on code updates, all while maintaining the depth and precision cities rely on for accurate plan reviews. Our platform is configurable—you define exactly what should be checked: dimensions, scaled measurements on plans, lookup tables, required notes, or more complex project-specific requirements. We go beyond just code compliance, and tailor our platform to reflect your jurisdiction’s specific needs, preferences, and enforcement practices.

## 3.2. Dedicated Organizational Support

### Purpose-Built by Industry Experts

CivCheck is a U.S.-based, women- and minority-owned company founded by a team of former municipal plan reviewers and leading AI engineers. Our leadership includes a licensed architect with over a decade of experience in public-sector plan review, permitting operations, and code consulting. Collectively, our team has led permitting departments, conducted third-party reviews for major cities, and overseen digital transformation initiatives at the city, county, and state levels. This depth of experience uniquely positions CivCheck to understand the complexities of local permitting and deliver solutions that are both technologically innovative and operationally practical.

### Partnership-Driven Implementation with a Highly Qualified Team

CivCheck is more than a software provider—we are a committed partner in the City’s permitting modernization journey. We bring a collaborative hands-on approach grounded in deep technical expertise and an understanding of government operations. From day one, our team works closely with the City’s leadership and subject matter experts to confirm platform configuration reflects the City’s current processes, regulatory requirements, and departmental priorities.

Our structured implementation framework promotes accountability and momentum while remaining responsive to City staff input throughout the engagement. During onboarding, we focus on understanding existing processes, documenting workflows, identifying pain points, and uncovering areas where automation and standardization can improve outcomes. These insights guide a detailed configuration plan that balances near-term goals with long-term adaptability—allowing the platform to evolve alongside changing regulations and operational needs.

From day one, CivCheck provides each client with direct access to a dedicated customer success manager. We are committed to your long-term success, offering clear, transparent guidance and expert support throughout. Our team is responsive, collaborative, and focused on helping you meet your permitting goals through a partnership built on trust and shared outcomes. Each client engagement is supported by a cross-functional team that includes:

- **Customer Success Manager:** Serves as the client’s primary point of contact post-implementation and enables continued success. Oversees implementation, schedules, and deliverables.
- **Implementation Lead:** Coordinates technical configuration and system setup.

- **Plan Review Specialist:** Collaborates with City SMEs to translate code and process requirements into system logic.
- **Program Delivery Executive:** Serves as a single point of executive contact for customer teams.

## Key Implementation Team Members

**Casey Levy-Customer Success Manager**—Casey Levy brings over 8 years of government permitting experience. Previously, Casey supervised permitting operations in Washington County, Oregon where she managed a team of 10 permit technicians and implemented digital transformation initiatives that streamlined county workflows. Her experience spans multiple jurisdictions in Oregon where she worked as both a permit technician and plans examiner, providing deep insight into government permitting processes. Casey holds Oregon Residential Structural Inspector, Plans Examiner, and Building Official certifications, offering a unique blend of technical expertise and customer advocacy.

**Neha Gaonkar (AIA) Neha Gaonkar, AIA, Program Delivery Executive**—Neha is a licensed architect with over 10 years of experience in plan review. She is CivCheck’s Co-Founder and Chief Operating Officer. Throughout her career, she has assisted more than 100 architecture firms in navigating the permitting process as a building code consultant. Neha also served as a third-party plan reviewer for the City of Chicago, which provided her with practical insights into municipal requirements. She specializes in comprehensive plan reviews for commercial and multi-family projects, covering architectural/building, fire and life safety, and accessibility disciplines. Neha’s in-depth knowledge, attention to detail, and proactive approach make her an invaluable asset in streamlining permitting and review processes, ultimately paving the way for long-term project success.

## 4. Technical Proposal

### 4.1. Overview of Solutions for Permitting Departments

Many local governments are dealing with growing permit backlogs, operational inefficiencies, and prolonged timelines for housing and development projects. CivCheck directly addresses these challenges with a configurable, flexible AI-powered solution that supports permit application intake and plan review workflows. CivCheck offers both software and services, detailed in the information that follows. The CivCheck web-based software platform includes two core modules, designed for use by permit applicants and city staff:

- **CivCheck Guided AI Permit Intake (Comprehensive Base Module):** Our base product guides applicants in preparing complete and accurate permit submissions, while supporting city intake staff with automated validation tools that standardize and accelerate intake reviews. This minimizes resubmissions, reduces inconsistencies, and allows for only complete, review-ready applications to enter the permitting workflow. This module offers a powerful and comprehensive AI-enhanced plan review platform that supports the full range of tasks outlined in the RFP’s Section 5 Specifications.

- **CivCheck Guided AI Code Compliance (Comprehensive Add-On Module):** Our code compliance add-on module provides applicants and plan reviewers with comprehensive, AI-driven tools to efficiently evaluate code compliance and plan review readiness for selected project types. Designed to simulate the full range of compliance checks typically conducted for each unique project, applicants can identify and resolve potential issues before submission. This proactive approach improves submission quality, builds consistency and speed into the City's plan review process, and supports a more predictable and transparent path to permit issuance.

While CivCheck's core platform was built to modernize permitting and plan review, it is equally capable of supporting a wide range of other municipal processing and issuance workflows. The configurable AI-native rules-engine and flexible tools enable the platform to streamline additional government functions beyond construction permits. These include, but are not limited to:

- Business Licenses
- Special Events & Temporary Permits
- Variances
- Administrative Adjustments

CivCheck's platform is designed to augment eligibility screening, validate submissions, and apply rule logic to support timely and consistent decision-making. This allows municipalities to have a platform that extends across departments, reducing the need for duplicative systems and creating a seamless and integrated experience for constituents and city staff.

### CivCheck Guided AI Plan Review™ - Permit Intake

CivCheck's Permit Intake module serves as a comprehensive and easy-to-use AI-powered pre-application intake system for applicants and city intake staff.

**Applicants** are guided step-by-step through the intake process, with real-time feedback that:

1. Instantly flags missing documents.
2. Identifies incomplete information.
3. Highlights potential intake issues.

This immediate feedback empowers users to quickly self-resolve errors, eliminating time-consuming back-and-forth communication with intake staff. The platform dynamically filters and validates submittal requirements based on the unique characteristics of each project. All submitted documents (including computer- or hand-drawn plans, forms, and calculations) are automatically evaluated against the applicable intake requirements. When issues are detected, applicants receive clear, structured guidance to resolve them. Applicants are able to complete their submission once the permit materials meet a defined quality threshold.

For **Cities**, CivCheck applies consistent, predefined intake requirements and routing logic across all pre-screened submissions to support intake staff. The platform also highlights key information within the permit documents to enable quick, accurate verification. This reduces variability, minimizes human error,

and enables consistent pre-screening outcomes—in a fraction of the time required for manual intake review.

By frontloading completeness checks, CivCheck facilitates that only review-ready applications enter the City’s workflow. The platform also promotes consistency in the review process—identical projects receive the same tailored digital intake review—reducing ambiguity and enabling a unified interpretation of permitting rules. This fosters public trust and helps Cities deliver a transparent, predictable, and efficient permitting experience.

## Deep Dive on CivCheck Guided AI Plan Review™ - Permit Intake Module Portals

*Designed for Applicants and City Intake Staff*

<b>Applicant Portal</b>	<p><b>Step-by-step submission guidance</b> A user-friendly, web-based interface walks applicants through the intake process with clear, intuitive prompts.</p> <p><b>Dynamic Intake Requirements</b> Requirements are automatically filtered based on the unique characteristics and scope of each project.</p> <p><b>Real-time document validation</b> Uploaded plans, forms, and calculations—whether computer- or hand-drawn—are evaluated instantly against applicable intake criteria.</p> <p><b>AI-powered issue detection</b> The system flags missing, incomplete, or incorrectly formatted materials and highlights potential intake issues. In instances where the system is unable to verify information, the user has the ability to provide context and validation.</p> <p><b>Structured, actionable guidance</b> Applicants receive clear, easy-to-follow instructions to self-correct errors.</p> <p><b>Submission readiness check</b> Applications can only be submitted once all materials meet a defined quality threshold. The “Quality Score”, along with a full breakdown of flagged deficiencies and supporting rationale, provides a measurable way to assess the completeness and readiness of the permit application for submission.</p>
<b>Intake Staff Portal</b>	<p><b>Standardized digital intake reviews</b> A user-friendly, web-based interface enables intake staff to efficiently validate screened submissions using consistent intake logic.</p> <p><b>Suggested routing and validation</b> The platform applies predefined intake rules and routing logic to triage applications accurately and efficiently. Identical project types receive the same structured digital intake review, promoting consistency and uniformity.</p> <p><b>AI-enhanced verification tools</b> Key information within submitted documents is highlighted and pre-validated to support quick and accurate verification.</p>

## CivCheck Guided AI Plan Review™ - Code Compliance

In addition to the core intake validation provided by our Permit Intake module, CivCheck's Plan Review - Code Compliance is a comprehensive add-on module fully supports complex, multi-disciplinary building and zoning checks conducted during plan reviews.

**Applicants** are guided step-by-step through the plan review process using AI-enhanced tools that simulate the full range of code compliance checks typically conducted across all relevant disciplines. With real-time feedback, applicants:

1. Understand which building, zoning, and other regulatory checks apply to their project.
2. Keep informed of code changes, interpretations, bulletins, and review procedures.
3. Quickly identify and resolve areas of non-compliance.
4. Highlight potential issues that could lead to corrections.
5. Submit code-compliant and ready-to-review applications.

The platform dynamically filters and presents regulatory requirements based on the project's unique characteristics. Submitted documents are evaluated for code compliance and plan review readiness. When issues are detected, applicants receive clear, structured guidance and up-to-date code citations to help them understand and resolve each issue before submission.

For **City Plan Reviewers**, CivCheck augments the full range of manual plan review tasks using AI-powered tools. The platform allows for a comprehensive, efficient, and standardized assessment of each permit application by:

1. Automatically determining code requirements based on key project characteristics.
2. Extracting and highlighting critical information for each check on permit documents.
3. Citing relevant and up-to-date building and zoning code sections.
4. Automatically performing required calculations and code-based lookups.
5. Providing a "likely pass" or "likely fail" result for each check, along with clear, explainable rationale directly tied to the submitted materials.
6. Auto-generating editable correction language.

Through this augmented workflow, cities can expect high-quality, reviewable permit applications. CivCheck streamlines the traditionally manual, time-consuming, and error-prone parts of the review process, allowing cities to deliver a transparent, unified, and predictable interpretation of what's needed for permit approval.

## Delivering Real Results

CivCheck significantly reduces the time and effort required for plan review. Based on our current and former customers, we've seen municipalities **cutting their average review time by 70%**. Each compliance check, which typically takes 3 to 10 minutes manually, is completed in just 15 to 75 seconds with CivCheck. This substantial time savings enables reviewers to shift focus from routine checks to more complex evaluations requiring professional judgment, while ensuring greater consistency and faster throughput across reviewers and departments.

## Mapping to the City's Actual Review Practices

CivCheck's proprietary rules-based platform applies city-specific plan review and code compliance requirements using a deterministic AI engine. The system dynamically evaluates projects based on their unique characteristics and proposed scope. This means that all applications are held to a consistent standard, and that the digital plan review considers nuanced or situationally triggered requirements.

## Dynamic Rule Filtering Based on Project Context

CivCheck evaluates every application using rule logic that adapts to key project parameters, including:

- Permit type (e.g., zoning-only or full building permit)
- Site location and zoning data
- Existing and proposed building characteristics
- Scope of work (e.g., new construction, alteration, change of occupancy)
- Submission date (to confirm correct versions of applicable codes are enforced)

## Comprehensive Rule Coverage

Unlike systems that focus solely on code requirements, CivCheck's compliance engine is designed to enforce a broader regulatory context, including:

- Adopted codes (building, zoning, energy, mechanical, electrical, etc.)
- Published exceptions and clarifications.
- City-issued bulletins, interpretations, and guidelines

## Evaluation of the Permit Plans, not just the "design"

CivCheck focuses on verifying compliance within the documents that form the official permit record. While some platforms rely solely and primarily on BIM files, CivCheck is built to assess submitted plan sheets and documentation directly. These include:

- Plans (title, site, floor, building elevations, sections, details, specifications, MEPs, etc.)
- Forms (permit-related forms, worksheets, reports etc.)
- Calculations (egress calculations, plumbing fixture counts, etc.)

Permit issuance is based on the work shown on the construction documents—including drawings, specifications, and engineering reports. These documents constitute the official record of truth not only at the time of approval, but also through final inspections and for future reference as historical permit data.

CivCheck is aligned with this standard. The platform validates whether the information provided on the permit plans complies with applicable code requirements and is shown in the manner the municipality requires, regardless of whether those documents were produced in CAD, Revit, or drawn by hand. CivCheck's system is built around the concept of a PDF-first review, using the applicant's permit documents as the primary record of truth for compliance evaluation.

## Deep Dive on CivCheck Guided AI Plan Review™ - Code Compliance Portals

*Designed for Applicants and City Plan Reviewers*

<b>All Users</b>	<p><b>Tailored regulatory checks</b> The platform dynamically filters and presents only the building, zoning, and other code requirements relevant to the project's characteristics and scope.</p> <p><b>Code citations for clarity</b> Each check is accompanied by relevant and up-to-date code references to help applicants understand the rationale behind each requirement.</p> <p><b>Automated calculations and lookups</b> The system performs necessary calculations and code-based lookups, helping validate compliance without requiring manual assessment.</p>
<b>Applicant Portal</b>	<p><b>AI-assisted code compliance walkthrough</b> Applicants are guided through relevant compliance checks across all applicable disciplines using an intuitive, web-based interface.</p> <p><b>Real-time compliance evaluation</b> Submitted plans, forms, and calculations are automatically evaluated against applicable review criteria to assess code compliance and plan readiness.</p> <p><b>Issue detection and feedback</b> CivCheck flags incomplete, insufficient, or non-compliant information and highlights potential plan review issues that may result in corrections.</p> <p><b>Structured resolution guidance</b> Applicants receive clear, actionable steps to resolve flagged issues before formal plan review.</p>
<b>City Plan Reviewer Portal</b>	<p><b>AI-augmented plan reviews</b> CivCheck simulates the full range of compliance checks typically conducted during plan review and applies them consistently across all submissions.</p> <p><b>Smart content extraction</b> CivCheck extracts and highlights critical information within permit documents for each applicable check.</p> <p><b>Auto-generated corrections</b> When a correction is needed, CivCheck assists reviewers by automatically generating correction language in the city's preferred style and format.</p>

### Supportive and Flexible Professional Services

To enable long-term success, CivCheck offers comprehensive professional services alongside each procured license. These services are designed to support cities before, during, and after go-live:

- **Implementation Services and Initial Configuration:** Included with every license, this covers configuration analysis, compliance certificate templates, project kickoff, code conflict review, and pre-allocated consulting hours to support platform setup.
- **Training:** CivCheck provides up to 8 hours of training—2 hours of “Train the Trainer” and 6 hours of end-user training—along with training materials and user guides to enable smooth onboarding. Users can also purchase additional training hours should they so desire.
- **Ongoing Support & Maintenance:** Every license includes access to continuous platform improvements, regulatory rules management, and technical support.
  - **Customer Support:** As part of ongoing support and maintenance, CivCheck provides a dedicated help desk with ticketing and email-based support, 24/7 escalation paths for critical issues, and an in-platform knowledge base with searchable help articles for both applicants and reviewers.
- **Reporting and Analytics:** Beyond the standard reporting and analytics that comes with every user license, customers may procure support for development of custom reports or APIs.
- **Custom Services – Engineering and SME Consulting:** Cities can optionally engage CivCheck’s engineering team to build custom reports, integrations, or dashboards, and consult with permitting SMEs. These services are billed hourly according to our rate sheet.
- **Pilot Program:** Our experience has shown that piloting our tool often helps municipalities better understand the benefits of our product and better scope their purchase of licenses, modules and add-on services. We are invested in helping organizations “try before they buy” through our fixed fee pilot program offering. More information on this optional program can be found in Section 4.2.3.

## 4.2. CivCheck Meets All of the Project Goals, Challenges and Minimum and Other Solution Requirements

CivCheck’s platform is purpose-built to meet the goals, address key challenges, and fully satisfy all minimum solution requirements outlined in Section 5 of the RFP. Our founders are industry experts who personally faced the daily challenges of plan review—navigating complexity, chasing missing details, and working across siloed systems. This catalyzed a desire to start CivCheck in the first place. We help jurisdictions streamline the plan review process, improve predictability, and enable long-term reliability and success. Our dual-sided platform—applicant-facing and city-facing—enables faster, more consistent reviews and improved permit quality. We offer seamless system integration, robust data security, scalable architecture, comprehensive training, and a tested disaster recovery plan—ensuring a reliable, future-ready solution that grows with the needs of any jurisdiction.

## 4.2.1. Our Approach to Meeting the Project Goals

Our platform addresses all five of the goals outlined in Section 5.1 of the RFP: streamlining the plan review process, improving predictability, integrating with other software solutions, providing reliable software, and ensuring long-term improvement and support. CivCheck’s dual-sided solution helps achieve these outcomes by guiding applicants through pre-screening, ensuring complete and compliant submissions, and equipping city reviewers with an AI-powered tool that reduces time spent on manual checks.

### Goal 1: Streamline the Plan Review Process

CivCheck streamlines the plan review process by leveraging its Guided AI Plan Review™ platform to augment the most time-consuming and error-prone stages of permitting. Through AI-enhanced pre-screening and code compliance checks, CivCheck allows for only complete and review-ready applications to enter the City's workflow, dramatically reducing back-and-forth and resubmission cycles. Applicants receive real-time, structured feedback on missing documents, code violations, and other plan permit deficiencies, along with tailored guidance to self-resolve issues before submission. On the reviewer side, CivCheck streamlines the plan review process by automatically surfacing relevant code citations, performing required calculations, and flagging likely compliance issues with explainable rationale and plan highlights. Consistency and clarity not only improve reviewer efficiency but also standardizes interpretation across reviewers and departments.

CivCheck is the **most comprehensive platform on the market**, designed to support **every staff member involved in a permit review**—whether they focus on intake, zoning, building, fire, accessibility, or other specialized disciplines. With human-in-the-loop verification and full auditability, CivCheck enables municipalities to **reduce average review times by up to 70%**, deliver a more predictable and transparent experience, and issue permits faster—with greater confidence, consistency, and fairness.

### Goal 2: Improve Predictability of the Permitting Process

CivCheck addresses the challenge of inconsistent plan reviews by ensuring every application is evaluated against a standardized, jurisdiction-defined ruleset. Our deterministic, rules-based engine applies regulations consistently across all projects, factoring in scope of work, location, and unique site considerations. This standardization enhances transparency, reduces interpretation drift, and fosters trust among applicants and agencies.

Equally important, CivCheck offers comprehensive configuration across all review disciplines. Every unsupported review introduces the risk of missed issues, additional review cycles, and costly delays. By covering a broad range of requirements across all relevant review groups, CivCheck empowers municipalities to streamline the permitting process, reduce rework, and ensure a clear, coordinated path to permit issuance.

Before implementation, CivCheck works closely with city staff across departments to align on how code requirements are practically applied. This collaborative configuration process helps jurisdictions clarify compliance expectations, streamline interpretations, and unify review standards. Once deployed, the platform enforces these rules consistently across all projects, making them fully transparent to both applicants and reviewers.

The platform leverages human-in-the-loop AI to extract relevant data from diverse document formats—including PDFs, scanned plans, and hand-drawn submissions—and guides applicants through augmented code checks with clear citations and rationale. These real-time evaluations are explainable and auditable. Human reviewers always retain oversight and can override determinations with documented justification, preserving professional judgment while promoting consistency.

Regardless of who reviews a project, CivCheck applies logic consistently, reducing variance and improving predictability across all plan reviews. The human-in-the-loop design results in faster, accurate, and more predictable permit reviews across departments and disciplines. This rebuilds trust with applicants and development professionals, while equipping city staff with tools that promote alignment, transparency, and accuracy across every review.

### Goal 3: Integrate and Coordinate with Other Software Solutions

Our experience shows that the best starting point for organizations is to deploy CivCheck as a standalone web application. This allows jurisdictions to realize immediate value by improving submission quality and plan review consistency, without requiring upfront system integration or extensive change management. From there, CivCheck can scale and integrate based on each municipality's unique needs and workflows. The platform delivers strong results on its own and is also powerful when embedded into existing permitting ecosystems—enabling real-time data sharing, streamlined staff coordination, and reducing duplication and manual effort through intelligent coordination. Whether standalone or integrated, CivCheck meets every city's current and evolving needs.

Through our work with municipalities, we understand the importance of seamless integration with existing systems. CivCheck is a modular, cloud-native platform with flexible APIs and support for third-party integrations. We can integrate with systems such as Accela (for permitting), Bluebeam (for plan markups), and ESRI GIS (for zoning overlays and parcel data). We also support scheduled file exchanges and API-based data syncs for systems with limited connectivity.

### Goal 4: Provide Reliable Software Solutions

We recognize the importance of system uptime and stability for public agencies. CivCheck is delivered as a SaaS platform hosted on Google Cloud Platform, with a 99.9% uptime guarantee supported by robust infrastructure, Continuous Integration and Continuous Delivery (CI/CD) deployment pipelines, and 24/7 system monitoring. Maintenance is performed during off-peak hours, and updates are deployed without disrupting service through zero-downtime processes. Real-time alerts, audit logs, and fault tolerance across multiple availability zones enable continuity of service. In the rare event of service disruption, our

SLAs include service credits and rapid escalation protocols. This enables municipalities to depend on CivCheck’s performance even during peak development cycles.

### Goal 5: Ensure Long-Term Improvement, Maintenance, and Support

We believe software must evolve alongside the jurisdictions it supports. CivCheck provides a comprehensive maintenance and support plan that includes regular updates, feature enhancements, and continuous configuration refinement through our “Ongoing Support and Maintenance” service. The platform supports rapid updates to regulatory logic (under two minutes per rule), version tracking for overlapping code cycles, and quarterly analytics reports on application quality, compliance trends, and reviewer feedback. Our support model includes 24/7 access to technical assistance, training resources, and a knowledge base, ensuring that the system remains aligned with local needs, staff workflows, and emerging technologies. This drives continuous value, usability, and compliance for years to come.

## 4.2.2. CivCheck Helps Organizations Address Key Challenges

By leveraging AI to improve the accuracy and speed of permit reviews, CivCheck directly addresses each of the eight key challenges identified in Section 5.2 of the RFP: enhancing plan review times, reviewing and marking up plans across multiple disciplines simultaneously, and integrating seamlessly with existing software systems. CivCheck’s platform is built for scalability, supporting the needs of many types of communities, and flexible enough to adapt to evolving regulations. The user-friendly interface enables an accessible experience for all stakeholders, from applicants to city staff, while also offering real-time data and reporting to foster better decision-making. Furthermore, CivCheck’s solution supports cost efficiency and long-term sustainability, ensuring that local governments can continue to meet their permitting needs as they grow. Through these capabilities, CivCheck helps streamline operations, increase consistency, and improve both the applicant and reviewer experience, ultimately driving the desired outcomes of faster, more reliable permitting processes.

### Challenge 1: Learn, Interpret, and Apply Current and Historic Resources and Regulations

We understand that jurisdictions are tasked with reviewing complex applications against a wide and evolving body of regulations—often including historic zoning ordinances, overlays, planned development standards, and adopted manuals. Interpreting and applying these accurately requires institutional knowledge, consistency, and speed—something that is difficult to maintain across departments through high permit volumes and over time. Manual and unstandardized processes can result in misinterpretation or omission of applicable rules, especially during code transitions or updates.

CivCheck’s proprietary rules-based platform is designed to learn and apply regulations with precision and transparency. Our proprietary AI-driven rules engine supports a wide variety of resources, manuals, codes, rules, regulations, and ordinances including, but not limited to current and historic zoning maps, master plans, “PD” – Planned Development District zoning ordinances, engineering design manuals, building and fire codes, zoning ordinances, and subdivision ordinances. The engine can also incorporate

city-issued bulletins and exceptions to mirror real-world plan review logic. Updates can be made in under two minutes per rule and are available for same-day review, allowing jurisdictions to stay aligned with regulatory changes while preserving compliance fidelity and transparency.

The platform dynamically tailors each guided plan review to the unique characteristics of the project and its proposed scope. This ensures that every application is evaluated against a consistent, jurisdiction-defined standard, while also accounting for context-specific or situationally triggered requirements.

### **Dynamic Rule Filtering Based on Project Context**

CivCheck evaluates every application using rule logic that adapts to key project parameters, including:

- Permit type (e.g., zoning-only or full building permit)
- Site location and zoning data
- Existing and proposed building characteristics
- Scope of work (e.g., new construction, alteration, change of occupancy)
- Submission date (to confirm applicable “in-effect” codes are enforced)

### **Comprehensive Rule Coverage**

Unlike systems that focus solely on building and zoning code requirements, CivCheck’s compliance engine is designed to enforce a broader regulatory context, including:

- Adopted codes (building, zoning, energy, mechanical, electrical, etc.).
- Published exceptions and clarifications.
- City-issued bulletins, interpretations, and guidelines

## **Challenge 2: Improve Current Plan Review Times**

We recognize that prolonged plan review timelines are a major pain point for both applicants and staff. A key contributor is the high volume of poor-quality applications submitted with missing, incomplete, or non-compliant information. Traditional reviews involve repetitive manual checks across many disciplines, which not only extends turnaround times but also leads to frequent resubmissions. These inefficiencies create backlogs, frustrate applicants, and stretch the capacity of municipal staff—especially as development activity increases.

CivCheck ensures permit submissions are review-ready from the outset. Through real-time, guided feedback tailored to each project’s scope and triggered reviews, CivCheck helps applicants understand and meet jurisdictional requirements before they submit. This dramatically reduces the number of incomplete or non-compliant applications entering the queue—saving valuable staff time and minimizing resubmission cycles across all review groups.

Our platform also accelerates plan review by supporting city staff with intelligent, AI-assisted tools that streamline the most repetitive and time-consuming tasks. The platform interprets key data from submitted documents—including plans, forms, and supporting materials—and surfaces potential issues, highlights relevant information, and presents reviewers with clear, explainable findings in an intuitive, visual

interface. This allows staff to maintain control and apply professional judgment, while reviewing more effectively and consistently across departments.

In working with many jurisdictions, CivCheck has delivered time savings of 70% on average to plan review timelines. This allows jurisdictions to process more permits with the same staff and issue approvals faster without compromising oversight. Recent examples include a:

- Large northwest city reduced code check times by 3 to 10x—what previously took over 10 minutes now takes just 1.5 to 4 minutes per check.
- Large Rocky Mountain city configured CivCheck to 100,000+ unique workflow permutations within 2 weeks, achieving 99% accuracy in alignment with city-documented regulations.
- Northeast mega city saw a remarkable 25%-time savings in just 8 weeks of using CivCheck.

CivCheck augments the capabilities of local government staff by improving consistency, speed, and efficiency—without replacing human judgment. Rather than automating decision-making, CivCheck equips reviewers with tools that enhance their ability to conduct thorough, detailed reviews at a significantly faster pace. By automating routine checks, flagging issues early, and streamlining review workflows, the platform enables staff to maintain high standards while dramatically reducing the time spent per permit. This allows cities to process higher volumes without compromising quality, supporting a more efficient, consistent, and scalable permitting process.

Additionally, unlike our competitors, who provide partial solutions—such as focusing solely on zoning checks or building-code checks—CivCheck offers a comprehensive platform that addresses all regulatory requirements. The limitation of partial solutions is that any aspect not covered by the platform introduces the potential for additional review cycles. This not only extends the permitting process but also increases the burden on city staff, requiring further rounds of review and additional time and resources to resolve outstanding issues. Without a comprehensive solution, communities are unlikely to achieve lasting plan review time improvements.



### Challenge 3: Review and Markup Plans for Multiple Disciplines Simultaneously

We recognize that permit review is inherently complex and involves multiple departments—each with its own codes, processes, and markup preferences. As a plan set move between disciplines, it becomes naturally difficult to maintain centralized visibility across all review groups, which can lead to occasional missed or duplicated issues. Similarly, intake staff may find it challenging to determine if an application is truly “review-ready,” given the nuanced requirements unique to each review type.

This complexity is further compounded by the fact that most existing permitting tools aren’t designed to support cross-departmental nuances and coordination. Without a unified interface, reviewers work in silos

and applicants may receive inconsistent or fragmented feedback, which can extend timelines and add confusion to an already demanding process.

CivCheck solves this by enabling simultaneous, discipline-specific plan reviews within a single unified platform. The system provides visual overlays and highlighted annotations on plans and permit documents, clearly organized by department—such as Permit Intake, Planning & Zoning, Fire, MEP, and Building. Each reviewer receives a customized view tailored to their scope of work, while also maintaining full visibility into the comments and preliminary findings from other review groups. Reviewers can add corrections, modify, or validate the applicant’s AI-assisted pre-screening results within their own discipline—collaborating in real time or asynchronously across teams. This approach eliminates duplication, reduces miscommunication, and promotes a coordinated, efficient review process across departments.

During initial configuration and testing, CivCheck evaluates real-world permit scenarios using test applications submitted through the applicant portal, performing AI-assisted permit intake and code checks. The rules are then refined in close collaboration with City Subject Matter Experts (SMEs) to account for edge cases, interpretations, reviewer preferences, and compliance thresholds. This iterative, expert-guided process allows CivCheck to reach a final configuration accuracy rate of 99%.<sup>1</sup>

This approach reinforces departmental consistency by standardizing the application of rules between individual reviewers and across disciplines. It also enables CivCheck to closely align with the City’s complex plan review practices and adapt in real time as those practices evolve.

#### Challenge 4: Seamless Integration with Existing Software Systems

We understand that local governments rely on a diverse ecosystem of software tools—permitting systems, GIS, inspection scheduling, financial management, and more. Manually moving data between these systems increases the risk of errors, wastes staff time, and slows project approvals. A solution that cannot integrate cleanly will add more friction than it solves.

One of CivCheck’s greatest strengths is its immediate usability—even without integrations. The platform delivers value from day one by helping jurisdictions increase permitting throughput, improve submission quality, and bring greater consistency to plan reviews. From there, we take an agile, incremental approach—collaborating with cities to identify where integrations will drive the most impact and implementing them when the time is right. This flexibility allows organizations to start fast, demonstrate results quickly, and scale integrations strategically to support long-term transformation.

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<sup>1</sup>“Accuracy rate” refers to the extent to which CivCheck’s platform outputs are aligned with the actual decisions made by City reviewers during pilot testing. This includes whether the platform correctly applied relevant intake, zoning, and building code checks, and whether the resulting pass/fail determinations were consistent with City expectations. Reported percentages are based on pilot configurations conducted for permit intake, single-family, and multi-family projects across select municipalities in the U.S. and Canada.

CivCheck is built on a modular, cloud-native architecture that supports flexible integration with both modern APIs and legacy systems. To support the fact that every municipality has its own combination of technology to support city processes, CivCheck offers integrations through Custom Engineering and Development Service hours. We will work with each organization to determine the level of integration desired and provide services accordingly.

Our platform can integrate with systems such as Accela, Bluebeam, ESRI GIS, and Salesforce via secure, standards-based APIs. It also supports scheduled CSV/JSON exchanges for jurisdictions without API capabilities. CivCheck can pull zoning overlays, parcel data, and floodplain information directly into the intake and review process, reducing manual data entry and improving accuracy. Integration configurations are handled by our implementation team, ensuring seamless coordination with existing city workflows.

### Challenge 5: Scalability and Flexibility for Future Growth

We recognize that municipalities need software that grows with them. Regulatory changes, permit volume surges, new project types, and interdepartmental policy shifts all require a permitting solution that can adapt without major rework. Systems that are rigid or hard coded quickly become bottlenecks to innovation and responsiveness.

CivCheck is designed for scale and flexibility. Our cloud-based platform can support multiple jurisdictions, thousands of concurrent users, and unlimited project types. New regulations and workflows can be added without affecting the existing configuration. Regulatory changes can be updated in less than a minute, backed up with quality control processes that confirm changes are working as expected over time. Jurisdictions can activate new features, rulesets, or review disciplines with minimal effort. The platform's machine learning components also improve over time, incorporating feedback from reviewers and applicants to enhance accuracy and usability as the system matures.

Following implementation, CivCheck provides structured support for ongoing maintenance and platform updates. City staff can request changes, additions, or refinements to configured checks, which are reviewed and implemented through a formalized update process. We also offer metrics to confirm that the platform continues to meet City goals related to permitting timelines and customer satisfaction.

CivCheck's platform is designed to quickly adapt to updates in building and zoning codes, as well as city policies issued through bulletins, guidelines, or other official communications. We support jurisdictions in managing regulatory changes with speed, precision, and minimal disruption to operations. CivCheck supports the full life cycle of regulations, including:

- **Quick Rule Modifications:** The addition, removal, or adjustment of specific checks can typically be completed within 2–3 minutes, with a quality control process that allows for assessment of the accuracy of the application over the next day or so. All changes are reviewed and validated in close collaboration with City staff to confirm accuracy.

- **Support for Grace Periods:** When multiple code versions are in effect, CivCheck supports both concurrently, allowing applicants to select the desired version. This enables a smooth and transparent transition during regulatory changeover periods.
- **Future-Effective “Go-Live” Dates:** To accommodate upcoming code changes, checks can be scheduled in advance with designated “go-live” dates. This gives departments sufficient time to prepare and enables operational readiness.

Once validated, all regulatory updates are reflected automatically within the platform—available immediately or according to the configured effective date. These updates are visible to both applicants and city reviewers, promoting alignment, awareness, and clarity across all users.

### Challenge 6: User Experience and Accessibility

We understand that permitting systems must serve a broad audience—experienced architects, first-time homeowners, internal reviewers, and accessibility-focused users alike. Confusing interfaces, poor accessibility, and lack of user guidance result in incomplete applications, high support requests, and public dissatisfaction.

CivCheck prioritizes usability and accessibility through a responsive, browser-based design built with WCAG 2.1 AA standards in mind. The applicant portal offers plain-language guidance, real-time feedback, and intuitive navigation that adapts to the user’s project type and scope. The reviewer portal includes visual highlights, step-by-step compliance logic, and low-friction overrides. Applicants don’t need CAD or BIM software—just standard PDFs. In addition, our interface dynamically adapts to screen size, making it usable on tablets or desktops for both the public and internal teams.

### Challenge 7: Cost Efficiency and Sustainability

We understand that public agencies must balance limited budgets with the need for high-performance technology. Cooperative purchasing arrangements require a pricing structure that reflects diverse needs across jurisdictions—delivering economies of scale while remaining relevant to many types of customers transparent and sustainable over time.

CivCheck offers a Software-as-a-Service (SaaS) pricing model designed specifically for public sector scalability. We use a tiered pricing structure that enables local governments from very large and to very small to leverage our tools for their most pressing challenges. Our licensing includes bundled city reviewer seats and nearly unlimited applicant access, ensuring affordability even as volumes grow. The platform eliminates the need for separate tools by unifying intake, code compliance, and document analysis.

Inefficiencies in the permitting process—such as repeated resubmissions, incomplete applications, and fragmented reviews—translate into real costs for both residents and businesses through project delays and budget overruns. These inefficiencies also increase the burden on municipal staff, requiring more time for intake triage, clarification requests, and rework. CivCheck reduces these hidden costs by lowering resubmission rates, minimizing support requests, and saving staff hours through augmented and

structured workflows. To support long-term sustainability, we also provide regular feature updates, streamlined regulatory change management, and seamless integrations—delivering continuous value well beyond initial deployment.

## Challenge 8: Real-Time Data and Reporting

We understand the need for jurisdictions to track performance, surface bottlenecks, and demonstrate operational improvements. Without real-time data, decision-makers cannot optimize resources or respond proactively to emerging issues. Reporting must serve executives, reviewers, analysts, and stakeholders—each with distinct needs.

CivCheck provides powerful reporting and analytics tools to support continuous improvement and data-informed decision-making. These insights help an organization monitor system usage, track applicant behavior, and identify trends in submission quality and code compliance. We have two primary reporting offerings: Standard Reports and Optional Reports.

**Standard Reports**—The platform includes a set of core performance reports, and additional reports can be configured based on the City’s specific needs. Reporting frequency and format are flexible and can be tailored to align with the City’s internal review cycles and operational goals. Jurisdictions typically prefer to receive quarterly analytics reports that empower them to track application quality, detect inefficiencies, and continuously improve permitting operations with data-driven insight. A sampling of our standard reports includes:

- **Guided Plan Review (GPR) Usage Report:** For cities looking to understand how the platform is being used once implemented, the GPR 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.
- **Application Quality Insights Report:** For cities looking to improve the applicant submissions, this report highlights trends in applicant errors, document completeness, and pre-screening outcomes to support improved intake processes and applicant education.
- **Applicant Compliance Education Insights Report:** Surfaces the most commonly flagged code issues and frequently misunderstood requirements—helping the City better target outreach and educational materials for applicants.
- **Use of Policy (UoP) Insights Report:** For cities looking to improve internal alignment and consistency, this report identifies common variances, exceptions, and discrepancies in interpretation among reviewers.

**Optional Reports**—Customers may opt to add additional reporting and dashboards through Custom Engineering & Development services. Custom reporting offers additional visual, on-demand view of KPIs for communities:

- **CivCheck Generated Custom Dashboards**—Leverage CivCheck’s pre-built APIs to various standard reporting tools plus our Engineering Services to build custom dashboards with real-time updates.

- **API Based Analytics Integrations**—Leverage custom API integrations into reporting to achieve the kinds of data insights a municipality may desire. Users can export custom reports via CSV or API, or integrate directly with tools like Microsoft Power BI, AWS, and Snowflake.

### 4.2.3. CivCheck’s Core Solutions More than Meet Minimum Solution Requirements

CivCheck’s platform is purpose-built to meet and exceed all minimum solution requirements outlined in Section 5.3 of the RFP. We provide an optional, dedicated pilot testing phase to validate functionality and stakeholder alignment before full deployment. Our platform can integrate seamlessly with existing government systems—including GIS, permitting, inspection, and land management tools—and meets stringent data security standards across jurisdictions. CivCheck includes comprehensive maintenance and support, with continuous monitoring, automated updates, and rapid issue resolution. We deliver tailored training and onboarding for both staff and applicants, ensuring successful adoption. The system is fully scalable to support future growth and is backed by a robust disaster recovery plan and a performance guarantee that provides uptime, reliability, and long-term success.

#### Pilot Testing

**CivCheck offers an optional Pilot Program** as part of our offerings for this RFP. CivCheck’s program enables jurisdictions to validate system functionality, stakeholder usability, and rule accuracy before full-scale deployment. This iterative approach allows all stakeholders—including reviewers, permit techs, and applicants—to interact with the system in a risk-free environment. Feedback gathered during the pilot informs final adjustments before launching at a larger scale. This minimizes post-deployment disruptions and confirms the solution aligns with jurisdictional workflows and compliance standards.

Pilots are scoped and priced for a focused, 16-week pilot designed to help a jurisdiction evaluate the platform’s ability to deliver measurable improvements in permit submission quality, without requiring major changes to existing workflows. During this phase, our team configures intake and review logic based on city-specific requirements, then tests those configurations against real or test plan sets in a secure staging environment. City reviewers are invited to verify outputs and flag adjustments, ensuring the platform behaves as expected across disciplines. A pilot helps municipalities specifically assess CivCheck’s ability to:

- Improve application quality prior to submission.
- Accelerate internal review workflows.
- Accurately interpret and apply jurisdiction-specific permit-related requirements.

In the last 18 months, CivCheck has piloted and conducted proof of concepts with nearly a dozen different municipal organizations ranging in size from a mega city to a small township. In each, CivCheck has delivered significant results in terms of improving alignment and consistency of reviews, reducing plan review timelines, and producing scaled learnings jurisdictions can use to determine their next steps.

## Compatibility

CivCheck is engineered for compatibility with a broad range of municipal systems, including GIS (ESRI), permitting platforms (e.g., Accela), electronic plan review tools (e.g., Bluebeam), and legacy land management databases. The platform uses APIs for two-way integration and supports scheduled JSON/CSV exchanges for systems without modern API infrastructure.

Integration and Custom Engineering & Development Service add-ons allow jurisdictions to automatically import zoning overlays, parcel data, floodplain maps, and synchronize plan annotations or status data across systems. This enables continuity with existing tools while minimizing manual data entry and reducing the potential for human error during the review process.

## Data Security

CivCheck is an American company that leverages US-based talent. CivCheck prioritizes security by leveraging Google Cloud Platform's (GCP) FedRAMP-compliant infrastructure certified under:

- SOC 1, SOC 2, SOC 3
- ISO/IEC 27001, ISO/IEC 27017, ISO/IEC 27018
- FedRAMP (High and Moderate levels)
- PCI DSS

All data is encrypted in transit and at rest, and access is governed by role-based permissions, multi-factor authentication (MFA), strict Identity and Access (IAM) policies, and least-privilege principles. Security logs are maintained and reviewed via GCP's Security Command Center.

The platform complies with privacy laws including CCPA and GDPR and does not process sensitive personal data unless required by the jurisdiction. CivCheck conducts secure handling of permit documents and scheduling data across jurisdictions, with all hosting conducted in U.S.-based data centers.

## Maintenance and Support

CivCheck provides robust, ongoing support that includes 24/7 system monitoring, automatic software updates, regular rule maintenance, and responsive technical troubleshooting. Cities are assigned a customer success manager and a support engineer who facilitate proactive system improvements and quick issue resolution.

Ongoing regulations management is included as a service in the platform license. This allows cities to update intake checklists, compliance logic, and document rules in minutes. CivCheck also tracks reviewer override patterns to recommend optimizations, ensuring the system continues to improve and align with reviewer expectations over time.

## Training and Onboarding

CivCheck offers a comprehensive training program that supports both internal staff and external applicants. This includes up to six live virtual training sessions, role-specific walkthroughs, and “train-the-trainer” materials for administrators. All training is reinforced with a searchable knowledge base, tutorial videos, and quick-start guides. For more on support for this area see Section 3.2 for Dedicated Organizational Support.

For applicants, CivCheck provides publicly shareable instructions and real-time, in-platform guidance that help users navigate submission requirements. This reduces support calls and helps drive high-quality applications on first submission. All resources are WCAG 2.1 AA compliant and designed for non-technical users. All CivCheck licenses include up to 8 hours of training—2 hours of “Train the Trainer” and 6 hours of end-user training—along with training materials and user guides to ensure smooth onboarding. Applicants interested in additional user groups or types of training beyond the standard hours may purchase additional support through our Training & Onboarding Support hourly offering.

## Scalability

CivCheck is a modular, AI-native and cloud-native platform. It is capable of supporting multiple departments, project types, and jurisdictions from a single codebase. Its architecture enables vertical and horizontal scaling, with auto-scaling containers and load-balanced services to accommodate high volumes during permit surges. As cities grow or onboard new types of permits, CivCheck allows quick configuration of additional workflows and compliance rules—without interrupting live operations. The platform supports multiple jurisdictions simultaneously, making it ideal for regional or cooperative deployments.

## Disaster Recovery and Business Continuity

CivCheck has a documented disaster recovery plan that includes automated data backups, infrastructure redundancy across multiple availability zones, and real-time monitoring through GCP Security Command Center. In the event of a service interruption, the platform can be restored with a Recovery Time Objective (RTO) of 12 hours and a Recovery Point Objective (RPO) of 1 hour.

Planned maintenance is scheduled during off-hours, and unplanned incidents are communicated immediately, followed by detailed incident reporting. This enables minimal disruption and rapid recovery during emergencies, safeguarding permit operations. Our infrastructure is designed for resiliency:

- All critical services are containerized and deployed across multiple availability zones.
- Auto-scaling and load balancing are used to provide optimal performance during peak usage.
- Backups are regularly performed to mitigate data loss.

We utilize Google Cloud Monitoring to:

- Monitor uptime and performance continuously.
- Detect security anomalies or system failures.
- Automatically alert engineering teams in the event of a potential issue

## Performance Guarantee

CivCheck provides 99.9% uptime under a standard Service Level Agreement (SLA) at the infrastructure level. The system undergoes continuous performance monitoring for adherence to the SLA. We use a robust continuous integration and continuous deployment (CI/CD) pipeline that allows us to deploy new versions of the platform with near-zero downtime. Each build undergoes automated testing, and deployments to production only occur after successful validation in a staging environment.

Planned outages are scheduled during non-critical hours (3:00–5:00 a.m. MT) with at least one week’s advance notice. Unplanned outages are communicated immediately, followed by a report of root cause, resolution steps, and estimated recovery timelines. Any disruptions beyond the SLA thresholds trigger service credits, and all deployments include regression testing to confirm ongoing reliability. The platform also supports zero-downtime updates, providing operational continuity even during product enhancements or code deployments.

## 4.2.4. CivCheck Meets Other Solution Requirements

### Objectives

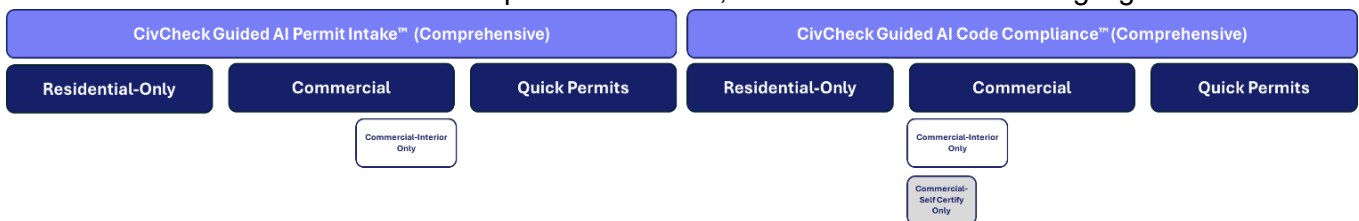
CivCheck acknowledges and fully complies with the requirements outlined in Section 5.4 of the RFP. We understand that the Master Agreement awarded through TXShare will serve as a flexible contracting vehicle, with each participating entity negotiating its own customized Scope of Work through a Supplemental Agreement. We recognize that no specific scope of work is guaranteed at this time and that services will be provided on an as-needed basis to participating members of the TXShare Cooperative.

### Service Area

In preparing a proposal, we have designated what geographic regions will be served. We have specified on the service area designation forms the service areas that you are willing and able to provide goods and services to. These are included in our proposal as **Exhibit 2, in Section 4.2.6**. We are pleased to provide services to all of Texas and every state in the United States.

### Service Category Offer

CivCheck proposal covers **all** services requested for both Service Category #1: Plan Review Software and Service Category #2: Other Ancillary Goods or Services. Our response for **Service Category #1** includes Software Licensing, Initial Configuration, and Ongoing Maintenance and Support for CivCheck’s Guided AI Plan Review™ - Permit Intake Comprehensive base, and add-on modules as highlighted below.



Each software license is supported by a standard set of services to enable successful user adoption and drive results for customers. These activities include:

- **Implementation Services and Initial Configuration:** Included with every license, this covers configuration analysis, compliance certificate templates, project kickoff, code conflict review, and pre-allocated consulting hours to support platform setup.
- **Training and Onboarding Support:** CivCheck provides up to 8 hours of training—2 hours of “Train the Trainer” and 6 hours of end-user training—along with training materials and user guides to enable smooth onboarding.
- **Ongoing Support & Maintenance:** Every license includes access to continuous platform improvements, regulatory rules management, and technical support.
  - **Customer Support:** As part of ongoing support and maintenance, CivCheck provides a dedicated help desk with ticketing and email-based support, 24/7 escalation paths for critical issues, and an in-platform knowledge base with searchable help articles for both applicants and reviewers.
- **Reporting and Analytics:** Customers receive access to a set of standard reports as part of every license.

For **Service Category #2** CivCheck offers comprehensive professional and optional services alongside each procured license. These services are designed to support cities before, during, and after go-live. Customers may purchase additional add-on optional services on an as needed basis. These include:

- **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, customers may buy additional training and onboarding support on an hourly basis as needed.
- **Custom Services – Engineering and SME Consulting:** Cities can optionally engage CivCheck’s engineering team to build custom reports, integrations, or dashboards, and consult with permitting SMEs. These services are billed hourly according to our rate sheet.
- **Additional City Named User Licenses:** Localities differ in their licensing needs. Our typical number of included licenses for a given module covers most jurisdictions in a tier, additional licenses may be procured as needed.
- **Pilot Program:** Our experience has shown that piloting our tool often helps municipalities better understand the benefits of our product and better scope their purchase of licenses, modules and

add-on services. We are invested in helping organizations “try before they buy” through our fixed fee pilot program offering. This program is optional for customers.

CivCheck is committed to partnership, not just product delivery. We don't simply hand over a tool—we collaborate with cities at every step to enable adoption, drive outcomes, and support evolving needs over time.

### 4.2.5. Confidential/proprietary Information in this Proposal

In accordance with the Texas Public Information act, competitive bidding information before contracts are awarded may be held confidentially, CivCheck has reviewed its submittal and clearly marked any Confidential/proprietary items within the proposal that contain confidential, proprietary, or trade secret information. The table below identifies these specific sections for redaction.

Section	Pages	Reason
2. References	5	Contact Information of References
4. Technical Proposal	9-29	Proprietary business information

### 4.2.6. TXShare RFP Attestations

#### CONFLICT OF INTEREST QUESTIONNAIRE (Page 8)

CivCheck has left the conflict-of-interest questionnaire blank.

CivCheck does not currently have an employment or other business relationship with a local government officer or a family member of the officer that results in an officer or family member receiving taxable income of any kind, during the 12-month period preceding this submission. CivCheck has not given to a local government officer or a family member of the officer one or more gifts of any value in the 12-month period preceding the date of this submittal. Nor does CivCheck have a family relationship with a local government officer.

#### ATTACHMENT IX: HISTORICALLY UNDERUTILIZED BUSINESSES, MINORITY OR WOMEN-OWNED OR DISADVANTAGED BUSINESS ENTERPRISES (Page 12)

CivCheck is a women and minority owned business but is not certified in Texas. As such we have left the form blank.

Full copies of each attestation have been attached to our bid submission.

## 4.2.7. Exhibit 2: Service Area Designations

### EXHIBIT 2: SERVICE DESIGNATION AREAS

Texas Service Area Designation or Identification			
<b>Proposing Firm Name:</b>	CivCheck		
<b>Notes:</b>	<b>Indicate in the appropriate box whether you are proposing to service the entire state of Texas</b>		
	Will service the entire state of Texas	Will not service the entire state of Texas	
	We will service the entire state of Texas		
	<b>If you are not proposing to service the entire state of Texas, designate on the form below the regions that you are proposing to provide goods and/or services to. By designating a region or regions, you are certifying that you are willing and able to provide the proposed goods and services.</b>		
<b>Item</b>	<b>Region</b>	<b>Metropolitan Statistical Areas</b>	<b>Designated Service Area</b>
1.	North Central Texas	16 counties in the Dallas-Fort Worth Metropolitan area	
2.	High Plains	Amarillo Lubbock	
3.	Northwest	Abilene Wichita Falls	
4.	Upper East	Longview Texarkana, TX-AR Metro Area Tyler	
5.	Southeast	Beaumont-Port Arthur	
6.	Gulf Coast	Houston-The Woodlands-Sugar Land	
7.	Central Texas	College Station-Bryan Killeen-Temple Waco	
8.	Capital Texas	Austin-Round Rock	
9.	Alamo	San Antonio-New Braunfels Victoria	
10.	South Texas	Brownsville-Harlingen Corpus Christi Laredo McAllen-Edinburg-Mission	
11.	West Texas	Midland Odessa San Angelo	
12.	Upper Rio Grande	El Paso	

(Exhibit 2 continued)

Nationwide Service Area Designation or Identification Form			
<b>Proposing Firm Name:</b>	CivCheck		
<b>Notes:</b>	<b>Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.</b>		
	Will service all fifty (50) states	Will not service fifty (50) states	
	We will service all fifty (50) states		
	<p>If you are not proposing to service to all fifty (50) states, then designate on the form below the states that you will provide service to. By designating a state or states, you are certifying that you are willing and able to provide the proposed goods and services in those states.</p> <p>If you are only proposing to service a specific region, metropolitan statistical area (MSA), or City in a State, then indicate as such in the appropriate column box.</p>		
<b>Item</b>	<b>State</b>	<b>Region/MSA/City</b> (write "ALL" if proposing to service entire state)	<b>Designated as a Service Area</b>
1.	Alabama		
2.	Alaska		
3.	Arizona		
4.	Arkansas		
5.	California		
6.	Colorado		
7.	Connecticut		
8.	Delaware		
9.	Florida		
10.	Georgia		
11.	Hawaii		
12.	Idaho		
13.	Illinois		
14.	Indiana		
15.	Iowa		
16.	Kansas		
17.	Kentucky		
18.	Louisiana		
19.	Maine		

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