



Contract No. 260135-01

Campaign Finance Software & Administration Platform

Vendor: WSD Digital LLC

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Offer & Acceptance

OFFER AND ACCEPTANCE

OFFER

TO THE CITY OF TUCSON:

The Undersigned hereby offers and shall furnish the material or service in compliance with all terms, scope of work, conditions, specifications, and amendments in the solicitation which are incorporated by reference as if fully set forth herein.

For clarification of this offer, contact:

WSD Digital, LLC dba ReFrame Solutions

Company Name

Name: Christopher Rogers

2 Waterside Crossing, Suite 301

Address

Title: SaaS Sales Executive

Windsor CT 06095

Phone: 850.510.6405

City State Zip

E-mail: proposals@wsddigital.com

Signature of Person Authorized to Sign

Anand Balasubramanian

Printed Name

Chief Executive Officer

Title

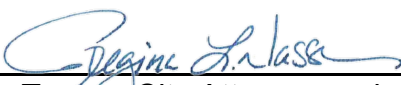
ACCEPTANCE OF OFFER

The Offer is hereby accepted. The Contractor is now bound to sell the materials or services specified in the Contract. This Contract shall be referred to as Contract No. 260135-01.

CITY OF TUCSON, a municipal corporation

Approved as to form:

Awarded:

 for
As Tucson City Attorney and not personally

 for
As Director of Business Services and not personally

01/13/2026
Date

01/13/2026
Date



CITY OF
TUCSON

Vendor's Response to Intent to Negotiate / BAFO



City of Tucson

Best and Final Offer Response

RFP No. 260135

Campaign Finance Reporting
& Administration Platform

Wednesday, December 31, 2025

Contact

Christopher Rogers
SaaS Sales Executive
2 Waterside Crossing, Suite 301
Windsor, CT 06095
850.510.6405

proposals@wsddigital.com

December 31, 2025

Nora Corral, CPPB
Senior Contract Officer
City of Tucson Procurement
255 W. Alameda
Tucson, AZ 85701

Dear Ms. Corral,

Thank you for the opportunity to respond to your request for a Best and Final Offer regarding our response to your Campaign Finance Reporting and Administration Platform RFP No. 260135.

At ReFrame Solutions, it is our practice to offer industry-leading platforms and solutions at value driven prices, as we know well the budget challenges and constraints faced by public sector agencies across the country. As such, the pricing that we submitted in our initial response to your RFP reflects the most competitive pricing we are able to offer for such a platform.

We hope that you are able to appreciate the value we are proposing to bring to the City of Tucson with not only our modern and highly robust solution, but also in the team of industry experts who will become an extension of your team to bring the utmost in transparency, accountability and user experience to all involved in the democratic process for the City.

It is our genuine hope to be able to partner with the City of Tucson on this important initiative both now and well into the future!

Respectfully and sincerely,

A handwritten signature in blue ink, appearing to read 'Anand B.', with a stylized flourish at the end.

Anand Balasubramanian
Chief Executive Officer
reframesolutions.com



Intent to Negotiate / BAFO



December 29, 2025

Sent via email, this day to proposals@wsddigital.com

Jeanne Mallory
WSD Digital LLC
2 Waterside Crossing Suite 301
Windsorm CT 06095
Email: proposals@wsddigital.com

Subject: Request for Proposal No. 260135- Campaign Finance Reporting & Administration

NOTICE OF INTENT TO NEGOTIATE/BEST AND FINAL OFFER

Dear Jeanne:

The City of Tucson has completed the evaluation of submittals received in response to the subject solicitation. WSD Digital LLC has been selected to advance to the next step in the selection process for the **Campaign Finance Reporting & Administration** Request for Proposals. Based upon the recommendation of the evaluation committee, the City is inviting your firm to enter into negotiations. Specifically, the City requests the following:

1. Best and Final Pricing

Please provide your best and final pricing offer to the City.

Please submit a written response by email no later than 2:00PM on December 31, 2025. Please do not hesitate to contact me if you have any questions.

Sincerely,

Nora Corral

Nora Corral, CPPB
Senior Contract Officer

SHARED SERVICES – PROCUREMENT

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(520) 791-4217 • FAX (520) 791-4735 • TTY (520) 791-2639
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Vendor's Response to RFP



City of Tucson

Request for Proposal

260135

Campaign Finance Reporting
& Administration Platform

Friday, November 14, 2025

Contact

Christopher Rogers
SaaS Sales Executive
2 Waterside Crossing, Suite 301
Windsor, CT 06095
850.510.6405

proposals@wsddigital.com

Cover Letter

November 14, 2025

Salvador Servin III
City of Tucson, Business Services Department
Shared Services Procurement Division
255 W. Alameda, 6th Floor
Tucson, AZ 85701

Dear Mr. Servin,

ReFrame Solutions offers an innovative hosted platform that meets and exceeds the Scope of Work and Evaluation Criteria sought by the City of Tucson (the City). **ReFrame Disclosure** is purpose-built to enhance transparency, accountability, and public confidence while streamlining and automating your internal processes.

Campaign finance disclosure plays an integral role in fair and equitable elections for all municipalities, and an effective solution should benefit all parties involved in the process. Candidates need an easy-to-understand, frictionless way to submit contributions and obligations. City Clerk staff require convenient and robust administrative tools to set up, organize, and maintain candidate profiles and data. Finally, the public deserves a searchable and configurable portal delivering the highest level of transparency. Powerful reporting for all users creates an transparent environment with full accountability benefiting all.

Empowering each participant in the democratic process with a platform meeting the highest criteria of security and modern software architecture is our mission at ReFrame Solutions. **ReFrame Disclosure** offers 80% out of the box functionality developed by our team of domain experts with decades of experience supporting the campaign finance disclosure process at all levels of government. We are uniquely equipped to help the City Clerk achieve your goals using our proven implementation process to meet your go-live date of June 2026.

Our *customer obsessed* mission focuses on partnership with our customers, and we look forward to establishing a long-term relationship with the City Clerk. Your contact for this proposal is Christopher Rogers, SaaS Sales Executive, who can be reached at 850.510.6405, or proposals@wsddigital.com should you have any additional questions or would like to schedule a demonstration.

Respectfully submitted,

A handwritten signature in blue ink that reads 'Anand B' with a stylized flourish at the end.

Anand Balasubramanian
Chief Executive Officer
reframesolutions.com

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Executive Summary

Understanding Your Needs

With cumbersome manual processes, the City is faced with modernizing campaign finance reporting and filing for filers, staff and members of the public. Your detailed Scope of Work highlights campaign finance reporting, Public Matching Funds (PMF), and other technical requirements needed to implement a platform to streamline processes and improve the experience for your internal and public users. This ambitious project requires a vendor with domain experience and a platform purpose-built for agencies, like the City Clerk's office. **ReFrame Disclosure** offers a refreshing alternative, with the most modern and secure product available on the market currently in active development, the largest stable of domain-experienced resources, and a proven customer-service orientation.

Our platform is designed to help you reimagine your business processes. With technology's rapid development, a modern, modular system improving and modernizing your processes is critical. Designed to be self-supporting wherever possible without relying on custom development to deliver day-to-day changes in rules, calendars, notification templates, compliance thresholds, fees, and more, the City can manage the system without vendor intervention or costly customizations.

Modernize with ReFrame Disclosure



Streamlined filing with intuitive dashboards



Automated compliance notices & reporting



Configurable workflows



Public portal with real-time access to filings

Campaign Finance transparency plays an important part in preserving the integrity of an open democracy. Government agencies along with their constituents (candidates, lobbyists, and the public) need robust tools to collect and provide easily accessible disclosure of contribution and expenditure information. Our response describes the features and functionality of **ReFrame Disclosure** and how these tools support the City's important responsibility of providing a secure, accurate and accessible campaign finance system to the public.

Our partnership with the City provides businesses services to replace your legacy systems and achieve your goals and objectives to enhance transparency, increase accountability, and foster public confidence

Providing the Best Team

ReFrame Solutions provides technology and services for state and local government, including campaign finance. Many of our principals, managers, technical resources, subject matter experts (SMEs), and support staff have 20+years of experience and are highly capable, experienced domain experts supporting the City from a base of knowledge and success. We are fortunate to maintain staff across the country servicing our customer base. In fact, we have a small cluster of experienced campaign finance SMEs based in Arizona, who can attend gap sessions and implementation meetings in person.

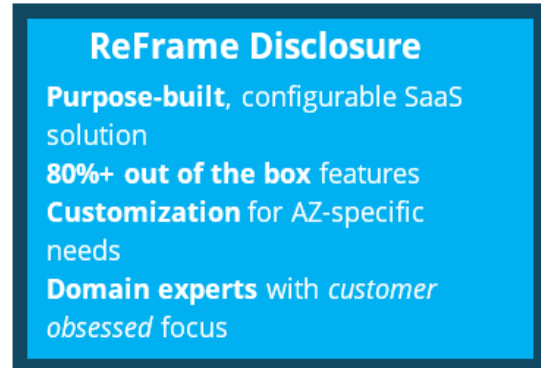
With a **90%+ customer retention rate**, the City can rely on our experienced team with significant direct industry experience to understand the intricacies involved in moving from manual processes to an automated platform. With ReFrame Solutions, you will choose a consultative-partnership approach ensuring a successfully configured system to lessen confusion, increase efficiency and identify

compliance issues more effectively. Our entire focus is driving innovative solutions to make you future ready.

Configuring YOUR Solution

Because our solutions are pre-built to accommodate 80+% of the core features the City needs for your Campaign Finance and Administrative Platform management, you will have an enhanced degree of fit over competitor platforms, as well as the flexibility and extensibility for future growth and adaptability as your needs change over time. Our product is designed specifically to simplify the City's manual processes and improve the overall user experience.

ReFrame Disclosure offers user-friendly administrative and public portals that are ADA-compliant. With highly configurable modules, your teams are empowered to be self-supporting and efficient.



Providing Proven Processes

Our project management process is successfully executed using the following phases, initiation, planning, execution, monitoring and controlling, and go live, followed by support and maintenance efforts. During the initiation phase, we define the project scope and objectives, identify the stakeholders, and create a project charter to ensure clear goals regarding the implementation for the City. In the planning phase, we finalize the project management plan to outline the implementation to the City and our process on monitoring and controlling the project execution.

We adhere to the project management plan and coordinate the team and resources throughout the execution phase to ensure the City's requirements are met per the RFP in the areas of data conversion, implementation, and testing of our solution. Our monitoring and controlling process involves tracking the project process against the project plan and adjusting as necessary to ensure our timeline is strictly adhered to for an on-time implementation to the City.

We stand apart in this space with:

- **Hands-on domain knowledge** of campaign finance modules, workflows, and data structures.
- **Deep understanding of legacy** systems, how to recapture and migrate the right data using modern architecture.
- **Collaborative approach** enhancing the current process, improve efficiency, and uncover compliance gaps early on.
- **Proven implementation success** consistently delivering on time, on budget, with minimal disruption.
- **Hybrid Agile delivery model** to reduce work, shorten timelines, and minimize documentation.
- **Always-on maintenance model** with 24/7/365 support and pre-approved maintenance windows that never interrupt core hours.
- **Speed built in**—Averages sub-3-second page loads, even with high-volume reports.

We don't just offer an industry leading product—we offer an experienced team with a proven background supporting a proven product.

Choosing Partnership

The successful implementation of a modernized solution to meet the scale and complexity of the City's is not just a technological challenge for the agency to consider. With our guiding mission and motto of *ReFraming the Customer Experience through Customer Obsessed Service and Innovative Technology*, the City will experience a true partnership towards program success and ensure the best overall value.

Scope of Work

C. 1. Campaign Finance Reporting

A. General Requirements

1. The Offeror must stay current with all applicable Arizona statutes, the Tucson City Code, and other legal requirements related to campaign finance, the City's Public Matching Funds (PMF) program, and any forms or updates disseminated by the Arizona Secretary of State, City Clerk's Office, or other governing authorities.
Yes. We have implemented policies, processes, and procedures designed to ensure compliance with federal laws, regulations, and rules, and we monitor ongoing compliance efforts and maintain various reporting mechanisms required by law or requested by our customers. We recognize it is a key responsibility for our business and continue to provide all our various programs and services under the relevant requirements of all federal laws and regulations, including the Arizona Secretary of State. Any City local legal requirements, such as the PMF program or City Clerk's Office, will be adhered to as well.
2. The Offeror must comply with all laws and regulations applicable to the collection, processing, secure storage, transmission, and dissemination of personal information.
Yes. ReFrame Solutions is **certified as NIST 800-53 r 5 and SOC2 compliant**. The system and hosting environments comply with any applicable and standard local, state, and federal cybersecurity regulations. Our security processes, controls, and posture have been rated at the very top of the scale by every large state/government agency we contract with for processing, storage, transmission, and dissemination of data.
3. The proposed solution must be secure and fully operational no later than June 2026.
Yes. We understand the City's timeline, and are confident our proven implementation processes will have your solution secure and fully operational by June 2026. Using a hybrid Agile methodology allows for a measurable and successful transition, achieving quick milestones while minimizing risk, and reducing overall burden on your staff.
4. The system must be flexible and adaptable to new or updated processes as required by law or the City of Tucson.
Yes. We have a defined process in place to identify and implement changes to applicable laws or regulations. This process includes regular monitoring of legal and regulatory updates, assessing their impact on our operations, and taking necessary actions to remain compliant with any new requirements. The system is easily adaptable and can be adjusted according to any Tucson-specific rules and laws.
5. The Offeror must supply email support for City staff with an expected turnaround time of one business day or less.
Yes. We provide prompt and reliable email support to City staff. Our support team monitors email communications continuously during business hours, and we are committed to responding within one business day or sooner.
6. Offeror-hosted servers must be readily accessible by the Offeror. Server access shall be restricted to qualified Offeror employees and individuals specifically designated by the City of Tucson.
Yes. Our solution is hosted in the Microsoft Azure cloud and is entirely web-based and they take full responsibility for the management and operation of the data centers. As part of the shared

responsibility model, Microsoft Azure is responsible for ensuring the physical security, climate control, and overall operational reliability of the data center facilities and their access. We comply with NIST standards and all relevant data privacy regulations, guaranteeing secure data storage and access only by authorized personnel.

7. The Offeror must operate and maintain servers in good working order, ensuring reliability and security of the hosted platform.
Yes. Our company infrastructure and applications are hosted in secure Microsoft Azure cloud data center operations, and they take full responsibility for the management and operation of the data centers and equipment, including servers.
8. The Offeror must provide regular backups of all City data. Backups shall occur at least nightly and be stored at a minimum of two remote locations within the United States. No backups may be stored outside of the United States.
Yes. In our cloud-hosted solution on Microsoft Azure, all data is securely stored within data centers located in the continental United States, with geo-redundant backup for disaster recovery. We do not store or process any data, including backups, outside the United States, and follow all state and applicable federal security regulations to ensure full security compliance.
9. The Offeror must provide staff support to City staff and end-users during the City of Tucson normal business hours 8:00am to 5:00pm, AZ time, by phone, email, or virtual/in-person meeting. This support shall be provided at no additional cost to the City.
Yes. Our Service Level Agreement outlines the support the City can expect. ReFrame Solutions will provide project management and level 2 and 3 help desk support to answer the City staff technical questions, log trouble tickets for application defect resolutions, and estimate change requests for enhancements. Level 1 helpdesk for calls from external the City users such as tenants, landlords, and other parties will be handled by the City staff. Level 1 technical support from the ReFrame helpdesk is available at an additional cost based on historical and/or expected volumes. Refer to **Exhibit 1** for our sample Service Level Agreement.
10. The Offeror must provide in-person, virtual, and telephone training for City staff and end- users at no additional cost.
Yes. The City can expect both virtual and in-person instructor-led training (ILT) sessions as part of system implementation. These sessions are designed to provide hands-on, guided instruction tailored to the needs of different user groups, including administrative staff, and filers. Training is scheduled to align with key phases of deployment and onboarding, ensuring that users are confident and well-prepared to use the system effectively from day one. Whether delivered remotely or on-site, ReFrame's ILT sessions are interactive, scenario-based, and focused on real-world use cases to maximize engagement and retention.
11. The Offeror must ensure future system upgrades are administered and implemented by vendor staff at no additional cost to the City.
Yes. As a SaaS solution, ReFrame is responsible for maintaining, supporting and upgrading all technical aspects of the solution through the life of the contract including upgrades for any software or components that may be approaching end-of-life. Our cloud provider, Microsoft Azure, ensures the environments and services are constantly upgraded according to industry best practices and the security requirements of FedRAMP, Soc2, and NIST. ReFrame keeps the City informed of any new or enhanced modules or features available for the solution. Updates are released every three weeks using agile development methodologies.

B. Functional Requirements

1. The electronic campaign finance reporting solution must support migration of data from the City's current system and must accommodate current and past election filings. The system must provide, at a minimum, the following functionality:
Yes. As part of implementation, ReFrame supports the migration of existing data from your current system. Our team has extensive experience managing both full and partial data conversions, and we work closely with the City's office to ensure a smooth and accurate transfer of legacy data.

- a. Secure user login capability, allowing the City to assign user IDs and passwords to filers, and maintain user accounts, with options for Single Sign-On (SSO) credentialing for City personnel.

Yes. Our system provides secure user login capabilities, allowing for automatic assignment of user IDs and passwords to filers and manage user accounts through an administrative module. Upon successful registration, filers receive an activation email containing their user ID and a secure link to set their password. City administrators can manage user accounts via the admin module, including the ability to resend activation links, lock or unlock accounts, initiate password resets, and view filers' security questions. Additionally, the application supports Single Sign-On (SSO) credentialing for all users ensuring seamless and secure access.

- b. The system must support enforcement of SSO for administrative users using industry- standard SAML or OIDC protocols at no additional cost.

Yes. The system supports Active Directory (AD), Okta, and other SSO integrations at no additional cost.

- c. Secure electronic signature capabilities for filers.

Yes. The solution supports secure electronic signature capabilities for filers. This feature ensures submitted forms and documents can be electronically signed in compliance with applicable standards, providing both authentication and integrity of the signed data.

- d. Validation of submitted filings with automated notification to the filer regarding acceptance or rejection of the filing, including reasons for rejection when applicable.

Yes. The solution automatically validates submitted filings and sends an email notification to the filer confirming the status of their report. During the gap analysis phase, we collaborate closely with the City of Tucson to ensure all validation rules and legal requirements are accurately implemented.

- e. Online data entry and file upload capability for filers.

Yes. The solution supports online manual data entry for all transaction types required by law. Filers can enter data directly through the portal or submit filings in PDF format, which administrators can upload on their behalf. **ReFrame Disclosure** also includes a one-click import feature, allowing filers to download a pre-formatted Excel template from their portal, populate it with transaction data, and upload it back into the system. Upon upload, the solution automatically validates the file for formatting and content accuracy, helping reduce errors and ensure compliance with regulatory standards. Templates are easily accessible from the import page, making the process intuitive and user-friendly for filers of all technical skill levels.

- f. Ability to accept and display high-quality scanned images of forms submitted in

hard copy format.

Yes. The solution supports the acceptance and display of high-quality scanned images of forms submitted in hard copy format. Depending on the City's preferences, both filers and administrators can upload scanned documents. Each uploaded document includes configurable privacy settings, allowing it to be designated as either internal-only or publicly viewable on the City's public-facing site.

- g. Options for form printing, both as hard copies and as PDFs.

Yes. The solution supports both printing and exporting of forms and reports. Users can view, print hard copies, or download documents in PDF format directly from the solution. This functionality ensures easy access and distribution of submitted filings and related records.

- h. Ability to export data to Excel.

Yes. The solution allows users to export data from the filer portal, admin portal, and public portal. All data grids and canned reports can be exported in commonly used formats such as .CSV, enabling easy analysis and reporting in Microsoft Excel or other compatible tools.

- i. Capability to produce two PDF versions of filed forms: one redacted for public access and one non-redacted for City staff use.

Yes. The solution provides the capability to generate two distinct PDF versions of filed forms: one redacted for public access and one non-redacted for internal City staff use. Sensitive information identified by the City can be automatically redacted or omitted from the public version, while the original, unredacted version remains accessible to authorized administrative users. Additionally, the public-facing search interface can suppress specific data fields based on the City's business rules and privacy requirements.

- j. Automatic redaction of fields required by law prior to public viewing.

Yes. During the gap analysis phase, we work closely with the City to identify all fields that must be redacted in accordance with Arizona law and the City's business rules. Once identified, the system automatically redacts this sensitive information prior to public viewing, ensuring compliance and protecting filer privacy.

- k. Public access to form viewing and printing.

Yes. All public facing documents are stored in an accessible location, allowing viewing and printing by administrators, filers, and members of the public.

- l. Public notification that full, unredacted filings are available for review in the Office of the City Clerk.

Yes. The system includes functionality to notify the public that full, unredacted filings are available for review in the Office of the City Clerk. These notices can be posted in the *News and Announcements* section of the public portal or in any other location on the public portal designated by the City.

- m. Comprehensive tracking of filers and electronically filed forms within a secure database.

Yes. The system maintains a comprehensive reporting history for all filers, preserving both original disclosure reports and any amendments with full version tracking. These records are accessible to City Administrators, Filers, and the public through the Admin Portal, Filer Portal, and Public Portal, respectively. This ensures transparency, supports audit-readiness, and

provides a reliable source of truth for campaign finance activity enhancing public trust and streamlining oversight for the City's office.

Additionally, the solution includes a comprehensive event log that tracks all significant actions and changes within a filer's account, further supporting accountability and traceability.

- n. Capability to automatically and manually generate and distribute email notifications and reminders to filers, including but not limited to:

- i. Welcome notices
- ii. Deadline reminders
- iii. Amendment notices
- iv. Late filing notices
- v. Fine notices

Yes. The Template Manager and Notification Manager support automated notice and letter generation. Using these tools, administrative users can generate welcome notices, deadline reminders, amendment notices, late filing notices, and fine notice. Templates are configured with dynamic merge fields, and automatically populate with relevant data. Additionally, the Notification Manager enables users to send emails directly from the system. This process streamlines communication, ensures consistency in messaging, and reduces administrative overhead by automating repetitive tasks.

- o. Distinct Reporting Periods (date ranges), deadlines, and Election Cycles, for PMF (participating) Candidates versus traditional (non-participating) Candidates versus Political Action Committees/Political Parties

Yes. The solution includes a fully configurable filing calendar that allows administrative users to define election cycles, reporting periods, and due dates for all filer types, including Participating (PMF) Candidates, Traditional Candidates, Political Action Committees, and Political Parties. Once a filer's registration is approved, the system automatically assigns all required reports for the applicable filing cycle. Administrators can update the filing calendar at any time, and changes are synced across all relevant filer accounts, eliminating the need for manual updates. The system also includes a clone feature that enables administrators to duplicate an existing election cycle and automatically adjust dates for the new calendar year, streamlining setup and ensuring consistency across cycles.

- p. Distinct workflows for PMF (participating) Candidates versus traditional (non-participating) Candidates and Political Action Committees/Political Parties

Yes. The solution supports distinct workflows for all registration types, including Participating (PMF) Candidates, Traditional (non-participating) Candidates, Political Action Committees, and Political Parties. During the gap analysis phase, ReFrame collaborates with the City to define and configure the appropriate workflows based on legal requirements and business rules, ensuring each filer type follows a tailored and compliant process.

- q. Tools to track deadlines, delinquencies, and automatically generate corresponding email notices and letters, with automatic calculation of applicable fines.

Yes. All user documentation, including detailed user manuals and quick reference guides, is available in PDF format and accessible through the administrative, filer, and public portals. By offering centralized access, the system ensures that all user groups can easily retrieve the

- most up-to-date documentation as needed, supporting efficient system use and promoting self-service.
- r. Fully documented systems with detailed filer manuals for both filers and City staff.
Yes. All user documentation, including detailed user manuals and quick reference guides, is available in PDF format and accessible through the administrative, filer, and public portals. By offering centralized access, the system ensures that all user groups can easily retrieve the most up-to-date documentation as needed, supporting efficient system use and promoting self-service.
 - s. Guardrails to prevent duplicate profiles for the same contributor and/or vendor, to ensure accurate calculation of total contributions from, and expenditures to, each.
Yes. The solution includes built-in guardrails to prevent the creation of duplicate profiles for the same contributor or vendor. When a filer attempts to enter a duplicate, the system issues a warning, helping maintain accurate contributor and vendor records. This ensures reliable aggregation of total contributions and expenditures, supporting compliance and accurate reporting.
 - t. Public transparency components with advanced search capabilities accessible via the City's website, including:
 - i. Search by election cycle
 - ii. Search by contributor, vendor, occupation, employer, address, date range, and transaction type within selected filing(s) and/or across all filing.
 - iii. Advanced transaction searches across all electronically filed statements
 - iv. Wildcard searches across various fields (e.g., contributor names, committee names, date ranges) with aggregated results and totals of monetary and non-monetary contributions and
 - v. Aggregation and calculation of contributions between specified contributors within defined election cycles
 - vi. Display of contributors and all campaigns to which they have contributed, including corresponding dates and amounts, with option to export data to Microsoft Excel.

All filed information is searchable on the public site. The Public Portal offers comprehensive search functionality, enabling users to search campaign finance data by candidates' first and last names, election year cycle, office sought, contributors' names and addresses, and contribution amounts. Additional parameters are transaction date, reporting period, report type, and candidate supported or opposed. The user can search based on the criteria specified. Results can be exported in .csv format for further analysis in tools like Microsoft Excel. Both quick searches with set parameters for general exploration and targeted searches for precise queries are supported making it easy for members of the public to access and analyze campaign finance information. This promotes transparency, encourages civic engagement, and supports the City's commitment to open government.
 - u. System must support, at a minimum, forms equivalent to Arizona Campaign Finance Report forms or City-specific disclosure forms as designated by the City

Clerk. Forms include calculations more complex than, but similar in function to, income tax returns with multiple schedules attached.

Yes. We can support both Arizona Campaign Finance Report forms and City-specific disclosure forms as designated by the City Clerk. The system's reporting functionality includes a high-level summary of account activity, followed by a detailed breakdown by transaction type. This includes itemized and un-itemized transactions, anonymous contributions, and returned contributions. Each transaction type is linked to its own schedule, displaying all relevant details for individual entries—similar in complexity and structure to income tax returns with multiple schedules.

During the gap analysis phase, ReFrame works closely with the City of Tucson to determine the required data elements and formatting for each reporting form to ensure full compliance with legal and procedural standards.

- v. Campaign treasurers (filers) must be able to use a single login to manage multiple campaigns, as applicable.

Yes. Users can create and manage campaign finance entity profiles entirely online, supporting accurate and up-to-date reporting for a variety of filing entities. Each campaign finance entity can be associated with multiple authorized users, such as treasurers, campaign managers, or other designated personnel, each with unique login credentials. These users can access the same entity account based on their assigned roles and permissions. Conversely, a single user (e.g., a treasurer) can be linked to multiple campaign finance entities and manage them through a single login, streamlining access and oversight.

- w. Administrator Dashboard

- i. Real-Time tracking of all submitted, pending, or rejected filings.
The admin portal captures audit trail information (in real-time) of all filings, accepted or rejected. The system captures the name of the staff who processed the filing, the date and time of the update, and the IP address of the user.
- ii. Alerts for upcoming and missed deadlines.
The *Notification feature* allows the City administrators to configure email templates, apply filters to target specific groups of candidates or committees, and send timely reminders for upcoming filing deadlines and follow-ups for past due items. This automated, targeted communication helps ensure compliance, reduces late filings, and minimizes the need for manual outreach, freeing up administrative resources while keeping filers informed and accountable.
- iii. Search, filter, and export functions by filer, filing type, status, or date range/election cycle.
The ad hoc query tool enables administrative users to search, filter, and export data by filer, filing type, status, date range, or election cycle. This functionality provides flexible access to campaign finance data, supporting oversight, reporting, and compliance monitoring. Exported results are available in formats compatible with tools like Microsoft Excel for further analysis.

- iv. Ability to generate compliance and status reports across all candidates and committees.
The suite of administrative reports are designed to monitor compliance and filing status across all candidates and committees. Key reports include:

- **Filing Status Report:** Displays all filers with filed and unfiled reports.
- **Late Filing Report:** Identifies filers who submitted reports late, those fined for late filings, and whether fines have been paid or remain outstanding.
- **Potential Violations Report:** Flags transactions that may violate campaign finance rules, such as contributions received before committee formation or those exceeding configured limits.
- **Outstanding Fees Report:** Provides a comprehensive list of filers with unpaid fines.

These tools enable City staff to monitor compliance efficiently, enforce deadlines, and maintain transparency across all campaign finance activities.

- v. Ability to delete, restore, and unpublish files
Within the Admin Module, administrators have full control over disclosure reports and uploaded documents. Admin users can unfile, edit, and delete assigned disclosure reports as needed.

The system also includes a *Documents* section where both filers and administrators can upload files and assign privacy settings. Available privacy settings include:

- **Admin:** Visible only to administrators
- **Private:** Visible to both administrators and the account holder
- **Public:** Visible to administrators, account holders, and public portal users

Administrators can edit, delete, or unpublish any uploaded documents, ensuring flexible content management and control over public visibility.

- vi. Indication of other administrators simultaneously accessing and/or processing the same submission, filer account, etc., to help facilitate collaboration and prevent overwriting one another.
Safeguards prevent administrators from overwriting each other's work within a filer's account. If a submission has already been processed or submitted, the system will prevent duplicate actions by other administrators. These controls help maintain data integrity and ensure that simultaneous access does not result in conflicting updates.

C.2. Public Matching Funds

- A. The campaign finance solution must provide the following functionality in addition to general disclosure requirements
1. Tracking and calculating of contributions and expenditures in accordance with Arizona law and Tucson City Code.
Yes. The system captures and calculates all legally required contributions and expenditures as required by AZ law and Tucson City Code. Additionally, the filer can report no activity. The

system displays the cumulative total of contributions, as well as the cumulative total of contributions by contributor assisting the filer with limit calculations. The filer can also amend any filed contribution information. The solution recalculates the cumulative totals on the amended report and any previously filed subsequent reports.

2. Specialized support for Public Matching Funds (PMF) Candidates, including:

a. Reporting Schedules (list of transactions) based on type of transaction, including:

i. Qualifying Contributions from Individual City Residents (with guardrails to ensure each contributor is listed no more than once on this Schedule; additional contributions from the same contributor would be entered on the next Schedule, "Contributions from Individuals")

The system includes mechanisms to prevent filers from entering the same contributor more than once on a qualifying contributions schedule. This ensures that each contributor is listed only once per schedule, in accordance with legal requirements. Additional contributions from the same individual can be entered on the subsequent schedule. During the gap analysis phase, ReFrame will work closely with the City of Tucson to configure these guardrails and ensure full compliance with Arizona law and the City's business rules.

ii. Contributions from Individuals

The system fully supports the entry and tracking of contributions from individuals.

iii. Contributions from the Candidate's Family Members

The system fully supports the entry and tracking of contributions from Candidate's Family Members.

iv. Contributions from the Candidate

The system fully supports the entry and tracking of contributions from the candidate.

v. Contributions from Political Committees

The system fully supports the entry and tracking of contributions from political committees.

vi. In-Kind Contributions (with sub-menu for source – Individual/City Resident, Family Member, Candidate, Prohibited)

The system fully supports the entry and tracking of in-kind contributions with the ability to capture the source of the transaction.

vii. Public Matching Funds Received

The system fully supports the entry and tracking of public matching funds received.

viii. Prohibited Contributions (City Employees, Anonymous, Corporations, LLCs)

Controls to manage prohibited contributions, such as those from City employees, anonymous sources, corporations, and LLCs are included in the system. The system can either block the entry of these contributions entirely or allow them to be entered and flagged as potential violations, depending on the City's business rules. During the gap analysis phase, ReFrame will work closely with the City of Tucson to ensure all legal requirements are met and appropriate guardrails are implemented.

ix. Offsets to Prohibited Contributions (Refunds made)

The system can record refunds made on prohibited contributions. This functionality ensures that offsets to contributions from ineligible sources, such as City employees, anonymous

donors, corporations, or LLCs, are properly documented and tracked. During the gap analysis phase, ReFrame will work with the City of Tucson to ensure all refund processes align with applicable laws and reporting requirements.

x. Offsets to Contributions (Refunds made)

The system supports the recording of contribution refunds, also known as offsets to contributions.

xi. Loans from the Candidate

The system supports the recording of candidate loans.

xii. Loans from the Candidate's Family Members

The system supports the recording of loans from a candidate's family members.

xiii. Loans from Others

The system supports the recording of loans from other sources.

xiv. Expenditures for Operating Expenses

The system supports the recording of expenditures for operating expenses.

xv. In-Kind Expenditures

The system supports the recording of in-kind expenditures.

xvi. Public Matching Funds Returned

The system supports the recording of returned public matching funds.

xvii. Offsets to Operating Expenses (Refunds/Rebates received)

The system supports the recording of refunds and rebates received as offsets to operating expenses.

xviii. Repayment of Loans from the Candidate

A user can enter a loan payment or a loan forgiveness amount. The loan balance is calculated taking the payments/forgiveness into account.

xix. Repayment of Loans from the Candidate's Family Members

The system supports the recording and tracking of loan repayments made to a candidate's family members.

xx. Repayment of Loans from Others

The system supports the recording and tracking of loan repayments from others.

xxi. Any Other Disbursements

ReFrame Disclosure supports the recording and tracking of any other disbursements as required by law.

xxii. Dividends, Interest, and Other Receipts

The system supports the recording and reporting of all types of receipts, including dividends, interest, and other miscellaneous income.

xxiii. Purchase of Goods to Revert to the City

The system supports the recording and categorization of expenditures related to the purchase of goods that are intended to revert to the City.

xiv. Debts and Obligations

The system supports the recording and tracking of debts and obligations.

b. Calculation of contributions per contributor:

i. On each Reporting Schedule (distinct Schedules for various sources of contributions) within each Reporting Period (date range for each Report)

The system can be configured to calculate expenditures per recipient/vendor across all applicable Reporting Schedules within each Reporting Period. The system supports distinct schedules expenditures and accurately aggregates spending by vendor. This ensures precise tracking and reporting of cumulative expenditures per recipient/vendor for each defined reporting period, supporting transparency and regulatory compliance.

ii. On each Reporting Schedule across all Reporting Periods (per election cycle)

The system can be configured to calculate expenditures per recipient/vendor on each Reporting Schedule across all Reporting Periods within an election cycle.

iii. Cumulative across all Reporting Schedules within each Reporting Period

The system can be configured to calculate cumulative expenditures per recipient/vendor across all Reporting Schedules within each Reporting Period.

iv. Cumulative across all Reporting Schedules across all Reporting Periods (per election cycle).

The system can be configured to calculate cumulative expenditures per recipient/vendor across all Reporting Schedules and Reporting Periods within an election cycle.

c. Calculation of expenditures per recipient/vendor:

i. On each Reporting Schedule (distinct Schedules for various types of expenditures) within each Reporting Period (date range for each Report)

The system can be configured to calculate expenditures per recipient/vendor across all applicable Reporting Schedules within each Reporting Period. The system supports distinct schedules expenditures and accurately aggregates spending by vendor. This ensures precise tracking and reporting of cumulative expenditures per recipient/vendor for each defined reporting period, supporting transparency and regulatory compliance.

ii. On each Reporting Schedule across all Reporting Periods (per election cycle)

The system can be configured to calculate expenditures per recipient/vendor on each Reporting Schedule across all Reporting Periods within an election cycle.

iii. Cumulative across all Reporting Schedules within each Reporting Period

The system can be configured to calculate cumulative expenditures per recipient/vendor across all Reporting Schedules within each Reporting Period.

iv. Cumulative across all Reporting Schedules across all Reporting Periods (per election cycle).

The system can be configured to calculate cumulative expenditures per recipient/vendor across all Reporting Schedules and Reporting Periods within an election cycle.

d. Validation of Qualifying Contributions (based on date, dollar amount, residential

address within City limits, and limit of 1 entry per contributor).

The system can be configured to validate Qualifying Contributions based on key criteria including contribution date, dollar amount, and enforcement of a one-entry-per-contributor rule. ReFrame will work closely with the City of Tucson during the gap analysis phase to ensure all applicable Arizona laws and city-specific regulations are accurately implemented and supported.

- e. Automated compliance checks against PMF requirements for each candidate. Noncompliant transactions must be disclosed/reported, and automatically flagged. Requirements include, but are not limited to:
 - i. contribution dollar limits per contributor and per type of contributor. Contribution limits are cumulative per Election Cycle.
 - ii. expenditure dollar limits overall, and per type of expenditure. Expenditure limits are cumulative per Election Cycle.
 - iii. prohibited contributors (City Employees, Corporations/LLCs, Anonymous)
 - iv. prohibited expenditures

Our robust compliance engine automatically validates transactions against PMF requirements at the point of entry. This ensures that candidates and staff maintain compliance throughout the election cycle without manual intervention.

How It Works

- **Real-Time Validation:** When a transaction is saved, the system immediately checks for compliance with all configured rules.
- **Automatic Flagging:** Noncompliant transactions are flagged with clear alerts in multiple locations within the system, providing detailed descriptions of the issue and prompting corrective action by the filer.
- **Administrative Oversight:** Compliance alerts are also visible in the administrative portal, enabling staff to monitor and address potential violations proactively.

Compliance Rules Supported

- **Contribution Limits:**
 - Dollar limits per contributor and per contributor type.
 - Cumulative contribution limits tracked per election cycle.
- **Expenditure Limits:**
 - Dollar limits by expenditure type.
 - Cumulative tracking per election cycle.
- **Prohibited Contributors:**
 - Automatic checks for City employees, corporations/LLCs, and anonymous contributions.
- **Prohibited Expenditures:**
 - Validation against configured prohibited categories.

Administrative Configuration

The compliance feature in the administrative portal allows authorized users to configure and update rules as needed, ensuring flexibility to adapt to regulatory changes without requiring system customization.

- f. Generation of PMF-specific Reports for candidate filings and City Clerk review, such as a Report reflecting a customizable date range of pre-existing transactions. Robust reporting capabilities are located in the **Admin Portal, Master Filing Calendar**, enabling administrative users to generate PMF-specific reports tailored to City requirements.

Key Features

- **Configurable Report Types:** Administrative users can create reports for specific filing types, ensuring compliance and transparency for candidate filings and City Clerk review.
 - **Customizable Date Ranges:** Reporting periods can be configured to include any date range, allowing users to pull in pre-existing transactions.
- g. Uploading of supporting documents (copies of checks, cash receipts, contribution forms, invoices, etc.) for each transaction, viewable on-screen with the associated data fields for each. On-screen copying of text from supporting documents, and pasting copied text into data fields must be allowed. This may be the primary method for entering transactions. Supporting documents do not need to be published. The *Document Upload* feature allows users to import relevant documentation directly into the system. These documents are viewable on-screen ensuring easy reference during data entry. Users can copy text directly from the uploaded documents and paste it into the corresponding data fields, allowing this to serve as the primary method for entering transactions if desired. Supporting documents remain internal and are not published, meeting the City of Tucson's specifications.
 - h. Generation of revised Reports after making edits to pre-existing filings. Revised Reports must indicate what was edited. Pre-existing (original) filings must not be overwritten or unpublished without Administrator action. Filers can amend transactions and reports without requiring administrative intervention. When an amendment is made, the system automatically generates a revised report that clearly identifies all changes, while preserving the original filing for full transparency. Both versions remain visible to users, and original filings are never overwritten or unpublished without explicit administrative action. Additionally, ReFrame includes an Auto-Amend feature: if a filed report changes, previously filed subsequent reports are automatically amended to maintain accurate financial continuity across the election cycle.
 - i. Distinct workflows for PMF candidates versus traditional candidates and committees. Users can create and modify workflows using built-in administrative tools.
3. Administrator Dashboard
 - a. Ability to add comments to supporting documents uploaded in C.3. A.2.g, above, to communicate to filers regarding documentation deficiencies, data entry errors, or other discrepancies. Comments may be via highlighting and pop-out text box, overlays, or other similar method. Comments must include a method for Administrators to indicate they're resolved. An Administrative Notes section is available to add notes to be added as necessary.

C.3. Other Requirements

- A. As part of the evaluation process, the highest-ranked Offerors will be invited to provide a live demonstration of their fully functional system in response to this RFP. Understood. We are happy to provide a live demonstration of ReFrame Disclosure at the City 's request.
- B. The demonstration shall allow Offerors to showcase the functionality, usability, and features of their proposed solution, specifically in alignment with the Scope of Work outlined in this solicitation. Our demonstration shows the functionality, usability and features of ReFrame Disclosure as it related to the City's scope of work.
- C. Emphasis should be placed on the end-user experience for filers, as well as administrative and system management capabilities for City staff. **ReFrame Disclosure** is designed to deliver an inclusive, accessible, and user-friendly experience across all devices and user types. The platform is fully WCAG 2.0 Level AA compliant, and we strive to meet WCAG 2.1 A and AA standards to ensure that all users, regardless of ability, can access and interact with the system effectively. Our development and design teams are deeply committed to implementing accessibility best practices throughout the product lifecycle, from initial design through deployment and ongoing enhancements.
- D. Offerors must ensure that key representatives are available during the demonstration to respond to any questions or clarifications the City may have regarding the solution. Key representatives are included in our demonstrations for questions or clarifications.
- E. The demonstration will be evaluated and scored as part of the overall proposal assessment. Understood and agreed.
- F. Offerors selected for a demonstration will be contacted during the evaluation period with instructions for scheduling and providing the presentation. Understood and agreed.

C.4. Technical Requirements

- A. Standards
 - 1. Meet all state and federal reporting requirements. Yes. We have implemented policies, processes, and procedures designed to ensure compliance with Federal laws, regulations, and rules, and we monitor ongoing compliance efforts and maintain various reporting mechanisms required by law or requested by our customers. We recognize it is a key responsibility for our business and continue to provide all our various programs and services under the relevant requirements of all federal laws and regulations, including the Arizona Secretary of State. Any City local legal requirements, such as the PMF program, are adhered to as well.

2. Safeguards for PII and PHI data.

Yes. ReFrame takes data security seriously and implements controls in alignment with industry standards (NIST 800-53, SOC2, etc.). All development, data storage, and hosting activities are performed in the Microsoft Azure Cloud that SOC 2 Type 2 certified.

Encryption of data in transit is conducted using Transport Layer Security (TLS) v1.2 or higher for all system services, systems, and any related deliverables. All data in transit and at rest is encrypted using Advanced Encryption Standard (AES) 256-bit or higher encryption algorithms. Access control of the encrypted data, including PII, is granted based on explicit authorization by the data owners and IT security. Access control is enforced through authentication, authorization, and auditing of access to the data. PII is included within encrypted transmission and storage. Our Incident Response Plan states we notify of an incident within 24 hours of identification.

We employ effective management of Personally Identifiable Information (PII) for safeguarding sensitive data. Our approach includes several key practices:

- **Identification and Masking of Sensitive Data:** We actively identify sensitive information, such as social security numbers and addresses, and apply masking techniques to enhance privacy.
- **Encryption:** To secure data integrity, we implement encryption both at rest and during transit, ensuring that information is protected from unauthorized access throughout its storage and transfer phases.
- **Role-Based Access Control (RBAC):** We employ RBAC to limit access to sensitive data based on user roles, ensuring that only authorized personnel can view or manage critical information.

Multi-Factor Authentication (MFA): Our systems can incorporate MFA, adding an extra layer of security for data access, enhancing overall protection against unauthorized entry.

3. Tight security controls which meet all regulatory, compliance, and audit standards.

ReFrame Solutions is certified 100% compliant with NIST 800-53 rev.5 and SOC2 Type 1. We are currently in an audit for SOC2 Type 2, which will be completed in Q1 2026. We implement security controls to restrict the cloud service provider's access to organization data in compliance with best practices and our security policies. These controls include

Access Control: We use role-based access control (RBAC) and identity and access management (IAM) to limit and monitor who within the cloud service provider's organization has access to our data.

Encryption: We ensure that data stored in the cloud is encrypted both at rest and in transit. This helps protect our data from unauthorized access even if someone gains access to the cloud infrastructure.

Network Security: We configure network security groups (NSGs) to control incoming and outgoing traffic to and from our cloud resources, minimizing exposure to potential threats.

Monitoring and Logging: We continuously monitor and log activities within our cloud environment to detect any unusual access patterns or security incidents. This enables us to respond swiftly to any potential breaches.

Multi-Factor Authentication (MFA): We enforce MFA for access to cloud resources, adding an extra layer of security to prevent unauthorized access.

Regular Audits and Assessments: We conduct regular security audits and assessments of our cloud environment to identify and address security vulnerabilities and misconfigurations.

4. Meets Section 508 guidelines set out by Americans with Disabilities Act (ADA) and W3C's WCAG 2.0 Level AA criteria.

Yes. The system is fully WCAG 2.0 Level AA compliant, and we strive to meet WCAG 2.1 A and AA standards to ensure that all users, regardless of ability, can access and interact with the system effectively.

5. Follow best practices for valid HTML and CSS markup as defined by the World Wide Web Consortium, Search Engine Optimization as outlined by Google, and other industry standards as appropriate.

We develop the application using valid, semantic HTML5 and modular CSS in full compliance with W3C standards, ensuring clean, accessible, and maintainable code. Our implementation will follow Google's SEO best practices, including optimized metadata, structured data, mobile-first responsiveness, and high Core Web Vitals performance. We will adhere to WCAG 2.1 AA accessibility standards, implement security best practices, and conduct automated and manual validation using tools such as W3C Validators, Lighthouse, and Axe.

6. Clarity regarding any product AI usage.

ReFrame stays on the cutting edge of technology, as proven throughout the architecture and cloud services descriptions provided in this response. Our decision-making process for if and how we actually incorporate any new advancement is a holistic and cautious approach to implementing those features, which factors in the concerns of our most precious resource... our customers.

We have closely followed AI progression in the market, and its possibilities for enhancing the user experience and efficiency of our solutions, and in certain commercial applications have used chatbots and machine learning components with much success. Implementing these advancements in the public sector requires a targeted, security first approach, considering all the following factors:

Ethical and Responsible AI Processes and components: Ethical AI in the Public Sector includes meeting the overarching responsibilities of using AI that should always be met, such as respecting privacy, fairness, and transparency, but also looks at unique concerns around safeguarding sensitive data, maintaining statutory compliance, and ensuring that information is not mined from sources without authority for ensuring its accuracy.

Perception: With government processes and results experiencing an all-time level of scrutiny, it is imperative to ensure not only the customer/agency is comfortable with the technology, but that the constituents, media, and oversight bodies can also fully stand behind the information or feature-sets we are providing.

Security for Technology and Infrastructure: Ensure that the technology and infrastructure to support AI applications upholds the often-elevated government compliance standards for public sector applications and cloud infrastructures. An important part of that security is conducting a

complete Software Supply Chain Assessment to ensure the integrity of every component and lowest-level library is free from malware or suspicious code.

Trusted Content: Perhaps the most impactful decision ReFrame has made in meeting the goals being discussed herein, is the idea that "Content/Data ONLY comes from trusted sources approved by the government customer". By default, ReFrame AI components are NOT exposed to the open internet (unlike services such as ChatGPT or Copilot). Any content that can be accessed and presented to a user is stored in an internal database, built from state-provided and approved statutes and rules, process documentation, system training guides, or analytical data created within the system itself.

Continuous Monitoring and Evaluation: In such a rapidly changing and expanding sector, the implementation and maintenance plans for AI technology MUST include robust and recurring mechanisms for ongoing monitoring and evaluation.

ReFrame is actively considering or developing the following features for our Product Roadmap:

Agency/Administrator Features – Prompt-driven functions and automatic assistance:

- Ad hoc Reporting
 - Eliminate limitations caused by historical dependence on pre-developed database "views"... query any approved data set without the need for SQL training.
 - Let AI help configure those complex and nested "criteria/filter" settings to only return the data you want.
 - Further filter the results set based on additional prompts
 - Approving committees and other Entities, Filings, or Amendments - While typically just a cursory review of the information provided, AI can enhance the checking beyond the record in front of you, and alert to similar issues and trends based on the history of approvals/rejections.
 - Reminders and Notifications - Skip some of the manual configuration steps of finalizing text, assigning recipients, and specifying delivery/frequency settings with prompts.
 - Prevent/Clean Duplicate Contributors – Even with modern dropdown searches that present existing contributors, let AI enhance the process to further help prevent duplicates, and help you merge/purge those that do get through.
 - Audit functions
 - Enhance the typical audit scope limited to random sampling, by letting the AI feature help audit it all.
 - Follow the money report - Cross-check in-kind contributions received by a committee are reported as an expenditure by the committee who gave it, with a trigger to alert the Filer on their dashboard about cross-committee contributions.
7. Incident notification to the city within 24 hours to include 3rd parties used
ReFrame Solutions is committed to timely and transparent communication in the event of a cybersecurity incident. In alignment with our Incident Response Plan, we will notify the city within 24 hours of identifying a qualifying incident. This notification will include:
1. A summary of the incident type and severity.

2. Initial containment actions taken.

3. Identification of any third-party service providers or Subject Matter Experts (SMEs) involved in the response, including their roles.

4. Contact information for the designated Incident Response Manager (IRM) and other relevant personnel.

5. Our Incident Response Team (IRT) will be activated based on the severity of the incident. We will ensure that all relevant parties are disclosed to the City as part of the notification process.

ReFrame Solutions maintains detailed records of all incident response activities and will provide additional updates and documentation as required by the city.

8. Background checks of all staff that have access to city data.

Yes. We perform background verification for all employees, contractors, sub-contractors, and service providers prior to allowing access to organizational and the City assets.

9. Must be multi-factor authentication capable.

Yes. Multi-Factor Authentication (MFA) is supported, adding an additional layer of security by requiring a second form of verification during login. MFA is enabled by default for internal end users, with configuration options available to meet the requirements of the City's policy including re-verification frequency and verification code delivery (email, text, authentication app, etc.).

B. Data

1. Data must be stored in Microsoft Azure, Amazon GovCloud or cloud with similar security.

Yes. In our cloud-hosted solution on Microsoft Azure, all data is securely stored within data centers located in the continental United States. We do not store or process any data outside the U.S., ensuring compliance with data sovereignty and regulatory requirements.

2. Data must be stored domestically in the United States.

Yes. All data is securely stored within data centers located in the continental United States, with geo-redundant backup for disaster recovery. We do not store or process any data outside the United States, and follow all state and applicable federal security regulations to ensure full security compliance.

3. All data collected, generated, or received by the Offeror shall be the sole and exclusive property of the City of Tucson. The Offeror shall not use or disclose the data except as expressly authorized by a signed agreement or as required by law.

Yes. The City maintains ownership of your data (collected, generated or provided to us). We have secure processes that allow access to your data on an as needed basis by authorized employees and comply with the conditions stated above.

4. The Offeror is permitted to use the data solely for the purpose of fulfilling its obligations within the scope of work. The Offeror shall not use the data for any other purpose without written consent of the City of Tucson.

Yes. Access control of the encrypted data is granted based on explicit authorization by the data owners and IT security. Access control is enforced through authentication, authorization, and auditing of access to the data. When production data is used in development and testing

environments, we ensure the data is properly sanitized to remove sensitive or personally identifiable information (PII). Additionally, we implement security controls in development and testing environments like those in the production environment to maintain data integrity and protect against unauthorized access.

5. The Offeror agrees to treat all data provided by the city as confidential and to protect the data with reasonable measures to prevent unauthorized access, disclosure, or use. The Offeror shall not disclose the data to any third party without prior written consent of the City of Tucson.

Yes. The security environment for the solution includes multiple layers of protection. Access to client files and records is restricted to authorized personnel only. This can be accomplished through authentication protocols and access control lists, which restrict access to personnel with the proper credentials. Encryption is used to protect the data in transit as well as the data at rest. Encryption ensures that even if the data is intercepted, it cannot be read without the decryption key. A firewall is set up to prevent unauthorized access from other networks. Finally, regular security audits are conducted to identify and rectify any potential vulnerabilities. These measures ensure that client files and records remain secure.

6. The Offeror agrees to maintain appropriate physical, technical, and administrative safeguards to protect the data from unauthorized access, alteration, or destruction. The Offeror shall notify the City of Tucson as soon as practically possible of any breach of security or unauthorized access, alteration, or destruction of data.

Yes. In our Microsoft Azure-hosted environment, we employ robust policies and technical safeguards to ensure logical segregation and security across network resources:

Microsoft Azure Virtual Networks (VNets): VNets provide a secure and isolated environment for our resources. Each VNet is a logical isolation of the Azure cloud dedicated to our subscription, ensuring robust segregation between tenants and preventing unauthorized access to resources.

Network Security Groups (NSGs): NSGs act as critical security layers by applying stringent Access Control Lists (ACLs) to manage and control inbound and outbound network traffic. They enable us to define security rules that specify allowed or denied traffic to virtual network subnets and individual resources, enhancing security and customizing access control.

Our Incident Response Plan states we will notify of an incident immediately upon identification. The ReFrame Solutions Incident Response Plan (IRP) outlines the detailed Incident Management process and will be provided to MSOS upon request following award.

7. The Offeror agrees to comply with all applicable laws and regulations relating to the use, storage, and disclosure of the data, including but not limited to data protection laws, privacy laws, and industry-specific regulations.

Yes. We have implemented policies, processes, and procedures designed to ensure compliance with federal security laws, regulations, and rules. We recognize it is a key responsibility for our business and will continue to provide all our various programs and services in accordance with the relevant requirements of all federal laws and regulations, including HIPAA.

Access to the encrypted data is granted based on explicit authorization by the data owners and IT security. Access control is enforced through authentication, authorization, and auditing of

access to the data. Customer data is completely segregated in the database using customer IDs as foreign keys at all parent level tables.

8. Allows for bulk data import from external sources.

Yes. The *Import Transactions* feature allows for bulk upload of contributions, expenditures, loans and other reportable information. The templates are available to be downloaded from the import transactions page and the system currently supports Microsoft Excel and .xml formats.

9. Offeror will provide a data schema.

As a SaaS solution, ReFrame does not provide the product's Data Schema, especially within a document subject to FOIA. We will work with the City once engaged to understand the requirements for this information and ensure you have information necessary for business needs. If a full schema is, necessary it will be provided outside of this public document.

10. Creation of reports and dashboards, both pre-built and customizable.

Yes. The solution provides a pre-built Report Library that includes reports in the following categories:

- Registered Entities
- Filings
- Compliance
- Fines

We work with the City to identify needed canned reports during the Gap Analysis phase. Ad hoc reports are generated based on parameters specified by the City. These queries can be saved and used as needed, catering to different frequencies. The results can also be emailed to the state staff in desired format.

Dashboards are intuitive and user friendly with a consistent, modern design across modules to support a seamless user experience and reduce the learning curve for new users. Our dashboard feature is configurable for any number of widgets required. Exact dashboard widgets and features are agreed upon as part of requirements gathering/gap analysis.

C. Training

1. Train the Trainer support model will be accepted by the City.

We offer a comprehensive train-the-trainer program including either online and in-person sessions conducted prior to implementation. This program equips designated the City staff with the knowledge and tools necessary to confidently train new users and external users, such as Filers. In addition, we provide ongoing training opportunities post-implementation (as described in the section above) to keep Train-the-Trainers knowledgeable of the latest updates.

2. Potential for ongoing training after implementation.

Web-based training opportunities can be provided, as needed, as part of any major maintenance release that impact user processing. Periodic refresher training, not related to a release, is also provided at up to four hours a month for new hires or those needing additional assistance.

3. Before training begins, the system needs to be completely installed, tested, and fully functioning within all parameters.

Yes. ReFrame creates a test plan, develop test cases, train testers, set up the test environment, execute test cases, deliver application fixes, re-test, and conduct reviews and approvals.

As we begin configuring your system, we strategically use both existing test scripts and develop new ones, ensuring a robustly tested system meeting the needs of the City's SMEs.

We actively employ a range of specialized tools and resources throughout the testing process. Our approach incorporates system test sites alongside Microsoft Excel, enabling us to meticulously document and analyze our test results with precision and clarity.

Our testing team is dedicated to fostering seamless communication and collaboration among all team members during the testing phases. We achieve this through engaging in regular project team meetings, clear and direct written communication from the project manager, and insightful weekly project summary reports that keep everyone informed and aligned. Together, we ensure our testing efforts are not just effective but exceptional.

We implement rigorous criteria that mandates all test cases to achieve a Pass rating, ensuring the testing phase is not only satisfactory but truly deserving of approval.

Testing Approach	
Create a Test Plan:	ReFrame leads the creation of the test plan and identifies the approach, resources, exit criteria, and tools to be used. The ReFrame PM and the City's PMs, ReFrame QA Lead, the City's SMEs, and other necessary staff meet as needed to finalize and approve the test plan.
Create Test Cases:	The ReFrame testing lead coordinates the development of test cases with the testing team. This includes documenting requirements, including a requirements traceability matrix (RTM), as well as traditional and automated test cases and scripts, and activities to support the testing. In addition, we coordinate the review and approval, where necessary, of test cases, revised test plans, and the RTM.
Train Testers:	ReFrame's test team collaborates to provide training for the testers. The testing team checks testers are familiar with testing processes and tools, and provides the knowledge and skills training required to perform their verification work.
Setup Test Environment:	ReFrame's test team coordinates the setup of the test environment(s). This includes creating the environment, loading test data, creating backups, configuring the environment, installing any necessary tools or software, providing environment access, establishing the refresh schedule, querying data and/or setting up specific account conditions, and executing mock tests to verify the test environment's readiness.
Execute Tests:	ReFrame's testing lead coordinates with the test team to execute the test cases and scripts. Results are captured, monitored, and reported; data is refreshed as scheduled, and defects are reported and managed. This effort also includes managing the environment, resources, reporting, and other ongoing activities to support the testing effort.

Application Fixes and Releases:	ReFrame's developers deliver fixes based on defects identified and incorporating them into scheduled releases. This includes developing and testing the fix, scheduling the fix for a code release, updating the defect tracking tool, running regression testing, and migrating the code with the release.
Re-Test:	Re-tests are performed by the test team; results are captured, monitored, and reported. The testing lead coordinates the modifications to the original test plan (based on change control, data or resource availability, and/or other findings during testing).
Review and Approval:	Daily reviews of testing are conducted once testing begins. This process includes reviews of system stability, code turnover, documented issues and defects, and reviews of overall progress and resources. The remaining work is prioritized with code fixes and retests repeated until satisfactory results are achieved. This phase concludes with approval and sign off of the testing phase, where appropriate.

D. Support

- Technical support must be available during normal City of Tucson business hours, 8 AM – 5 PM AZ time.
Yes. ReFrame Support can be reached via phone or email during core business hours (typically 8 am - 5 pm ET), and evenings and weekends during critical filing periods can be determined during contract negotiations. Email is available 24/7, but monitored during business hours specified. Refer to **Exhibit 1 – Service Level Agreement** for more details.
- Remote support from the vendor will be acceptable.
Yes. Remote support is available for the City.
- Provide SLAs for uptime, response time, escalation paths, and penalties for support failures.
Yes. A formal SLA with the City, including any penalties such as service credits, will be finalized as part of the negotiation and contracting process. Our standard SLA is included as **Exhibit 1 – Service Level Agreement (SLA)**.
- Define how updates, upgrades, and new versions will be delivered, including Quality Assurance (QA) processes and associated costs.
As a SaaS solution, ReFrame Solutions is responsible for maintaining, supporting and upgrading all technical aspects of the solution through the life of the contract including upgrades for any software or components that may be approaching end-of-life. Our Cloud provider, Azure Government, also ensure the environments and services are constantly upgraded according to industry best practices and the security requirements of FedRAMP, Soc2, and NIST. While a SaaS offering, ReFrame does NOT intermingle multiple client instances into a multi-tenant environment to support pushing Product/Application upgrades to every client automatically. ReFrame keeps the City informed of any new or enhanced modules or features available for the solution, and we provide the code to the City at NO COST, but the cost of integrating and configuring it for the City specific operation is provided via change control.

Minor release schedules are defined by periodic maintenance and support releases (typically monthly, but can be augmented for emergency patches). Major releases for software or architecture upgrades would typically not be considered more frequently than twice a year to allow for adequate planning and communication to avoid customer impacts. Product and Application enhancements that are available to the City if desired will be scheduled based on priority and business need on a case-by-case basis.

Quality Assurance for upgrades is provided using the same processes and SLAs as any development, bug fix, or enhancement. ReFrame will provide Unit, Functional, and SIT testing, followed by a City UAT period and ongoing deployment protocols using the CI/CD Pipeline process.

5. Outline Offeror responsibilities including bug fixes, patches, and updates.

To ensure that a certified system is updated to reflect current security patches and updates to underlying components, the following process can be followed:

- **Define a maintenance plan:** A maintenance plan established that outlines how the system will be updated, who is responsible for performing updates, and when updates will occur.
- **Identify vulnerabilities:** Regular vulnerability assessments conducted to identify any security vulnerabilities in the system.
- **Prioritize updates:** Based on the vulnerabilities identified, updates are prioritized to address the most critical vulnerabilities first.
- **Obtain and install updates:** Updates are obtained from the vendor or other reliable sources and installed on the system.
- **Test updates:** After updates are installed, the system tested to ensure that it continues to function as expected.
- **Monitor for new vulnerabilities:** Ongoing monitoring conducted to identify new vulnerabilities and updates should be applied as needed.
- **Document updates:** A record of all updates are maintained to provide an audit trail of the changes made to the system.
- **Train personnel:** Personnel responsible for maintaining the system receive training on the update process and the importance of keeping the system up to date.

By following this process, a certified system can be maintained to reflect current security patches and updates to underlying components, which is critical for maintaining the security and reliability of the system.

E. Security

1. Data/Security Breach

We maintain documented incident response procedures for information security incidents. These procedures are approved by management and serve as a comprehensive guide for addressing and mitigating security incidents.

Incident Response Plan:

The steps to be taken in case of an incident including a list of incident types, procedures for notifying stakeholders, and steps to be taken to mitigate the impact of the incident. The plan includes, at a minimum, the following components:

- Preliminary Incident Analysis includes incident validation, data collection, initial incident assignment, scope and severity determination, initial reporting (CIRT, others as directed by policy).
- Incident Containment includes enacting blocks, mitigating threat, removing systems from production network/enterprise, reporting updates to chain of command as directed, community collaboration (as prescribed by policy).
- Incident Analysis includes network, system/forensic, malware analysis; historical/trend and risk/threat analysis (fusion), output mitigation, ICAT (Integrated Configuration Assistant Tool) collaboration.
- Incident Eradication and Recovery includes restore affected systems to normal operations (after cleaned), remove containment blocks (as appropriate) and reporting updates as directed by policy.
- Post Incident Activities includes case resolution documentation, lessons learned documented and shared, as appropriate, Final report, Identifying and recommending actions, Identifying potential trends.
- Communication Plan: Procedures for notifying stakeholders about an incident, including contact information for key personnel, methods for communication, and escalation procedures.
- Backup Procedures: Critical data and systems are backed up regularly and in the event of an incident, data and systems can be restored to their previous state.
- Process for Operational Data Availability: Critical data is available to users and stakeholders during an incident, including procedures for data recovery, data replication, and failover systems.
- Log and Audit: Log and audit procedures are used to capture and store information about system events, user activities, and other system-related data. This information can identify the root cause of incidents and to improve incident response procedures.
- Log Analysis and Assessment: Involves reviewing log data to identify patterns or anomalies indicating an incident. This can help to detect incidents early and minimize their impact.
- Forensics Capabilities: Using tools and techniques to investigate incidents and to gather evidence for legal or regulatory purposes. This includes preserving data and system state, performing analysis of data and system events, and documenting findings.

Tools used during incident response include UTMF, Anti-virus logs, content filters, email logs, full packet capture, and forensic tools including purpose built forensic computers.

Incident metrics include new incidents, detection source(s), Incident category at open, Incident category at close, time to confirm incident is real, time to close incident, number of people working incident, number of specialized team members required to work incident and their area(s) of expertise, outside help used, measurement of incident impact.

Overall, incident handling, recovery, and contingency processes are critical for ensuring business continuity in the face of unexpected events. By having a well-defined set of procedures and policies in place, organizations can minimize the impact of incidents and recover quickly.

2. List security and compliance certifications such as, ISO 27001 or SOC2 Type II.
ReFrame Solutions is committed to maintaining the highest standards of information security and regulatory compliance. We are proud to hold the following certifications and attestations:

NIST 800-53 Revision 5: We have implemented controls aligned with the NIST 800-53 r5 framework, ensuring a comprehensive approach to security and risk management across our systems and operations. These controls were assessed by a Third-party and found to be 100% compliant

SOC 2 Type I: We have successfully completed a SOC 2 Type I audit, demonstrating that our systems and processes are designed to meet the Trust Services Criteria for security, availability, and confidentiality.

SOC 2 Type II (In Progress): We are currently undergoing a SOC 2 Type II audit, which will provide assurance that our controls are not only designed effectively but are also operating as intended over time. We anticipate completing this audit in Q1 2026.

These certifications reflect our ongoing commitment to safeguarding customer data and continuously improving our security posture.

3. List measures and practices in place to maintain service(s) when security is compromised.

All system nodes can run all services. If a node goes down, the other nodes can handle the work with no interruption to business. ReFrame plans for real time sync of data to the data recovery (DR) site with a recovery point objective (RPO) of 15 minutes and a recovery time objective (RTO) of 90 minutes. RTO and RPO can be configured as per the City 's requirements. Operations can continue in the production environment running on the cloud. In the event of unplanned service disruption, or planned database maintenance on Cloud, SQL Database on Azure automatically fails over to the up-to-date secondary DB instance.

4. City of Tucson will be allowed to Audit or Assess the SaaS product annually. Audit or Assessment could include a Network Scan, a Data Center Audit, a Financial Audit or other activity sponsored by City of Tucson.

ReFrame works collaboratively to ensure all reasonable requests are accommodated in a timely and secure manner, in alignment with applicable laws, contractual obligations, and industry best practices.

5. Continuous cybersecurity monitoring tools, please list the tools or methods used.

ReFrame Solutions uses industry-standard security monitoring tools to identify potential or actual security incidents and anomalies in network traffic. Additionally, our infrastructure team continuously monitors and performs regular checks for hardware and software security updates/upgrades. They also conduct security scans to identify vulnerabilities and penetration issues. Throughout the development cycle, ReFrame employs different code security scanning tools (SonarQube, Qualys, Site24/7) to address code quality and potential vulnerabilities or penetration points.

Development IDEs are configured with trusted automated security test plugins (such as SonarQube) that automatically detect security issues as soon as code is built for specific features. Our secure code repository approach includes various levels of authentication and authorization checkpoints, such as IP address restriction and password authentication, to grant access to the code. ReFrame also ensures that all personnel involved in the development process receive regular security training to ensure they are aware of the security requirements and their responsibilities in maintaining a secure system.

To complement ReFrame's own significant efforts, our Security Monitoring and Test Team is subcontracted through three of the most trusted names in the industry. This provides third-party oversight and an independent perspective on potential issues that developers, who are intimately involved in the coding, may sometimes overlook.

6. Annual third-party security assessments.
We engage external audit firms to conduct independent assessments biennially. These audits are performed to validate our security practices against industry standards and to ensure compliance with relevant regulations.

Proposal Evaluation Criteria

Evaluation Criteria
Method of Approach
A. Provide details of the solution from the end-user experience, taking into account ease of use, and presentation and intuitive nature of tasks to be performed.
ReFrame Disclosure is purpose-built with a strong emphasis on user experience. The system provides intuitive prompts and guided data entry workflows simplifying the registration and filing process for users of all experience levels. The interface is designed to be user-friendly, mobile-responsive, and ADA compliant, ensuring accessibility and ease of use across devices and user needs. Data entry is broken down into logical, step-by-step processes with guided questions and contextual help, making it easy for filers to understand and complete each section accurately. Additionally, built-in validations and business rule enforcement help prevent errors and ensure that all required information is captured before submission. The consistent, modern design across modules supports a seamless user experience and reduces the learning curve for new users.
B. Provide details of the solution from the perspective of campaign filers, emphasizing ease of use, intuitive task flow, and clarity of user interface. 1. Highlight features that improve efficiency and reduce errors in filing. 2. Provide details on online help functionality for end- users.
ReFrame Disclosure is designed with campaign filers in mind, emphasizing ease of use, intuitive task flow, and a clear, user-friendly interface. Upon logging in, filers are presented with a personalized dashboard that highlights key actions such as overdue reports, upcoming deadlines, and reports requiring amendments. The dashboard also displays outstanding fines or fees, unfiled transactions, and unfiled reports, helping filers stay organized and compliant. Filers can easily amend their registration information to keep their account current, and they have the option to terminate their account when appropriate. The correspondence tab provides access to all system-generated and electronically sent communications, while the documents tab stores uploaded and system-generated forms, including registration documents. To support end-users, ReFrame Disclosure includes a guided help section featuring concise, easy-to-follow documents (typically 1–2 pages) that walk filers through basic system functions. This online help functionality empowers users to complete tasks confidently and efficiently, reducing the need for external support and minimizing filing errors.
C. Provide details and explain how City staff can manage the system, including the ability to make configuration changes, troubleshoot end-user issues, and monitor compliance.

1. Include details on administrative controls, security features, and audit capabilities that ensure adherence to Arizona law and City regulations.
City administrators have full access to update configurable data within the system, including contribution limits, filing schedules, deadlines, and other essential parameters. These updates can be made easily through the admin module's intuitive interface. This flexibility ensures the system can quickly adapt to regulatory changes, reducing administrative overhead and ensuring timely compliance. Additional capabilities, such as managing user accounts, correcting registrations, and defining fine calculation rules—further streamline operations and enhance the City's ability to maintain accurate, up-to-date campaign finance records. The City administrators have access to multiple system views enabling efficient oversight of filer accounts and content status. Through the dedicated admin view of registrations, clerks can approve, reject, amend, or correct registrations, while also leveraging advanced tools such as admin notes, report regeneration, and more. Additionally, they can access a filer-specific view that provides detailed, transaction-level insights—streamlining troubleshooting and enabling prompt, informed support when filers need assistance. A separate user management menu empowers administrators to define user roles and configure permissions that govern system access and capabilities. The platform includes default roles, such as Super Admin, Admin, View-Only Admin, Filer, and Authorized User, which can be easily customized to meet each city's specific operational needs.
D. Describe your capacity to customize the system to meet the specific operational needs of the City of Tucson. 1. Provide examples of previous implementations where the solution was adapted for local requirements. Explain the level of complexity of each customization.
While ReFrame Disclosure, is <i>purpose-built</i> for campaign finance with 80% out of the box configurability, it includes a multitude of advanced configuration tools making initial implementation and ongoing maintenance an easier and more cost-efficient endeavor. Typically, a maximum of 10-20% customization is required for any complex requirements unique to the City. 1. The following implementations provide information on ReFrame Disclosure and its ability to be customized based on customer-specific requirements. Arkansas Secretary of State Campaign Finance System This contract was awarded to ReFrame Solutions in August 2022 and kicked off shortly thereafter, with a hard requirement for delivery of the Campaign Finance functionality to be accomplished in time for the 2024 Presidential Election Cycle. The primary drivers of the procurement were to improve functionality and user friendliness of the filing systems, improve operational efficiency, and improve public-facing functionality and public access to data. Having planned to use our team's vast experience over 20+ years in the Campaign Finance/Lobbyists/SFI field to modernize the SOS/DOS market with the newest, most innovative solution for 2023, development of our new system had already begun prior to the award of the Arkansas SOS contract. Being able to bring pre-developed product code to our sprint cycles helped to launch the project very successfully, months before the 2024 Election year to allow 2024 candidates to register. The Lobbyist module went live two (2) months later, in time for the 2024 Legislative session. Our unmatched domain experience has contributed to the continuing success pace, and value pricing of this project. As the client will confirm, through the critical 2024 Presidential Election year the

performance of the system was exceptional, the enhanced features and ease of use were well received, and the level of customer service provided by ReFrame exceeded expectations of both the State and the Filers themselves. 2025 has seen nothing but continued success and satisfaction.

Idaho Secretary of State Campaign Finance and Lobbyist System

The Idaho Secretary of State contacted ReFrame in July of 2023 with an urgent need to replace their unstable legacy system prior to the 2024 Election Cycle. While a seemingly impossible task, they were able to contract ReFrame through an emergency sole source in early September, and we delivered the Campaign Finance MVP to production in late December, in time for their first filing in January 2024. The Lobbyist module already exists as a consolidated component of our core system, and in April 2025 we began a four-month configuration and implementation process which met all of the State's needs. With the Campaign Finance MVP approach, followed by the Lobbyist implementation and further system enhancements, our ability and flexibility to deliver and implement a product using our hybrid Agile approach was proven again.

Vermont Secretary of State Campaign Finance Solution

Through the competitive RFP process, the ReFrame Disclosure platform was determined to best meet VT SOS' needs for a campaign finance system, along with our implementation services including project management, requirement gathering, configuration/customization, data conversion, testing, training, deployment, and ongoing maintenance, support, and hosting.

One of the most unique aspects of this project was the fact that the State was struggling to ensure the operability and compliance of the legacy solution due to vendor challenges, and asked ReFrame if we could take over the maintenance, support, and hosting of that system to get them through the looming 2024 election year, *while concurrently building their new system*. The concept of taking over maintenance of a critical, *third-party* system, under the time constraints and scrutiny of an active Presidential Election period, would likely be a risky challenge for most vendors. With ReFrame's unmatched Campaign Finance Domain experience, however, we accepted the assignment and offered to do it at *no additional charge* except for some reasonable initial setup costs and the hard costs (without markup) of the new cloud environment it would take to host it. The result was a rapid migration and transition, including exhaustive testing and security verifications, and ongoing support that allowed for *no significant Filer, Agency, or Public user issues* up through the implementation, as scheduled, of the ReFrame replacement system in January of 2025.

The new system has been very well received and performing without issue, and we are confident the ongoing maintenance and support has met and exceeded ReFrame's goals of being *customer-obsessed*.

E. Provide details on how the system ensures compliance with applicable Arizona statutes and Tucson City Code related to campaign finance disclosures.

1. Include mechanisms for meeting reporting and filing standards.

We have implemented policies, processes, and procedures designed to ensure compliance with federal laws, regulations, and rules, and we monitor ongoing compliance efforts and maintain various reporting mechanisms required by law or requested by our customers. We recognize it is a key responsibility for our business and will continue to provide all our various programs and services under the relevant requirements of all federal laws and regulations, including the Arizona Secretary of

State. Any the City local legal requirements and review those during gap analysis to ensure compliance.
F. Provide details on how the system will accommodate data and records retention and disposition, assuming utilization for 10 years or more.
Because the system is cloud-based built on a highly secure environment, all records, reports, and client specific data can be accessed by the user after logging in from any location. Access to information is based on the access level assigned by the System Administrator. We will comply with the record retention policy of the City and can meet the ten (10) year retention timeframe.
G. Provide clear information regarding the software products, with maintenance and support, included in your proposal.
- Software name, version, and release details. - Type of enterprise license offered (e.g., annual subscription or perpetual license).
- ReFrame Disclosure has been through 3 major releases across the 3 years and 6 implementations since its launch. - Our SaaS model and fees outlined in the Cost Proposal include unlimited access for the City (all portals), campaign filers, and the public, for the life of the contract, or as long as the City renewal periods are in effect. Annual SaaS fees are also inclusive of all maintenance, support, and hosting fees. As a cloud-hosted SaaS solution, there are no licensing requirements for any hardware or software related to hosting the solution. Our SaaS fees do not typically change based on the number of users or transactions processed, but if a major enhancement request results in a significant increase to system resources or the user-base that requires support, the SaaS fee may be adjusted to ensure optimal ongoing performance and customer service.
H. Provide details on a comprehensive training plan that equips City staff to administer and use the solution effectively, including technical, administrative, and end- user training. Responses should address:
- Recommended training plan for all required user groups, including technical, administrative, and end- user training for City staff. - Details of relevant training courses offered, delivery methods (e.g., web-based, instructor-led), training schedule, and locations (onsite or offsite). - Number of participants per class and estimated training duration. - Sample copies of training materials, including a comprehensive software manual and technical documentation.
<u>Comprehensive Training Plan</u> ReFrame provides a structured, multi-tiered training program designed to equip City staff with the knowledge and confidence to administer, manage, and use the solution effectively. Our approach ensures that technical teams, administrative staff, and end users receive role-specific instruction that supports successful adoption and long-term system proficiency. 1. Recommended Training Plan for All User Groups Our training plan addresses three key user groups: Standard User Training Focused on day-to-day operational tasks, this training ensures staff can review registrations

and filings, manage compliance issues, and assist filers with troubleshooting and system navigation.

- **System Administrator Training**
Provides in-depth instruction on configuring and maintaining the application post-Go-Live. Topics include user account management, election and filing calendar setup, correspondence templates, scheduling, ad hoc and analytical reporting, compliance rules, and other role-protected administrative functions.
- **Public Access Orientation**
Helps staff understand the public-facing portal, including how to locate and interpret publicly available information quickly and accurately.

2. Training Courses, Delivery Methods, and Schedule

ReFrame offers flexible delivery options to meet City needs:

- **Instructor-Led Onsite Training** (preferred for hands-on learning)
- **Virtual Training** (ideal for remote participants or follow-up sessions)
- **Webinars** (used for outreach, no hands-on component)

We provide three core courses tailored to staff roles:

- **The Filer Experience**
Audience: Administrative staff
Objective: Understand filer functionality and workflows to effectively guide and assist filers.
- **The Admin Experience**
Audience: Administrative and technical staff
Objective: Learn system configuration, maintenance, compliance monitoring, and everyday administrative functions.
- **The Public Experience**
Audience: Administrative staff
Objective: Navigate the public portal efficiently to retrieve and communicate information.

Training can be scheduled onsite at City facilities or virtually, based on staff availability and preference.

3. Class Size and Duration

- **The Filer Experience:** 2 days | Max participants: 20
- **The Admin Experience:** 2.5 days | Max participants: 20
- **The Public Experience:** 0.5 day | Max participants: 20

ReFrame understands that staffing levels and availability can vary across departments. We offer **flexible scheduling and class sizes** to accommodate the City's needs. This includes:

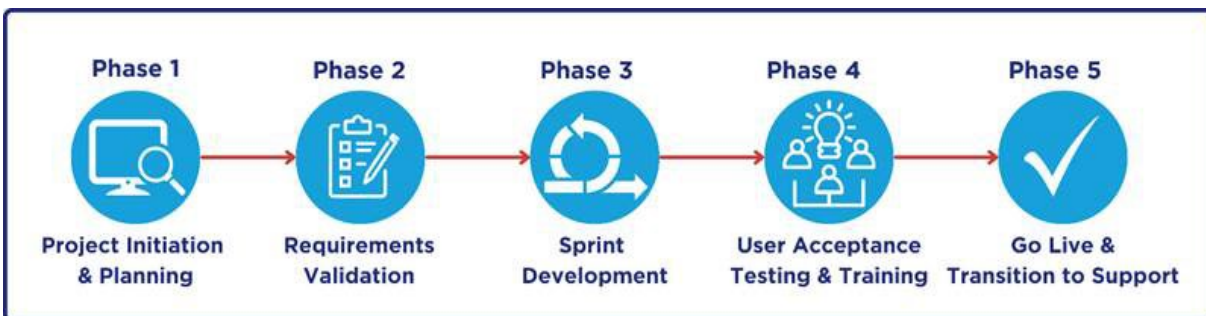
- Adjusting session length or splitting courses into shorter modules for busy teams.
- Offering additional sessions for larger groups or consolidating for smaller teams.
- Coordinating training dates around agency operational priorities to minimize disruption.

4. Sample Training Documentation

Training documentation is tailored to the City's system. Samples of training documentation is included in **Exhibit 2**.

- I. Provide a detailed implementation plan and project schedule that demonstrates the ability to deliver the solution in accordance with the Scope of Work. Responses should include:
 1. Methodology for completing all tasks and responsibilities, including a phased approach from project initiation through production deployment.
 2. Identification of resource requirements, specifying skill sets and the allocation between City staff and vendor personnel.
 3. Detailed description of deliverables, including objectives, milestones, and timelines.
 4. Integration of training activities into the overall project schedule.
 5. Proposed enhancements, procedural improvements, or technical innovations that improve efficiency or functionality without materially deviating from the project objectives.

The City's project plan is developed based on your scope of work and follows a phased approach for implementing your solution to ensure a measurable and successful transition. We deliver projects in a hybrid Agile approach allowing smaller groups of functionalities to be continually analyzed, documented, configured, and demonstrated to the City throughout the early phases of the project. This is followed by a traditional full system and user acceptance testing being performed on the entire integrated codebase prior to go-live. This hybrid plan shares some of the best principles of the popular Agile method to achieve quick milestones, as well as reduce overall risk to the project and offer some flexibility.



A sample project plan is included.

Phase 1 – Project Initiation & Planning

During the Initiation and Planning Phase, the preliminary Project Management Plan is reviewed and updated in close coordination between the City and ReFrame Project Manager (PM). Using information generated from preliminary discovery and validation sessions with the the City project management team, the Project Management Plan and its sub-deliverables are revised.

the City receives the preliminary versions of the documents during the Initiation and Planning Phase, to ensure the most core tools, processes and expectations are baselined from the start. Throughout the life of the project, as part of each incremental phase (sprint), ReFrame updates, further details, and amends the full set of documentation in real time through the actual execution. Any significant changes

(architecture, toolsets, or expectations of the City resource support) are coordinated with the City PM for written approval before any phase involving the proposed changes is performed.

Document	Description
Communication Plan	- Schedule of standard communication - Process to develop and issue communiqués - Roles & responsibilities - Content, formats, & methods of distribution - Tools available to improve collaboration & information sharing
Resource Management	- Organizational chart & narrative for team members defining all key roles, including positions, titles, organizational relationships, unit functions, individual duties, contact information, & other related information. - Policies for changes to personnel or the level of commitment to the project (i.e. requires the City approval)
Risk & Issue Management Plan	- Purpose - Risk Management Approach - Risk Identification - Risk Analysis - Response Planning - Risk Monitoring and Control - Roles and Responsibilities - Project Manager - Project Team - Project Sponsor - Project Stakeholders - Risk Identification - Sources - Documentation - Response Planning - Risk response - Avoid - Transfer - Mitigate - Accept - Risk Monitoring and Control - Background - Documentation
Change Control Plan	- Establishes a Change Control Board with Communication Plan. - Outlines process and procedures for submitting change requests including level of detail & estimate methodology: - Description of Change - Control numbering - Who is requesting change: Contractor, Subcontractor, or Client & date submitted/completed - Priority & proposed cost of the change

	○ Estimated impact on the project schedule ○ Impact on application, if change is made or if change is not made ○ Approval line for contractor's PM & the City's PM ○ Procedures for evaluating all change requests for approval or denial. • Expectations for maintaining a Change Control Log to track all modifications that affect the original documentation (requirements, process decomposition, business rules, data flow, manuals, etc.)
System Test Plan	• Describes testing of the total system, including application functions, all interface elements, data, backup & restore capabilities, security, and those measures designed to support availability. • Includes provisions for a complete testing regimen: ○ Network/Communication testing ○ Performance testing ○ Load testing ○ Full integration testing ○ System acceptance testing ○ Data conversion testing ○ Security, backup & disaster recovery testing ○ Unit/module testing ○ User acceptance testing ○ Regression testing (automated) • For each type of Testing the plan includes: ○ Schedules ○ Roles and responsibilities ○ Tools used ○ Test scripts ○ Test data baselining & restoration process ○ Issue reporting mechanisms ○ Remediation tracking & reporting ○ Rollback procedures
Training Plan	• Application Training – Prior to implementation, contractor trains all the City staff. • Architecture Training – Training must be conducted for at least two employees regarding the operation, maintenance, remote

	management, & onsite support. • Software Training – Training must be conducted for at least two employees regarding the software (excluding the application) used to support & supplement the application. • Database Training – Training must be conducted for at least two employees regarding the support & maintenance of the database. • Annual Maintenance and Support – Training must be conducted for at least two employees on the maintenance & support of the application & the application development tools.
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The Project Kickoff Meeting is a key event to initiating project planning and governance efforts. Recommended kickoff meeting session attendees include the City Project Manager and other key stakeholders (executives, staff, IT, partner agency representatives, etc.) and the ReFrame key personnel. During the kickoff meeting, the stakeholders address the following topics:

- Describe the project purpose, expected goals, & deliverables.
- Introduce & discuss the City, ReFrame, & other stakeholders' specific roles & responsibilities.
- Review governance & communication protocols.
- Project plan walk through to establish a timeline & manage team member expectations.
- Explain quality management & test program components.
- Discuss risks & issues including mitigation measures.
- Determine the appropriate time & day of the week for weekly one-hour project status meetings.
- Review a full 90-day plan with a calendar of key activities, meetings, & milestones.

A subsequent kickoff meeting may be scheduled to discuss lessons learned and to introduce new stakeholders to the project.

Phase 2 – Requirement Specifications

Although the pure Agile project lifecycle methodology advocates for less early documentation in favor of developing working code, the City's project requires an extended requirements and design phase to ensure the intensive legislative, security and core functional complexities of a Government & Public Sector solution are adequately understood prior to initial configuration/customization. ReFrame initiates gap analysis activities over an initial five-week set of collaborative sessions with the stakeholders to validate and document the more detailed business and functional requirements for the system modules. The gap analysis feeds the work to be performed in the early development sprints in the Sprint Development Phase. This ensures full developer productivity from Day 1 and the basis of a core solution without possibly radical, re-development later due to unclear overall direction. Subsequent sprints include the continued iterative analysis and documentation for the more detailed requirements to be developed in the future sprints, with the benefit of being based on the actual outcomes, lessons learned, and improvements made in the iterations that preceded. While we have planned adequate time for the Requirement Specifications Phase, we are confident we have a strong head start in understanding the City detailed functional specifications based on our team's unmatched level of experience in completing similar projects for like-agencies in this domain. This head start offers

assurance that the committed timelines in the plan can be met thus reducing project risk.

The full set of detailed process recommendations and functional specifications are delivered via User Stories in Azure DevOps to guide the development of all system features including:

User Story Contents	
Technology Components	Dashboard & Report Parameters
Interfaces & Data Exports	Data Migration & Transformation Tasks
Screens & Views	Correspondence & Forms Management
Security Architecture	

The Requirements Specifications Phase starts with the functionality related to the core system and continues through the requirements for all modules until the entire end-to-end solution is documented and approved.

Phase 3 – Sprint Development

Upon approval by the City, the documented formal, approved requirements in User Story Contents serve as the basis for design and customization. Under the direction of the stakeholders, we prioritize the backlog of requirements into a preliminary sprint plan focusing on the most core/critical features and all modules first.

Note: *Backlog is an Agile process term that refers to functionality on deck or in line to be developed and does not imply the project is behind schedule.*

As sprints (or a logical grouping of sprints) are completed and working code becomes available, the code deploys to a staging environment and the ReFrame PM and Business Analyst conduct show and tell sessions with the stakeholders to demonstrate the City specific software configurations and functionality with working code. This allows for earlier demonstration of features for stakeholder review and buy-in, as well as providing an opportunity for the City to perform some preliminary hands-on testing. This early testing is not to be considered a full or formal User Acceptance Testing (UAT), which occurs at a later phase against the end-to-end code. This iterative design and review approach enables us to identify issues before excessive system re-design and/or re-development changes are necessary and provides informal training value to the resources that will most likely be testing the system capabilities during UAT.

Data needed to test the sprint releases is provided by the conversion team wherever possible to allow data conversion to be carried out in parallel with software configuration sprints, and is conducted by a separate, dedicated team of specialists to focus on the most complex and critical element of the project.

The configuration, technical specifications and solution modifications including source code and databases are maintained in a controlled Configuration Management System (CMS). ReFrame uses a workflow process to assign tasks in the CMS to technical staff to implement the solution design. CMS enables the ability to manage and control configuration and development work from initial assignment through configuration, testing and acceptance with strong check-in/checkout features and traceability to the solution design and documented the City requirements. Product code is always integrated in the CMS shared repository and modifications can be rolled back, if needed. In coordination with data conversion and migration activities, solution configuration and modification development use the target

database schema and actual data to ensure solution behavior meets requirements mandated in the solution design for the iterative solution functionality being deployed. ReFrame uses Azure DevOps to allow stakeholders to have the most visibility and reportability of system requirements and their status/issues.

Phase 4 –User Acceptance Testing & Training

User Acceptance Testing

As solution components are configured for subsequent deployment to the staging environment for system integration and user testing, ReFrame technical leads review the configuration, along with any solution modifications to ensure software source code meets development standards for the project as well as the design requirements (including performance measures). If any item fails code review and testing the work item is returned to the technical staff for correction. Once completed updates are tested and approved, the configuration is included in the next solution deployment build deployed in the UAT environment for the City acceptance.

In this phase, the integrated end-to-end components are fully tested by the ReFrame team against the requirements identified and detailed during the previous phases. The results of this System Integration Testing (SIT) will be shared with the City for approval before moving to UAT. This is designed to assure the stakeholders that critical/high system and performance issues have been identified and resolved during previous test phases (unit, functional, and system integration), and the design meets documented specifications. UAT testers are trained in basic system operation and use test cases to guide the testers through the successful acceptance testing of the system. ReFrame provides on-line issue tracking and management software to ensure an efficient process of error reporting. Once the testing has been completed for a given phase, that phase moves to the Training and go-live activities as described below.

Training

Training is initiated after UAT is completed. In this phase, ReFrame installs the customized application in the Production Environment for training purposes. The goal is to provide the skills, knowledge, and abilities necessary for the users to succeed and effectively operate the the City's solution. The Training Plan provides a roadmap of the detailed schedule, objectives, and key deliverables associated with training on the solution. It is assumed users already have basic computer skills allowing ReFrame to immediately begin training on the solution. We monitor and assess the training and conduct post-training evaluations to ensure the users are performing at the expected levels. The Training Plan also documents ReFrame's strategy for potential training of end users in response to future process or functional changes impacting user operation of the system. Refer to the sections above for a more detailed description of our Training Plan and Approach.

Phase 5: Go-Live & Transition to Support

During this phase, plans are finalized for the cutover to production, initial support models are put in place and the new application is readied for the production environment. The Transition and Installation Plans describe activities required to migrate from the existing environment to the new environment. Based on scheduled interviews with stakeholders throughout the project, a variety of inputs and perspectives are used to finalize the tasks for implementation. Following signoff on the activities by the City, ReFrame assigns ownership of the activities to individuals or groups to determine proper handoff points.

With the City approval of both UAT and the Transition and Installation Plan, final data load scripts of solution data to be converted is executed. The new application is placed into production, final automated regression testing and some necessary manual checks validate the build and ReFrame works closely with the City to ensure any production issues encountered are resolved. Close monitoring of the solution's performance and testing are carried out during initial go-live before the solution access points and credentials are activated for production use. Once the solution is determined to be performing acceptably, the go-live for all users begins. Once final approval and acceptance are provided, the final Transition Report detailed the results of the transition as the project moves into the maintenance and support contract period.

J. Provide a proposed test plan to be reviewed and agreed upon by the City prior to contract award.

1. Testing tasks must include, at a minimum, successful installation and configuration of all software components to ensure the solution fully meets the City's Electronic Campaign Finance Filing Solution requirements.

As ReFrame configures the solution, we leverage test scripts, as well as build new test scripts, to provide a thoroughly tested system for use by the City's SMEs. Regardless of the tools or resources used, our general testing approach entails eight steps:

- **Create a Test Plan:** Team ReFrame leads the creation of the test plan and identify the approach, resources, exit criteria, and tools to be used. The ReFrame PM and the City's PMs, ReFrame QA Lead, the City's SMEs, and other necessary staff meet as needed to finalize and approve the test plan.
- **Create Test Cases:** Team ReFrame testing lead coordinates the development of test cases with the testing team. This includes documenting requirements, including a requirements traceability matrix (RTM), as well as traditional and automated test cases and scripts, and activities to support the testing. In addition, we coordinate the review and approval, where necessary, of test cases, revised test plans, and the RTM.
- **Train Testers:** Team ReFrame's test team collaborates to provide training for the testers. The testing team checks testers are familiar with testing processes and tools, and provides the knowledge and skills training required to perform their verification work.
- **Setup Test Environment:** Team ReFrame's test team coordinates the setup of the test environment(s). This includes creating the environment, loading test data, creating backups, configuring the environment, installing any necessary tools or software, providing environment access, establishing the refresh schedule, querying data and/or setting up specific account conditions, and executing mock tests to verify the test environment's readiness.
- **Execute Tests:** Team ReFrame's testing lead coordinates with the test team to execute the test cases and scripts. Results are captured, monitored, and reported; data is refreshed as scheduled, and defects are reported and managed. This effort also includes managing the environment, resources, reporting, and other ongoing activities to support the testing effort.
- **Application Fixes and Releases:** Team ReFrame's developers deliver fixes based on defects identified and incorporating them into scheduled releases. This includes developing and testing the fix, scheduling the fix for a code release, updating the defect tracking tool, running regression testing, and migrating the code with the release.
- **Re-Test:** Re-tests are performed by the test team; results are captured, monitored, and reported. The testing lead coordinates the modifications to the original test plan (based on change control, data or resource availability, and/or other findings during testing).
- **Review and Approval:** Daily reviews of testing are conducted once testing begins. This process includes reviews of system stability, code turnover, documented issues and defects, and reviews of overall progress and resources. The remaining work is prioritized with code

fixes and retests repeated until satisfactory results are achieved. This phase concludes with approval and sign off, where appropriate, of the testing phase.
K. Define how updates, upgrades, and new versions will be delivered, including Quality Assurance (QA) processes and associated costs.
As a SaaS solution, ReFrame is responsible for maintaining, supporting and upgrading all technical aspects of the solution through the life of the contract including upgrades for any software or components that may be approaching end-of-life. Our Cloud provider, Microsoft Azure ensures the environments and services are constantly upgraded according to industry best practices and the security requirements of FedRAMP, Soc2, and NIST. While a SaaS offering, ReFrame does NOT intermingle multiple client instances into a multi-tenant environment to support pushing Product/Application upgrades to every client automatically. ReFrame will keep the City informed of any new or enhanced modules or features available for the solution, and we provide the code to the ND SOS at NO COST, but the cost of integrating and configuring it for the City specific operation is provided via change control. With each software release, our testing approach begins with the creation of a Test Plan that outlines the testing approach and strategy for the system through development. It includes testing deliverable details, stratagems, staffing, assumptions, and risks. Typically, we plan a standard release every 30 days. Issues are prioritized using a ticketing system based on the severity of the problem. Resolutions are typically addressed during the standard release schedule. Emergency patches will be performed per the City approval. We seek and value input from our customers to develop our roadmap to maintain and improve on the features with enhancements that add value and provide growth.
L. Provide and maintain two (2) copies of a comprehensive Electronic Campaign Finance Filing Solution manual designed to document system functions, guide trained users, and support future user training. 1. Manuals should also provide technical specifications necessary for management and administration of the system by City staff. 2. City may reproduce all manuals and documentation as needed. 3. The vendor shall provide all technical, administrative, and end-user training required for City staff to effectively use and manage the solution.
We can provide and maintain two copies of a user guide manual for the City. Typical on-demand training materials include: • User Guide – A complete, searchable PDF manual detailing all system functionality from a filer's perspective. • User Quick Guides – Concise, two-page PDF guides covering common user tasks, designed for quick reference. Quick guides are integrated into the filer's portal allowing for easy access to help documentation. In addition to written materials, ReFrame can provide video tutorials where appropriate, based on the complexity of the content and the results of a stakeholder needs assessment. The final Training Plan outlines the specific content, format, and delivery method for each module, ensuring that all users have access to the right resources in the most effective format. 1. Administrative documentation of system features including but not limited to user administration, system monitoring, work queue management, report queue management, interface management,

correspondence development and updates, troubleshooting, and other key topics are provided in searchable PDF formats.

2. The City can reproduce training manuals and documentation as you wish.

3. ReFrame offers both virtual and in-person instructor-led training (ILT) sessions as part of system implementation. These sessions are designed to provide hands-on, guided instruction tailored to the needs of different user groups, including administrative staff, examiners, and filers.

Training can be scheduled to align with key phases of deployment and onboarding, ensuring that users are confident and well-prepared to use the system effectively from day one. Whether delivered remotely or on-site, ReFrame's ILT sessions are interactive, scenario-based, and focused on real-world use cases to maximize engagement and retention.

M. Detail the scope of Campaign Finance Reporting & Administration solutions and related products that your company offers.

ReFrame Disclosure is an innovative SaaS solution securely hosted in the Microsoft Azure Cloud using services maximizing availability, scalability, and performance. The solution is purpose-built for government agencies to manage campaign finance, lobbying activity, and personal finance disclosure modules. With robust, intuitive online portals and configurable back-office processing and approval mechanisms, the system is built to modernize and streamline Filer and Agency Staff processes while significantly improving customer service. Features such as AI Chatbot, "Know Your Customer" identity verification, mobile responsiveness, and API-friendly architecture make it the most modern technology available.

N. Who are your national/corporate points of contact for sales, marketing, contract administration and monthly sales reporting?

Kelly Farr
Chief Strategy Officer
kelly.farr@reframesolutions.com

Christopher Rogers
SaaS Sales Executive
Christopher.r@reframesolutions.com

O. Demonstrate your commitment to leverage the Axia Cooperative purchasing program to make the resulting contract available to public agencies across the country. Include details about your firm's ability to:

1. Market the agreement to public agencies nationally
2. Educate your firm's sales staff about the cooperative purchasing program
3. Connect your sellers with the Axia team to pursue joint selling efforts
4. Connect with customer decision makers
5. Track sales and report back to Axia Cooperative

1. ReFrame Solutions is a national provider of software solutions and services focused on the public sector. If selected, we would market the Axia Cooperative purchasing program on our website as well

as other relevant marketing materials, including emails and newsletters in conjunction with our marketing campaigns. 2. ReFrame Solutions will educate our sales staff through a dedicated training session focused on the value the Axia Cooperative purchasing agreement can provide them for ReFrame's relevant software solutions and solutions. 3. We will quickly schedule a dedicated training session where we will formally connect our sellers to the Axia team to explain our current sales process and team member roles. Additionally, we will schedule periodic sessions, in consultation with the Axia team, to evaluate progress and paths for success. 4. When Axia Cooperative purchase agreement is the chosen procurement path ReFrame will be able to connect them with the customer decision makers. 5. ReFrame can identify Axia opportunities in our HubSpot CRM system to track sales and produce reports.
P. What specific steps will your company take to train and equip their account managers to sell the cooperative contract / program on a national basis?
We will connect our national sales team with the Axia team for introductions and initial training session. We can also schedule periodic meetings to update the Axia team on our solutions and market trends to evaluate how to improve our opportunities to partner
Q. Will you establish national sales goals for public agency adoption of the cooperative agreement?
At ReFrame 90% of our sales revenue is from public sector agencies. As such we have very aggressive national sales goals for public agencies.
R. What tools will you utilize to track opportunities and hold sellers accountable?
ReFrame uses HubSpot as our sales CRM where we track sales opportunities and can label deals associated with Axia to track opportunities and provide reporting.
S. Describe all methods of accepting orders (online, apps, phone, email, in-person, etc.).
ReFrame is a software provider for the public sector agencies with our traditional method of accepting orders by email or in person. Payments are accepted by check or online.
T. Describe all methods of accepting orders (online, apps, phone, email, in-person, etc.).
ReFrame is a software provider for the public sector agencies with our traditional method of accepting orders by email or in person. Payments are accepted by check or online.
U. Describe your customer issue resolution process. Include details of various problems that may arise, such as invoicing
Note: As confirmed by the City, U. & V. should be one question. The response is provided in V.
V. disputes and receipt of incorrect damaged items. Also detail customer service escalation procedures.

Our core value is being *customer obsessed* which means we are laser-focused on customer satisfaction and success. Our teams are accessible and available, establishing a true partnership of collaboration and excellence from implementation to go live to maintenance and support.

Invoicing disputes

The following issue resolution process is in place for any invoicing disputes.

Customer Issue Resolution	
1. Acknowledge the dispute promptly (within 24–48 hours).	
2. Gather documentation from the customer:	a. Invoice number(s) b. Purchase order (PO) references c. Payment confirmations d. Any relevant correspondence
3. Verify internal records:	a. Match invoice details against PO, delivery receipts, and payment milestones. b. Check for system errors, manual entry mistakes, or timing mismatches.
4. Customer Communication	a. Provide a clear explanation of findings. b. If the dispute is valid: Issue a corrected invoice or credit memo. Confirm updated payment terms if applicable. c. If the dispute is not valid: Share supporting documentation and rationale. Offer a path for further review if needed.
5. Resolution and Documentation	a. Ensure the customer receives written confirmation of the resolution. b. Update internal systems to reflect the corrected status. c. Log the dispute for future audit and trend analysis.

Incorrect/Damaged Items

We do not offer any goods, therefore incorrect or damaged items are not a concern.

Customer Service Escalation Procedures

Issues escalated to Level 2 will be posted in our internal ticket tracking system. Status updates will be provided to the authorized user as the status of the ticket changes. As help requests are received, a ticket is created and assigned a priority based on the severity of the problem. As a customer-obsessed company, if response times or resolution expectations are not being met, the City can escalate the service issue to the Project Executive or our CTO/CEO for triage.

- W. Detail any value-added services and programs that may complement the comprehensive Campaign Finance Reporting & Administration solutions offering. Such offerings may include (but are not necessarily limited to):
1. Small business partnership programs, such as local fulfillment and/or service partners
 2. Training & Education

3. Consulting services 4. Green / Sustainable programs, such as recycling programs, company policies, product certifications, staff and/or company certifications, sustainable distribution practices, etc. 5. Customer support services 6. Rebate/incentive programs 7. Other services 8. Include details as to how these proposed services/programs would be rolled out to the City of Tucson and other participating agencies through the Axia Cooperative purchasing program.
ReFrame Solutions is a software company where the public sector is the focus of our solutions. We have developed many solutions for Disclosure (Campaign Finance, Lobbying, and Financial Interests), Elections, Business Registration, Address Confidentiality, and Citizen Engagement. Our solutions are designed to be modular so that customers only need to pay for what they need. These solutions include: Product: ReFrame Disclosure: Campaign Finance Lobbyist Statement of Financial Interest Product: ReFrame Elections: Election Management Voter Portal Election Night Reporting Product: ReFrame Engage Constituent Engagement Notifications A pricing table for these products is included in Exhibit 3.
X. Complete and sign the Federal Funds Certification included in Attachment C, Exhibit C. Our completed and signed Attachment C, Exhibit C is uploaded to the OpenGov portal as required.
Y. Review the Sample Axia Cooperative Administration Agreement in Attachment C, Exhibit D. Note any questions, concerns and/or proposed exceptions.
WSD Digital, LLC dba ReFrame Solutions has reviewed the Sample Axia Cooperative Administration Agreement in Attachment C, Exhibit D. We do not have any questions, concerns or exceptions.
Z. If your business intends to conduct business in the State of New Jersey, download, complete and sign the forms found in the "Vendor Forms Required For All Proposal Submissions" at https://www.nj.gov/treasury/purchase/forms.shtml#eo134.
We do not intend to conduct business in New Jersey based on this contract.
Qualifications and Experience
A. Demonstrate the effectiveness, reliability, and proven success of your proposed solution when implemented in organizations of similar size and scope.

1. Include number of agencies, number of filters, and length of tenure with each agency
2. Provide evidence of the solution's effectiveness across multiple agencies, including quantitative and qualitative results where available.
3. Indicate the number of agencies currently using the solution, the number of filers supported, and the duration of engagement with each agency.

With ReFrame Solutions, the City selects a vendor with extensive experience offering technology and services for state and local governments, including campaign finance and lobbyist, and election management solutions. As part of ReFrame, this *team* has successfully deployed **ReFrame Disclosure** in six states, **ReFrame Elections** voter registration and election management systems in two states, and **ReFrame Business Services** for registration and licensing filing in 4 states. Many of these team members have deployed similar modules in up to 30+ jurisdictions under their previous employment with another company.

1. We have six campaign finance systems implemented, with several ancillary modules scheduled for deployment in the coming month. The following list contains current, active customers using **ReFrame Disclosure**.

CUSTOMER	REFRAME DISCLOSURE MODULES	PROJECT START DATE	IMPLEMENTATION DATE	DELIVERY
Arkansas Secretary of State	Campaign Finance	August 2022	August 2023	On budget
	Lobbying Activity			On time
	Financial Disclosure			
Idaho Secretary of State	Campaign Finance	Sep 2023	December 2023	On budget
	Lobbying Activity			On time
New Hampshire Secretary of State	Campaign Finance	August 2023	April 2024	On budget
				On time
Vermont Secretary of State	Campaign Finance	Jan 2024	Dec 2024	On budget
				On time
Georgia State Ethics Commission	Campaign Finance	October 2024	September 2025	On budget
	Lobbying Activity		November 2025	On time
	Financial Disclosure		December 2025	
Maryland State Election Commission	Campaign Finance	March 2025	November 2025	On budget
	Business Contribution Disclosure			On time

2. In all of the implementations listed above, NONE have experienced any critical issues during peak filing periods, and four (4) of them were active and performed *without incident* throughout the critical and busy 2024 Presidential Election Period. All told, these systems have seen more than 40,000 filings by 10,000+ Filers over the last 3 years with **no** issues of note, and our happy clients continue to be willing to provide exceptional references.

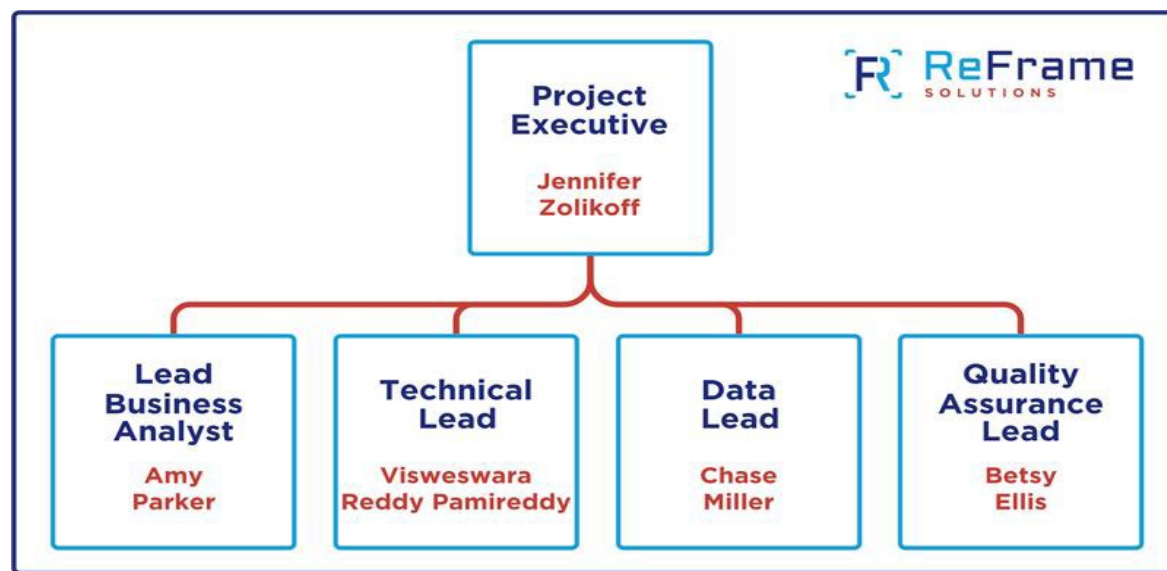
3. This information is provided in the chart in A.1.

- B. Demonstrate you have adequate personnel with the necessary expertise and capacity to perform all services described in the Scope of Work.
1. Include resumes or summaries of key staff roles and relevant experience.
 2. Offeror(s) must have existing adequate personnel capable to perform the services as required in the Scope of Work.

Our project team is dedicated to the RFP Project throughout the lifecycle of the project starting with the implementation phase. We retain resources from the implementation into the maintenance and support period to ensure complete knowledge transfer and seamless support. Our team structure includes a project executive, project manager, technical lead, business analysts and quality assurance lead to manage and direct this project. Additional team members may provide support as needed.

Our diverse team is made up of technical resources, subject matter experts, and support staff, some that have more than 20 years' experience in the state government sector, including campaign finance solutions. They are highly capable, experienced domain experts supporting your staff from a base of knowledge and success. All work is assigned and managed based on the predetermined key roles described and managed overall by the ReFrame Project Manager (PM), who in concert with the City's PM, manages the project to ensure all resources and tools are available at the time they are needed.

The organizational structure of the team defines responsibilities and distribution of duties to implement your project efficiently and effectively using our proven hybrid Agile methodology.



1. The team for the City includes a dedicated, experienced group of campaign finance professionals. Refer to **Exhibit 4 – Resumes** for additional details.

Jennifer Zolikoff | Project Executive

As the project executive, Jennifer will lead Team ReFrame through the life cycle of the project ensuring the right team members are engaged, as well as developing a positive, effective working relationship with the State staff for a successful project from start to finish.

Jennifer is a certified Scrum Alliance product owner with over ten years of experience specializing in project management, business analysis, agile processes, quality assurance, and training in the domains of Campaign Finance and Lobbyist Disclosure.

Jennifer brings extensive experience in business analysis, agile delivery, and stakeholder engagement. She is a certified Scrum Master, Product Owner, and Product Manager, and has designed and delivered ethics training programs, facilitated gap analysis sessions, and supported clients through all phases of implementation. Her ability to translate complex regulatory requirements into user-centered solutions ensures successful outcomes for government agencies of all sizes.

Jennifer has held leadership and analyst roles across ten (10) implementations of campaign finance, lobbying, and personal financial disclosure systems, including implementations in Arkansas, Idaho, New Hampshire, Vermont, Maryland, and Georgia most recently. In each of these engagements, she partnered with government agencies to transition from legacy platforms to modern, integrated systems that support transparency, compliance, and usability. She currently serves as Director of Ethics and Disclosure at ReFrame Solutions

Amy Parker | Lead Business Analyst

Amy is an excellent communicator, versatile in requirement gathering and analysis, and leading UAT sessions on product testing. She is client centered and delivers engaging presentations and develops, organizes training procedure guides and course materials. A highly organized excellent communicator she documents data on daily and long-term progress toward performance outcomes and identifies solutions.

Amy is a strategic business analyst with a specialized focus in campaign finance systems, offering a proven ability to deliver scalable solutions through collaborative leadership and customer-centered training. She defines the project scope, goals, deliverables, and timelines in collaboration with the City's team. By facilitating requirement gathering and user acceptance testing (UAT), she works to ensure system functionality aligns with regulatory standards and organizational objectives. Amy is tasked with understanding and documenting the City's requirements as a key support resource in developing the User Stories. She leads the team through all phases of the project ensuring an on time and on budget delivery.

Amy's expertise in campaign finance is reflected in past projects, including Arkansas Campaign Finance, Lobbyist and Personal Finance Disclosure System, Idaho Campaign Finance and Lobbyist System, New Hampshire Campaign Finance System, Vermont Campaign Finance System, and Maryland Campaign Finance System. She will be a trusted partner in modernizing campaign finance workflows while elevating end-user engagement and compliance readiness for the City.

Visweswara Reddy Pamireddy | Technical Lead

For the City project, Visweswara leads the technical architecture design and development, including database design, user interface specifications, reporting design and external system integrations. He will provide guidance to the greater team concerning the project's technical direction and collaborate with team members to ensure technical needs meet the expectations for the overall project objectives.

Visweswara Reddy Pamireddy is a seasoned Senior Technical Lead with over 15 years of experience architecting and delivering high-impact software solutions across diverse sectors including campaign finance. With his unique ability to blend deep technical acumen with strategic leadership, Visweswara consistently drives innovation, scalability, and delivery excellence in complex enterprise environments.

He brings a robust background in software development, system integration, and digital transformation, with a proven track record of managing cross-functional teams and executing mission-critical projects. His expertise spans modern technologies, agile methodologies, and performance optimization strategies.

Visweswara has led previous projects, like the City Campaign Finance Reporting and Administrative platform, including a Campaign Finance Disclosure System. He led the end-to-end development of a digital platform that tracks and publishes political campaign contributions and expenditures, ensuring transparency and compliance.

Chase Miller | Data Lead

As the data lead for the City, Chase is responsible for ensuring data quality and accuracy in the campaign finance solution. He works closely with the PM and BA to understand the project objectives and develop a sound plan for data migration and maintenance.

Chase has significant experience projects like the City's. He worked on both the Georgia CFIS and Maryland CFIS implementations. On the Georgia project, he specialized in transactions integration and implemented better practices. For Maryland, he specialized in registrations, transactions integration, filings, and fines/violations, helped implement modern practices into the application. He served as a point of contact for developers new to the campaign finance practice and worked to maintain secure practices within the application. He has experience in creating functions, stored procedures, tables, Entity Framework Core connected to database, and design and development of Jasper reports.

Betsy Ellis | Quality Assurance Lead

Betsy has experience in quality assurance and business analysis. She uses her strong analytical and project management skills as the Quality Assurance Lead for the City. Betsy develops an overall quality assurance strategy through test planning, execution and validation to achieve the goals of her clients.

Betsy has 20+ years of experience as a Quality Assurance Tester and four years' experience as a Quality Analyst Lead. She is a detail-oriented tester, effective in all phases of the software development lifecycle process: analysis, design, development, testing, implementation, system support and maintenance. Highly experienced in developing and implementing test plans, test cases, and test scripts.

Betsy ensures the quality and reliability of the City's system, as well as the documentation deliverables of the project. She will accomplish this by leading the testing, planning, execution, tracking, validation,

and reporting for the City's approval.

As a QA Lead for ReFrame Solutions, Betsy has played an integral role in multiple statewide implementations, Arkansas Secretary of State Campaign Finance, Personal Finance Disclosure and Lobbying systems, Idaho Secretary of State Campaign Finance, State Entity and Lobbying systems, New Hampshire Secretary of State Campaign Finance system, Vermont Secretary of State Campaign Finance system and Georgia State Ethics Commission Campaign Finance system.

2. We maintain resources to manage projects from implementation into the maintenance and support period.

C. Provide details on your organization's history and full background of your experience.

1. Offeror must have a minimum of three (3) years' experience providing, implementing, and maintaining an Electronic Campaign Finance Filing Solution, or a comparable system.
2. Provide at least 3 references of other customers, including contact information (name, agency, email and phone), and describe how these customers' needs are similar to the City of Tucson.

WSD Digital, LLC dba ReFrame Solutions, is a Connecticut Limited Liability Company dedicated to providing technology and services for state and local government. Formed in 2018, we have been in business for seven years. ReFrame was created by highly capable and experienced domain experts who will support DOH with a customer-first approach. Our team has grown to over 70 full-time employees and is composed of experienced project managers, business analysts, and subject matter experts who will approach this project with a strong base of knowledge and success.

ReFrame Solutions takes our branding from our mission motto: ReFraming the Customer Experience through Customer-Obsessed Service and Innovative Technology. Our focus is ensuring our customers meet their goals and objectives. Our mission is focused on developing and delivering better, more efficient applications and solutions for government and enterprise customers through a cloud-native platform and dedicated focus on customer service. We accomplish this with a staff passionately committed to connecting our customers to the best solution, as well as a proven project methodology offering a simplified implementation focused on efficiency.

1. ReFrame Solutions is committed to providing technology and services for state and local government, including campaign finance and lobbyist, and election management solutions. Our customer-first approach brings the City our team of experienced project managers, business analysts, and subject matter experts that have successfully deployed Campaign Finance, Lobbyist, and SFI solutions in six states and are implementing Voter Registration and Election Management systems in two states.

2. The following three (3) references are provided for **ReFrame Disclosure** customers.

1) Georgia State Ethics Commission

Contact: Steven C. Knittel, Deputy Executive Director & General Counsel

Client contact phone: 404-463-1980

Client contact email: sknittel@ethics.ga.gov

Project Dates:

Start Date	October 2024
Campaign Finance Module Go Live	September 2025
Lobbyist Module Go Live	November 2025
PFDS Module	December 2025
Vendor Gifts, Business Transaction Reports	January 2026
Foreign Agent	Q1 2026
Maintenance & Support Contract	November 2025 through October 2033.

Project Description: The Georgia State Ethics Commission selected **ReFrame Disclosure** after a previous vendor failed to deliver a functional solution — the same vendor currently used by New Mexico, which has faced similar challenges. Georgia is now implementing three **ReFrame Disclosure** modules: **Campaign Finance**, **Lobbying**, and **Statements of Financial Interest**. These modules are purpose-built to meet the Commission’s transparency, usability, and compliance needs. ReFrame’s team of domain experts worked closely with Georgia to ensure a smooth transition, leveraging our proven track record and customer-obsessed approach to deliver a modern, intuitive, and reliable platform that restores trust and functionality for both agency staff and the public.

2) Vermont Secretary of State (VT SOS)

Contact: Lauren Hibbert, Deputy Secretary of State

Client contact phone: 802.477.2123

Client contact email: lauren.hibbert@vermont.gov

Project Dates:

Start Date	July 2023
Maintenance & Support for previous vendor	September 2023
Campaign Finance Module Go Live	January 2025
Maintenance & Support Contract: Starting	February 2025 through February 2030

Project Description: Following a competitive RFP process, **ReFrame Disclosure** was selected as the optimal system to meet the Vermont Secretary of State’s requirements for a comprehensive campaign finance system. Our implementation services, including project management, requirements analysis, tailored configuration, data migration, testing, training, go-live deployment, and ongoing hosting and support, were recognized as integral to the successful delivery of the system.

Facing vendor-related challenges, VT SOS sought to ensure the continued operability and compliance of its legacy campaign finance system ahead of the critical 2024 election cycle. They approached ReFrame to assume full responsibility for maintaining, supporting, and hosting the existing platform—while simultaneously developing a modern replacement. For most vendors, taking on a mission-critical, third-party system under the pressures of a presidential election year would pose considerable risk. However, ReFrame drew upon its unparalleled campaign finance domain expertise to embrace the assignment, offering to take on the legacy system at no additional charge aside from modest setup expenses and the direct, unmarked cost of hosting in a new cloud environment.

The transition to **ReFrame Disclosure** was swift and seamless, featuring comprehensive testing, robust security validation, and proactive support that ensured uninterrupted service for Filers, Agencies, and public users throughout the lead-up to the January 2025 launch. As part of this

implementation, a full data conversion successfully migrated all legacy system records—including filer profiles, transactions, and filings—into the new environment. The system also supports local elections and filings, and local candidates used the new system to submit disclosure reports for the February election without issues.

The new system has been exceptionally well received and continues to perform reliably, reflecting ReFrame's core commitment to being *customer obsessed*. Filers have praised the intuitive interface and streamlined filing experience, especially the enhanced import feature that allows effortless bulk transaction uploads. State staff have also noted significant improvements, citing the ease of configuring filing calendars, managing filing obligations, and leveraging the platform's self-service tools for user management—ultimately reducing support requests and enabling greater operational efficiency.

ReFrame Disclosure best met the VT SOS' needs for a campaign finance disclosure system with services including project management, requirement gathering, configuration/customization, data conversion, testing, training, deployment, and ongoing maintenance, support, and hosting. The solution went live in January of 2025, and we provide continuing maintenance and support.

3) New Hampshire Secretary of State

Contact: David Lang, Chief of Staff

Client contact phone: 603.534.3642

Client contact email: David.lang@sos.nh.gov

Project Dates:

Start Date	August 2023
Campaign Finance Module Go Live	April 2024
Maintenance & Support Contract:	May 2024 through September 2028

Project Description:

The New Hampshire Secretary of State initially engaged ReFrame to stabilize and maintain its legacy Elections, Campaign Finance (CF), and Business Registration systems following the discontinuation of adequate support from a prior vendor. In February 2023, the Secretary of State issued a competitive Request for Proposals for a new campaign finance solution. ReFrame was awarded the highest evaluation scores, reflecting both the 20+ years of CF expertise among team members and the availability of a modern, secure, and user-optimized platform. The contract was executed in August 2023, with implementation scheduled to avoid disruption prior to the State's early 2024 Primary. The system was successfully launched in April 2024 and we are still providing maintenance and support.

D. Provide details on office/facility locations.

1. Offeror must maintain offices and/or facilities within the United States, staffed by U.S.-located personnel, to support implementation, training, and ongoing maintenance of the solution.

Our headquarters and key project staff are in Windsor, CT, USA, as well as other remote employees in various locations within the United States. We have a long-time partnership with product development resources in Hyderabad, India who are vetted through full FBI background screenings. These resources are limited in the scope of their system and data access.

1. Our offices are maintained with the U.S. and staff by U.S. located personnel that support the City's system.

E. Detail your experience in providing Campaign Finance Reporting & Administration solutions. Include the scope and structure of your sales & distribution network nationally.

Our mission is simple: **Deliver exceptional customer experiences through technology built for a purpose, backed by people who understand the job.** ReFrame Solutions specializes in designing modern, efficient applications for government offices—delivered through a secure cloud platform and supported by a team committed to outstanding service.

We know what it takes to help government agencies modernize and streamline operations. For the City's system, that means modernizing your approach, streamlining compliance audits, reducing administrative overhead, and expanding transparency. With ReFrame, you get more than a product, you get a team of experienced professionals who understand the real-world needs of Secretaries of State across the nation. Our team will be the same through the life of the contract ensuring a true partnership.

Our experienced team working within a proven implementation framework has implemented five statewide systems with a sixth scheduled to go live this month (November 2025). We consistently deliver projects on time and on budget. Our **90+% retention rate** speaks to our *customer obsessed* mindset and the value we provide for our customers.

We don't just implement systems—we support them. Our solutions reduce administrative burden, accelerate processing times, and enhance the user experience for both filers and examiners. We work side-by-side with your team to identify obstacles and deliver a successful, high-impact implementation.

F. Demonstrate your Offeror's ability to meet the evolving needs of public sector customers of varying sizes and locations.

ReFrame Disclosure is a modern, web-based system with a robust, browser-based user interface that supports all the latest browsers, including Microsoft Edge, Google Chrome, Mozilla Firefox, and Apple Safari. All modern smartphones and tablets support our solution with a modern web browser. The system is fully mobile-responsive for external-facing modules, ensuring accessibility across modern smartphones and tablets.

We use a microservices architecture to allow each service to be independently scaled to the limits of the underlying infrastructure, ensuring seamless adaptability to varying workloads. Services are auto-scaled dynamically using Microsoft Azure App Services, which automatically adjusts the number of service instances to handle increased demands, such as those occurring during filing deadlines or other peak usage periods, without compromising performance or reliability.

Our solution is designed not just to meet requirements, but to **simplify** processes, enhance the user experience for staff and filers, and reduce the administrative burden. The City will find a complete, compliant, and configurable solution with key components the streamline your internal processes.

- ✓ **Online Public Portal** – Enables robust public access to candidate filings, transactions, dashboards, and compliance data. The public can search, view, and export records, register accounts, and stay informed via announcements.

✓ <i>Filer Portal</i> – Streamline filings, reporting, amendment submission, and compliance resolution. Users have access to full filing history and account details including, upcoming To-Do List, recent filings and transactions, current account balance details, and graphical statistics with real-time notifications. ✓ <i>Admin Portal</i> – Provides complete control over system configurations including calendars, templates, thresholds, user permissions, and mass communication tools. Admins oversee the approval of registrations, manage compliance issues and complaints including fees and waivers, send or schedule individual or mass notifications, produce management and ad hoc reports, and can work on behalf of and engage with filing entities for enhanced customer service.
G. How many sellers are dedicated to selling and supporting Campaign Finance Reporting & Administration solutions to the local government market?
We have a sales staff of four (4) full-time sales executives led by our Chief Strategy Officer. Our primary customer base is in state and local government sector.
Price
A. Provide a detailed breakdown of all costs associated with your proposed solution. At a minimum, the cost submission should include, but is not limited to: 1. Installation and Training a. Costs related to system setup, configuration, and training of City staff and end-users. 2. Hardware and Software a. Costs for all software licenses, modules, or required hardware components necessary to operate the solution. 3. Ongoing Support and Maintenance a. Costs associated with routine system maintenance, technical support, updates, and any other recurring fees.
1. Our cost proposal outlines the installation/implementation costs for the solution, which include necessary configurations to comply with this RFP and the statutory filing and compliance requirements of the City. These costs include initiation, planning, and ongoing project management; requirements specifications; configuration; testing; train-the-trainer (for City Staff); and deployment activities. There are no hidden costs in the ReFrame implementation price. 2. Our SaaS solution is hosted using highly secure instances and services on the Azure Cloud, so hardware is required for the solution. Users can access it with any Internet connected computer or mobile device with a modern browser. 3. ReFrame's implementation and SaaS fees outlined in the Cost Proposal include unlimited access for the City Administrators, City Campaign Filers, and the public, for the life of the contract, or as long as the City continues to pay the SaaS fee. Annual SaaS fees are also inclusive of all maintenance, support, and hosting fees as described in our Maintenance Plan and SLA sections above. As a cloud-hosted SaaS solution, there are no licensing requirements for any hardware or software related to hosting the solution.

Our SaaS fees do not typically change based on the number of users or transactions processed, but if a major enhancement request results in a significant increase to system resources or the user-base that requires support, the SaaS fee may be adjusted to ensure optimal ongoing performance and customer service. ReFrame retains support staff from the implementation team at the level necessary for the solution to be fully available and usable according to an agreed upon SLA. The City requests for support from designated staff, regardless of the nature of the request, will go through a dedicated ReFrame Solutions Support channel. City staff can contact the Support Center by using our support contact online form, phone, or email. From that point, a helpdesk ticket is created and the support process is initiated.

ReFrame will provide first-line technical support (Level 2) to the City designees. Our product support team has multiple technical members, analysts, and interactive tool sets to provide top-tier System support upon receiving a technical support request.

Supported Maintenance Activities:

- Bug Fixes (**Note:** a “bug” is defined as an error message or reproducible defect in the originally documented requirements. A change in a requirement for any reason is not considered a “bug”)
- Browser compatibility upgrades
- ADA compliance coding
- Monitor and track database performance
- Technical questions, data issues, and reporting assistance
- Incident reporting and management for any security or outage issues (as appropriate based on ReFrame control over the event)
- Support for analyzing enhancement *requests* (**Note:** Resolution for Enhancements based on approved change control).
- Standard software, browser compatibility, and security patches/upgrades included
- Technical/System Documentation updates based on Release including Technical/Infrastructure Documents/Diagrams, ERDs, Data Dictionary, and Training Materials
- Periodic training available via Webinar for any features significantly altered by a release or to support refresher training
- Weekly and Monthly reporting of key issues and accomplishments.

B. Provide scope and pricing for additional related solutions, products and services beyond those required by the City of Tucson that may be made available to other participating agencies through the Axia Cooperative purchasing program.

Pricing for the additional ReFrame Solutions products described in Method of Approach, Item W. is included in **Exhibit 3 – Additional Related Solutions Pricing**.

C. Is all pricing, for City of Tucson and all other participating agencies of the Axia Cooperative purchasing program, inclusive of delivery and/or tariff fees? If so, detail how this will impact pricing, accounting for your distribution network and your ability to make deliveries nationwide (including to rural and smaller agencies).

Due to uncertainty of the various tax/tariff laws for jurisdictions under the Axia program, our pricing to any customer is based on our list pricing (minus any discounts), and unless the RFP specifically calls out the local requirements, DO NOT include any jurisdiction-specific tax/tariff amounts. Where costs

are not called out in advance, any such additional amounts for local compliance will be negotiated upon award as an added cost.
D. Describe your pricing methodology. Do you utilize a discount off of list model, “web” pricing minus discount model, etc.?
ReFrame's SaaS model and fees outlined in the Cost Proposal include unlimited access for the City (all portals) Campaign Filers (CFOFS), and the public (Data Access Portal), for the life of the contract, or as long as the client continues to pay the SaaS fee. Annual SaaS fees are also inclusive of all maintenance, support, and hosting fees as described in our Maintenance Plan and SLA sections above. As a cloud-hosted SaaS solution, there are no licensing requirements for any hardware or software related to hosting the solution. Our SaaS fees do not typically change based on the number of users or transactions processed, but if a major enhancement request results in a significant increase to system resources or the user-base that requires support, the SaaS fee may be adjusted to ensure optimal ongoing performance and customer service.
E. Describe how and how often the pricing documents are updated. Detail items and/or categories that may be updated more often than others.
As a software solution our pricing can be provided as an enterprise solution or modular based, meaning the customer does not have to pay for what they do not need.
F. Detail how market conditions impact pricing and propose how you plan to account for such changes. Can pricing adjustments be audited and tracked with an index or other calculation?
As a software product our solutions will not typically be impacted by marketing conditions although we do maintain flexibility to maintain competitiveness for government procurement
G. Describe any regional and/or individual custom pricing lists that may be available to participating agencies of the Axia Cooperative purchasing program. Detail how this kind of program can be extended to one or more participating public agencies, the number of items that can be made available through such a program, how and how often the list is updated, limitations based on the type and size of the participating agency, etc.
ReFrame Solutions does not have any regional or customer pricing lists
H. Describe any regional and/or individual custom pricing lists that may be available to participating agencies of the Axia Cooperative purchasing program. Detail how this kind of program can be extended to one or more participating public agencies, the number of items that can be made available through such a program, how and how often the list is updated, limitations based on the type and size of the participating agency, etc.
ReFrame Solutions does not have any regional or customer pricing lists

Pricing

Pricing was submitted separately in the OpenGov portal on the City's form.

Vendor Questionnaire

The Vendor Questionnaire has been completed in the OpenGov portal.

Offer and Acceptance Form

The Offer and Acceptance Form has been completed and uploaded to the OpenGov portal as specified.

Attachment C, Exhibit C – Federal Funds Certification Form

Our signed and initialed Federal Funds Certification Form has been uploaded to the OpenGov portal.

Exhibit 1 – Service Level Agreement

Product Support and Service Level Agreement

ReFrame Solutions will provide project management and level 2 and 3 help desk support to answer the City staff technical questions, log trouble tickets for application defect resolutions, and estimate change requests for enhancements. Level 1 helpdesk for calls from external the City users such as tenants, landlords, and other parties will be handled by the City staff. Level 1 technical support from the ReFrame helpdesk is available at an additional cost based on historical and/or expected volumes.

Service Level Agreement (SLA)

ReFrame Solutions will maintain a dedicated product support team that provides technical support and customer service. This team reports to the ReFrame Customer Engagement and Success Vertical to verify every customer request is thoroughly reviewed and addressed to the customer's satisfaction. Our product support team has multiple technical members, an analyst, and interactive tool sets to provide data and application support upon receiving a technical support request.

Uptime Target: Subject to explicit exceptions, ReFrame Solutions uses commercially reasonable commercially reasonable times.

The software to be available through the hosting 99.9% of the time ("Service Level Target"), as measured monthly.

ReFrame Solutions Level 2 Support Team will:

- Answer questions regarding issues with operation or performance of the software application
- Analyze problem reports
- Engage in screen-sharing sessions as appropriate to assist the user and understand the issue
- Determine the nature of problem – data, software, and operation
- Recommend workarounds when feasible
- Escalate software issues to level 3 to log trouble tickets for problem triage or for software and database analysis
- Follow up with final resolution, if necessary, to the person initiating the call
- Route non-software questions about program eligibility or application status etc. back to the designated program administration support line

ReFrame Solutions Level 3 Support Team will:

- Research escalated problems; perform root cause analysis and plan corrections
- Recommend implementation plans for corrections (i.e., hot fix' patches, interim builds, or future releases)

- Develop temporary workarounds as required
- Correct software defects
- Perform application and database performance tuning
- Update code on an agreed-upon release schedule with release notes
- Notify level 2 of the resolution

Help Desk Access & Defect Reporting

Eligible Users	Authority staff
Help Desk Agreement Levels	Level 2 and 3
Help Desk Hours	8:00 am – 5:00 pm EST, Monday-Friday, except holidays
Telephone Number	To be provided upon contract execution
Help Desk Email	To be provided upon contract execution Available 24/7, monitored during business hours specified above.
Chat Bot Support	Our integrated Chat Bot “Alden” is available from the Back Office and provides a configurable knowledge base that users can query. If a solution is not returned, the user can submit a support ticket directly through the Bot.
Scheduled Virtual Support	The solution also includes the ability for the user to self-schedule 15 minutes of direct support from our Customer Support team. Screen sharing can be used to review the issue and immediately provide support and instruction.

Help Desk Priorities and Escalation Protocol

All problems escalated to level 2 and all enhancement requests will also be posted in the internal ticket tracking system. Status updates will be provided to the authorized user as the status of the ticket changes.

Additionally, the City will be assigned a designated Customer Engagement Manager who will be focused on the success of our client’s enterprise. Our branding reflects our commitment to *“ReFraming the customer experience through exemplary customer service and innovative cloud technology.”*

If an authorized user sends an email or leaves a voicemail message, a ticket will be opened as quickly as possible; enhancement requests will also be initiated by this same process. Tickets will be categorized according to the severity of the problem. As help requests are received, a ticket will be created and assigned a priority based on the severity of the problem, as described below

Level	Severity	Issue	Initial Response Time	Update Frequency	Resolution Time
1	Critical	System currently not functioning, application is completely unavailable or severely impaired. Multiple users are unable to access functionality. No suitable workaround is available.	Less than 1 business hour	Every 1 hour	1-4 hours
2	High	System is not functioning properly, or a core component is no longer functional. Work can continue in an acceptable capacity with sufficient workaround.	24 hours	Daily	8 hours
3	Medium	System is functioning according to design specifications with non-critical component issue. Issue identified with an acceptable workaround until resolution. Bug fixes or non-priority incidents.	24 hours	Monthly	5 business days or next release
4	Low	Non-critical errors with minor disruption but not impacting workflow. Workarounds exist.	24 hours	Monthly	10 business days or next release

Exhibit 3 – Additional Related Product Solutions Pricing

The following pricing is provided for additional related products or solutions as requested for the Axia contract.

ReFrame Disclosure

	Campaign Finance		Lobbyist		Statement of Financial Interest	
Population	Implementation	Annual Fee	Implementation	Annual Fee	Implementation	Annual Fee
under 10000	\$ 6,000.00	\$ 1,320.00	\$ 5,000.00	\$ 1,100.00	\$ 3,000.00	\$ 660.00
10,001 - 25,000	\$ 15,000.00	\$ 3,300.00	\$ 10,000.00	\$ 2,200.00	\$ 5,000.00	\$ 1,100.00
25,001- 75,000	\$ 35,000.00	\$ 7,700.00	\$ 15,000.00	\$ 3,300.00	\$ 7,500.00	\$ 1,650.00
75,001 - 100,000	\$ 45,000.00	\$ 9,900.00	\$ 20,000.00	\$ 4,400.00	\$ 10,000.00	\$ 2,200.00
101,000 - 250,000	\$ 50,000.00	\$ 11,000.00	\$ 25,000.00	\$ 5,500.00	\$ 15,000.00	\$ 3,300.00
250,001 - 500,000	\$ 125,000.00	\$ 27,500.00	\$ 30,000.00	\$ 6,600.00	\$ 20,000.00	\$ 4,400.00
500,001 - 750,000	\$ 200,000.00	\$ 44,000.00	\$ 40,000.00	\$ 8,800.00	\$ 25,000.00	\$ 5,500.00
750,001 - 1,000,000	\$ 325,000.00	\$ 71,500.00	\$ 50,000.00	\$ 11,000.00	\$ 35,000.00	\$ 7,700.00

ReFrame Elections

	Election Management		Voter Portal		Election Night Reporting	
Population	Implementation	Annual Fee	Implementation	Annual Fee	Implementation	Annual Fee
under 10000	\$ 25,000.00	\$ 6,250.00	\$ 6,000.00	\$ 1,080.00	\$ 25,000.00	\$ 3,750.00
10,001 - 25,000	\$ 25,000.00	\$ 6,250.00	\$ 15,000.00	\$ 2,700.00	\$ 25,000.00	\$ 3,750.00
25,001- 75,000	\$ 50,000.00	\$ 12,500.00	\$ 25,000.00	\$ 4,500.00	\$ 50,000.00	\$ 7,500.00
75,001 - 100,000	\$ 75,000.00	\$ 18,750.00	\$ 50,000.00	\$ 9,000.00	\$ 75,000.00	\$ 11,250.00
101,000 - 250,000	\$ 200,000.00	\$ 50,000.00	\$ 75,000.00	\$ 13,500.00	\$ 75,000.00	\$ 11,250.00
250,001 - 500,000	\$ 250,000.00	\$ 62,500.00	\$ 90,000.00	\$ 16,200.00	\$ 100,000.00	\$ 15,000.00
500,001 - 750,000	\$ 500,000.00	\$ 125,000.00	\$ 125,000.00	\$ 22,500.00	\$ 150,000.00	\$ 22,500.00
750,001 - 1,000,000	\$ 900,000.00	\$ 225,000.00	\$ 150,000.00	\$ 27,000.00	\$ 250,000.00	\$ 37,500.00

ReFrame Engage

Population	Constituent Engagement		Notifications	
	Implementation	Annual Fee	Implementation	Annual Fee
under 10000	\$ 1,000.00	\$ 600.00	\$ 2,500.00	\$ 1,200.00
10,001 - 25,000	\$ 1,000.00	\$ 600.00	\$ 2,500.00	\$ 1,200.00
25,001- 75,000	\$ 1,000.00	\$ 600.00	\$ 2,500.00	\$ 1,200.00
75,001 - 100,000	\$ 1,000.00	\$ 1,200.00	\$ 2,500.00	\$ 1,200.00
101,000 - 250,000	\$ 1,000.00	\$ 3,600.00	\$ 7,500.00	\$ 3,600.00
250,001 - 500,000	\$ 2,000.00	\$ 6,000.00	\$ 10,000.00	\$ 6,000.00
500,001 - 750,000	\$ 5,000.00	\$ 7,500.00	\$ 12,000.00	\$ 7,500.00
750,001 - 1,000,000	\$ 12,000.00	\$ 12,000.00	\$ 25,000.00	\$ 12,000.00

Experience Highlights

- Jennifer is a certified Scrum Alliance product owner and in the full software development lifecycle (SDLC).
- Experienced in leading GAP sessions, creating wireframes and functional specifications.
- Managed transitions from legacy systems to **ReFrame Disclosure:**
Arkansas Secretary of State
Idaho Secretary of State
New Hampshire Secretary of State
Vermont Secretary of State
Maryland State Board of Elections
Georgia Ethics Commission

Number of Years:
10+

Education:
Management Information Systems Bachelor of Business
Administration Ohio University,
1991-1995

Elementary Education
Post-baccalaureate Certificate Rio Salado College, 2006-2008

- Certifications
- PMC Level I - Foundations, Level II - Focus, Level III - Build, Pragmatic Institute
 - Certified Scrum Product Owner, Scrum Alliance
 - Certified Scrum Master, Scrum Alliance
 - Enterprise Design Thinking Practitioner, IBM
 - Global Knowledge Network’s Essentials of Management

- Skills:
- Azure DevOps
 - Modern Requirements
 - Microsoft Teams
 - Microsoft Visio
 - Microsoft Office Suite
 - Camtasia

Jennifer Zolikoff
Project Manager

Professional Profile
Jennifer is a certified Scrum Alliance Product Owner with over a decade of experience driving impactful software solutions in the domains of Campaign Finance, Lobbying, and Education. She brings deep expertise in business analysis, agile methodologies, quality assurance, and end-user training, consistently delivering value through collaborative partnerships with clients and cross-functional teams.

Known for her strategic insight and hands-on approach, Jennifer has led initiatives across the full software development lifecycle (SDLC), managing teams of business analysts and QA professionals. She has facilitated GAP analysis sessions, crafted wireframes and functional specifications, and overseen testing phases including functional, regression, and user acceptance. Her attention to detail extends to producing comprehensive end-user documentation to support system adoption.

Jennifer has played a pivotal role in modernizing public sector systems—most notably partnering with the New Mexico Secretary of State and Georgia Government Transparency and Campaign Finance Commission to transition from legacy platforms to fully integrated solutions. Her leadership in ethics training design and delivery further reinforces her commitment to empowering users and ensuring compliance.

As a product owner, Jennifer champions the voice of the client, curates and prioritizes product backlogs, and ensures timely delivery of high-impact features that align with strategic goals.

Experience
ReFrame Solutions | 2023 - Present
Director of Ethics and Disclosure

- Led efforts in ensuring organization integrity and transparency through the development and implementation of the Catalyst Disclosure Suite which consists of Campaign Finance, Lobbying, and Ethics Declarations.
- Product Owner in Catalyst providing consulting services to state projects, such as Arkansas, Idaho, New Hampshire, and Vermont.
- Tools: Azure DevOps, Teams, Visio, Office, Trello, Snag It, Camtasia

Civix (PCC Technology Group) | 2018 - 2023
Product Manager

- Product Manager of the Ethics Administration Platform which includes three modules: Campaign Finance Reporting, Lobbyist Disclosures, and Statement of Financial Interests.
- Lead Business Analyst/Product Owner in the Government Services Practice providing consulting services to state projects, such as California, New Mexico, Georgia, City of Aurora in Colorado.

Amy Parker

Project Manager

Experience Highlights

Campaign Finance Systems

Arkansas Secretary of State
Idaho Secretary of State
New Hampshire Secretary of State
Vermont Secretary of State
Maryland Board of Elections

Lobbyist Systems:

Arkansas Secretary of State
Idaho Secretary of State

Personal Finance Disclosure Systems:

Arkansas Secretary of State

Number of Years

20+

Education

Master of Science, Curriculum and Instruction

Western Governors University

Bachelor of Arts in Education

Arizona State University

Certification

SAFe Agile 5.1 2023

Professional Profile

Amy is a customer-focused and results-driven project manager with a strong foundation in training, development, and stakeholder engagement. Known for dynamic presentation skills, expert communication, and exceptional organizational abilities. She is adept at gathering requirements, leading user acceptance testing, and aligning technology with business goals. She develops impactful training materials, handouts, videos, guides, and delivering engaging sessions across diverse platforms. Amy is skilled in coordinating multiple projects simultaneously, facilitating meetings, and driving teams to meet performance outcomes through collaboration and coaching.

Amy understands campaign finance systems and uses her knowledge and expertise to provide a collaborative implementation for her customers. She is a trusted partner in elevating productivity, performance, and project success.

Experience

ReFrame Solutions 2023 – present

At ReFrame, Amy completes requirement gathering and analysis to meet client needs to deliver a product that meets the business needs. She works with stakeholders to complete User Acceptance Testing (UAT) sessions on product testing. She collaborates with stakeholder groups to ensure business and technology align with the requirements. From project management and coordination perspective, Amy manages multiple projects while organizing and facilitating individual, team, and site meetings. She communicates with all stakeholders through various communication platforms and maintains personal relationships with clientele and communicates effectively with multiple stakeholders regarding the progress of projects.

She develops, organizes, and prepares materials for training sessions and collaborates with team members to meet deadline-driven goals. Amy provides one-on-one coaching and support to individuals and small teams that require specialized training to reach performance outcomes. Amy is creative and delivers engaging presentations using multiple presentations modes and technology platforms, including Microsoft and Google Suite products, to a variety of stakeholders using best practices. She develops and organizes training procedure guides and course materials, including user guides, quick reference materials in both handouts and video format. She documents data on daily and long-term progress toward performance outcomes and identify solutions.

Scottsdale Unified School District 2006 – 2023

As an educator, Amy played a vital role in academic and personal development of students. Her core responsibilities included:

- Plan, prepare and deliver instructional activities.
- Develop work and lesson plans.
- Establish and communicate clear objectives for all learning activities.
- Provide a variety of learning materials and resources for students.
- Identify and select different instructional resources to meet varying student needs.
- Observe and evaluate progress.

Betsy Ellis

Quality Assurance Lead

Experience Highlights

- Betsy has lead QA efforts in five (5) Secretary of State implementations of ReFrame solutions.
- Expert multi-tasker
- Excellent time management skills.
- Highly experienced in developing and implementing test plans, test cases, and test scripts.

Number of Years:

20+

Education:

Business Management
Marketing Management
Vincennes University Jasper
Center 1995
American Trans Air Academy
1995

Skills:

- Microsoft Office
- Azure DevOps
- Testing Administration System (TAS)
- Mabl (Automation for Agile teams)
- JIRA
- Monday.com
- MS SharePoint
- Visual Basic
- Team Foundation Server
- MS Access
- Modern Requirements

Professional Profile

Betsy had 25 years of experience as a Quality Assurance Tester and four years' experience as a Quality Analyst Lead. She is a detail-oriented tester, effective in all phases of the software development lifecycle process: analysis, design, development, testing, implementation, system support and maintenance. Betsy has two years of experience in implementing ReFrame solutions Ethics, 10 years of experience in implementing Civix systems and ten (10) years testing experience with American Trans Air. Her ability to handle multiple projects and tasks by having excellent time management skills ensuring deadlines are consistently met or exceeded.

Experience

ReFrame Solutions | Lead Quality Assurance Analyst | 2023 - present

Responsibilities:

- Lead, motivate, & train new team members by assigning tasks, providing guidance, & fostering a collaborative environment.
- Extensive working experience in functional, smoke, system, and regression testing.
- Provide Production support & resolutions using Monday.com as issues are fixed.
- Participate in the design process to understand, analyze & influence the application/service/system to be tested.
- Identify the risks & appropriate test coverage validating new features as well as regression and develop test plans & cases.
- Develop more efficient ways to test features & identify areas of testing automation.
- Execute test cases, manually or automated, capture & analyze results, document issues, & prepare test reports.
- Attend meetings to present testing results & progress for QA testing for each client.
- Analyze & identify issues found during testing troubleshoot with QA teams & developers to diagnose them.
- Understand the business aspects of ways customers use the system; and ensure system performance
- Leading activity & test project capabilities include planning, designing, preparing, & executing the tests.
- Investigate customer problems referred by technical support
- Participate in product reviews to provide input on functional requirements, product designs, schedules, or potential problems
- Provide feedback & recommendations to developers on usability and functionality
- Test system modifications to prepare for implementation
- Collaborate with staff or customers to evaluate or diagnose problems & recommend possible solutions
- Coordinate user or third-party testing
- Provide application support during software installation or configuration

Civix | Lead Quality Assurance Analyst | 2012 – 2023

Responsibilities:

- Lead & trained QA staff in all systems.
- Performed functional testing, smoke testing, system testing and regression testing.
- Identified issues found from testing & worked with QA & developers to diagnose.
- Executed test cases, manually or automated, captured and analyzed results, documented issues, & prepared test reports.
- Provided feedback & recommendations to developers on software usability & functionality

Education

BS in Computer Science

Worcester Polytechnic Institute

3.88 GPA

Concentration in theory and mathematical foundations. Completed relevant coursework in discrete mathematics, computer graphics, analysis of algorithms, theory of computation, and software engineering.

Skills

Programming Languages

Java, Python, C/C++, C#, JavaScript, TypeScript, HTML, CSS/Sass, PHP, SQL

Libraries and Frameworks

JavaFX, Apache Commons, Aspose.Imaging, NumPy, SciPy, .NET, Node.js, jQuery, RxJS, Angular, Bootstrap, TailwindCSS, OpenGL

Tools & Platforms

Microsoft Office, Git, SMSS, Jaspersoft Studio, Photoshop, Illustrator, InDesign, Figma, After Effects, Final Cut Pro X

Soft Skills

Communication, creativity, flexibility, teamwork, problem solving, organization, leadership, time management, dependability

Other

REST APIs, relational databases, Agile/Scrum

Awards & Honors

Member of Upsilon Pi Epsilon Honor Society

Inducted into the Massachusetts Alpha Chapter

Provost's MQP Award in Computer Science

Won for "Statistics of Subsequences" undergraduate research

Chase Miller

Technical Lead



Professional Profile

Driven and diligent junior software developer experienced in full-stack web development. Knowledgeable in application development using Angular, .NET Core, and SQL Server. Devoted to innovation, clean coding, and graphic design.

Significant experience within the Catalyst vertical at ReFrame. Worked on both the Georgia CFIS and Maryland CFIS implementations. On the GA project, I specialized in transactions integration and implemented better practices. For MD, I specialized in registrations, transactions integration, filings, and fines/violations, helped implement modern practices into the application. Served as a point of contact for developers new to the campaign finance practice and worked to maintain secure practices within the application. Experience in creating functions, stored procedures, tables, Entity Framework Core connected to database, and design and development of Jasper reports.

Experience

ReFrame Solutions, Jr. Developer

Sept 2024 – Present

- Work on solution implementations and serve as a point of contact for developers new to campaign finance
- Maintain secure practices within the application
- Develop and manage aesthetically pleasing, user-friendly, and responsive solutions
- Collaborate with QA, business analysts, and other developers to optimize performance and user experience

Projects

Exploring Longest Common Subsequences and the Chvátal-Sankoff Constants

I worked alongside two other students and three faculty members for this undergraduate research project. State-of-the-art lower bounds are provided for numerous Chvátal-Sankoff constants, with particular attention paid to the Chvátal-Sankoff for two binary strings. Accompanying this are proofs of various properties describing the effect of modifying a pair of strings on their longest common subsequence. This research was featured in the IEEE ISIT2025 conference in Ann Arbor, Michigan.

Software Engineering Collaboration with Brigham & Women's Hospital

As the lead software engineer, I was the technical leader of an eleven-person student team working to apply Agile development methodologies and software design patterns in Java to create a medical equipment tracking and workflow application that included a hospital dashboard, floor map editor, and multiple integrated service request modules for Brigham & Women's Hospital. The software systems the team created were to inform the hospital representatives about potential features, user interfaces, or design approaches that they might consider implementing. Additionally, I helped gather software requirements, created user stories, managed Git merge conflicts, and kept the team motivated.

Experience Highlights

- 15+ years' experience designing building and delivering software solutions.
- Senior Technical Lead Campaign Finance Disclosure System
- Lead Developer Voter Registration System
- Lead Developer Electronic Ballot Paper Design

Number of Years

15+

Education

Bachelor of Degree | 2004
Sri Venkateswara University

Technical Expertise:

- **Languages:** C, C++, JavaScript, C#.NET, VB.NET
- **Frameworks:** Angular, React, Node.js
- **Tools & Platforms:** Visual Studio, AWS, Docker, Git
- **Databases:** SQL Server, My SQL
- **Source Controls:** Azure DevOps, Bitbucket, Git, GitHub, GitLab, SVN (Subversion)
- **Other Tools:** Rest APIs,, Agile/Scrum, CI/CD, Microservices Architecture, SSIS

Visweswara Reddy Pamireddy

Technical Lead



Professional Profile

Visweswara Reddy Pamireddy is a seasoned Senior Technical Lead with over 15 years of experience architecting and delivering high-impact software solutions across diverse sectors including campaign finance and elections systems. With his unique ability to blend deep technical acumen with strategic leadership, Visweswara consistently drives innovation, scalability, and delivery excellence in complex enterprise environments.

He brings a robust background in software development, system integration, and digital transformation, with a proven track record of managing cross-functional teams and executing mission-critical projects. His expertise spans modern technologies, agile methodologies, and performance optimization strategies.

Visweswara has led previous statewide projects, including a Campaign Finance Disclosure System. He led the end-to-end development of a digital platform that tracks and publishes political campaign contributions and expenditures, ensuring transparency and compliance.

Experience

ReFrame Solutions | Technical Lead

October 2024-present

As a technical lead, Visweswara oversees technical teams, providing technical direction, and ensuring project success by guiding the team, setting technical standards, and resolving issues. Key responsibilities include managing project timelines and budgets, delegating tasks, conducting code reviews, implementing best practices, and mentoring team members. Technical leads also collaborate with other departments and stay current with technology trends.

JNET Technologies Pvt Ltd. | Lead Developer

May 2013-September 2024

- Delivered 10+ applications across industries including Campaign Finance System, Voter Registration System, Electronic Ballot Paper Design and Energy Management System, consistently meeting performance and scalability benchmarks
- Integrated **secure payment gateways**, identity providers, and third-party APIs with robust error handling and logging
- Led migration of legacy systems to microservices and cloud-native architecture
- **Mentored junior developers**, fostering a culture of code quality, peer reviews, and continuous learning
- Built reusable component libraries for front-end frameworks, accelerating development and ensuring UI consistency across projects

G. PRICING

YEARLY ELECTRONIC FILLING SOLUTION TOTAL COST

Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
1	Annual Licensing Fee	1	each	\$35,000	\$35,000
2	Annual Software Maintenance and Support	1	each	\$0	\$0
3	Implementation Services and Customization	1	each	\$107,000	\$107,000
4	Software Training, Manuals, and Documentation	1	each	\$15,000	\$15,000
5	Total Year One (1) Cost for Electronic Filing Solution	1	each	\$157,000	\$157,000
6	OPTIONAL: Total Year Two (2) Cost for Electronic Filing Solution	1	each	\$44,000	\$44,000
7	OPTIONAL: Total Year Three (3) Cost for Electronic Filing Solution	1	each	\$44,000	\$44,000
8	OPTIONAL: Total Year Four (4) Cost for Electronic Filing Solution	1	each	\$44,000	\$44,000
9	OPTIONAL: Total Year Five (5) Cost for Electronic Filing Solution	1	each	\$44,000	\$44,000
					TOTAL \$490,000

*Includes no cost warranty for six (6) months after go-live



CITY OF
TUCSON

RFP



CITY OF TUCSON
REQUEST FOR PROPOSAL

260135

CAMPAIGN FINANCE REPORTING & ADMINISTRATION PLATFORM

Due Date: Friday, November 14, 2025

City of Tucson
255 W Alameda St
Tucson, AZ 85701

Procurement portal

<https://secure.procurenow.com/portal/tucson-az>

Public Portal <https://secure.procurenow.com/portal/tucson-az/projects/202680>

PUBLISH DATE: October 15, 2025

CITY OF TUCSON
BUSINESS SERVICES DEPARTMENT
SHARED SERVICES PROCUREMENT DIVISION
255 W. ALAMEDA, 6TH FLOOR, TUCSON, AZ 85701

REQUEST FOR PROPOSAL NO. 260135
Page 2 of 51
RESPONSIBLE CONTRACT OFFICER: Salvador Servin III
PH: (520) 837-4141

Attachments:

A - Offer and Acceptance

C - Axia Cooperative Purchasing Program

A. NOTICE

A.1. CITY OF TUCSON

NOTICE OF REQUEST FOR PROPOSAL NO 260135

TITLE: Campaign Finance Reporting & Administration Platform

SUBMITTAL DUE DATE: Friday, November 14, 2025 AT 2:00 P.M. LOCAL AZ TIME

PRE-SUBMITTAL MEETING DATE: Monday, October 27, 2025

TIME: 10:00 am LOCAL AZ TIME

LOCATION: https://teams.microsoft.com/l/meetup-join/19%3ameeting_NDU5MTJkZDMtMTVjNC00N2FILTk1NmItMWRhYmM1MWE4ZDg0%40thread.v2/0?context=%7b%22Tid%22%3a%22d21e59ec-c208-43eb-aaf1-cf06d9a196e0%22%2c%22Oid%22%3a%220c9e990b-c4dd-43df-a6c3-e99db0789320%22%7d
Meeting ID: 211 887 138 167 0 Passcode: Wn2Ps6WE Dial in by phone +1 213-293-2303,,749185183#
United States, Los Angeles Find a local number Phone conference ID: 749 185 183#

QUESTIONS SHALL BE DIRECTED TO: Salvador Servin III
(520) 837-4141
salvador.serviniii@tucsonaz.gov

Posted Date: Wednesday, October 15, 2025

Competitive sealed offers for the material or service specified in this solicitation must be submitted through the City's online bidding system. No late submitted offer will be accepted or considered. Responses submitted in physical form or by facsimile or email will not be considered. Offerors are cautioned to commence the submittal process sufficiently ahead of time to allow for unanticipated delays resulting from things like a slow internet connection, internet outage, difficulty uploading large documents, differing system requirements, etc.

Questions about this solicitation must be addressed to the responsible Contract Officer listed herein.

B. INTRODUCTION

B.1. Summary

The City of Tucson is seeking an online software as a service (SaaS) or hosted solution from a qualified Offeror, or Offerors, to provide electronic compiling and filing services for local political committees' and candidates' Campaign Finance Reports. A reporting system for disclosing these financial transactions aims to allow for auditing campaigns' compliance with local requirements, and to ensure transparency in local campaigns' financial activity. Audits include verification of data entry with uploaded supporting source documents.

B.2. Background

The City of Tucson is committed to promoting transparency, accountability, and public confidence in local government. Campaign Finance requirements in Tucson are governed by both Arizona state law and the Tucson City Charter and Code. These laws require candidates and political committees to file periodic financial reports, disclosing all financial transactions.

Campaign Finance Reports for candidates and political committees must disclose contributions and expenditures in accordance with Arizona law and Tucson City Code. This includes additional requirements for participants in the City's optional Public Matching Funds (PMF) program, who must meet specific qualification, reporting, and compliance obligations distinct from traditional (non-participating) candidates. These reports are filed with the City Clerk's Office and include pre-election and post-election statements, as well as quarterly filings. The purpose of these disclosures is to provide transparency into campaign financing. Currently, the City of Tucson provides public access to campaign finance filings through its website at no cost to candidates, committees, or the public.

At present, the City of Tucson manages these filings through manual processes, which can be burdensome for filers, staff, and members of the public seeking access to information. By implementing an electronic reporting and filing system, the City seeks to modernize its approach, facilitate streamlined compliance audits, reduce administrative overhead, and expand transparency. The City is open to solutions that not only meet statutory requirements but also offer enhanced functionality, such as automated notifications, advanced reporting tools, and user-friendly search capabilities. The system must also fully support the administration of the City's Public Matching Funds program, including qualifying contribution tracking, specialized reporting for PMF candidates, and compliance verification through audits of filed reports and corresponding supporting documents.

NATIONAL

CONTRACT

REQUIREMENTS

Axia Coop LLC ("Axia Cooperative" or "Axia") is a national public sector cooperative purchasing organization. Axia works with respected leaders from the public procurement community to offer a growing portfolio of master agreements that leverage national volume to deliver savings, efficiency, and innovation for non-federal public sector agencies. Each agreement is publicly solicited by a lead agency utilizing the strictest of procurement standards. The resulting awards address the dynamic needs of today's evolving market while providing both value and cutting-edge solutions. For more information about the contracting process, please visit axiacoop.org/contracting-process.

The City of Tucson has entered into an agreement with Axia Cooperative to facilitate the Request For Proposals (RFP) and act as the primary contracting authority for the term of the resulting contract(s).

Resulting contract(s) is/are made available to other public agencies nationally for “piggybacking” through the Axia Cooperative purchasing program and authorized by various joint powers authority statutes, rules and regulations within each state and local jurisdiction.

While Axia Cooperative makes no guarantees as to exact quantities and/or purchase volume made by Participating Agencies, the estimated annual volume for purchases made nationwide through this contract category is \$25,000,000. Please see **Attachment C** for more information regarding the Axia Cooperative purchasing program.

B.3. Contact Information

Salvador Servin III

Contract Officer

Email: salvador.serviniii@tucsonaz.gov

Phone: [\(520\) 837-4141](tel:(520)837-4141)

Department:

City Clerks Office

B.4. Timeline

Issue Date	October 15, 2025
Pre-Submittal Meeting (Non-Mandatory)	October 27, 2025, 10:00am https://teams.microsoft.com/join/19%3ameeting_NDU5MTJkZDMtMTVjNC00N2FILTk1NmItMWRhYmM1MWE4ZDg0%40thread.v2/0?context=%7b%22Tid%22%3a%22d21e59ec-c208-43eb-aaf1-cf06d9a196e0%22%2c%22Oid%22%3a%220c9e990b-c4dd-43df-a6c3-e99db0789320%22%7d Meeting ID: 211 887 138 167 0 Passcode: Wn2Ps6WE Dial in by phone +1 213-293-2303,,749185183# United States, Los Angeles Find a local number Phone conference ID: 749 185 183#
Question Submission Deadline	November 5, 2025, 2:00pm
Submittal Due Date	November 14, 2025, 2:00pm

C. SCOPE OF WORK

C.1. Campaign Finance Reporting

A. General Requirements

1. The Offeror must stay current with all applicable Arizona statutes, the Tucson City Code, and other legal requirements related to campaign finance, the City's Public Matching Funds (PMF) program, and any forms or updates disseminated by the Arizona Secretary of State, City Clerk's Office, or other governing authorities.
2. The Offeror must comply with all laws and regulations applicable to the collection, processing, secure storage, transmission, and dissemination of personal information.
3. The proposed solution must be secure and fully operational no later than June 2026.
4. The system must be flexible and adaptable to new or updated processes as required by law or the City of Tucson.
5. The Offeror must supply email support for City staff with an expected turnaround time of one business day or less.
6. Offeror-hosted servers must be readily accessible by the Offeror. Server access shall be restricted to qualified Offeror employees and individuals specifically designated by the City of Tucson.
7. The Offeror must operate and maintain servers in good working order, ensuring reliability and security of the hosted platform.
8. The Offeror must provide regular backups of all City data. Backups shall occur at least nightly and be stored at a minimum of two remote locations within the United States. No backups may be stored outside of the United States.
9. The Offeror must provide staff support to City staff and end-users during the City of Tucson normal business hours 8:00am to 5:00pm, AZ time, by phone, email, or virtual/in-person meeting. This support shall be provided at no additional cost to the City.
10. The Offeror must provide in-person, virtual, and telephone training for City staff and end-users at no additional cost.
11. The Offeror must ensure future system upgrades are administered and implemented by vendor staff at no additional cost to the City.

B. Functional Requirements

1. The electronic campaign finance reporting solution must support migration of data from the City's current system and must accommodate current and past election filings. The system must provide, at a minimum, the following functionality:
 - a. Secure user login capability, allowing the City to assign user IDs and passwords to filers, and maintain user accounts, with options for Single Sign-On (SSO) credentialing for City personnel.

- b. The system must support enforcement of SSO for administrative users using industry-standard SAML or OIDC protocols at no additional cost.
- c. Secure electronic signature capabilities for filers.
- d. Validation of submitted filings with automated notification to the filer regarding acceptance or rejection of the filing, including reasons for rejection when applicable.
- e. Online data entry and file upload capability for filers.
- f. Ability to accept and display high-quality scanned images of forms submitted in hard copy format.
- g. Options for form printing, both as hard copies and as PDFs.
- h. Ability to export data to Excel.
- i. Capability to produce two PDF versions of filed forms: one redacted for public access and one non-redacted for City staff use.
- j. Automatic redaction of fields required by law prior to public viewing.
- k. Public access to form viewing and printing.
- l. Public notification that full, unredacted filings are available for review in the Office of the City Clerk.
- m. Comprehensive tracking of filers and electronically filed forms within a secure database.
- n. Capability to automatically and manually generate and distribute email notifications and reminders to filers, including but not limited to:
 - i. Welcome notices
 - ii. Deadline reminders
 - iii. Amendment notices
 - iv. Late filing notices
 - v. Fine notices
- o. Distinct Reporting Periods (date ranges), deadlines, and Election Cycles, for PMF (participating) Candidates versus traditional (non-participating) Candidates versus Political Action Committees/Political Parties
- p. Distinct workflows for PMF (participating) Candidates versus traditional (non-participating) Candidates and Political Action Committees/Political Parties
- q. Tools to track deadlines, delinquencies, and automatically generate corresponding email notices and letters, with automatic calculation of applicable fines.
- r. Fully documented systems with detailed filer manuals for both filers and City staff.
- s. Guardrails to prevent duplicate profiles for the same contributor and/or vendor, to ensure accurate calculation of total contributions from, and expenditures to, each.
- t. Public transparency components with advanced search capabilities accessible via the City's website, including:

- i. Search by election cycle
- ii. Search by contributor, vendor, occupation, employer, address, date range, and transaction type within selected filing(s) and/or across all filing.
- iii. Advanced transaction searches across all electronically filed statements
- iv. Wildcard searches across various fields (e.g., contributor names, committee names, date ranges) with aggregated results and totals of monetary and non-monetary contributions and
- v. Aggregation and calculation of contributions between specified contributors within defined election cycles
- vi. Display of contributors and all campaigns to which they have contributed, including corresponding dates and amounts, with option to export data to Microsoft Excel.
- u. System must support, at a minimum, forms equivalent to Arizona Campaign Finance Report forms or City-specific disclosure forms as designated by the City Clerk. Forms include calculations more complex than, but similar in function to, income tax returns with multiple schedules attached.
- v. Campaign treasurers (filers) must be able to use a single login to manage multiple campaigns, as applicable.
- w. Administrator Dashboard
 - i. Real-Time tracking of all submitted, pending, or rejected filings.
 - ii. Alerts for upcoming and missed deadlines.
 - iii. Search, filter, and export functions by filer, filing type, status, or date range/election cycle.
 - iv. Ability to generate compliance and status reports across all candidates and committees.
 - v. Ability to delete, restore, and unpublish files
 - vi. Indication of other administrators simultaneously accessing and/or processing the same submission, filer account, etc., to help facilitate collaboration and prevent overwriting one another.

C.2. Public Matching Funds

- A. The campaign finance solution must provide the following functionality in addition to general disclosure requirements
 - 1. Tracking and calculating of contributions and expenditures in accordance with Arizona law and Tucson City Code.
 - 2. Specialized support for Public Matching Funds (PMF) Candidates, including:
 - a. Reporting Schedules (list of transactions) based on type of transaction, including:

- i. Qualifying Contributions from Individual City Residents (with guardrails to ensure each contributor is listed no more than once on this Schedule; additional contributions from the same contributor would be entered on the next Schedule, "Contributions from Individuals")
 - ii. Contributions from Individuals
 - iii. Contributions from the Candidate's Family Members
 - iv. Contributions from the Candidate
 - v. Contributions from Political Committees
 - vi. In-Kind Contributions (with sub-menu for source – Individual/City Resident, Family Member, Candidate, Prohibited)
 - vii. Public Matching Funds Received
 - viii. Prohibited Contributions (City Employees, Anonymous, Corporations, LLCs)
 - ix. Offsets to Prohibited Contributions (Refunds made)
 - x. Offsets to Contributions (Refunds made)
 - xi. Loans from the Candidate
 - xii. Loans from the Candidate's Family Members
 - xiii. Loans from Others
 - xiv. Expenditures for Operating Expenses
 - xv. In-Kind Expenditures
 - xvi. Public Matching Funds Returned
 - xvii. Offsets to Operating Expenses (Refunds/Rebates received)
 - xviii. Repayment of Loans from the Candidate
 - xix. Repayment of Loans from the Candidate's Family Members
 - xx. Repayment of Loans from Others
 - xxi. Any Other Disbursements
 - xxii. Dividends, Interest, and Other Receipts
 - xxiii. Purchase of Goods to Revert to the City
 - xxiv. Debts and Obligations
- b. Calculation of contributions per contributor:
- i. On each Reporting Schedule (distinct Schedules for various sources of contributions) within each Reporting Period (date range for each Report)
 - ii. On each Reporting Schedule across all Reporting Periods (per election cycle)
 - iii. Cumulative across all Reporting Schedules within each Reporting Period

- iv. Cumulative across all Reporting Schedules across all Reporting Periods (per election cycle).
 - c. Calculation of expenditures per recipient/vendor:
 - i. On each Reporting Schedule (distinct Schedules for various types of expenditures) within each Reporting Period (date range for each Report)
 - ii. On each Reporting Schedule across all Reporting Periods (per election cycle)
 - iii. Cumulative across all Reporting Schedules within each Reporting Period
 - iv. Cumulative across all Reporting Schedules across all Reporting Periods (per election cycle).
 - d. Validation of Qualifying Contributions (based on date, dollar amount, residential address within City limits, and limit of 1 entry per contributor).
 - e. Automated compliance checks against PMF requirements for each Candidate. Noncompliant transactions must be disclosed/reported, and automatically flagged. Requirements include, but are not limited to:
 - i. contribution dollar limits per contributor and per type of contributor. Contribution limits are cumulative per Election Cycle.
 - ii. expenditure dollar limits overall, and per type of expenditure. Expenditure limits are cumulative per Election Cycle.
 - iii. prohibited contributors (City Employees, Corporations/LLCs, Anonymous)
 - iv. prohibited expenditures
 - f. Generation of PMF-specific Reports for candidate filings and City Clerk review, such as a Report reflecting a customizable date range of pre-existing transactions.
 - g. Uploading of supporting documents (copies of checks, cash receipts, contribution forms, invoices, etc.) for each transaction, viewable on-screen with the associated data fields for each. On-screen copying of text from supporting documents, and pasting copied text into data fields must be allowed. This may be the primary method for entering transactions. Supporting documents do not need to be published.
 - h. Generation of revised Reports after making edits to pre-existing filings. Revised Reports must indicate what was edited. Pre-existing (original) filings must not be overwritten or unpublished without Administrator action.
 - i. Distinct workflows for PMF candidates versus traditional candidates and committees.
3. Administrator Dashboard
- a. Ability to add comments to supporting documents uploaded in C.3. A.2.g, above, to communicate to filers regarding documentation deficiencies, data entry errors, or other discrepancies. Comments may be via highlighting and pop-out text box, overlays, or other similar method. Comments must include a method for Administrators to indicate they're resolved.

C.3. Other Requirements

- A. As part of the evaluation process, the highest-ranked Offerors will be invited to provide a live demonstration of their fully functional system in response to this RFP.
- B. The demonstration shall allow Offerors to showcase the functionality, usability, and features of their proposed solution, specifically in alignment with the Scope of Work outlined in this solicitation.
- C. Emphasis should be placed on the end-user experience for filers, as well as administrative and system management capabilities for City staff.
- D. Offerors must ensure that key representatives are available during the demonstration to respond to any questions or clarifications the City may have regarding the solution.
- E. The demonstration will be evaluated and scored as part of the overall proposal assessment.
- F. Offerors selected for a demonstration will be contacted during the evaluation period with instructions for scheduling and providing the presentation.

C.4. Technical Requirements

- A. Standards
 - 1. Meet all state and federal reporting requirements.
 - 2. Safeguards for PII and PHI data.
 - 3. Tight security controls which meet all regulatory, compliance, and audit standards.
 - 4. Meets Section 508 guidelines set out by Americans with Disabilities Act (ADA) and W3C's WCAG 2.0 Level AA criteria.
 - 5. Follow best practices for valid HTML and CSS markup as defined by the World Wide Web Consortium, Search Engine Optimization as outlined by Google, and other industry standards as appropriate.
 - 6. Clarity regarding any product AI usage.
 - 7. Incident notification to the city within 24 hours to include 3rd parties used
 - 8. Background checks of all staff that have access to city data.
 - 9. Must be multi-factor authentication capable.
- B. Data
 - 1. Data must be stored in Microsoft Azure, Amazon GovCloud or cloud with similar security.
 - 2. Data must be stored domestically in the United States.
 - 3. All data collected, generated, or received by the Offeror shall be the sole and exclusive property of the City of Tucson. The Offeror shall not use or disclose the data except as expressly authorized by a signed agreement or as required by law.

4. The Offeror is permitted to use the data solely for the purpose of fulfilling its obligations within the scope of work. The Offeror shall not use the data for any other purpose without written consent of the City of Tucson.
5. The Offeror agrees to treat all data provided by the city as confidential and to protect the data with reasonable measures to prevent unauthorized access, disclosure, or use. The Offeror shall not disclose the data to any third party without prior written consent of the City of Tucson.
6. The Offeror agrees to maintain appropriate physical, technical, and administrative safeguards to protect the data from unauthorized access, alteration, or destruction. The Offeror shall notify the City of Tucson as soon as practically possible of any breach of security or unauthorized access, alteration, or destruction of data.
7. The Offeror agrees to comply with all applicable laws and regulations relating to the use, storage, and disclosure of the data, including but not limited to data protection laws, privacy laws, and industry-specific regulations.
8. Allows for bulk data import from external sources.
9. Offeror will provide a data schema.
10. Creation of reports and dashboards, both pre-built and customizable.

C. Training

1. Train the Trainer support model will be accepted by the City.
2. Potential for ongoing training after implementation.
3. Before training begins, the system needs to be completely installed, tested, and fully functioning within all parameters.

D. Support

1. Technical support must be available during normal City of Tucson business hours, 8 AM – 5 PM AZ time.
2. Remote support from the vendor will be acceptable.
3. Provide SLAs for uptime, response time, escalation paths, and penalties for support failures.
4. Define how updates, upgrades, and new versions will be delivered, including Quality Assurance (QA) processes and associated costs.
5. Outline Offeror responsibilities including bug fixes, patches, and updates.

E. Security

1. Data/Security Breach
2. List security and compliance certifications such as, ISO 27001 or SOC2 Type II.
3. List measures and practices in place to maintain service(s) when security is compromised.

4. City of Tucson will be allowed to Audit or Assess the SaaS product annually. Audit or Assessment could include a Network Scan, a Data Center Audit, a Financial Audit or other activity sponsored by City of Tucson.
5. Continuous cybersecurity monitoring tools, please list the tools or methods used.
6. Annual third-party security assessments.

D. INSTRUCTIONS TO OFFERORS

D.1. DEFINITION OF KEY WORDS USED IN THE SOLICITATION

For purposes of this solicitation and any subsequent contract, the following terms have the meanings set forth below:

City: The City of Tucson, Arizona

Contract: The legal agreement(s) executed between City and the Successful Offeror(s). The Contract will be deemed to include all the conditions and requirements set forth in this solicitation and any Addenda to the solicitation, all the Special Terms and Conditions and Standard Terms and Conditions, and all the terms of the Offer submitted by Offeror as finally negotiated and accepted by the City.

Contractor/Consultant: A Successful Offeror that enters into a Contract with the City.

Contract Representative: The City employee or employees who have been designated to act as the City contact for this solicitation process and who are responsible for monitoring and overseeing the Contractor's performance under the Contract.

Business Services Director: The contracting authority for the City, authorized to sign contracts and addenda thereto on behalf of the City.

May: Indicates something that is not mandatory but permissible.

May not: The indicated party is prohibited from taking the action.

Must: The action or condition is required.

Offer: Any proposal, statement of qualifications, bid, or other submission provided by an Offeror in response to this Solicitation.

Offeror: Each individual or entity that submits an Offer in response to this solicitation.

Successful Offeror: An Offeror who received a Notice of Award or a Notice of Intent to Award from the City.

Will: The indicated party is promising to take the action or abide by the condition.

D.2. PRE-SUBMITTAL MEETING

A Pre-Submittal Meeting will be held at the date and time stated on the cover page of this solicitation, if such a date and time is provided. Attendance at this meeting is not mandatory, but written minutes and/or notes regarding the meeting will NOT be provided, so attendance is encouraged. The purpose of this meeting will be to clarify the contents of this solicitation in order to prevent any misunderstanding of the City's position.

D.3. INQUIRIES

Any questions about this solicitation or the proposed Contract must be presented at the Pre-Submittal Meeting, if there is one (see above), or submitted in writing, via email, or through the online bidding system, to the Contract Officer by the Question Submission Deadline. The email must refer to the solicitation number and the paragraph number of the provision that the question concerns. The Contract

Officer may respond by email or may, if they deem it appropriate, address the question in a solicitation addendum or response through the question and answer portal in the online bidding system. Offeror may not rely on oral interpretations or clarifications about the solicitation; only questions answered in an email by the Contract Officer, posted through the online bidding system, or posted as a formal solicitation addendum will be binding.

D.4. ADDENDUM OF SOLICITATION

Solicitation Addenda will be posted on the City's link to the online bidding website. Offeror is responsible for checking the webpage regularly for new solicitation addenda and must acknowledge each addendum to this solicitation in its submittal. Please note that vendors who have registered with the Business Services Department at <https://procurement.opengov.com/portal/tucson-az> and follow the City of Tucson will receive email notifications of solicitation addenda.

D.5. UNDERSTANDING SCOPE OF WORK

Before submitting an Offer to this solicitation, Offeror must familiarize itself with the Scope of Work, laws, regulations, physical conditions, and other factors affecting the obligations – including the expense and difficulty of fulfilling those obligations – that Offeror will have under the Contract if awarded to Offeror. No adjustment to the financial or other terms of the Contract will be justified by Offeror's failure to fully understand or appreciate the Contract requirements or other factors affecting Contract performance.

D.6. PREPARATION OF OFFER

- A. Form and Organization. If Offer forms are included in this Solicitation, Offeror's Submittal must be on those forms. Supporting documentation must be arranged in a manner that follows and clearly refers to corresponding sections of the solicitation. Offeror may copy the submittal forms in order to complete them electronically but may not alter or rearrange them or change any paragraph designations.
- B. Confidential Information. Any information in its submittal that Offeror wishes to be treated as confidential must be clearly marked "CONFIDENTIAL."
- C. Offer Contents. Offeror's submittal must contain responses to all sections of this solicitation, any Offer forms provided must be completed and any requested supporting documentation must be attached.
- D. Signatures. Offeror must include in their submittal signed copies of the Offer and Acceptance page. Any cover letter accompanying the proposal documents must be signed. Offeror must initial each erasure, interlineation or other modification in the submittal. The person signing and initialing on behalf of Offeror must be a person authorized to legally bind Offeror.
- E. Prices. Where a unit price is provided it will govern over any erroneous extension of the price.
- F. Time Periods. Periods of time, stated as a number of days, will be calendar days unless specifically stated otherwise.
- G. Accuracy. Mistakes in preparation of its submittal confers on Offeror no right to modify or withdraw its submittal after the Submittal Deadline.

- H. Cost of Preparation. The City will not reimburse Offeror for the cost of developing, presenting, submitting or providing any response to this solicitation.
- I. Subcontractors. Offeror must, in their submittal, list any subcontractors that it will utilize in the performance of the Contract if they are awarded the Contract and must describe their qualifications in detail.
- J. Incomplete Information. Failure to include all requested information may have a negative impact on the evaluation of Offeror's submittal.

D.7. PAYMENT DISCOUNTS

Payment discount periods shall be computed from the date of receipt of the material/service or correct invoice, whichever is later, to the date City's payment warrant is mailed. Unless freight and other charges are itemized, any discount provided shall be taken on full amount of invoice. Payment discounts of twenty-one calendar days or more shall be deducted from the proposed price in determining the price points. However, the City shall be entitled to take advantage of any payment discount offered by a vendor provided payment is made within the discount period. The payment discount shall apply to all purchases and to all payment methods.

D.8. TAXES

The City is exempt from federal excise tax, including the federal transportation tax, but is not exempt from any other taxes, including state and local sales and excise taxes.

D.9. EXCEPTIONS TO CONTRACT PROVISIONS

By submitting an offer in response to this solicitation, Offeror is offering to enter into the Contract with the City. If Offeror wishes to modify any Contract terms and conditions, Offeror must, in its Offer, clearly identify the changes it is requesting. No requested modification will be deemed accepted by the City unless and until the City's Business Services Director or their designee expressly accepts it in writing.

D.10. PUBLIC RECORD

Any documents submitted by Offeror in response to this solicitation will become the property of the City. Except as set forth below with respect to Confidential Information, the Submittal will be deemed to be a public record available for review by the public after the award notification.

D.11. CONFIDENTIAL INFORMATION

The City is obligated to abide by the Arizona Public Records Law, A.R.S. §§ 39-101 through 39-161. If Offeror believes that any portion of its Offer, specification, protest or correspondence contains information that is confidential and subject to being withheld from disclosure in the event that the City receives a public records request to which the record is responsive, Offeror must, when the record is submitted, provide the Contract Officer written notification of that fact. The records or portions of records that Offeror wishes to be treated as confidential must also be clearly marked "CONFIDENTIAL" on their face. Pricing will not be treated as confidential.

If the City, after award notification, receives a public-records request the scope of which includes a document submitted by Offeror and marked "CONFIDENTIAL", the Contract Officer will make a written determination regarding whether the document will be provided to the requestor. If the Contract Officer determines that the document should be released, City will notify Offeror in writing. Unless Offeror, within 10 days after the date of that notice, obtains and provides to City an order from a court of competent jurisdiction prohibiting the City from releasing the documents, the City may release the documents without any liability to Offeror.

D.12. WHEN AND HOW TO SUBMIT OFFERS

In order to be considered, Offeror must, no later than the Offer Submittal Deadline, submit its Offer electronically through the City's online bidding system: <https://procurement.opengov.com/portal/tucson-az>

NOTE: THE ENTIRE OFFER MUST BE IN "SUBMITTED" STATUS IN THE CITY'S ONLINE BIDDING SYSTEM IN ORDER TO BE CONSIDERED. RESPONSES THAT HAVE BEEN CREATED IN THE SYSTEM, BUT THAT ARE NOT IN "SUBMITTED" STATUS BY THE OFFER SUBMITTAL DEADLINE WILL NOT BE CONSIDERED.

D.13. CERTIFICATION OF NONCOLLUSION; CONFLICTS OF INTEREST

Offeror will not communicate, orally or in writing, with any member of the Mayor and Council, or with any City staff outside the Procurement Division of the Business Services Department, regarding this Solicitation. By submitting an Offer, Offeror warrants that:

- A. Preparation and submission of the submittal did not involve collusion or other anti-competitive practices.
- B. Offeror has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, meal or service to a public servant in connection with this solicitation.
- C. No person has been employed or retained to solicit or secure a Contract under this solicitation upon a promise of a commission, percentage, brokerage, or contingent fee.
- D. No employee of the City involved in this Solicitation process, or any family member of such an employee, has any substantial financial interest in Offeror's firm. No member of the City of Tucson Mayor and Council who has, or whose family member has, any substantial financial interest in Offeror's firm will participate in any action taken by the Mayor and Council with respect to this Contract. The terms "relative" and "substantial interest" have the meanings assigned in A.R.S. § 38-502

The City may disqualify Offeror from further participation in the solicitation process if the City determines that any City employee or official involved in this Solicitation process has an actual or apparent conflict of interest or if Offeror has engaged in any collusion or anti-competitive practices.

D.14. WITHDRAWAL OF OFFER; BINDING OFFER

By submitting an Offer in response to this Solicitation, Offeror is offering to enter into the Contract with the City. Offeror may withdraw a submitted Offer at any time prior to the Offer Submittal Deadline. Telephonic or oral withdrawals are not effective.

Offeror cannot withdraw an Offer that is in "submitted" status as of the Offer Submittal Deadline unless the Director of the Business Services Department consents in writing to the withdrawal. The Offer will be irrevocable for 90 days after the Offer Submittal Deadline.

D.15. DISCUSSIONS

The City may, at its discretion, conduct discussions with Offeror for the purpose of eliminating minor irregularities, informalities, or apparent clerical mistakes in Offeror's submittal in order to clarify the offer and assure full understanding of, and responsiveness to, solicitation requirements.

D.16. VENDOR REGISTRATION; BUSINESS LICENSE

In order to be eligible for award of a Contract, Offeror must:

- A. Register with the City's Business Services Department. Registration can be completed at <https://procurement.opengov.com/portal/tucson-az>
- B. Obtain a City of Tucson Business License or a written determination from the City's Business License Section that a license is not required. For questions contact the City's Business License Section at (520) 791-4566 or email at license@tucsonaz.gov

E. OFFER EVALUATION AND CONTRACT AWARD

E.1. PROPOSAL EVALUATION CRITERIA – (listed in relative order of importance)

- A. Method of Approach
- B. Qualifications & Experience
- C. Price Proposal

E.2. INTERVIEWS

The City may interview some or all of the offerors at any point during the evaluation process. If interviews are conducted, information provided during the interview process will be taken into consideration in the evaluation process. The City will not reimburse the Offeror for any costs Offeror incurs during its participation in the interview process.

E.3. ADDITIONAL INVESTIGATIONS

The City may undertake any additional investigations it deems appropriate to evaluate the competence and financial stability of any offeror.

E.4. OTHER INFORMATION

Information that evaluation committee members have about an offeror beyond what is provided in the offeror's Offer may be taken into consideration during the evaluation process.

E.5. PRICE

- A. **Tax Offset Policy.** If applicable under Section 28-18(6) or Section 28-17(7)(d) of the Tucson Procurement Code, the City will include the amount of all business privilege taxes other than the City's in evaluating the pricing component of each Offer.
- B. **Payment Discounts.** Any discounts offered by Offeror for payments made within 21 calendar days or more will be deducted from the proposed price in evaluating an offeror's pricing. However, the City may take advantage of any early- or timely-payment discounts offered by a vendor. Any proposed payment discount will apply to all purchases and to all payment methods

E.6. CITY'S RIGHT TO WAIVE DEFECTS OR REJECT OFFERS

Notwithstanding any other provision of this solicitation, the City may:

- A. Waive any immaterial defect or informality; or
- B. Reject any or all submittals, or portions thereof; or
- C. Reissue the solicitation.

E.7. CONTRACT NEGOTIATIONS

At the City's discretion, it may negotiate with one or more responsible offerors to agree upon the final conditions, terms and price of the Contract. In doing so, the City will treat offerors fairly and will not disclose to any offeror information from responses submitted by other offerors. Exclusive or concurrent negotiations do not constitute a contract award and do not confer any rights to the offerors participating in such negotiations. In the event the City deems that negotiations are not progressing, the City may formally terminate these negotiations and may enter into concurrent or exclusive negotiations with the next most qualified firm(s).

E.8. AWARD OF CONTRACT

A Contract is created when, and only when, it is formally awarded, which occurs when the Business Services Director and the City Attorney sign the Offer and Acceptance page of the Successful Offeror's submittal. When a Contract is awarded, the City will send the Contractor a Notice of Award.

The City may first issue a Notice of Intent to Award to the Successful Offeror(s). Offeror, if it receives a Notice of Intent to Award from the City, must sign and file with the City, within ten (10) days after receipt of the Notice, all documents necessary for execution of the Contract. A Notice of Intent to Award does not create a contract. Only a subsequent formal award, as described above, creates a Contract.

E.9. MULTIPLE AWARDS

The City, at its sole discretion, may award multiple Contracts.

E.10. SUBMITTAL RESULTS

After the City issues a Notice of Award, the City will post the name(s) of the Successful Offeror(s) on the Business Services Department's Internet site at <https://procurement.opengov.com/portalucson-az/contracts>

E.11. PROTESTS

Any interested party, may, in accordance with Article IX of the Tucson Procurement Code, protest either this solicitation or the award of a Contract under this solicitation. A protest based on alleged improprieties in this solicitation must be filed no later than five (5) working days before the Proposal Submittal Deadline. A protest of a proposed or actual award must be filed no later than ten (10) calendar days after the City issues a Notice of Intent to Award or, if no Notice of Intent to Award is issued, after the City issues a Notice of Award.

A protest must be made in writing and filed with the Contract Officer. It must include:

- A. The name, address, and telephone number of the protestant;
- B. The signature of the protestant or its representative;
- C. The solicitation or Contract number;
- D. A detailed statement of the legal and factual grounds for the protest along with copies of all relevant documents; and

CITY OF TUCSON
BUSINESS SERVICES DEPARTMENT
SHARED SERVICES PROCUREMENT DIVISION
255 W. ALAMEDA, 6TH FLOOR, TUCSON, AZ 85701

REQUEST FOR PROPOSAL NO. 260135
Page **22** of **51**
RESPONSIBLE CONTRACT OFFICER: Salvador Servin III
PH: (520) 837-4141

E. The form of relief requested.

F. EVALUATION CRITERIA

No.	Evaluation Criteria	Scoring Method	Weight (Points)
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1.	Method of Approach A. Provide details of the solution from the end-user experience, taking into account ease of use, and presentation and intuitive nature of tasks to be performed. B. Provide details of the solution from the perspective of campaign filers, emphasizing ease of use, intuitive task flow, and clarity of user interface. 1. Highlight features that improve efficiency and reduce errors in filing. 2. Provide details on online help functionality for end-users. C. Provide details and explain how City staff can manage the system, including the ability to make configuration changes, troubleshoot end-user issues, and monitor compliance. 1. Include details on administrative controls, security features, and audit capabilities that ensure adherence to Arizona law and City regulations. D. Describe your capacity to customize the system to meet the specific operational needs of the City of Tucson. 1. Provide examples of previous implementations where the solution was adapted for local requirements. Explain the level of complexity of each customization. E. Provide details on how the system ensures compliance with applicable Arizona statutes and Tucson City Code related to campaign finance disclosures. 1. Include mechanisms for meeting reporting and filing standards. F. Provide details on how the system will accommodate data and records retention and disposition, assuming utilization for 10 years or more. G. Provide clear information regarding the software products, with maintenance and support, included in your proposal. 1. Software name, version, and release details. 2. Type of enterprise license offered (e.g., annual subscription or perpetual license). H. Provide details on a comprehensive training plan that equips City staff to administer and use the solution effectively, including technical, administrative, and end-user training. Responses should address: 1. Recommended training plan for all required user groups, including technical, administrative, and end-user training for City staff.	N/A	N/A
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	2. Details of relevant training courses offered, delivery methods (e.g., web-based, instructor-led), training schedule, and locations (onsite or offsite). 3. Number of participants per class and estimated training duration. 4. Sample copies of training materials, including a comprehensive software manual and technical documentation. I. Provide a detailed implementation plan and project schedule that demonstrates the ability to deliver the solution in accordance with the Scope of Work. Responses should include: 1. Methodology for completing all tasks and responsibilities, including a phased approach from project initiation through production deployment. 2. Identification of resource requirements, specifying skill sets and the allocation between City staff and vendor personnel. 3. Detailed description of deliverables, including objectives, milestones, and timelines. 4. Integration of training activities into the overall project schedule. 5. Proposed enhancements, procedural improvements, or technical innovations that improve efficiency or functionality without materially deviating from the project objectives. J. Provide a proposed test plan to be reviewed and agreed upon by the City prior to contract award. 1. Testing tasks must include, at a minimum, successful installation and configuration of all software components to ensure the solution fully meets the City's Electronic Campaign Finance Filing Solution requirements. K. Define how updates, upgrades, and new versions will be delivered, including Quality Assurance (QA) processes and associated costs. L. Provide and maintain two (2) copies of a comprehensive Electronic Campaign Finance Filing Solution manual designed to document system functions, guide trained users, and support future user training. 1. Manuals should also provide technical specifications necessary for management and administration of the system by City staff. 2. City may reproduce all manuals and documentation as needed.		
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	3. The vendor shall provide all technical, administrative, and end-user training required for City staff to effectively use and manage the solution. M. Detail the scope of Campaign Finance Reporting & Administration solutions and related products that your company offers. N. Who are your national/corporate points of contact for sales, marketing, contract administration and monthly sales reporting? O. Demonstrate your commitment to leverage the Axia Cooperative purchasing program to make the resulting contract available to public agencies across the country. Include details about your firm's ability to: 1. Market the agreement to public agencies nationally 2. Educate your firm's sales staff about the cooperative purchasing program 3. Connect your sellers with the Axia team to pursue joint selling efforts 4. Connect with customer decision makers 5. Track sales and report back to Axia Cooperative P. What specific steps will your company take to train and equip their account managers to sell the cooperative contract / program on a national basis? Q. Will you establish national sales goals for public agency adoption of the cooperative agreement? R. What tools will you utilize to track opportunities and hold sellers accountable? S. Describe all methods of accepting orders (online, apps, phone, email, in-person, etc.). T. Describe your available invoicing processes. U. Describe your customer issue resolution process. Include details of various problems that may arise, such as invoicing V. disputes and receipt of incorrect damaged items. Also detail customer service escalation procedures. W. Detail any value-added services and programs that may complement the comprehensive Campaign Finance Reporting & Administration solutions offering. Such offerings may include (but are not necessarily limited to): 1. Small business partnership programs, such as local fulfillment and/or service partners 2. Training & Education 3. Consulting services		
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	4. Green / Sustainable programs, such as recycling programs, company policies, product certifications, staff and/or company certifications, sustainable distribution practices, etc. 5. Customer support services 6. Rebate/incentive programs 7. Other services 8. Include details as to how these proposed services/programs would be rolled out to the City of Tucson and other participating agencies through the Axia Cooperative purchasing program. X. Complete and sign the Federal Funds Certification included in Attachment C, Exhibit C. Y. Review the Sample Axia Cooperative Administration Agreement in Attachment C, Exhibit D. Note any questions, concerns and/or proposed exceptions. Z. If your business intends to conduct business in the State of New Jersey, download, complete and sign the forms found in the "Vendor Forms Required For All Proposal Submissions" at https://www.nj.gov/treasury/purchase/forms.shtml#eo134.		
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2.	Qualifications and Experience A. Demonstrate the effectiveness, reliability, and proven success of your proposed solution when implemented in organizations of similar size and scope. 1. Include number of agencies, number of filters, and length of tenure with each agency 2. Provide evidence of the solution's effectiveness across multiple agencies, including quantitative and qualitative results where available. 3. Indicate the number of agencies currently using the solution, the number of filters supported, and the duration of engagement with each agency. B. Demonstrate you have adequate personnel with the necessary expertise and capacity to perform all services described in the Scope of Work. 1. Include resumes or summaries of key staff roles and relevant experience. 2. Offeror(s) must have existing adequate personnel capable to perform the services as required in the Scope of Work. C. Provide details on your organization's history and full background of your experience. 1. Offeror must have a minimum of three (3) years' experience providing, implementing, and maintaining an Electronic Campaign Finance Filing Solution, or a comparable system. 2. Provide at least 3 references of other customers, including contact information (name, agency, email and phone), and describe how these customers' needs are similar to the City of Tucson. D. Provide details on office/facility locations. 1. Offeror must maintain offices and/or facilities within the United States, staffed by U.S.-located personnel, to support implementation, training, and ongoing maintenance of the solution. E. Detail your experience in providing Campaign Finance Reporting & Administration solutions. Include the scope and structure of your sales & distribution network nationally. F. Demonstrate your Offeror's ability to meet the evolving needs of public sector customers of varying sizes and locations. G. How many sellers are dedicated to selling and supporting Campaign Finance Reporting & Administration solutions to the local government market?	N/A	N/A
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3.	Price A. Provide a detailed breakdown of all costs associated with your proposed solution. At a minimum, the cost submission should include, but is not limited to: 1. Installation and Training a. Costs related to system setup, configuration, and training of City staff and end-users. 2. Hardware and Software a. Costs for all software licenses, modules, or required hardware components necessary to operate the solution. 3. Ongoing Support and Maintenance a. Costs associated with routine system maintenance, technical support, updates, and any other recurring fees. B. Provide scope and pricing for additional related solutions, products and services beyond those required by the City of Tucson that may be made available to other participating agencies through the Axia Cooperative purchasing program. C. Is all pricing, for City of Tucson and all other participating agencies of the Axia Cooperative purchasing program, inclusive of delivery and/or tariff fees? If so, detail how this will impact pricing, accounting for your distribution network and your ability to make deliveries nationwide (including to rural and smaller agencies). D. Describe your pricing methodology. Do you utilize a discount off of list model, "web" pricing minus discount model, etc.? E. Describe how and how often the pricing documents are updated. Detail items and/or categories that may be updated more often than others. F. Detail how market conditions impact pricing and propose how you plan to account for such changes. Can pricing adjustments be audited and tracked with an index or other calculation? G. Describe any regional and/or individual custom pricing lists that may be available to participating agencies of the Axia Cooperative purchasing program. Detail how this kind of program can be extended to one or more participating public agencies, the number of items that can be made available through such a program, how and how often the list is updated, limitations based on the type and size of the participating agency, etc. H. Describe if and how volume discounts may be applied for certain orders.	N/A	N/A
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G. PRICING

YEARLY ELECTRONIC FILLING SOLUTION TOTAL COST

Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
1	Annual Licensing Fee	1	each		
2	Annual Software Maintenance and Support	1	each		
3	Implementation Services and Customization	1	each		
4	Software Training, Manuals, and Documentation	1	each		
5	Total Year One (1) Cost for Electronic Filling Solution	1	each		
6	OPTIONAL: Total Year Two (2) Cost for Electronic Filling Solution	1	each		
7	OPTIONAL: Total Year Three (3) Cost for Electronic Filling Solution	1	each		
8	OPTIONAL: Total Year Four (4) Cost for Electronic Filling Solution	1	each		
9	OPTIONAL: Total Year Five (5) Cost for Electronic Filling Solution	1	each		
TOTAL					

H. SPECIAL TERMS AND CONDITIONS

H.1. AVAILABILITY OF FUNDS FOR THE NEXT FISCAL YEAR

Funds are not presently available for performance under this Contract. The City's obligation for performance of this Contract is contingent upon the availability of funds from which payment for Contract purposes can be made. No legal liability on the part of the City for any payment may arise for performance under this Contract until funds are made available for performance of this Contract.

H.2. COOPERATIVE PURCHASING

Contractor will, when requested, provide goods and services at the same prices and under the same terms and conditions as set forth in this Contract to any public or nonprofit agency that, at the time of request, has a Cooperative Purchasing Agreement with the City or participates in the Strategic Alliance for Volume Expenditures (SAVE) cooperative and/or Axia Cooperative purchasing program. See http://www.tucsonprocurement.com/coop_partners.aspx and click on "Cooperatives" for a list of agencies that have Cooperative Purchasing Agreements with the City; see <http://www.mesaaz.gov/home/showdocument?id=23638> for a list of agencies participating in SAVE. These lists are subject to change. Contractor may, however, charge an agency that is outside the Tucson Metropolitan Area for additional out-of-pocket expenses that will be incurred by Contractor in providing goods and services to the agency (i.e., freight charges, travel related expenses, etc.).

Each participating agency that orders goods or services under this Contract as provided above is solely responsible for paying Contractor for those goods and services. The City is not responsible for any disputes arising out of transactions made by others.

H.3. CONFLICTS OF INTEREST

An Offeror responding to this solicitation acknowledges that, to the best of its knowledge, information and belief, no person has been employed or retained to solicit or secure a Contract that may be awarded pursuant to this solicitation upon a promise of a commission, percentage, brokerage, or contingent fee, and that no member of the City of Tucson Mayor and Council or any employee of the City has any financial interest in Offeror's firm. In addition, all communications regarding this solicitation shall be directed to the Business Services Department. Interested Offerors shall refrain from engaging in any communication (written or verbal) regarding this solicitation or the matters involving this solicitation or TCC operations with any other City staff, Mayor & Council or staff of Mayor & Council.

The City reserves the right to disqualify an Offeror from further participation in the solicitation process in the event the City determines that Offeror has an actual or apparent conflict of interest with the purposes of this solicitation, or has violated this Conflict of Interest.

Upon a finding by the City that gratuities in the form of entertainment, gifts or inducements were offered or given by Offeror, or any agent or representative of Offeror, to any officer or employee of the City, including the Mayor and Council and their staff, for the purpose of securing a Contract that may be awarded pursuant to this solicitation, or securing favorable treatment with respect to the awarding, amending, or making of any determination with respect to the performance of a Contract that may be awarded under this solicitation, the City, may, by one (1) calendar day provide written notice to Offeror,

terminate the right of Offeror to proceed under this solicitation; provided that the existence of the facts upon which the City made such finding shall be an issue and may be litigated in an Arizona court of competent jurisdiction.

H.4. PRICE ADJUSTMENT

At least 90 days before the date that the Contract is eligible for extension, Contractor may submit to the Contract Officer a request for price adjustments based on documented increased Contractor costs and the City may, at its discretion, make price adjustments, which will apply during the extension term.

H.5. TERM AND RENEWAL

The term of the Contract will commence when awarded to Contractor and remain in effect for a period of three (3) years, unless terminated, canceled or extended as otherwise provided herein. The City may, at its sole option, extend the Contract's term for up to two (2) additional **one-year periods** or portions thereof.

H.6. TRAVEL EXPENSE ALLOWANCES

The City's allowance is limited to the total expense resulting from traveling directly to the destination and staying only the number of days necessary to conduct official business. The Consultant is encouraged to arrive earlier or stay longer than is necessary if doing so will result in savings to the City. In some cases, because of airline discount terms, an additional day(s) of travel will result in substantial airfare savings -- enough savings to offset additional lodging and per diem costs. The Consultant shall fly coach when the flight includes both coach and first-class seats. First-class seats may be allowed if coach seats are not available and no other flight can be substituted. At travel destinations, the City will reimburse the Consultant for the use of airport limousines and taxis. No receipts are required for reimbursement of such expenses. Additional fees or fares incurred during air travel must be substantiated by a receipt. The total reimbursement for vehicular transportation shall in no case exceed the amount that would be incurred using air transportation. Travel by personal vehicle shall be reimbursed in accordance with the current Federal per diem rates. All vehicular parking or storage costs will be reimbursed. Receipts are not required. Vehicle expense reimbursements will be paid only to the vehicle owner. Passengers are not entitled to vehicular expense reimbursement.

The City will pay the actual cost of rooms including tax based upon the Federal Per Diem rates. Both the room rate and tax paid must be substantiated by a receipt that indicates payment has been made. All in-state travel will be reimbursed at the City's per diem rate. A complete list of the Federal GSA Per Diem rates are available at: <http://www.gsa.gov/portal/category/100120>.

For meals and miscellaneous expenses, the Consultant may choose to receive either (1) the Federal GSA per diem amount (a flat rate), or (2) a reimbursement for actual expenses. A higher dollar amount is allowed under the actual expense reimbursement option; however, receipts must be retained under this option. The Consultant is not required to keep receipts if the per diem option is chosen.

Only one method of reimbursement can be used for the entire trip (i.e., the Consultant cannot request a per diem amount for some days and actual expense reimbursement for other days).

Meals provided for by another agency or others will be subtracted, if the per diem allowance is elected. For days of arrival and departure, the per diem amount will be determined by adding the amounts below

for each meal the Consultant eats at the travel destination. The current FY meal per diem for Tucson, Arizona is as follows:

The Consultants who select the per diem option and spend less than the per diem amount are encouraged to request a reimbursement only for the amount actually spent. No receipts are required to receive actual reimbursement where the amount requested is less than or equal to the per diem amount.

Miscellaneous expenses include local phone calls, snacks, and gratuities. Miscellaneous expenses are included in the per diem rate. If the actual expense reimbursement option is chosen for out-of-state travel, receipts are required for miscellaneous expenses.

Long distance telephone charges are allowed for official calls, and are governed by the following: Calls for official City business other than to City offices shall be paid by the Consultant. The Consultant will be reimbursed upon submission of appropriate documentation relative to cost and purpose of the call, and with the approval of the City Representative for this contract. Calls other than City business shall not be made at City expense.

The above is pursuant to City policy: Administrative Directive 3.03-1, Travel Authorization and Expense Allowance.

H.7. BUSINESS CONTINUITY AND DISASTER RECOVERY

Contractor has a comprehensive Business Continuity and Disaster Recovery plan, which shall be reviewed and updated at least annually. Prior to the anniversary date of the execution of the Contract or any renewal thereof, Contractor shall provide an annual certification that such review and update has been completed, including the date completed.

H.8. CONFIDENTIALITY OF DATA

Contractor and its subcontractors agree to treat all data provided by the city as confidential and to protect the data with reasonable measures to prevent unauthorized access, disclosure, or use. The company and its subcontractors shall not disclose the data to any third party without prior written consent of the City of Tucson.

H.9. DATA HOUSING

The contractor agrees to house City data domestically or through Amazon GovCloud Services or a system with similar security approved by the City.

H.10. DATA SECURITY

Contractor will implement appropriate administrative, physical, and technical safeguards to secure information obtained from the City that is not generally available to the public and may contain confidential data which is marked "Confidential," or should be reasonably recognized as confidential, including business, administrative and financial data, intellectual property, Personally Identifiable Information (PII) (as defined by applicable law), customer and personnel data ("City Data") from unauthorized access, disclosure, alteration, or use. Contractor will maintain such City Data in compliance with all applicable laws, rules and regulations. Contractor will maintain a written information

security program ("Security Program") including documented policies, standards, and operational practices consistent with regulatory and industry requirements. Contractor shall review and update the Security Program at least annually. Prior to the anniversary date of the execution of the Contract or any renewal thereof, Contractor shall provide an annual attestation that such review and update has been completed, including the date completed. "Security Breach" means (i) any unauthorized use of, loss of, access to or disclosure of City Data; provided that an incidental disclosure of or incidental access to City Data by Contractor.

H.11. INTELLECTUAL PROPERTY RIGHTS

A. Ownership of Work Product

1. The City is and will be the sole and exclusive owner of all right, title, and interest throughout the world in and to all Work Product, including all Intellectual Property Rights therein. For the purposes of this Agreement:
 - a. "Intellectual Property Rights" means any and all rights arising in the US or any other jurisdiction throughout the world in and to (a) patents, patent disclosures, and inventions (whether patentable or not), (b) trademarks, service marks, trade dress, trade names, logos, corporate names, and domain names, and other similar designations of source or origin, together with the goodwill symbolized by any of the foregoing, (c) copyrights and works of authorship (whether copyrightable or not), including computer programs, and rights in data and databases, (d) trade secrets, know-how, and other confidential or proprietary information, and (e) all other intellectual property, in each case whether registered or unregistered, and including all registrations and applications for such rights and renewals or extensions thereof, and all similar or equivalent rights or forms of protection in any part of the world.
 - b. "Work Product" means the deliverables and all other writings, technology, inventions, discoveries, processes, techniques, methods, ideas, concepts, research, proposals, and materials, and all other work product of any nature whatsoever, that are created, prepared, produced, authored, edited, modified, conceived, or reduced to practice by [or on behalf of] Contractor solely or jointly with the Company or others [(a)] in the course of performing the Services [or other work performed by [or on behalf of] Contractor in connection with the Services or this Agreement]] or (b) at any time during the Term based on, derived from, or otherwise using the City's Confidential Information or City Materials or resulting from any use of the City's facilities, personnel, or other resources, and all printed, physical, and electronic copies and other tangible embodiments of any of the foregoing. Upon termination or expiration of this agreement, the Contractor and its subcontractors shall return all data provided by the City of Tucson within 30 days, including any copies, extracts, or derivatives thereof, to the local government or confirm the destruction of such data in a secure manner by issuing a Certificate of Destruction.

B. City Materials

1. As between the City and Contractor, the City is, and shall remain, the sole and exclusive owner of all right, title, and interest in and to any documents, specifications, data (including data collected pursuant to this Agreement), know-how, methodologies, software, and other materials provided to Contractor by the City ("City Materials"), including all Intellectual

Property Rights therein. Contractor shall have no right or license to reproduce or use any Company Materials except solely during the Term to the extent necessary to perform its obligations under this Agreement. All other rights in and to the City Materials are expressly reserved by the City.

I. INSURANCE REQUIREMENTS

I.1. REQUIRED INSURANCE POLICIES

Contractor will obtain and maintain during the entire term of this Contract and for 2 years after the Contract term ends, the following insurance coverage from insurers that have an "A.M. Best" rating of not less than A-VII:

I.2. COMMERCIAL GENERAL LIABILITY

Policy must include Bodily Injury, Property Damage, Personal Injury and Broad Form Contractual Liability with coverage limits no lower than:

- A. Each Occurrence: \$1,000,000
- B. General Aggregate: \$2,000,000
- C. Products & Completed Operations Aggregate: \$2,000,000
- D. Personal and Advertising Injury: \$1,000,000
- E. Blanket Contractual Liability: \$1,000,000

I.3. COMMERCIAL AUTOMOBILE LIABILITY

Policy must include bodily injury and property damage, for any owned, hired, and/or non-owned vehicles used in performance of work under this Contract, with a Combined Single Limit no lower than \$1,000,000.

I.4. WORKER'S COMPENSATION

Policy must have coverage limits no lower than:

- A. Per Occurrence: Statutory
- B. Employer's Liability: \$1,000,000
- C. Disease Each Employee: \$1,000,000
- D. Disease Policy Limit: \$1,000,000
- E. [If Contractor is a Sole Proprietor, include this waiver provision under A.R.S. § 23-961(M). To determine whether the Contractor is a Sole Proprietor, please request the Sole Proprietor/Independent Contractor form from the Contract Officer listed in the solicitation.] I am a sole proprietor, and I am doing business as [name of sole proprietor business]. I am performing work as an independent contractor for the City of Tucson. I am not the employee of the City of Tucson for workers' compensation purposes, and, therefore, I am not entitled to workers' compensation benefits from the City. I understand that if I have any employees working for me, I must maintain workers' compensation insurance on them.

I.5. PROFESSIONAL LIABILITY (TECHNOLOGY ERRORS & OMISSIONS)

Policy must have coverage limits no lower than:

- A. Each Claim: \$1,000,000
- B. General Aggregate: \$2,000,000

I.6. NETWORK SECURITY (CYBER) AND PRIVACY LIABILITY

Policy must have coverage limits no lower than:

- A. Each Claim: \$1,000,000
- B. Annual Aggregate: \$2,000,000

Such insurance shall include, but not be limited to, coverage for third party claims and losses with respect to network risks (such as data breaches, unauthorized access or use, ID theft, theft of data) and invasion of privacy regardless of the type of media involved in the loss of private information, crisis management and identity theft response costs. This should also include loss of use, breach notification costs, credit remediation and credit monitoring, defense and claims expenses, regulatory defense costs plus fines and penalties, cyber extortion, computer program and electronic data restoration expenses coverage (data asset protection), network business interruption, computer fraud coverage, and funds transfer loss.

In the event that the Network Security and Privacy Liability insurance required by this Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract and, either continuous coverage will be maintained, or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed.

I.7. POLICY CHANGE NOTICE

Contractor will give the City 30 days advance written notice before any of the above policies are changed in any manner that is inconsistent with the requirements of this Contract. The notice must be sent directly to the Procurement Division of the Business Services Department.

I.8. ADDITIONAL INSURED

The Commercial General Liability, Commercial Automobile Liability and umbrella policies where applicable will include the City as an additional insured with respect to liability arising out of the performance of this contract. The City must be covered to the full policy limits, even if those limits of liability are in excess of those required by this Contract. The coverage must be primary and any insurance carried by City is excess and not contributing.

I.9. CLAIMS-MADE COVERAGE

If any or part of the required insurance is written on a claims-made basis, any policy retroactive date must precede the date of the contract and the Contractor must maintain such coverage for a period not less than three (3) years following contract expiration, termination or cancellation.

I.10. ADDITIONAL REQUIREMENTS

Each insurance policy required by this Contract, excluding Professional Liability (Errors & Omissions), must include or be endorsed to include to provide the following:

- A. A waiver of subrogation endorsement in favor of the City, for losses arising from work performed by or on behalf of the Contractor (Including Worker's Compensation).
- B. The policy is primary and any insurance carried by the City is excess and not contributing.
- C. The coverage provided by the policy is not limited to the liability assumed under the indemnification provisions of this Contract.
- D. The insurer will provide written notice to the City at least ten (10) calendar days before the policy is terminated or cancelled or the coverage is reduced.

I.11. PUBLIC ENTITIES

If Contractor or any sub-contractor is a public entity that self-insures as permitted by law, **then** the insurance requirements in this Section 8 will not apply to that entity and that entity must instead provide a Certificate of Self- Insurance.

I.12. SUBCONTRACTORS

Contractors' insurance certificate(s) must include all subcontractors as insureds under its policies or Contractor must give the City separate certificates and endorsements for each subcontractor showing that each subcontractor has the insurance coverage described above.

I.13. SUFFICIENCY OF COVERAGE

The City in no way warrants that the required minimum insurer rating in this Contract is sufficient to protect the Contractor from potential insurer insolvency, nor that the required liability limits are sufficient to protect Contractor.

I.14. VERIFICATION OF COVERAGE

- A. Contractor will give the City certificates of insurance (ACORD form or equivalent approved by the City), signed by an authorized representative of the insurer, showing that the Contractor has all the insurance required by this Contract.
- B. Contractor must deliver the certificates directly to the Procurement Division of the City's Business Services Department before the Contractor commences work under this Contract.
- C. The certificates must contain the City project/contract number and project description.
- D. The City reserves the right to require complete copies of all insurance policies required by this Contract at any time.

J. STANDARD TERMS AND CONDITIONS

J.1. ADVERTISING

Contractor will not advertise or publish information concerning this Contract without prior written consent of the City's Business Services Director.

J.2. COMPLIANCE WITH LAWS

The parties will comply with all federal, state and local laws, rules, regulations, standards and Executive Orders including, without limitation, the following:

- A. Americans with Disabilities Act. Contractor will comply with all applicable provisions of the Americans with Disabilities Act (Public Law 101-336, 42 U.S.C. 12101 -- 12213) and applicable Federal regulations under the Act, including 28 CFR Parts 35 and 36.
- B. Workers' Rights Laws. Contractor will comply with all applicable provisions of Federal and State Child Labor and Workers' Rights laws and agrees if called upon to affirm in writing that they and any subcontractors working under this Contract are in compliance.

J.3. GOVERNING LAW AND VENUE

This Contract is governed by the laws of the State of Arizona and the City and Contractor will have all remedies afforded to each by the Tucson Procurement Code and the laws of the State of Arizona. Any lawsuits regarding this Contract must be brought in a court of competent jurisdiction in Pima County, Arizona.

J.4. ARBITRATION

Notwithstanding any other provision in this Contract, no agreement by the City to arbitrate a dispute is binding unless given expressly and in writing after execution of this Contract. However, if both parties agree, disputes may be resolved through arbitration following the process in A.R.S. § 12-1501, et seq. Contractor must continue to perform under this Contract without interruption, notwithstanding the provisions of this section.

J.5. ASSIGNMENT

Contractor may not assign its rights or obligations under this Contract without the prior written permission of the City's Business Services Director. The City will not unreasonably withhold approval for a requested assignment.

J.6. SUBCONTRACTS

Contractor may not enter into any subcontracts for work under this Contract without the advance written approval of the City's Business Services Director. All subcontracts will incorporate all the terms and conditions of this Contract. Contractor is responsible for contract compliance and quality of work of any subcontractors used.

J.7. PROTECTION OF CITY PROPERTY

If this Contract requires Contractor to perform any work on City-owned property, Contractor will use reasonable care to avoid damaging existing buildings, equipment, and vegetation (such as trees, shrubs, and grass) on the property. Contractor will replace or repair any damage caused by Contractor or any employee, agent, or subcontractor of Contractor, at no expense to the City. If Contractor fails or refuses to make such repair or replacement, the City will estimate the cost of repair and, upon receiving an invoice from the City for that estimated cost, Contractor will pay the City the invoiced amount. City may, at its discretion, instead deduct the amount from any payments due Contractor under this or any other City contract.

Contractor will, during the course of its work on City property, keep the work area, including any storage areas used by the Contractor, free from accumulation of waste material or rubbish. Upon completion of the work, Contractor will leave the work area in a clean and neat condition, free of any debris, and will remove any non-City-owned materials or equipment or other personal property that it has caused to be located on the City property.

J.8. COMMENCEMENT OF WORK

Contractor will not commence any billable work or provide any material or service under this Contract until Contractor receives a purchase order or is otherwise directed to do so, in writing, by the City.

J.9. CONFIDENTIALITY OF RECORDS

Contractor will establish and maintain procedures to ensure that no information contained in its records or obtained from the City or from others in carrying out its functions under this Contract is used or disclosed by it, its agents, officers, or employees, except as required to efficiently perform its duties under the Contract, and will take appropriate measures to protect any personal identifying information of any individuals.

J.10. CONTRACT ADDENDA; ADDITIONAL WORK

This Contract may only be amended by a written agreement signed by the parties. The City's Business Services Director or their designee may, on behalf of the City (1) approve and execute any addenda, change orders, or supplemental written agreements; and (2) grant time extensions or contract renewals. Except in the case of a documented emergency, Contractor will not perform any work under this Contract that exceeds the scope of work or contract amount unless a formal addendum or change order has first been approved and executed by the City.

J.11. ENTIRE CONTRACT; INTERPRETATION

This Contract, which includes all the conditions and requirements set forth in the Solicitation and all addenda to the Solicitation, all the Special Terms and Conditions and Standard Terms and Conditions, and all the terms of the Offer submitted by Contractor as finally negotiated and accepted by the City, constitutes the entire agreement of the parties regarding the services described in the Scope of Work and will prevail over any and all previous agreements, contracts, proposals, negotiations, purchase orders, or master agreements in any form.

No course of prior dealings between the parties and no usage of the trade will be deemed to supplement or explain any term used in the Contract.

J.12. SEVERABILITY

The provisions of this Contract are severable. If any provision or application of a provision of this Contract is held to be invalid, that will not affect the validity of any other provision or application of a provision that can remain meaningfully effective without the invalidated provision or application.

J.13. DUPLEXED/RECYCLED PAPER

Whenever practicable, all printed materials produced by Contractor in the performance of this Contract will be duplexed (two-sided copies), printed on recycled paper, and labeled as such.

J.14. NON-DISCRIMINATION

Contractor will comply with all provisions and requirements of Arizona Executive Order 2009-09, which is hereby incorporated into this Contract, including flow-down of all provisions and requirements to any subcontractors. During the term of this Contract, Contractor will not discriminate against any employee, client, or any other individual in any way because of race, color, religion, ancestry, sex, age, disability, national origin, sexual orientation, gender identity, familial status, and/or marital status.

J.15. DELIVERABLES PROPERTY OF CITY; NO LIENS

All services, information, computer program elements, reports and other deliverables created under this Contract are the sole property of the City and may not be used or released by Contractor except with the City's prior written permission.

All deliverables supplied to the City under this Contract will be free of all liens and encumbrances.

J.16. FEDERAL IMMIGRATION LAWS AND REGULATIONS

Contractor warrants and will require each subcontractor performing work on this Contract to warrant that it will comply with all federal immigration laws and regulations that relate to its employees and with the requirements of A.R.S. § 23-214(A). A breach of this warranty will be deemed a material breach of this Contract that is subject to penalties up to and including termination of this Contract. City may inspect the records of any employee of Contractor or any subcontractor performing work on this Contract to monitor Contractor's and its subcontractors' compliance with this warranty.

J.17. FORCE MAJEURE

Except for payment of sums due, neither party will be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of Force Majeure. The term "Force Majeure" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Force Majeure does not include late performance by a subcontractor unless the delay arises out of a Force Majeure occurrence.

If either party is delayed at any time in the progress of the work by Force Majeure, the delayed party must notify the other party in writing of the delay as soon as practical, including when the delay commenced and its cause. The notice must make a specific reference to this article to fall within its protection. The delayed party must resume performance as soon as practicable and must notify the other party in writing when it has done so. The parties will modify the Contract to agree upon the period of time by which the excused delay extends any completion dates.

J.18. GRATUITIES

The City may, by written notice to the Contractor, terminate this Contract if it finds that gratuities, in the form of entertainment, gifts, meals or otherwise, were offered or given by Contractor or any agent or representative of Contractor, to any officer or employee of the City to influence the award of this Contract or any determinations with respect to the performance of this Contract. In the event this Contract is terminated by the City pursuant to this provision, the City will be entitled, in addition to any other rights and remedies, to recover or withhold from Contractor the amount of the gratuity.

J.19. CONFLICTS OF INTEREST

The City may terminate this Contract without penalty or further obligation pursuant to A.R.S. § 38-511 if any person significantly involved in initiating, negotiating, securing, drafting, or creating the Contract on behalf of the City is or becomes, at any time while the Contract or any extension of the Contract is in effect, an employee of, or a contractor to, Contractor with respect to the subject matter of this Contract. Termination will be effective when written notice from the City's Business Services Director is received by Contractor, unless the notice specifies a later time.

J.20. INDEMNIFICATION

To the fullest extent permitted by law, Contractor, its successors, assigns and guarantors, will indemnify, defend, and hold harmless the City and its officials, employees, volunteers, and agents, from and against all allegations, demands, proceedings, suits, actions, claims (including but not limited to claims of patent, trademark, or copyright infringement), liability, damages, losses, expenses (including but not limited to attorney fees and court costs, including the cost of appellate proceedings, and all claim-adjusting-and-handling expenses) or disbursements of any kind or nature, that may be asserted against, imposed on, or incurred by any of them, in any way relating to or arising from any actions, errors, mistakes or omissions of Contractor or any subcontractor or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable relating to work, services and/or products provided under this Contract.

Contractor is responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. Contractor agrees to waive all rights of subrogation against the City, its agents, officials, employees, and volunteers for losses arising from the work performed by Contractor under this Contract.

J.21. INTELLECTUAL PROPERTY

If manufacture, sale, or use of any method, process, machine, technique, design, living thing, genetic material, or composition of matter, or any part thereof ("**Product**") by Contractor in performing its duties

under this Contract is determined to constitute infringement and if further manufacture, sale, or use of said Product is enjoined, Contractor will, at its own expense, either procure for the City the right to continue manufacture, sale, or use of that Product, replace it with an alternative non-infringing Product, or modify it so it becomes non-infringing.

If requested by City, Contractor will provide the City with satisfactory evidence of patent licenses or patent releases covering City-specified proprietary materials, equipment, devices or processes.

J.22. INDEPENDENT CONTRACTOR

Neither party is the agent, employee, partner, joint venturer, or associate of the other. No employee or agent of one party will be deemed or construed to be the employee or agent of the other party for any purpose. Neither party will be liable for any debts, accounts, obligations or other liabilities whatsoever of the other, including (without limitation) the other party's obligation to withhold Social Security and income taxes for itself or any of its employees.

J.23. INSPECTION AND ACCEPTANCE

All materials and services provided to the City under this Contract are subject to final inspection and acceptance by the City. Any materials or services failing to conform to the specifications of this Contract must be promptly replaced or redone at Contractor's cost. Nonconforming goods or services may be deemed a default and result in Contract termination.

J.24. ISRAEL BOYCOTT DIVESTMENT

If this Contract has a value of \$100,000 or more, Contractor certifies that it is not currently engaged in, and will not during the term of this Contract engage in, a boycott of goods or services from Israel as defined in A.R.S. § 35-393.

J.25. LICENSES

Contractor will maintain in current status all Federal, State, and local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this Contract. Contractor will, at the request of the City at any time during the term of this Contract, give the City a valid copy of its business license or, if it is exempt, a written determination from the City Business License Section that a business license is not required.

J.26. NON-EXCLUSIVE CONTRACT

This Contract is for the sole convenience of the City, which may obtain like goods or services from other sources.

J.27. OVERCHARGES BY ANTITRUST VIOLATIONS

To the extent permitted by law, Contractor hereby assigns to the City any and all claims that Contractor has for overcharges by any subcontractor or supplier of goods or services used by Contractor to fulfill this Contract that relate to antitrust violations.

J.28. PAYMENT

- A. Form of Payment: Unless otherwise specified elsewhere in this Contract, the City is permitted to make payments to Contractor using any lawful method of payment, including check/warrant, credit card, or electronic funds transfer.
- B. Invoices: Unless City pays by credit card at time or order or point of sale, Contractor will issue to the City a separate invoice for each shipment of materials or provision of services under this Contract, and City will issue no payment prior to receipt of the goods or services and the related invoice. The invoice may not be dated prior to the receipt of goods or completion of services.
- C. Timing of Payments: The City will make commercially reasonable efforts to process payments due under this Contract within 21 calendar days after receipt of materials or services and a correct invoice.
- D. Payment Discounts: Any early- or timely-payment discounts included in Contractor's Offer will apply to all payments under this Contract. The payment period for purposes of determining whether the discount applies to particular payment will begin on the date the City receives the materials/service or a correct invoice for the materials/service, whichever is later, and will end on the date City's payment is issued. Unless taxes and transportation-related charges are itemized, the discount will be calculated using the full invoice amount.

J.29. PREVENTION OF HEAT-RELATED ILLNESSES AND INJURIES

If Contractor's employees or contract workers will perform work under this Contract in an outdoor environment, Contractor must have and implement a written plan listing the preventative and proactive measures that Contractor will take to protect those employees and contract workers from heat hazards (the "Heat Safety Plan") while performing that work. The City may request a copy of this Heat Safety Plan and documentation of all heat safety and mitigation efforts currently implemented by Contractor to prevent heat-related illnesses and injuries for work done under this Contract. The Heat Safety Plan must also be posted where it is accessible to employees. At a minimum, the Heat Safety Plan must include each of the following elements as it relates to heat safety:

- A. Availability of sanitized cool drinking water free of charge at locations that are accessible to all employees and contract workers.
- B. Ability to take regular and necessary breaks as needed and additional breaks for hydration.
- C. Access to shaded areas and/or air conditioning.
- D. Access to air conditioning in vehicles with enclosed cabs.
- E. Effective acclimatization practices to promote the physiological adaptation of employees or contract workers newly assigned or reassigned to work in an outside environment.
- F. Training of employees and contract workers, no later than one week prior to being deployed to work in an outdoor environment, on heat illness and injury that focuses on environmental and personal risk factors, prevention, how to recognize and report signs and symptoms of heat illness and injury, how to administer appropriate first aid measures, and how to report heat illness and injury to emergency medical personnel.

- G. The posting of signage at the job site that contains information, in both English and Spanish, explaining how to (a) recognize and report signs and symptoms of heat illness and injury; (b) administer appropriate first aid measures, and (c) report heat-related illness and injury to emergency medical personnel. The signage must also include a phone number for reporting heat violations to OSHA/ADOSH.
- H. Providing written notification to all employees and contract workers regarding their new worker protections under this provision. This notification shall be provided to existing employees and during the onboarding process for new employees. The notification shall be provided to each worker in the language preferred by that worker and must be posted in the workplace.

Contractor will incorporate this section in all subcontracts with subcontractors or other entities or individuals who may perform work under this Contract, including the requirement that those subcontractors impose the same obligations under any sub-subcontractors. It is the obligation of Contractor to ensure compliance with this provision by its subcontractors. City may terminate this Contract for failure to comply with this provision.

J.30. PROVISIONS REQUIRED BY LAW

This Contract will be deemed to include every provision required by law to be included. If through mistake or otherwise any such provision is not included, or is included incorrectly, then upon request by either party the parties will amend the Contract to insert or correct the required provision.

J.31. FINANCIAL RECORDS AND AUDITS

- A. Financial Controls and Accounting Records. Contractor will exercise internal controls over all financial transactions related to this Contract in accordance with sound fiscal policies. Contractor will maintain books, records, documents, and other evidence directly pertinent to the performance this Contract in accordance with generally accepted accounting principles and practices consistently applied, and other local, state or federal regulations.
- B. Retention Period. Contractor will maintain those records, together with related or supporting documents and information, at all times during the term of this Contract and for a period of 3 years after its expiration or termination.
- C. Audits. Upon written notice from City, Contractor will obtain and provide to City a contract-specific or general financial audit. The notice from City will specify the period to be covered by the audit, the type of audit and the deadline for completion and submission of the audit results to City. The audit must be performed by a qualified, independent accounting firm and include Contractor's responses, if any, to any audit findings.
- D. Access to Books and Records. The City and its authorized representatives may, with advance written notice to Contractor, during the term of this Contract or thereafter during the above retention period, inspect and audit Contractor's books and records that relate to its operations under this Contract as well as those kept by or under the control of its agents, assigns, successors and subcontractors. The Contractor will, at its expense, make such books and records available for such inspection and audit during normal business hours at Contractor's office, place of business, or other agreed-upon location, or will provide copies by mail or electronically. The City may, as part of its examination, make copies of, or extracts from, all

such books and records (in whatever form they may be kept, whether written, electronic, or other).

- E. Result of Audit. If, as a result of such audit, Contractor is liable to the City for the payment of any sum, Contractor will pay such sum to the City together with interest thereon at the rate of one percent (1%) per month from the date such sums should have been paid, or the date of any overpayment by City, within 90 days after presentation of City's findings to Contractor. If the audit results in findings of fraud, misrepresentation, or non-performance, Contractor will pay the City's costs of conducting the audit. The City's audit rights will survive the expiration or termination of this Contract.
- F. Subcontractors and Assigns. Contractor will include these requirements in every agreement with any agent, assign, successor, and subcontractor who provides construction, professional design services, or other goods or services under this Contract.

J.32. RIGHT TO ASSURANCE

If a party to this Contract has reason to question, in good faith, the other party's intent to perform, the former party may demand that the other party give a written assurance of their intent to perform. In the event that a demand is made and no written assurance is given within 5 business days, the demanding party may treat this failure as a default.

J.33. RIGHT TO INSPECT

The City may from time to time during normal business hours, at the City's expense, inspect the Contractor's or any subcontractor's place of business at which work under this Contract is being performed.

J.34. NO WAIVER

No provision in this Contract acts expressly or by implication as a waiver by either party of any existing or future right and/or remedy available at law in the event of any default or breach of contract. If either party fails to insist upon the other's strict performance of any duty or condition under this Contract or fails to exercise or delays in exercising any right or remedy provided in this Contract or by law, or accepts nonconforming materials or services, that party will not be deemed to have waived its right to insist thereafter upon the strict performance of the Contract.

J.35. SUSPENSION OF WORK

The City may order Contractor to suspend, delay, or interrupt all or any part of the work under this Contract for the period of time that the City determines appropriate for the convenience of the City. The order must be in writing and signed by the City's Business Services Director.

J.36. TERMINATION OF CONTRACT

- A. For Convenience. The City may terminate this Contract at any time, with or without cause, with 30 days' advance written notice to Contractor. If the City terminates the Contract, it will be

liable only for payment for services rendered and accepted before the effective date of the termination.

- B. For Cause. The City may terminate this Contract if any Contractor representation or warranty is found to have been inaccurate when made or is no longer accurate, or if Contractor fails to carry out or abide by any term or condition of the Contract and fails to remedy the problem within 10 days after receipt of notice of default from the City for monetary defaults, or within 30 days after notice if the default is non-monetary.
- C. Non-Appropriation. Each payment obligation of the City created by this Contract is conditioned upon the availability of funds that are appropriated or allocated for the payment of such obligation. If funds are not appropriated by the City and available for the continued purchase of the services and/or materials provided under this Contract, this Contract may be terminated by the City at the end of the period for which funds are available. The City will endeavor to notify Contractor if continued service will or may be affected by non-appropriation. No penalty will accrue to the City in the event this provision is exercised, and the City will not be liable for any future payments due or for any damages resulting from termination under this paragraph.

J.37. TITLE AND RISK OF LOSS

The title and risk of loss of any goods provided under this Contract will not pass to the City until the City actually receives the goods at the point of delivery and thereafter accepts them. No tender of a bill of lading will operate as a delivery of the materials.

J.38. ACCEPTANCE

Mere physical receipt and inspection of goods or services by the City does not alter or affect the obligations of Contractor to provide goods and services that conform to all specifications of this Contract and the City may reject goods or services that are later found to be nonconforming.

J.39. WAGE COMPLIANCE

Contractor shall pay their eligible employees the highest of:

- A. the City of Tucson minimum wage
- B. the State of Arizona minimum wage
- C. if applicable, the Tucson Living Wage

Contractor shall cooperate with all efforts of the City of Tucson's Labor Standards Unit (LSU) to monitor and ensure compliance with applicable labor standards to include, but not be limited to, the following:

- Providing copies of pertinent documentation upon request
- Cooperating with audits and interviews
- Abiding by deadlines and adhering to due dates for determinations and appeals filings

Contractor agrees to educate their employees on the applicable wage(s) that law requires them to minimally be paid.

All timely complaints that are received by the LSU will be evaluated in accordance with the procedures posted on the LSU's webpage: www.tucsonaz.gov/minimumwage

J.40. WRITTEN CERTIFICATION PURSUANT TO A.R.S. §35-394

If Contractor engages in for-profit activities and has at least ten full time employees, Contractor certifies that Contractor does not currently, and agrees for the duration of the contract that it will not, use: 1) the forced labor of ethnic Uyghurs in the People's Republic of China; 2) any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China; and 3) any contractors, subcontractors or suppliers that use the forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China. If Contractor becomes aware during the term of the contract that it is not in compliance with the written certification, it must notify the City within five business days after becoming aware of the noncompliance. This Contract will be automatically terminated 180 days after the date of the notice unless Contractor has, before the end of that period, notified the City that the noncompliance has been remedied.

K. VENDOR QUESTIONNAIRE

K.1. Discounts

As stated in the Instructions to Offerors. Discounts, the price(s) herein can be discounted by _____%, if payment is made within _____ days. These payment terms shall apply to all purchases and to all payment methods.

K.2. Cooperative Purchasing Program

Cooperative Purchasing allows other public agencies to piggyback on the City of Tucson's contracts. Will your firm provide Axia Cooperative, as the administrator of this national cooperative contract, an administrative fee in the form of a percentage of sales based upon the other agencies sales?

- ☐ Yes
☐ No

K.3. Does your firm have a City of Tucson Business License?

- ☐ Yes
☐ No

When equals "Yes"

 Please upload a copy of your business license.

K.4. Forms to be Filled Out

Please ensure that all required information is included with your response.

- A. Response to Evaluation Criteria
- B. Pricing Proposal
- C. Offer and Acceptance Form

Response to Evaluation Criteria*

Please upload your response to the Evaluation Criteria.

*Response required

Pricing Proposal

Please upload your Pricing Proposal (if applicable).

Offer and Acceptance Form*

Please upload your signed Offer and Acceptance form.

*Response required

Does your response to this solicitation include a request to keep any portion confidential and withhold it from the public record?*

Please note: The City of Tucson is a public agency subject to public records laws. Therefore, all requests to withhold information from the public record must be accompanied by justification. Pricing will not be held confidential.

☐ Yes

☐ No

*Response required

When equals "Yes"

Confidential Information*

If you answered yes, then you must use this field to identify the sections of your submittal that you are requesting be withheld from public record.

If sections are not identified as confidential in this field, your request to hold information confidential may not be accepted.

Please note: The City of Tucson is a public agency subject to public records laws. Therefore, all requests to withhold information from the public record must be accompanied by justification. Pricing will not be held confidential.

*Response required

Is your firm submitting any exceptions for the City's consideration? *

In accordance with Instructions to Offerors - Exceptions to Contract Provisions, any exceptions that an offeror wishes to submit for the City's consideration must be indicated here in order to be considered.

☐ Yes

☐ No

*Response required

When equals "Yes"

Define the exceptions you are requesting.*

*Response required