GovPath

GovPath Proposal Presented to:

Kitsap County

Department of Community Development

RFP # 2026-005 Due Date: March 18, 2026

Community Development Permitting Software

Contact: Kristin Farmer, Strategic Account Director

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Exhibit C Proposal Certification (with proof of signature authority)

Exhibit E Exceptions and Assumptions Form

1. Cover Letter

Summarize your team's understanding of the project, key differentiators, and commitment to partnership.

Rafe Wysham, Director
Kitsap County Department of Community Development
614 Division Street, MS-36
Port Orchard, WA 98366

Dear Mr. Wysham,

GovPath is pleased to submit this Statement of Qualifications in response to Kitsap County's Request for Proposals for a Community Development Permitting Software solution. We appreciate the opportunity to partner with the Department of Community Development (DCD) and Information Services to support the County's efforts to modernize its permitting platform and enhance service delivery for staff, applicants, and the public.

Understanding of the Project

GovPath understands that Kitsap County seeks to replace or modernize its existing SMARTGov system with a **modern, cloud-based, configurable permitting platform** that supports the full lifecycle of planning, permitting, inspections, and code enforcement activities. This initiative is not simply a system replacement, but a strategic modernization effort intended to improve operational efficiency, support complex and multi-phase development projects, enhance public-facing services, and ensure long-term sustainability.

We recognize the importance of flexible workflows that streamline permit intake, reviews, inspections, and enforcement while also providing robust reporting and compliance capabilities, including support for **Washington State Senate Bill 5290**. Equally critical is the County's requirement to integrate the permitting solution with enterprise systems such as GIS, Workday, document management tools, and Microsoft platforms, while meeting public-sector standards for accessibility, cybersecurity, records retention, and data governance. Our approach is designed to align with Kitsap County's joint DCD and Information Services governance model and support close coordination between business and IT stakeholders.

Key Differentiators

GovPath brings a combination of **deep Accela Civic Platform expertise, exclusive public-sector focus, and proven delivery experience** that aligns directly with Kitsap County's goals. Formed through the merger of TruePoint Solutions and Gray Quarter, GovPath is the largest and most experienced Accela services provider in the ecosystem, combining decades of implementation and managed services experience with advanced configuration and automation expertise.

Our team includes former Accela leaders who were directly involved in the design of core platform components, providing a foundational understanding that enables us to deliver solutions that are both

highly capable and sustainable. GovPath emphasizes **configuration-first implementations**, minimizing unnecessary customization while still addressing complex regulatory and operational requirements. This approach results in solutions that are easier to maintain, upgrade, and evolve over time.

Commitment to Partnership

GovPath approaches this engagement as a **long-term partnership** focused on Kitsap County's success beyond initial implementation. We are committed to close collaboration, transparent communication, and strong governance throughout discovery, configuration, testing, and go-live. Our focus on training, documentation, and knowledge transfer ensures County staff are confident and self-sufficient at deployment, while our managed services offerings provide a clear path for ongoing support and continuous improvement.

We are excited about the opportunity to support Kitsap County's vision for a modern, flexible, and sustainable permitting platform and look forward to the possibility of working together on this important initiative.

Sincerely,

Kristin Farmer
Account Sales Director- Northwest
Phone: (407) 616-3450
Email: kfarmer@govpath.tech

950 East State Highway 114, Suite 105

Southlake, TX 76092

2. Company Background

Provide an overview of your firm, organizational structure, years in business, company location, data storage location, core services, and firm philosophy.

Firm Overview

GovPath is a specialized professional services firm focused exclusively on supporting state and local government agencies through the implementation, modernization, and long-term support of enterprise permitting, licensing, and regulatory systems. GovPath delivers services across the full lifecycle of government technology initiatives, including business process analysis, system configuration, data migration, integrations, reporting, training, and ongoing managed services, with a strong emphasis on the Accela Civic Platform.

GovPath was formed through the strategic merger of **TruePoint Solutions, LLC** and **Gray Quarter, Inc.**, bringing together two highly established organizations with complementary strengths and deep experience serving public-sector clients. TruePoint Solutions, founded in 2004, has a long history of delivering Accela implementations, system upgrades, and ongoing support for municipalities and counties nationwide. Gray Quarter, founded in 2017, built a strong reputation for innovative Accela solutions, advanced configuration, reporting, and customer-facing enhancements that improve usability and operational efficiency.

The merger became effective in **January 2025**, with TruePoint Solutions acquiring Gray Quarter and assuming all existing contracts, project obligations, and customer commitments. In **July 2025**, the combined organization rebranded as **GovPath**, operating as a dba of TruePoint Solutions, LLC. This transition did not disrupt existing services, staffing, or customer relationships; instead, it unified teams, leadership, and delivery resources under a single operating model while maintaining continuity for all clients.

As a result of the merger, GovPath now represents the **largest and most experienced Accela services provider** in the ecosystem, with a nationwide footprint and a delivery team composed of senior consultants, architects, and project managers who specialize exclusively in government systems. The combined leadership team includes former senior Accela professionals who were directly involved in the design of core platform components, providing GovPath with a deep, foundational understanding of the technology it implements and supports.

Organizational Structure

GovPath is structured to support complex public-sector engagements with clear accountability, strong governance, and direct access to subject-matter expertise. The organization is aligned around a delivery-focused operating model that integrates executive oversight, project leadership, technical implementation, and ongoing support services.

At a high level, the organization consists of:

- **Executive and Program Leadership**, responsible for strategic oversight, contract governance, and client relationship management.
- **Project and Program Management**, providing day-to-day coordination, schedule management, risk mitigation, and stakeholder communication.
- **Implementation and Technical Consulting Teams**, including configuration specialists, integration developers, data migration experts, and reporting and analytics consultants.
- **Managed Services and Support Teams**, delivering post-implementation support, enhancements, and continuous improvement services to ensure long-term system stability and value.

This structure allows GovPath to scale resources appropriately for each engagement while maintaining continuity of knowledge and accountability throughout the project lifecycle. Clients benefit from consistent leadership, access to senior technical expertise, and a delivery model designed specifically for the needs of local government agencies.

Through the merger of TruePoint Solutions and Gray Quarter, GovPath combines long-standing public-sector experience with innovative technical capabilities, providing Kitsap County with a stable, mature partner that offers both depth of expertise and the capacity to support long-term operational success.

Years in Business

TruePoint Solutions (dba GovPath) was incorporated in January 2005 and has remained continuously engaged in business operations since that time. The firm has over 20 years of experience delivering mission-critical government IT solutions.

Company Location

GovPath maintains its corporate operations within the United States. The firm's current business address is 950 East State Highway 114, Suite 105, Southlake, Texas 76092.

Data Storage Location

The proposed solution is delivered as a cloud-hosted Software-as-a-Service (SaaS) platform using Microsoft Azure infrastructure. All application data—including transactional data, configuration data, documents, reports, and system backups—is stored and managed within Accela's secure cloud environment hosted on Microsoft Azure. Accela has formally partnered with Microsoft to utilize Azure as the underlying infrastructure for its SaaS deployments, optimizing the Civic Platform for performance, scalability, and reliability within this environment.

Microsoft Azure provides built-in redundancy and high availability, enabling Accela to replicate data across geographically separate Azure facilities to protect against localized outages. Cloud-based backup and replication capabilities support rapid recovery and continued system availability. Azure-hosted deployments consistently achieve high availability service levels and are designed to support continuous access for both agency staff and the public.

Core Services

GovPath provides end-to-end professional services to support the successful implementation, modernization, and long-term operation of government permitting, licensing, and regulatory systems built on the Accela Civic Platform. Our core services are structured to support agencies throughout the full system lifecycle—from initial planning through post-go-live support and continuous improvement.

Accela Implementation & System Modernization

GovPath delivers configuration-first implementations of the Accela Civic Platform, supporting new deployments as well as upgrades from legacy systems. Services include requirements analysis, solution design, system configuration, workflow automation, and deployment across single or multi-department environments. Our approach emphasizes sustainability, scalability, and alignment with government best practices. [RFP No. 04...h Proposal

Business Process Analysis & Solution Design

GovPath works closely with agency stakeholders to analyze existing business processes and translate regulatory and operational requirements into efficient, automated workflows within Accela. This includes backlog development, solution foundation analysis, and collaborative design sessions to ensure the configured system supports real-world operations.

Data Migration & Conversion

GovPath provides structured data conversion services to migrate legacy system data into the Accela Civic Platform. Services include data mapping, conversion program development, unit testing, and validation of converted records to ensure data accuracy and usability in the new environment.

Integrations & Technical Configuration

GovPath designs and implements integrations between Accela and other enterprise systems, including GIS, document management systems, payment processors, and financial platforms. Technical services also include advanced scripting, automation, report development, and system performance optimization.

Testing, Training & Go-Live Support

GovPath supports agencies through user acceptance testing (UAT), defect resolution, and controlled go-live activities. Training services include administrator training, end-user instruction, documentation, and access to knowledge resources to ensure agency staff are prepared to manage and operate the system independently.

Managed Services & Ongoing Support

Following implementation, GovPath provides managed services and ongoing support to help agencies maintain, enhance, and expand their Accela environments. Services include issue resolution, configuration updates, reporting support, system enhancements, and continuous improvement services aligned with evolving regulatory and operational needs.

Firm Philosophy

GovPath is guided by a client-first philosophy centered on partnership, transparency, and long-term success. The firm believes that exceptional customer service, deep domain expertise, and practical, experience-based best practices are essential to successful public-sector implementations. GovPath

emphasizes building lasting relationships with clients, delivering measurable operational improvements, and producing reference-quality outcomes on every engagement.

Identify any subcontractors and describe prior working relationships with them or other relevant partners.

GovPath, the operating brand of TruePoint Solutions, LLC (DBA GovPath), will not utilize any subcontractors for the Kitsap County engagement. All project services will be delivered directly by GovPath's internal team, ensuring consistency, accountability, and direct executive oversight throughout the project lifecycle.

While no subcontractors are proposed, GovPath maintains a long-standing and strategic partnership with Accela that significantly enhances our ability to deliver successful outcomes for public-sector clients. GovPath has been a certified Accela implementation partner since 2005 and is the longest-tenured partner in the Accela ecosystem. Over the course of this partnership, GovPath has supported hundreds of Accela implementations and enhancements for state and local government agencies nationwide.

GovPath is recognized as a Gold-level Accela implementation services partner and has been named Accela System Integrator and Delivery Partner of the Year. Our team includes certified Accela professionals, senior project managers, and technical consultants with deep institutional knowledge of the Accela Civic Platform, including system configuration, integrations, scripting, and long-term operational support.

In addition to the Accela partnership, GovPath has the ability to continue to support the County's existing Bluebeam solution, but we also have close partnerships for Electronic Plan Review with what we feel are two leading solutions: Avolve's DigEplan and Accela's ePermitHub. GovPath will serve as your trusted advisor and support the County's path forward as it related to plan review.

This close partnership with Accela combined with GovPath's decision to self-perform all project work, provides Kitsap County with a single, highly experienced team that offers both platform expertise and direct responsibility for project success.

3. Project Approach

Describe your team's plan for approaching the project, including discovery, configuration, testing, go-live, and post-implementation support.

GovPath delivers Accela implementations using a structured, disciplined, and proven implementation methodology developed over more than two decades of public-sector delivery. Our approach emphasizes early alignment, iterative validation, shared accountability, and operational readiness. While our methodology is organized around integrated implementation workstreams rather than rigid phases, it fully incorporates discovery, configuration, testing, go-live, and post-implementation support throughout the project lifecycle.

Project Initiation and Business Discovery

The project begins with formal project initiation and discovery activities designed to establish a shared understanding of Kitsap County's objectives, business processes, and success criteria. GovPath will conduct a project kickoff and structured discovery sessions with County stakeholders to review current workflows, regulatory requirements, system integrations, and operational constraints. These activities inform confirmation of scope, assumptions, and priorities and result in a comprehensive project plan that defines governance, communication cadence, roles and responsibilities, risk management, and a detailed implementation schedule. This early discovery ensures that configuration decisions are grounded in County operations and aligned with long-term goals.

Iterative Configuration and Solution Build

Following discovery, GovPath configures the Accela solution using an iterative, sprint-based delivery model. Configuration activities include record types, workflows, statuses, fees, forms, business rules, notifications, reports, and integrations as applicable. Rather than deferring validation until the end of the project, GovPath incorporates regular review checkpoints that allow Kitsap County staff to see, validate, and refine the solution as it is built. This approach supports informed decision-making, reduces rework, and ensures the configured system accurately reflects County business processes.

Testing and Validation Embedded Throughout Delivery

Testing is integrated throughout the implementation lifecycle and culminates in formal validation prior to go-live. GovPath performs internal unit testing to confirm configuration accuracy and conducts integration testing to validate end-to-end workflows and data flow. User acceptance testing (UAT) is led by Kitsap County subject-matter experts with GovPath providing structured support, guidance, and defect resolution. Issues are tracked through a formal defect management process, prioritized by severity, and resolved to ensure the solution is stable, usable, and operationally ready.

Go-Live Planning and Deployment

Go-live readiness is addressed as a dedicated workstream rather than a single event. GovPath supports final readiness activities including environment validation, confirmation of critical configurations, user readiness checks, and a formal go/no-go decision with County leadership. Deployment is carefully coordinated to minimize disruption to County operations. During go-live and the immediate stabilization

period, GovPath provides focused support to address critical issues quickly and ensure a smooth transition to the production environment.

Post-Implementation Support and Continuous Improvement

After go-live, GovPath remains engaged to support Kitsap County through post-implementation stabilization and ongoing optimization. This includes issue resolution, configuration adjustments, and knowledge transfer to County staff. GovPath's post-implementation support model is designed to promote self-sufficiency while remaining available as a long-term partner to help the County adapt the system as needs evolve. Our focus is not only on a successful launch, but on sustained operational success and continuous improvement over time.

Include a proposed project schedule and staffing plan, detailing roles and responsibilities.

GovPath has provided a proposed project schedule below. This preliminary schedule is structured around integrated implementation workstreams and will include clearly defined milestones, deliverables, and review checkpoints across discovery, configuration, testing, training, and go-live activities.

A typical implementation of this scope is organized into sequential and overlapping workstreams that include project initiation and planning, iterative configuration and solution build, testing and validation, go-live readiness and deployment, and post-implementation stabilization. The schedule will identify expected start and completion points for each workstream, critical path dependencies, County and GovPath responsibilities, and formal sign-off milestones. Progress will be tracked through regular status meetings and reporting to ensure transparency, accountability, and timely issue resolution.

GovPath's scheduling approach emphasizes flexibility within a disciplined framework, allowing Kitsap County to validate progress incrementally while maintaining momentum toward deployment. The final project schedule will be reviewed and approved by the County during project initiation and updated as needed through formal change management.

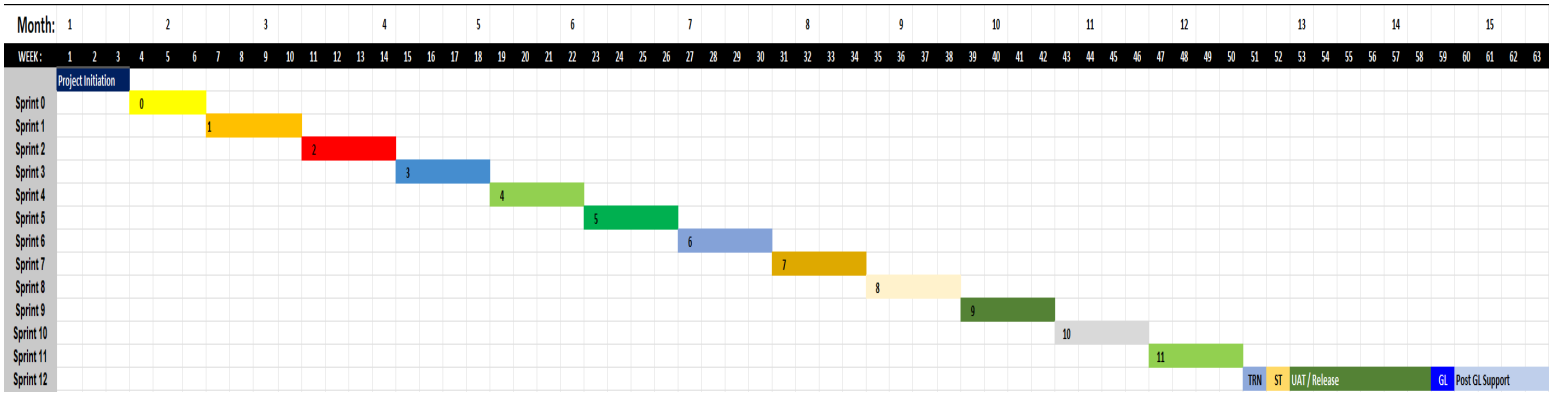
GovPath anticipates a **phased implementation over approximately 16 months**, with strategically overlapping workstreams to accelerate delivery while maintaining quality, risk management, and strong governance. Actual durations may vary based on final scope, integration complexity, data readiness, and County staff availability.

Phase	Key Milestones & Deliverables
Project Initiation & Planning	• Project kickoff meeting • Governance and escalation structure established • Finalized project schedule and communications plan • Roles, responsibilities, and success criteria confirmed
Discovery & Solution Design (Sprint 0)	• Current-state workflow and business process review • Future-state solution design validated with County stakeholders

	• Product backlog defined and prioritized • Data migration and integration approach confirmed
System Configuration & Iterative Build	• Configuration of workflows, forms, fees, inspections, and business rules • Iterative agile sprints with regular demonstrations and feedback • Incremental configuration reviews and approvals
Data Migration & Integrations *(overlapping)	• Data mapping and validation completed • Test data migrations executed and verified • Integrations configured and tested end-to-end
Testing & Validation (Including UAT)	• System and regression testing completed • User Acceptance Testing (UAT) executed by Kitsap County staff • Defects resolved and go-live readiness confirmed
Training & Knowledge Transfer *(overlapping)	• Role-based administrator and end-user training delivered • System and operational documentation finalized • Operational readiness and transition planning completed
Go-Live Preparation & Deployment	• Final data cutover and production readiness activities • Go/No-Go decision completed • Production deployment executed • Go-live support initiated
Post-Implementation Support & Stabilization	• Hypercare support and issue resolution • Configuration refinements as needed • Transition to steady-state support and continuous improvement

Key Timeline Assumptions

- A configuration-first approach minimizes custom development and reduces implementation risk.
- Agile delivery enables early validation, stakeholder feedback, and incremental value realization.
- Intentional phase overlap compresses the overall schedule while preserving quality, governance, and change management.



GovPath Implementation Schedule Breakdown

Task Name
Kitsap - Permitting Management
Project Initiation
Project Team SOW/RFP Review
Project Planning and Kickoff Preparation
Software Provisioning
Project Kickoff
Project Management Plan, Project Charter, Risk Management Plan, Communication Plan
Project Orientation
Project Tools Setup
Project Management Plan, Project Charter, Project Plan Acceptance
Build
Core Team Training
Sprint 0 - Foundation Analysis
All Database Copies Delivered
Sample Reports/Mockups Delivered
Analysis: Licensing
Analysis: Data Conversion
Analysis: Interfaces

Analysis: Report Development
Build Backlog and Requirements Documentation
Requirements Traceability
Business Acceptance
Sprint 1 - Requirements and Build
Core Team Training
Requirements
Groom Sprint Backlog
Requirements Documentation Acceptance
Report Specification Development
Interface Specification Drafts
Build
Configuration and Automation
Validation
Functional Testing
Sprint Review (Demo)
Sprint Retrospective
Sprint 2 - Requirements and Build
Requirements
Groom Sprint Backlog
Requirements Documentation Acceptance
Build
Configuration and Automation
Report Development
Data Conversion Mapping
Interface Development
Mock Data Conversion #1
Validation

Functional Testing and Mock Data Conversion #1 Validation
Sprint Review
Sprint Retrospective
Sprint 3 - Requirements and Build
Sprint 4 - Requirements and Build
Sprint 5 - Requirements and Build
Sprint 6 - Requirements and Build
Sprint 7 - Requirements and Build
Sprint 8 - Requirements and Build
Sprint 9 - Requirements and Build
Sprint 10 - Requirements and Build
Sprint 11 - Requirements and Build
Validation
Agreement on included test cases for execution
System Testing
Sprint 12 - User Acceptance Testing
UAT Training
Groom UAT Backlog
End-User Final Testing
Final Testing Issue Remediation
Remediation Testing
Business Approval/UAT Signoff
Go-Live Planning/Create Go-Live Checklist
Sprint Retrospective
Release
End User Training
Go/No-Go Decision
System Go-Live!

Post-Production Support
Managed Services

Proposed Staffing Plan

GovPath will assign a dedicated, experienced project team with clearly defined roles and responsibilities aligned to each aspect of the implementation. The staffing model is designed to provide continuity from kickoff through post-go-live support while ensuring that each workstream is led by subject-matter experts.

Project Leadership and Governance
The GovPath Project Manager will serve as the primary point of contact and will be responsible for overall project coordination, schedule management, scope control, risk and issue management, and communication with Kitsap County stakeholders. An Engagement Manager or Executive Sponsor will provide executive oversight, support escalation management, and ensure alignment with GovPath leadership throughout the project.

Business Analysis and Configuration Team
GovPath Business Analysts and Configuration Leads will work closely with County subject-matter experts to conduct discovery workshops, document requirements, and configure the Accela solution. Responsibilities include designing workflows, record types, forms, fees, statuses, notifications, and business rules; supporting iterative reviews; and ensuring configurations align with approved County processes.

Technical and Integration Support
GovPath Technical Leads will be responsible for overseeing technical aspects of the implementation, including environment coordination, integrations, data considerations (if applicable), and deployment readiness. This role ensures that technical components are aligned with Accela platform standards and County IT requirements.

Testing and Validation Support
GovPath will support testing activities by preparing test environments, assisting with test planning, and resolving configuration defects identified during testing. Kitsap County subject-matter experts will lead user acceptance testing, with GovPath providing guidance, issue triage, and remediation to ensure readiness for go-live.

Training, Go-Live, and Post-Implementation Support
GovPath will support user training, go-live preparation, and post-implementation stabilization. Following deployment, GovPath remains engaged to address issues, perform configuration refinements, and support knowledge transfer to County staff. This ensures a smooth transition to steady-state operations and positions the County for long-term success.

4. Qualifications of Consultant Team

Identify all key personnel, including sub-consultants, who will work on the project.

GovPath proposes the following key personnel for this project. No sub-consultants will be utilized.

- **Tyler Suarez** — Services Director
- **Kate Bloom** – Project Manager
- **Sal Guerrero** – Solution Architect
- **Jason Jackson** – Senior Consultant
- **Joe Cipriano** – Data Migration Lead
- **Deanna Hoops** – Integration Lead

Provide a summary of each team member's qualifications and experience relevant to the project.

Tyler Suarez — Services Director

Tyler Suarez serves as Services Director and brings more than a decade of experience delivering Accela implementations for state and local government agencies nationwide. He specializes in business process analysis, solution design, and complex Accela configuration, with deep expertise in EMSE and batch scripting, workflow design, reporting, and third-party integrations. Tyler has led analysis, configuration, automation, and training efforts for a wide range of jurisdictions, including large cities and counties with complex regulatory environments. His hands-on experience integrating Accela with systems such as SAP, Green Halo, SolarAPP+, HDL, and other external platforms ensures solutions are both technically sound and operationally effective. Tyler's role provides technical leadership, implementation oversight, and best-practice guidance throughout the project lifecycle.

Kate Bloom — Project Manager

Kate Bloom is a Senior Project Manager with more than eight years of experience leading enterprise software implementations across the public sector. She brings strong expertise in managing complex, multi-workstream projects, serving as the primary client liaison, and ensuring projects are delivered on time, within scope, and aligned with business objectives. Kate has extensive experience coordinating cross-functional teams, managing project schedules and budgets, supporting training and adoption activities, and continuously improving delivery processes. Her background managing large implementation portfolios ensures strong governance, clear communication, and consistent project execution from kickoff through post-go-live support.

Jason Jackson — Senior Consultant

Jason Jackson is a Senior Consultant with over eleven years of experience delivering land management, permitting, licensing, enforcement, and planning solutions for state and local government agencies. His

expertise includes Accela configuration, automation development, business process re-engineering, reporting, and technical solution design. Jason has supported numerous government implementations and brings a strong blend of functional and technical leadership. His background in Agile delivery and project leadership allows him to guide clients through discovery, configuration, testing, and deployment while ensuring solutions align with operational needs and user expectations.

Joe Cipriano — Data Migration Lead

Joe Cipriano is a senior technical consultant and data migration specialist with nearly three decades of experience supporting large-scale land management system implementations. He brings deep expertise in legacy system analysis, data mapping, conversion strategy, and execution across platforms such as Accela Automation, SAP, Permit Plus, Tidemark, and mainframe systems. Joe has led complex data conversions for cities and counties nationwide, ensuring historical and transactional data is accurately migrated, validated, and usable in the target system. His disciplined approach significantly reduces risk during one of the most critical aspects of system implementation.

Deanna Hoops — Integration Lead

Deanna Hoops is a senior integration and automation specialist with more than ten years of experience working with Accela products. She specializes in EMSE scripting, system interfaces, and third-party integrations using GovXML and the Accela Construct API, as well as WCF, SOAP, and REST web services. Deanna has led scripting and integration delivery teams across dozens of Accela implementations and has extensive experience building payment adapters, document management integrations, and custom automation solutions. Her background includes prior experience with Accela, providing deep platform insight and best-practice technical leadership.

Sal Guerrero — Senior Consultant

Sal Guerrero is an Accela-certified Senior Consultant with strong expertise in backend Accela scripting, workflow automation, and performance optimization. He has supported a wide range of Accela implementations and managed services engagements for large and complex jurisdictions. Sal is known for translating business requirements into efficient technical solutions, leading requirements sessions, and delivering creative automation approaches that improve system performance and usability. His experience with advanced scripting, data conversion support, and third-party integrations strengthens the project's technical delivery capacity.

Include detailed resumes and a team organization chart.

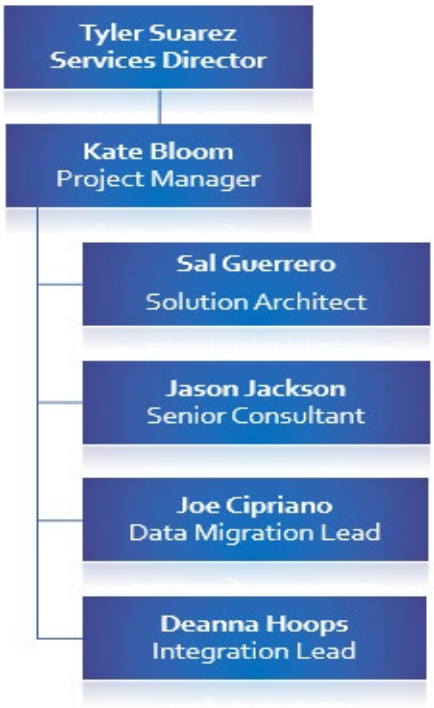
GovPath has assembled a dedicated team of experienced professionals who are committed to supporting Kitsap County through implementation, stabilization, and transition to steady-state operations. The individuals identified below are considered **key personnel** for this project and bring deep experience with Accela Civic Platform implementations, integrations, and public-sector permitting systems.

The proposed team structure is designed to provide clear accountability, strong technical leadership, and efficient coordination across all workstreams. Any change to key personnel after contract execution would be made only with prior notification to, and approval from, Kitsap County.

Governance and Escalation

The **Project Manager** serves as the single point of accountability for schedule, scope, risk management, and coordination across all implementation activities. Functional and technical leads report through the Project Manager, ensuring clear decision-making, rapid issue resolution, and consistent communication with County stakeholders.

Project issues and risks are managed through an established governance model that supports timely escalation when required. Matters that could impact schedule, quality, or outcomes are elevated promptly to GovPath leadership and County counterparts to ensure alignment and resolution.



Implementation Team Organization

GovPath Resumes

TYLER SUAREZ — Services Director

PROFESSIONAL EXPERIENCE

TruePoint Solutions

Senior Business Consultant 1/2014 - Present

- Define and document processes
- Determine inefficiencies
- Share best practice implementation approaches with each client
- Develop configuration requirements
- Create As-is and To-be workflow diagrams
- Configure software based on and agreed upon configuration document
- Develop EMSE and Batch Scripting
- Determine Reporting needs and create Report Specifications
- Integrate outside processes with Accela (Green Halo, HDL, Solar App+, SAP)

Notable projects include:

- Cleveland, OH – Analysis, Configuration, EDR, EMSE, Batch Scripting, and Training
- Visalia, CA – Analysis, Configuration, EMSE, Batch Scripting, and Training
- Moreno Valley, CA – EMSE and Batch Scripting
- Queen Creek, AZ – Analysis, Configuration, EMSE, Batch Scripting, and Training
- Washoe County, NV – EMSE and Batch Scripting
- Tacoma, WA – EMSE and Batch Scripting, SAP Integration
- Pinal County, AZ – EMSE and Training
- Pima County, AZ – Analysis, Configuration, EMSE, Batch Scripting, and Training
- Leon County, FL – Analysis, EMSE and Batch Scripting
- Boise, ID - EMSE and Batch Scripting
- Concord, CA - EMSE and Batch Scripting
- Nevada Taxi Authority – EMSE and Batch Scripting
- Mesa, AZ – Analysis, EMSE and Batch Scripting
- Walnut Creek, CA – Analysis, EMSE, Batch Scripting, and Green Halo Integration

- Oklahoma City, OK – EMSE and Batch Scripting
- Ontario, CA – Analysis, EMSE, and Batch Scripting
- Chula Vista, CA - Analysis, EMSE, Batch Scripting, HDL Integration
- Humboldt County, CA - Analysis, EMSE, Batch Scripting, Solar App + Integration
- Goodyear, AZ – Training, Analysis, EMSE, and Batch Scripting
- Torrance, CA - Analysis, EMSE, Batch Scripting, and Green Halo Integration
- Palmdale, CA - EMSE, and Batch Scripting
- Oakland, CA – EMSE
- Los Gatos – Green Halo Integration
- Santa Monica - Solar App+

EDUCATION

Bachelor of Science in Business Administration (Business Economics)

- University of Arizona (Eller College of Management)

Associates in Business Administration

- Pima Community College

KATE BLOOM – Project Manager

Detail-oriented and collaborative Project Manager with 8+ years of experience leading successful software implementations and driving client engagement across public and private sector organizations. Proven ability to manage complex project portfolios, lead cross-functional teams, and continuously improve delivery methodologies. Known for building strong client relationships, improving team workflows, and delivering results in fast-paced environments.

PROFESSIONAL EXERIENCE

GovPath

Senior Project Manager (2025 - Present)

- Lead end-to-end implementation projects for multiple enterprise customers, ensuring timely delivery, quality outcomes, and alignment with business objectives.
- Serve as the primary client liaison, managing communications, expectations, and project execution to drive satisfaction and engagement.
- Oversee project timelines, budgets, and invoicing, maintaining financial and operational accountability throughout the implementation lifecycle.

- Collaborate with Sales, Product, and cross-functional teams to align resources, define scope, and develop delivery strategies that optimize outcomes.
- Coordinate on-site and virtual training initiatives with Implementation Consultants to ensure successful adoption and client enablement.
- Drive continuous improvement of project delivery methodologies, incorporating lessons learned and internal best practices to enhance efficiency and quality.
- Support Project Management Operations by documenting processes, standardizing workflows, and implementing operational improvements.

OpenGov, Inc.

Project Manager III (2021 – 2025)

- Lead 18–22 concurrent software implementation projects, providing end-to-end oversight from scoping through successful delivery.
- Act as the primary client point of contact, managing project communications, expectations, and execution.
- Partner with Sales, Product, and cross-functional teams to align resources, scope, and delivery strategy.
- Support development of Statements of Work (SOWs) and proactively identify and mitigate project risks through detailed planning.
- Coordinate on-site training and enablement with Implementation Consultants to drive successful adoption.
- Contribute to the continuous improvement of project delivery methodologies and internal best practices.

Whitney Green Acupuncture

Project Specialist (2019 – 2021)

- Managed patient benefits administration, billing, and payment collection processes with accuracy and attention to compliance.
- Oversaw monthly invoicing and insurance verification, ensuring timely and accurate client billing.
- Developed and distributed weekly email communications and managed the organization's social media presence to support client engagement and outreach.

Viewpoint, Inc.

Associate Project Manager, Professional Services (2016 – 2018)

- Designed and executed customized client implementation plans, aligning scope, timelines, and deliverables to business objectives.
- Oversaw resource planning, project schedules, and key deliverables to ensure successful and timely project execution.
- Led regular client status meetings and facilitated cross-functional collaboration to drive alignment, transparency, and issue resolution.

Viewpoint, Inc.

Channel Coordinator, Professional Services (2014 – 2016)

- Supported the recruitment and onboarding of Service Partners, ensuring a smooth and effective ramp-up experience.
- Trained partners on internal systems and tools (including NetSuite and VLC) and coordinated assignment of technical and consulting engagements.
- Maintained accurate partner records and project status reporting, supporting operational visibility and informed decision-making.

Viewpoint, Inc.

Human Resources Assistant (2012 – 2014)

- Supported human resources operations, including recruiting, onboarding, and employee programs, to ensure a positive and compliant employee experience.
- Administered internal HR systems (including UltiPro and Adaptive Planning) and coordinated HR communications and wellness initiatives.

EDUCATION

- Portland State University, School of Extended Studies — Human Resources Management Certification
- Oregon State University — Bachelor of Science in Exercise and Sport Science

SAL GUERRERO – Architect

Sal Guerrero is an Accela Certified professional and enjoys bringing his technical expertise to Accela implementation projects. Sal is skilled in back-end Accela scripting and excels at customer communication and enjoys finding new and creative ways to get things done within the Accela System. Sal is a talented developer that loves working with team members in the Accela community.

PROFESSIONAL EXPERIENCE

GovPath

Consultant (2021 - Present)

Relevant Projects:

- City of Stockton Managed Services
- Seattle and King County Accela Infrastructure and FAS Services
- Louisville Tobacco Licenses and Managed services
- Reedy Creek Improvement District
- Tennessee Alcoholic Beverage Commission
- Ventura County Adobe Sign implementation
- Sonoma County Managed Services and G-Wiz Implementation
- City of Oakland Managed Services and G-Wiz Implementation

Skills:

- Accela Bronze Administration certified
- Batch Scripting, expressions, complex workflow, and communications
- Lead Requirements Gathering and ad-hoc customer sessions to ensure that the right problem is solved on-time.
- Handled multiple projects delivering excellent relationship management along with on time and on budget results.
- Works to establish relationships with agencies to understand business needs better and offer strong technical expertise when necessary.

Highlights:

- Seattle and King County FAS Services
- Re-engineered a .Net Interface for processing TNC for-hire drivers. Turned their Accela Construct calls into a single validation script call that improved performance by 10x
- Responsible for all Accela scripting along with Data Conversion scripts
- Reported to Lead Business Analyst from Seattle along with King County FAS staff to devise creative Accela solutions
- Ventura County Adobe Sign Implementation
- Integrating Gray Quarter's Adobe Sign solution with Accela automation and custom interface automating permit issuance

EDUCATION

Cal Poly / Fullstack Academy, Fullstack Certificate

Allan Hancock College, AA, Computer Science

JASON JACKSON – Senior Consultant

Senior Consultant with over 11 years of experience working with State and Local governments. Developed solutions for Licensing, Permitting, Enforcement, Planning, Fire, Asset Management, Report Development, Scripting, SQL Server Database knowledge and other Land Management software for Agencies throughout the Country. Roles include business process re-engineering, phase/project management, software development, technical solutions, user experience enhancement, and leading projects using Agile processes.

Certifications:

- Accela Scripting 3.0
- Scrum Team Member Certification
- Scrum Master Certification

GovPath

Senior Consultant (2020 - Present)

- Accela Configuration
- Automation development
- Process design

Government Engagements

- City of Oakland
- City of Anaheim
- Santa Barbara County
- Fairfax County
- City of San Leandro
- Sonoma County
- State of Montana
- Bernalillo County
- City of Stockton
- City of Santa Barbara
- City of Pinehurst
- Plantation FL

Kings River Solutions, Inc.

Director (2016 - 2020)

Provided Business and Technical solutions to multiple Cloud and self-hosted projects from negotiations to project completion, providing leadership to the project by supporting the project team. Identified, addressed, and resolved project issues impacting client goals objectives and client satisfaction.

Kings Canyon Technology / Woolpert, Inc.

Director (2008 - 2016)

Managed a 4-million-dollar portfolio of Cloud and self-hosted projects from negotiations to project completion, providing leadership to the Project supporting project team and project managers. Managed profit/loss and budget across large and multiple projects. Identified, addressed, and resolved project issues impacting client goals objectives and client satisfaction.

- State of Michigan
- State of New Mexico
- City of Culver City
- South Metro Fire and Rescue
- City of Miami Beach
- Port of San Francisco
- City of Santa Clarita
- City of Oklahoma City
- Ventura County
- City of Torrance
- Hillsboro County

JOE CIPRIANO - Data Migration Lead

Responsible for the coordination and allocation of personnel resources to individual Land Management projects. Assist and support project managers in overall project management approach & problem solving. Monitor progress and status of projects. Provide technical expertise in the Land Management and Consumption Billing arenas.

PROFESSIONAL EXPERIENCE

TruePoint Solutions, LLC.

Senior Technical Consultant (2007 – Present)

As the Senior Technical Consultant at TruePoint Solutions, Joseph has utilized his technical background to assist in large and small implementations with various software products. His attention to detail and his organizational skills result in quality installations.

Responsibilities include:

- Create Report Specification and Reports in Crystal or SSRS
- Develop strategies for converting data from legacy systems
- Create data conversion documents and data conversion programs
- Create interfaces to 3rd party data
- Create JAVA scripting (Event Scripts) to automate business processes
- Installation of various products on clients servers

Notable Projects:

- City of Goodyear, AZ – Convert the agency's H.T.E mainframe data into new hosted Accela Automation environment.
- City of Palmdale, AZ – Convert the agency's Permit Plus data into new hosted Accela Automation environment.
- County of Yakima, CO – Develop financial interface to export data from Accela Automation.
- City of Tacoma, WA – Convert the agency's SAP data into existing hosted Accela Automation environment.
- City of Boise, ID - Convert the city's Tidemark Building and Planning data into Accela environment.

Hansen Information Technologies

Data Conversion Specialist (1995 – 2007)

- Worked in team environments as either the lead conversion/interface developer or as a member in large conversion/interface implementations.
- Acquire Business processes and procedures at client sites to organize, document and create a functional analysis of business requirements.
- Interface with project managers and clients
- Coordinate and create plans for conversion, data mapping, data formats and implementation plans.
- Implement client data from various sources (text files, Dbase, MS Access, SQL Server and Oracle) using ODBC, MS Access, T-SQL, PL/SQL.
- Convert and preserve decommissioned, legacy system data as part of phased software implementations.
- Perform database tasks such as development of stored procedures, functions, SQL Queries, packages, triggers and creation of database objects such as tables, indexes, and views.
- Provide technical solutions and consultation on the conversion/ interface development needs of a given project.

SOFTWARE EXPERIENCE

- Accela Automation
- Tidemark
- Permit Plus
- Oracle 9i/10g/11g Client and Server
- Oracle PL/SQL development
- Microsoft Office
- SQL Server 2008 R2 and above versions
- Java Script
- Microsoft Transact SQL development
- SQL Server Reporting
- PL/SQL Developer

- Crystal Reports
- Visual Studio
- Windows Operating Systems

EDUCATION
American River College

DEANNA HOOPS - Integration lead

Over 10 years of experience with Accela products with a specialty in EMSE scripting and interfaces. Interface experience includes using GovXML and the Construct API to create WCF, SOAP and REST web services. A senior consultant with a history of delivering technical solutions to meet client business process automation requirements. Solutions include system interfaces, windows applications, intranet applications and data manipulation applications.

Skills:

- Team lead of the scripting and interface delivery team
- Developed EDMS adapter to serve as an interface between Laserfiche and various permitting and licensing solutions
- Developed multiple payment adapters – Cybersource, Bank of America, Wells Fargo, Moneris, Logo of Indiana, FIS
- Web service development – WCF, SOAP, REST
- .NET application development
- C++, C, C#, PL/SQL, T-SQL, Javascript, Perl
- Oracle, MSSQL, MySQL databases

PROFESSIONAL EXPERIENCE

Gray Quarter Inc.

Consultant (2018 – Present)

- Lead configuration, and workflow developer across dozens of Accela implementations
- Lead integrator and script writer
- Report writing and dashboarding

Accela Inc.

Consultant (2016 - 2018)

- System Configuration

- Automation using Accela rules engine
- Building payment adapters
- Report writing

Woolpert

Consultant (2013 - 2015)

- Scripting
- Interface development
- Report writing

Kings Canyon Technology

Consultant (2010 – 2013)

- Scripting
- Developing third-party integrations

5. Experience and References

Provide at least three (3) examples of similar public sector permitting software implementations completed within the last five (5) years.

Please see Exhibit D Contractor References Form provided on the following page.

EXHIBIT D
CONTRACTOR REFERENCES FORM

BIDDER'S NAME: GovPath

BIDDERS: Provide at least three (3) references that can verify the Bidder's experience and ability to provide the goods and services identified in the solicitation. Additional pages may be attached if necessary.

Agency Name: City of Seattle	Contract Period: March 2019 to present
Contact Person *(Name and Title):* Erikka Davis	
Complete Primary Address: 700 5th Avenue, Suite 3800, Seattle, WA 98104	
Telephone Number:	E-mail Address: Erikka.Davis@seattle.gov
Project Name: SDCI Accela Program	Go Live Date: October 2019
Modules/Functionality Installed: GovPath Wizard (G-Wiz), GQ Document Consolidator, Managed Services (ongoing)	
Other Comments: The GovPath team has mostly recently worked with the City to provide the City of Seattle with Services to support the implementation of necessary legislative changes for the 962 Taxi project. In addition, GovPath has worked closely with the Seattle Department of Construction and Inspections (SDCI) since early 2019, providing support for the Accela Civic Platform, including various initiatives and enhancements. In early 2021, SDCI chose GovPath to implement the capture and Management of public comments on projects. This presented a unique challenge, requiring a solution that demonstrates the power and flexibility of the GovPath Wizard. The project was considered a "pilot" by SDCI leadership. After a successful go-live and enthusiastic public response, the GovPath Wizard is being planned for expansion into other service areas on the SDCI website.	

Agency Name: City of Tacoma, WA	Contract Period: January 2020
Contact Person *(Name and Title):*Jennifer Ward, Innovation Technology Supervisor	
Complete Primary Address: 747 Market Street Tacoma, WA 98402	
Telephone Number: 253-591-5022	E-mail Address: JWard@cityoftacoma.org
Project Name: TruePoint EDR Configuration and Support.	Go Live Date: January 2020
Modules/Functionality Installed: Accela Civic Platform (Land Management) configuration and support, including Electronic Document Review (EDR) integration using Adobe Acrobat Pro.	
Other Comments: GovPath provided Accela implementation support and system enhancements for the City of Tacoma's land management and permitting environment, including EDR integration to support electronic plan review workflows.	

Agency Name: Yakima County, WA	Contract Period: July 2025
Contact Person *(Name and Title):* Marivel Garcia, Building Official	
Complete Primary Address: 128 N 2nd Street, Yakima, WA 98901	
Telephone Number: (509)574-2300	E-mail Address: marivel.garcia@co.yakima.wa.us

Project Name: Accela Civic Platform (Accela Automation)	Go Live Date: December 2025
Modules/Functionality Installed: Accela Automation upgrade and configuration, including modernization of permitting workflows and support for Engineering and Construction permit record types.	
Other Comments: GovPath provided Accela Civic Platform services to Yakima County, supporting an Accela Automation upgrade and configuration enhancements for permitting and land-use operations.	

Bidder's Signature *(Authorized Representative)*: 

Print Name and Title of Signer: Bert Auburn, Chief Executive Officer

Dated this 11 day of March, 2026

6. Support Plan

Describe the vendor's approach to post-implementation support, system maintenance, and ongoing configuration or system modification requests. At a minimum, the response shall include:

Configuration and Modification Requests

Process for submitting, prioritizing, approving, and implementing configuration changes or system modifications

GovPath partners with Kitsap County to manage configuration changes and system modifications through a clear, disciplined change management process designed to maintain transparency, control scope, and protect project timelines and budgets. Change management is treated as a core project governance function and is jointly managed by GovPath and the County project teams.

Change Request Submission

All configuration change or system modification requests are submitted through the designated project change channel and routed to the GovPath Project Manager. Requests may originate from County stakeholders, subject-matter experts, or GovPath team members. Each request is logged in the project change tracking log and includes a description of the requested change, business rationale, and any known impacts or urgency.

Change Assessment and Prioritization

Upon submission, the GovPath Project Manager, in collaboration with the County Project Manager, performs an initial assessment to determine whether the request is within the approved project scope or represents a change to scope, schedule, cost, or quality.

- **In-scope configuration changes** that do not materially impact cost or schedule may be addressed through reprioritization of planned work.
- **Out-of-scope or material changes** are documented for further analysis.

Each request is evaluated for complexity, effort, risk, and alignment with County priorities. Requests are then prioritized collaboratively with County leadership to ensure the most critical business needs are addressed first while maintaining project stability.

Approval and Change Governance

GovPath uses a formal change governance model that defines approval authority based on the type and impact of the requested change. For changes that affect scope, timeline, or cost, a formal change request is prepared that documents estimated effort, schedule impact, and any associated cost adjustments. The change request is reviewed jointly by GovPath and Kitsap County decision-makers and approved or rejected in accordance with the agreed change authority structure.

This governance approach ensures that all changes are evaluated consistently, decisions are documented, and expectations are clearly understood by all parties.

Implementation of Approved Changes

Once approved, configuration changes or system modifications are scheduled into the project plan and implemented by the appropriate GovPath technical or functional resources. Changes are developed, tested, and validated in accordance with GovPath's standard quality assurance practices before being promoted to higher environments. County stakeholders are involved in review and validation to confirm the change meets the intended business requirement.

Communication and Documentation

All approved changes are tracked through completion, with status updates provided during regular project status meetings. Configuration documentation is updated as needed to reflect implemented changes, ensuring long-term maintainability and knowledge transfer.

This structured approach allows GovPath and Kitsap County to accommodate evolving business needs while maintaining strong control over scope, schedule, and quality throughout the project lifecycle.

Typical timelines for analysis, approval, and deployment

GovPath's approach to configuration and modification requests is designed to be responsive while maintaining appropriate governance and quality controls. The timelines outlined below represent **typical planning ranges** based on GovPath's experience on similar Accela implementations. Actual timelines may vary depending on the complexity of the request, County decision-making availability, prioritization, and overall project workload.

Initial Analysis
After a configuration or modification request is submitted, GovPath will perform an initial assessment in coordination with the County Project Manager. This initial analysis is **typically completed within approximately 3–5 business days** and includes confirmation of whether the request is in scope, a high-level effort estimate, and identification of potential schedule or resource impacts. More complex requests may require additional time to fully assess.

Approval
For **minor or in-scope configuration changes** that do not materially affect cost or schedule, approval is **generally obtained within 1–5 business days**, subject to County review and governance requirements. For **out-of-scope or material changes** that impact scope, schedule, or cost, GovPath prepares a formal change request documenting anticipated impacts. Review and approval of these changes **typically occurs within approximately 5–10 business days**, depending on County decision-making timelines and the level of review required.

Implementation and Deployment
Once approved, changes are scheduled into the project plan or operational backlog based on priority and resource availability.

- **Simple configuration updates** are **often implemented within 1–2 weeks** of approval.
- **Moderate changes** requiring additional configuration, scripting, or testing are **commonly implemented within 2–4 weeks**.
- **More complex modifications**, such as those involving integrations or significant redesign, are scheduled based on agreed scope and may require additional time, which is documented during the approval process.

All changes are developed and validated in non-production environments prior to deployment and are promoted to production following successful testing and County concurrence.

This flexible, experience-based timeline approach allows GovPath and Kitsap County to respond efficiently to evolving business needs while maintaining transparency, predictability, and control throughout the project lifecycle.

Change management and testing procedures

GovPath employs a disciplined change management and testing approach designed to maintain system stability, protect project timelines, and ensure configuration changes and system modifications are thoroughly validated before deployment. Change management and testing are tightly integrated and jointly managed by GovPath and Kitsap County throughout the project lifecycle.

Change Management Procedures

All configuration changes and system modifications are governed through GovPath's formal change management process. Changes are evaluated to determine whether they represent in-scope configuration adjustments or material changes affecting scope, schedule, cost, or quality. This evaluation ensures that requested changes are addressed appropriately and transparently.

Changes that are identified as in scope may be addressed through backlog reprioritization or scheduled configuration updates. Changes that impact scope, timeline, or cost are documented through a formal change request that outlines the proposed modification, business justification, estimated effort, and potential impacts. Approval authority is based on the agreed governance structure, ensuring that decisions are made at the appropriate level and are fully documented.

This structured approach allows Kitsap County to introduce necessary changes while preventing unmanaged scope creep and maintaining clear visibility into project impacts.

Testing Procedures

Testing is treated as a core quality-assurance activity and is performed throughout the implementation and modification lifecycle. All configuration changes and system modifications are developed and validated in non-production environments prior to deployment.

GovPath's testing approach includes:

- **Unit and Functional Testing**, performed by GovPath to confirm that configurations, scripts, and workflows operate as designed.
- **Integration Testing**, when applicable, to validate interactions between Accela and external systems, interfaces, or third-party solutions.
- **User Validation and Acceptance**, supported by GovPath and performed with Kitsap County subject-matter experts to confirm that changes meet business requirements and do not negatively impact existing functionality.

Issues identified during testing are logged, prioritized, and resolved based on severity and impact. Changes are not promoted to production until required testing is completed and County concurrence is obtained.

Coordination Between Change Management and Testing

Change management and testing activities are closely coordinated to ensure that approved changes are implemented in a controlled manner. Testing results inform final deployment decisions, and any additional changes identified during testing are routed back through the change management process rather than treated as defects.

This integrated approach ensures that Kitsap County receives well-tested, stable system updates while maintaining transparency, accountability, and consistent governance throughout the project.

Support Model

Support structure (e.g., help desk tiers, escalation paths)

GovPath provides a structured, tiered support model designed to ensure issues are resolved efficiently, escalated appropriately, and communicated clearly. The model emphasizes resolving issues at the lowest practical level while ensuring rapid access to expert resources when needed. This structure applies during both the immediate post-go-live period and ongoing, long-term operations.

Support Tier Structure and Escalation Flow

Support Tier	Primary Responsibilities
End Users	Submit questions or issues to the County help desk; provide business context and examples as needed.
Tier 1 – Kitsap County Help Desk	First point of contact for end users; handles basic “how-to” questions, access issues, and initial triage. Assigns severity and escalates unresolved issues.
Tier 2 – Kitsap County Administrators / IT Staff	Performs deeper functional and configuration review; validates system behavior; confirms whether issues require vendor escalation. Prepares well-defined requests for GovPath Tier 3.

Tier 3 – GovPath Expert Support	Provides advanced functional and technical support, including configuration remediation, scripting, root-cause analysis, and workaround development. Coordinates testing and resolution with County staff.
Accela Platform Support (as needed)	GovPath escalates platform-level issues to Accela Support and serves as the primary liaison through resolution when issues are determined to be product-related.

Tier Descriptions

Tier 1 – Kitsap County Help Desk (End-User Support)
Tier 1 support serves as the first point of contact for end users. County staff handle routine inquiries such as navigation questions, basic "how-to" assistance, and initial issue triage. Tier 1 staff determine severity and escalate issues that cannot be resolved with standard procedures.

Tier 2 – Kitsap County Administrative / Technical Support
Tier 2 support is provided by designated County administrators with deeper system knowledge. These staff investigate functional or configuration-related issues, validate whether the issue is user-related or system-related, and determine whether escalation to GovPath is required. Tier 2 also ensures that requests are well-defined before escalation, improving resolution efficiency.

Tier 3 – GovPath Expert Support
GovPath provides Tier 3 expert-level support through senior functional and technical consultants with deep Accela platform expertise. Tier 3 support includes advanced troubleshooting, root-cause analysis, configuration remediation, scripting, and development of workarounds or fixes. GovPath manages communication and progress tracking and works closely with County staff throughout resolution.

Accela Platform Escalation
If an issue is determined to be related to the Accela Civic Platform itself, GovPath coordinates escalation directly with Accela Support. GovPath serves as the technical liaison, providing detailed diagnostics and tracking the issue through resolution on the County's behalf.

Post-Go-Live vs. Long-Term Support

Post-Go-Live Support
Immediately following go-live, GovPath provides heightened support focused on system stabilization and transition to steady-state operations. During this period:

- Issues are tracked through a post-go-live issue list
- GovPath Tier 3 resources remain closely engaged
- Priority is placed on resolving critical and high-impact issues quickly
- Knowledge transfer continues to strengthen County Tier 1 and Tier 2 capabilities

This period ensures a smooth transition from implementation to operational ownership.

Long-Term / Ongoing Support
Following stabilization, Kitsap County transitions to ongoing operational support using the same tiered model. County Tier 1 and Tier 2 staff handle day-to-day support, with GovPath providing Tier 3 expert assistance as needed. GovPath may also provide optional managed services for continued configuration support, enhancements, and proactive system optimization.

Regular governance and review activities may be used to evaluate trends, recurring issues, and opportunities for continuous improvement, ensuring the system remains stable, efficient, and aligned with County needs over time.

Hours of support and availability (business hours vs. 24/7)

Accela Software Support Services

As per our standard agreement, Accela's yearly subscription comprises the following services:

- **Telephone Support –** Accela's Customer Support Department, a live technical support facility, is available in English to identified Authorized Customer Contacts from 4 a.m. until 6 p.m. Pacific Standard Time Monday through Friday, excluding Accela's observed holidays.
- **Online Support –** Accela provides a 24x7 online support portal. To submit cases, log in to https://success.accela.com, navigate to "Submit a case," and click "Submit."
- **Email Support –** Accela provides one or more email addresses to which a customer may submit routine or non-critical support requests 24 hours a day, which Accela will address during our regular business hours.
- **Community Support –** Accela's online, searchable knowledge base is available 24/7 and provides information on our supported products and solutions. We likewise host a robust online community that is supported by our customers, partners, and Accela personnel.
- **Remote Support –** Accela provides remote assistance via a mutually acceptable remote communication method when required to resolve a maintenance request properly.
- **Accela Chatbot –** Get the answers you need 24x7 from Accela Knowledge resources using AI technology.
- **On-Site Support –** On-site assistance can be requested at Accela's current time and materials rates. Additional charges for airfare, lodging, transportation, meals, and incidental expenses will be billed as accrued.

Methods for submitting support requests (portal, email, phone)

Methods for submitting support requests include:

- Telephone Support: Accela's Customer Support Department provides live technical support via phone to identified Authorized Customer Contacts from 4 a.m. to 6 p.m. Pacific Standard Time, Monday through Friday, excluding Accela's observed holidays.

- Online Support Portal: Accela offers a 24x7 online support portal where cases can be submitted by logging in to https://success.accela.com, navigating to 'Submit a case,' and clicking 'Submit'.
- Email Support: Accela provides one or more email addresses for submitting routine or non-critical support requests 24 hours a day, which are addressed during regular business hours.

7. Service Level Agreement (SLA) Commitments

Proposers shall describe proposed service levels, including at a minimum: • Incident severity definitions (e.g., critical, high, medium, low)

GovPath's *Optional* SideKick (Managed Services) provides support Monday through Friday, 8:00 AM to 5:00 PM (local time), with active monitoring and ticket processing during these hours. Tickets may be submitted through the portal 24/7, and Severity 1 (critical) issues can be escalated in accordance with SLA terms. Optional enhanced coverage, including extended or after-hours support, can be added during the formal RFP/contracting phase if additional coverage windows are required.

Accela's Customer Support Department is available by telephone in English to identified Authorized Customer Contacts from 4 a.m. until 6 p.m. Pacific Standard Time Monday through Friday, excluding Accela's observed holidays. Accela provides a 24x7 online support portal for case submission and one or more email addresses for routine or non-critical support requests 24 hours a day, which are addressed during regular business hours.

Guaranteed response times are contractually tied to the severity level of the issue, with examples including: Critical (system down): fastest guaranteed response with prioritized resolution; High (major functionality impaired); Medium (non-critical issues); Low (enhancement requests/inquiries). SLAs apply to both response and resolution expectations, ensuring transparency and predictability.

Response time targets by severity level

GovPath and Accela use a standardized, severity-based incident classification model to ensure support requests are prioritized appropriately and addressed based on business impact and urgency. Severity levels are assigned at the time a support request is submitted and may be adjusted collaboratively if additional information becomes available.

Critical (Severity 1)
A Critical incident represents a complete or near-complete loss of system functionality that results in a significant business disruption. Core services are unavailable, and no reasonable workaround exists. Immediate attention is required to restore service and minimize operational impact.

High (Severity 2)
A High incident significantly impacts system functionality or performance and affects key business operations, but the system remains partially operational. A workaround may exist, but it is limited or impractical. Prompt resolution is required to prevent escalation or prolonged disruption.

Medium (Severity 3)
A Medium incident involves a functional issue that affects non-critical features or specific users but does not materially disrupt overall business operations. A reasonable workaround is available, and the issue can be addressed through scheduled remediation without urgent escalation.

Low (Severity 4)
A Low incident includes minor issues such as cosmetic defects, labeling errors, or usability concerns that

do not impact system functionality or business operations. These requests are typically handled as part of normal maintenance or backlog prioritization.

How Severity Is Used

- Severity drives **prioritization, response expectations, and escalation paths**
- Critical and High incidents receive the highest attention and may trigger after-hours escalation
- Medium and Low incidents are addressed during standard business hours based on priority and workload
- Severity assignment is collaborative and may be refined as investigation progresses

This severity framework ensures Kitsap County receives timely, appropriate support while maintaining transparency and consistency across all support interactions.

Resolution or workaround time targets by severity level

GovPath provides a structured, **severity-based SLA model** as part of its Tier 2 Managed Services offering. Support requests are submitted through GovPath's ticketing portal and assigned a severity level by the County at intake. Each severity level is tied to defined **response, investigation, and resolution or workaround targets**, ensuring predictable support and timely restoration of service.

Severity Definitions and Target Resolution Timeframes

Severity 1 – Urgent / Critical
Issues that cause a complete system outage or prevent core business operations from continuing (e.g., permitting issuance blocked, inspections unable to be recorded).

- **Initial Response:** Within 2 hours
- **Active Investigation / Workaround:** Within 4 hours
- **Target Resolution or Workaround:** Same business day for production issues
- **Release Path:** Eligible for emergency hotfix deployment if required

Severity 2 – High
Issues that significantly impact operations but have limited or temporary workarounds available (e.g., time-sensitive configuration errors, critical reporting failures).

- **Initial Response:** Within 4 hours
- **Active Investigation / Workaround:** Within 8 hours
- **Target Resolution:** Within 5 business days in production
- **Release Path:** Emergency hotfix or prioritized inclusion in next release, as appropriate

Severity 3 – Normal
Issues that do not prevent operations but impact efficiency or functionality (e.g., non-blocking workflow adjustments, report corrections).

- **Initial Response:** Within 1 business day
- **Active Investigation:** Within 2 business days
- **Target Resolution:** Within 10 business days
- **Release Path:** Delivered through the next scheduled standard release cycle

Severity 4 – Low
Non-time-sensitive requests or cosmetic issues with minimal operational impact (e.g., configuration clean-up, low-priority enhancements).

- **Initial Response:** Within 2 business days
- **Active Investigation:** Within 4 business days
- **Target Resolution:** Within 20 business days
- **Release Path:** Delivered through a scheduled standard release

Additional SLA Considerations

- SLA targets apply primarily to **Incidents and Problems**; enhancement requests and change items are tracked separately through governance and backlog prioritization.
- All issues are monitored and reviewed through **monthly governance meetings**, where trends, root causes, and opportunities for proactive improvement are discussed with County stakeholders.
- When issues are determined to originate within the underlying Accela platform, GovPath coordinates and escalates directly with Accela while maintaining ownership of communication and resolution tracking for the County.
- Final SLA terms, reporting formats, and any after-hours or extended coverage options can be confirmed during contract negotiation.

System availability/uptime targets

The proposed solution is delivered as a **Software-as-a-Service (SaaS)** platform hosted by **Accela on Microsoft Azure**, providing enterprise-grade availability, redundancy, and monitoring. System availability and uptime targets are governed by Accela's hosting SLAs, with GovPath providing operational oversight, escalation, and communication as part of its Managed Services model.

Availability Targets

- **Target Uptime:** Accela's cloud hosting environment is designed to support **greater than 99.9% availability** for production systems, excluding planned maintenance windows.

- **Redundancy & Resilience:** The platform leverages Azure's redundant infrastructure, load balancing, and fault-tolerant architecture to minimize the impact of localized failures and support continuous service availability.
- **Maintenance Windows:** Planned maintenance, upgrades, and service packs are scheduled in advance and communicated to the County, with efforts made to minimize impact to staff and public users.

Monitoring, Incident Management, and Communication

- **Continuous Monitoring:** System health and availability are continuously monitored by Accela, with alerts triggering incident response workflows when thresholds are exceeded.
- **Incident Communication:** In the event of a service degradation or outage, GovPath coordinates with Accela to provide timely notification, status updates, and resolution information to the County.
- **Post-Incident Reporting:** For significant incidents, GovPath supports root-cause analysis discussions and shares post-incident summaries where available, including corrective actions and mitigation steps.

Relationship to Support SLAs

Availability SLAs are closely aligned with **severity-based support SLAs**. When availability issues occur:

- Incidents are classified by severity (Urgent, High, Normal, Low).
- Response, workaround, and resolution targets follow the County-approved SLA matrix described in Section 7.3.
- Issues attributable to the underlying Accela platform are escalated directly to Accela while GovPath retains ownership of tracking, communication, and County coordination.

Reporting and Governance

- **Uptime Reporting:** Historical availability and incident trends can be reviewed during regular governance meetings to provide transparency and identify improvement opportunities.
- **Continuous Improvement:** Availability metrics are reviewed alongside ticket trends and system performance indicators to support proactive system management and long-term reliability planning.

Final SLA Alignment

Final availability targets, measurement methodology, exclusions, and reporting formats will be confirmed during contract negotiation and reflected in the executed SLA. GovPath's objective is to ensure Kitsap County receives a **stable, resilient, and transparently managed platform** that supports both staff operations and public access with minimal disruption.

Planned maintenance windows and notification procedures

The Accela Civic Platform is delivered as a Software-as-a-Service (SaaS) solution. As the SaaS provider, **Accela is responsible for all system maintenance, upgrades, and platform-level updates**, while GovPath supports County-specific configuration readiness and communication coordination as needed.

Planned Maintenance Windows

Accela performs **scheduled maintenance during off-business hours** whenever possible to minimize impact on agency operations. Planned maintenance typically includes system upgrades, infrastructure improvements, security patches, and performance enhancements. Maintenance activities are coordinated across Accela's SaaS environments and follow a controlled release process.

Accela deploys **major and minor software releases on a regular cadence**, with significant releases typically occurring approximately **every two months**. These releases include new functionality, usability improvements, and resolution of identified platform issues. Prior to production deployment, updates are promoted through non-production environments to allow agencies time for awareness and validation.

Notification Procedures for Planned Maintenance

Accela provides advance notice of planned maintenance activities using established communication channels.

- For standard scheduled maintenance, Accela typically provides advance notification (generally at least 48 hours) prior to the maintenance window.
- For major releases, Accela provides a deployment schedule and release notes in advance to inform agencies of upcoming changes and timing.

Notifications include information about the maintenance window, expected impact, and any actions required by DCD.

Emergency or Unscheduled Maintenance

In situations requiring **emergency or non-standard maintenance**, such as security vulnerabilities or critical platform issues, Accela may perform maintenance outside the standard schedule. In these cases, Accela provides notification **as soon as practicable**, typically with shorter advance notice, to ensure agencies are informed while prioritizing system stability and security.

Communication and Coordination

Accela communicates maintenance notices through its customer communication channels, including platform notifications and customer support communications. GovPath assists Kitsap County by interpreting release information, advising on potential impacts to County-specific configurations or integrations, and coordinating awareness activities when appropriate.

This structured maintenance and notification approach ensures Kitsap County receives timely awareness of platform updates while minimizing disruption to daily operations and maintaining a stable, secure Accela environment.

Escalation procedures for unresolved or repeated issues

The incident handling and escalation process includes the following steps:

- Incidents are reported to Customer Support and entered into the tracking system, assigned a case number, and a Customer Support representative.
- For service requests, the Customer Support representative communicates and escalates the request to the appropriate Account Executive.
- If the Customer Support representative cannot resolve the issue, it is escalated and additional resources are engaged.
- Incidents are escalated to the Sales team for custom services, who coordinate with relevant teams for feasibility and cost estimate.
- Escalation to Product and Engineering occurs when a modification to the ecosystem is required; these teams provide an estimated completion date and Quality Assurance evaluates solutions before deployment.
- If a workaround is provided, it is documented, and if unresolved, the incident is escalated to Product and Engineering.
- The escalation process allows Account Executives to elevate cases to the Senior Escalation Manager, and if needed, engage additional departments for further escalation.
- Users with permissions can override workflow tasks.
- Support cases can be escalated with specific actions as Off the Shelf or Configurable by DCD.
- All escalation and support contacts are documented.
- A formal disciplinary process exists to deal with information security non-compliance issues based on impact or repeat offences.

Post-Implementation Support & Maintenance

Duration and scope of post-go-live support

GovPath provides a structured post-go-live support approach that ensures system stability at deployment and offers a clear path for ongoing support based on Kitsap County's selected service model.

Standard Post-Go-Live Support (Included)

As part of implementation services, GovPath provides a defined **post-go-live stabilization and warranty period** to support Kitsap County immediately following production deployment. This period is focused on ensuring that the system operates as designed and that County staff are supported as they transition into daily use.

The scope of standard post-go-live support includes:

- Resolution of defects attributable to delivered configuration, integrations, or data migration
- Validation and correction of implementation-related issues identified during early production use
- Configuration adjustments required to align delivered workflows with approved requirements
- Guidance and clarification for County administrators and super users as real-world usage begins

This support period is time-bound and defined in the final contract. Issues are tracked and prioritized based on operational impact and managed through a post-production issues list.

Following completion of the post-go-live support period, Kitsap County transitions to **standard SaaS support provided by Accela** for platform-level support, including access to Accela's support portal, case management, and platform updates.

Optional: GovPath Managed Services Support (If Selected)

If Kitsap County elects to engage GovPath's **Managed Services support model**, post-implementation support extends beyond the standard stabilization period into an ongoing, SLA-backed support arrangement.

Under Managed Services, GovPath provides:

- Severity-based incident and problem support with defined response and resolution targets
- Ongoing configuration assistance and minor enhancements
- Advisory support for Accela SaaS releases, patches, and upgrades
- Integration troubleshooting and coordination with Accela and third-party vendors
- Access to GovPath's support portal, knowledge resources, and regular governance meetings

Managed Services support is provided under a separate agreement and is designed to supplement Accela's standard SaaS support with dedicated, application-level expertise and proactive system management.

Summary

This two-tiered approach allows Kitsap County to:

- Receive focused, implementation-warranty support immediately after go-live

- Rely on standard Accela SaaS support for ongoing platform needs
- Optionally enhance long-term support through GovPath's Managed Services model if additional SLA-driven support is desired

GovPath's objective is to ensure a stable transition to production while providing Kitsap County with flexibility to select the level of ongoing support that best aligns with its operational needs and budget.

Ongoing maintenance and upgrade approach

The proposed solution is delivered as a **cloud-hosted Software-as-a-Service (SaaS)** platform. Ongoing maintenance and upgrades are managed through a shared model in which **Accela** is responsible for platform-level maintenance and releases, while **GovPath** provides configuration guidance, readiness support, and optional application-level services based on the support model selected by Kitsap County.

Platform Maintenance and Upgrades (Accela SaaS)

Accela is responsible for all core platform maintenance, including infrastructure, databases, security patches, and application upgrades. Key elements of the SaaS maintenance model include:

- **Scheduled maintenance windows** performed during off-business hours, with advance notice provided to customers for standard and emergency maintenance events.
- **Regular software releases**, typically on a bi-monthly cadence, delivering new features, usability improvements, regulatory updates, and defect fixes across the Accela Civic Platform and related modules.
- **Pre-production/staging deployments**, where major and minor releases are deployed to non-production environments ahead of production to support customer review and testing.
- **Release communications and documentation**, including advance deployment schedules and release notes, enabling the County to understand upcoming changes and potential impacts.

This model ensures that Kitsap County remains on a supported, secure, and current version of the platform without managing servers, databases, or software updates.

Ongoing Maintenance – Standard Support

Under **standard post-implementation support**, Kitsap County:

- Receives Accela's SaaS maintenance and upgrades as part of the subscription
- Is responsible for reviewing release notes, validating changes in non-production environments, and determining when and how to adopt new features
- Manages routine configuration adjustments and business-process changes internally using trained County administrators

GovPath's role under standard support is limited to the post-go-live warranty period and any additional services explicitly requested by the County through separate change requests or project engagements.

Optional: GovPath Managed Services (If Selected)

If Kitsap County elects **GovPath's Managed Services support model**, GovPath provides ongoing assistance to help the County proactively manage maintenance and upgrades, including:

- **Release impact analysis and readiness support**, identifying configuration, workflow, or integration impacts of upcoming Accela releases
- **Assistance with testing and validation** in non-production environments prior to production deployment
- **Configuration updates and minor enhancements** aligned with new platform capabilities
- **Upgrade planning and advisory support**, helping the County determine when and how to adopt new features
- **Ongoing governance**, where maintenance outcomes, upgrade impacts, and improvement opportunities are reviewed regularly

This optional model reduces operational burden on County staff and helps ensure upgrades are adopted smoothly and strategically.

Summary

GovPath's maintenance and upgrade approach ensures that:

- The platform remains secure, supported, and current through Accela's SaaS maintenance model
- Kitsap County retains flexibility to manage upgrades independently or with additional GovPath support
- Ongoing maintenance activities align with County governance, staffing capacity, and long-term sustainability goals

Release management and communication practices

GovPath supports a structured and transparent **release management and communication approach** designed to keep Kitsap County informed, prepared, and in control of system changes. Release practices align with Accela's SaaS deployment model and scale based on the support option selected by the County.

Accela SaaS Release Management (Platform Level)

Accela manages all platform-level software releases for the cloud-hosted SaaS environment. Key elements include:

- **Regular release cadence:** Accela delivers major and minor software releases on a predictable schedule (typically bi-monthly), including new features, usability improvements, defect fixes, and regulatory updates.

- **Advance notice and documentation:** Accela provides release schedules and detailed release notes in advance of production deployment, enabling agencies to understand upcoming changes and potential impacts.
- **Non-production availability:** Releases are deployed to staging or non-production environments ahead of production, allowing time for review, testing, and preparation.
- **Controlled production deployment:** Production releases are deployed during defined maintenance windows, with communication provided regarding timing and scope.

Release Communication – Standard Support

Under **standard post-implementation support**, Kitsap County:

- Receives Accela's release notifications and documentation directly
- Determines which new features or changes to adopt based on County priorities
- Performs any desired testing or validation in non-production environments using County staff
- Manages configuration adjustments internally using trained administrators

GovPath's involvement under standard support is limited to the post-go-live stabilization period and any separately requested services.

Optional: GovPath Managed Services (If Selected)

If Kitsap County selects **GovPath's Managed Services support model**, GovPath enhances release management and communication through proactive coordination and advisory services, including:

- **Release impact analysis:** Review of upcoming Accela releases to identify potential impacts to County configuration, workflows, integrations, and reports
- **Release readiness support:** Assistance with testing, validation, and configuration adjustments in non-production environments prior to production deployment
- **Change communication:** Clear communication of recommended actions, risks, and benefits associated with new features or changes
- **Post-release follow-up:** Review of release outcomes and any issues identified after deployment
- **Governance integration:** Release topics incorporated into monthly service review meetings to ensure alignment with County priorities and long-term roadmap planning

Emergency Fixes and Hotfixes

For urgent issues, Accela and GovPath support **out-of-cycle fixes or hotfixes** when required. These are communicated promptly to the County, with coordination around timing, scope, and validation expectations.

Summary

GovPath's release management and communication practices ensure that:

- Kitsap County receives timely, clear information about upcoming changes
- Releases are predictable, documented, and supported by non-production testing opportunities
- The County can choose a self-managed approach or enhanced GovPath support based on operational needs

This approach balances platform stability with flexibility, ensuring Kitsap County remains current while minimizing disruption.

Performance Monitoring & Reporting

SLA performance tracking and reporting methods

GovPath tracks SLA performance using a **ticket-driven model** in which Kitsap County submits support requests through an **online support portal** and assigns a severity level at intake. The portal provides visibility into ticket status and supports the County's ability to monitor SLA performance using **ticket dashboards and SLA metrics**, including how quickly items are acknowledged, progressed, and closed relative to the contractual targets.

Tracking Approach (How SLA performance is measured)

- **Single system of record for support activity:** All incidents, problems, and requests are logged in the support portal to ensure consistent tracking and reporting.
- **Severity-based SLA clocks:** SLA performance is measured against the contractual response/resolution targets tied to the County-selected severity (e.g., Critical/High/Medium/Low).
- **Escalation visibility:** The model supports escalation paths and accountability while maintaining transparency into ownership and status through the ticketing process. [

Reporting Methods (What Kitsap receives and how)

- **Ticket dashboards and SLA metrics:** The County can review open/closed tickets, status, and SLA indicators through dashboard views in the portal, supporting day-to-day operational oversight.
- **Monthly service review / governance cadence:** GovPath conducts **monthly governance meetings** to review ticket trends, support outcomes, and service performance. These reviews

serve as the formal SLA reporting forum and provide a consistent mechanism for visibility and accountability.

- **Trend analysis and continuous improvement:** Governance reviews include ticket trend discussion and identification of recurring issues and enhancement opportunities to reduce repeat incidents and improve performance over time.

Communication and Transparency

GovPath's approach emphasizes **transparent reporting and timely communication** for both support performance and broader service health. The governance model is designed not only to review SLAs, but also to drive **continuous improvement** and knowledge transfer so Kitsap can strengthen internal Tier 1 triage over time.

Frequency of service reviews with County staff

GovPath supports different service-review cadences depending on the post-implementation support model selected by Kitsap County. This approach provides appropriate oversight and communication while avoiding unnecessary governance overhead.

Standard Support (Included with Implementation)

Under standard post-go-live support, service reviews are **event-driven and time-bound**, focused on stabilization and project acceptance.

- **During post-go-live stabilization:**
  GovPath conducts **as-needed working sessions** with County staff to review open issues, validate fixes, and confirm that delivered functionality is operating as intended.
- **Project close-out:**
  One or more **formal close-out and acceptance meetings** are held to confirm resolution of implementation-related items and transition the system to steady-state operations.
- **After stabilization:**
  Ongoing service reviews are **not scheduled on a recurring basis**. Platform-level support transitions to Accela's standard SaaS support model, with engagement occurring only if additional services are requested by the County.

This model is appropriate for agencies that prefer a clean handoff after implementation and manage ongoing operations internally.

Optional: GovPath Managed Services (If Selected)

If Kitsap County elects GovPath's Managed Services support model, service reviews become **structured, recurring, and proactive**.

- **Monthly service review / governance meetings:**
  GovPath conducts monthly service review meetings with designated County staff. These

meetings serve as the primary forum for reviewing SLA performance, ticket activity, system health, and minor enhancement needs.

- **Agenda typically includes:**
  - Review of SLA metrics and ticket trends by severity
  - Discussion of recurring issues and root-cause mitigation
  - Review of recent changes, releases, and upcoming updates
  - Prioritization of minor enhancements and configuration requests
  - Ongoing knowledge transfer to County administrators
- **Additional reviews:**
  Ad-hoc or escalation-driven meetings may be scheduled for critical incidents or time-sensitive operational issues, as needed.

This model supports continuous improvement and long-term optimization of the system.

Summary Comparison

- **Standard Support:**
  As-needed reviews during stabilization; no recurring service review cadence after project close-out.
- **Managed Services:**
  Monthly, recurring service review and governance meetings, with optional ad-hoc sessions for escalations or strategic topics.

This differentiated approach allows Kitsap County to select the level of engagement that best aligns with its operational preferences, staffing model, and budget.

Issue trend analysis and continuous improvement practices

GovPath applies a structured, data-driven approach to **issue trend analysis and continuous improvement**, using support ticket data, escalation patterns, and operational feedback to reduce recurring issues and improve system performance over time.

Issue Trend Analysis

All support issues are captured through a centralized ticketing portal, where each item is categorized by severity, type, affected module, and resolution path. This enables GovPath and Kitsap County to analyze trends such as:

- Volume and frequency of issues by severity level
- Recurring issue patterns across workflows, integrations, or reports
- Root-cause categories (configuration, data, process, platform)

- Escalation frequency and resolution effectiveness

Trend data is reviewed to identify systemic issues, training gaps, or configuration opportunities that can reduce repeat incidents and improve operational stability.

Continuous Improvement – Standard Support

Under **standard post-go-live support**, issue trend analysis is performed primarily during the stabilization period and project close-out. During this time, GovPath:

- Reviews post-production issues to confirm resolution and acceptance
- Identifies recurring implementation-related issues that require corrective configuration or documentation updates
- Supports knowledge transfer to County administrators to prevent repeat issues

Once stabilization concludes, ongoing trend analysis transitions to an **as-needed basis**, with future improvements addressed through separate change requests or project engagements.

Continuous Improvement – Optional GovPath Managed Services

If Kitsap County elects **GovPath's Managed Services support model**, issue trend analysis becomes a **formal, ongoing practice** embedded into regular governance.

Under Managed Services, GovPath:

- Reviews ticket trends and SLA performance during **monthly service review / governance meetings**
- Identifies recurring issues and root causes to drive preventive configuration changes
- Differentiates between break-fix issues, training opportunities, and enhancement candidates
- Tracks improvements over time to validate that corrective actions reduce repeat incidents
- Incorporates trend findings into a prioritized enhancement backlog and longer-term roadmap discussions

This proactive approach shifts support from reactive issue resolution to continuous system optimization and operational maturity.

Knowledge Transfer and Prevention

As part of continuous improvement, GovPath emphasizes **knowledge transfer and prevention**, including:

- Ticket-linked knowledge articles and reference materials created during issue resolution
- Targeted administrator guidance based on observed trends
- Mini-training topics incorporated into governance sessions to address recurring issues at the source

Summary

GovPath's issue trend analysis and continuous improvement practices ensure that:

- Support data is used to proactively improve system stability
- Recurring issues are addressed at the root cause rather than repeatedly fixed
- Kitsap County gains increasing operational efficiency and internal expertise over time

This approach supports Kitsap's goal of a sustainable, well-governed permitting platform that continues to improve after go-live.

8. Cost Proposal

Please see Cost Proposal Form (Exhibit B) provided on the following page.

EXHIBIT B COST PRPOSAL FORM

BIDDER'S NAME: GovPath

Complete all worksheets provided below. If necessary, copies of additional sheets may be added. Based on the below criteria:

General Users:150

Admin Users:10

Viewers: 30

Kitsap County Population: 281,000

Is this item a per-user cost, or not

Please provide the total cost for the System as identified in the solicitation.

Worksheet C-1: Summary Sheet- Project Charges				
	Cost Category	**Description**	**Project Hours**	**Charges (Permitting Application)**
1.	**Software Licensing**	Annual Accela SaaS Multi Solution User – 190 - Building - Planning - Business Licensing - Occupational Licensing - Service Request Mngt.		$ 176,890.00
2.	**Implementation Services**	Configuration, customization, and deployment		$1,368,900.00
3.	**Data Migration**	Importing legacy data into the new system		$ 109,200.00
4.	**Training & Documentation**	Training sessions and manuals		$ 22,620.00
5.	**Support & Maintenance**	Ongoing technical support and updates		Included with Accela Saas
6.	**Contingency (10%)**	Buffer for unforeseen costs		$ 150,072.00
7.	**Travel Expenses:**			$ 5,000.00

8.	**Other:**		
	GovPath Payment Processor Annual Subscription		$ 9,000.00
	GovPath Inspection Manager Annual Subscription		$ 23,500.00
	GovPath GQ Text Annual Subscription		$ 9,000.00
	Total Services:		$ 1,874,182.00
	Discount:		**$**
Worksheet C-1: Summary Sheet- Project Charges			
	TOTAL PROJECT – Year 1:		**$1,874,182.00**
	Optional Accela Solutions – Year 1		
	OpenCounter Annual SaaS		$ 26,325.00
	OpenCounter One Time Implementation		$ 72,540.00
	Accela Enhanced Reporting Databased (ERDB)Annual SaaS		$ 22,953.83
9.	**Maintenance – Annual Cost**		
	Standard Accela Maintenance Included in Annual Subscription *GovPath offers levels of Managed Services Support*	Year 1	Included in Accela Saas
		Year 2	$
		Year 3	$
		Year 4	$
		Year 5	$
	Software Licensing (Annual)		
	Accela Multi Solution User (SaaS) - 190 SaaS License	Year 1	$176,890.00
	Accela Multi Solution User (SaaS) - 190 SaaS License	Year 2	$265,335.00
	Accela Multi Solution User (SaaS) - 190 SaaS License	Year 3	$353,780.00
	Accela Multi Solution User (SaaS) - 190 SaaS License	Year 4	$367,931.20
	Accela Multi Solution User (SaaS) - 190 SaaS License	Year 5	$382,648.45
10.	**Other: GovPath Solutions (Annual)**		
	Payment Processor	Year 1	$ 9,000.00
	Inspection Manager		$ 23,500.00
	GQ Text		$ 9,000.00

	Payment Processor	Year 2	$ 9,450.00
	Inspection Manager		$ 24,675.00
	GQ Text		$ 9,450.00
	Processor	Year 3	$ 9,922.50
	Inspection Manager		$ 25,908.75
	GQ Text		$ 9,922.50
	Payment Processor	Year 4	$ 10,418.63
	Inspection Manager		$ 27,204.19
	GQ Text		$ 10,418.63
	Payment Processor	Year 5	$ 10,939.56
	Inspection Manager		$ 28,564.40
	GQ Text		$ 10,939.56
	Implementation Cost (One Time) - Includes Contingency and Travel		$ 1,655,792.00
	Discount:		$
	TOTAL PROJECT CONTRACT VALUE- Year 1-5:		**$ 3,431,690.37**
	Optional Accela Solution – Year 1-5		
	OpenCounter	Year 1	$ 26,325.00
	Enhance Reporting Database (ERD)		$ 22,995.83
	OpenCounter	Year 2	$ 41,067.00
	Enhance Reporting Database (ERD)		$ 34,493.68
	OpenCounter	Year 3	$ 56,946.24
	Enhance Reporting Database (ERD)		$ 45,991.40
	OpenCounter	Year 4	$ 59,224.09
	Enhance Reporting Database (ERD)		$ 47,831.06
	OpenCounter	Year 5	$ 61,593.05
	Enhance Reporting Database (ERD)		$ 49,744.30

Assumptions:

In developing the pricing and timeline for the implementation, GovPath made the following assumptions:

- 45 business processes (permits, applications, licenses)
- 23 Custom Reports
- 14 Third-party integrations

Bidder's Signature *(Authorized Representative)*: 

Print Name and Title of Signer: Bert Auburn, Chief Executive Officer

Dated this 16th day of March 2026

9. Overall System Requirements

Accessibility

Accessibility compliance, including documents or messaging as output

Supported. Accessibility compliance is maintained through adherence to guidelines such as providing alternate text for images, ensuring color is not the sole means of conveying information, organizing documents for readability without style sheets, identifying row and column headers in data tables, enabling text-only pages when required, supplying functional text for scripting languages, ensuring accessible applets and plug-ins, supporting assistive technology-compatible electronic forms, and providing skip navigation methods.

Accela is ADA Section 508c and WCAG 2.0 compliant, validated using industry standard tools with each major release. We have an Accessibility Conformance document that outlines our compliance level for each of the WCAG guidelines.

Cost Considerations

Clear delineation of included vs. optional modules

Supported. Accela uses a modular licensing model that clearly separates core platform capabilities from optional modules and add-ons.

Scalable licensing for future growth

Supported. Accela SaaS is licensed on a per-user basis, and licenses can be added at any time and in any quantity to support future growth. The cloud provides unlimited scalability to add users across the enterprise as needed. The n-tier scalability of our solutions can accommodate growth and changes, allowing the solution to be scaled both vertically and horizontally as needed.

Transparent pricing model (licensing, hosting, support)

Supported. Accela subscription pricing separates software licensing, SaaS hosting, and vendor support, while GovPath services are scoped independently. Accela SaaS is licensed on a per-user basis, and licenses can be added at any time and in any quantity. The subscription price includes all hosting charges.

Data & Integration

A training environment to test new configurations, etc

Supported. With a SaaS subscription, customers receive two non-production environments that can be used for multiple purposes such as development, training, and testing. Additional non-production environments can be purchased on an as-needed basis. The staging environment is provided during the early release window to help customers prepare for an upcoming release. This environment is updated

one week before the production release of a service pack and four to six weeks before a major release, giving users the opportunity to test new configurations, train staff, and update internal documentation.

Integrated document management (upload, versioning, access control)

Supported. Accela Document Service is an internal system feature that allows for the collection, naming, and organization of any electronically formatted document in its native format. Documents can be uploaded by users, with the ability for the client to define acceptable upload file types.

The solution provides a dedicated tab for staff to manage all submitted documents, supports uploading in various formats, and guarantees secure, centralized access for internal users and applicants.

Applicants can submit all required documents from the public portal using a document upload link, with no restriction on the size or the type of document that can be uploaded.

Accela has document types or categories that can be made required to select from a list when uploading, and metadata such as date, time, uploader, and upload method is saved with each document.

Role-based permissions enable users to be given access to all files in the document folder, supporting access control.

Accela does not support document versioning natively; document versioning is available through integration with third-party document management tools such as Laserfiche. Integration with third-party document management solutions (e.g., Laserfiche, OnBase, Box) is supported via a standard adaptor, and Accela's APIs can be used for further integrations.

Parcel tag migration.

Supported via migration. Parcel identifiers and attributes can be migrated from legacy systems during implementation.

Parent/child parcel connection

Supported. Accela supports parcel associations to represent hierarchical or related parcel relationships. The solution captures and retains all parent-child data and supports carrying forward data to children from parent parcels. The solution offers the ability to track parcel genealogy as it relates to subdivisions and consolidations, and provides tools to link historical application data to new parcel line work.

Support for third-party payment processing

Supported. Accela provides integration with third-party e-payment systems and supports APIs for integration with third-party products, including payment providers. We offer out-of-the-box integrations with Officials Payments (ACI), PayPal, and Forte, and can support additional third-party payment processors through our open APIs. Accela payment adapters do not store, process, or transmit cardholder information and facilitate secure connections to payment providers. All credit card payments processed through our solutions are PCI DSS v4.0.1 compliant, as confirmed through a third-party

assessment conducted by a Qualified Security Assessor (QSA), with both gateway and redirect methods supported.

Ability to add Excel spread sheets into an info request

Supported. The system allows applicants and staff to attach Excel spreadsheets as part of an information request or correction cycle. This enables applicants to provide structured data (such as calculations, inventories, or schedules) without re-keying information into forms, while keeping all supporting materials consolidated within the permit record for staff review.

Ability to display parcel data, zoning, and overlays within the permit record

Supported via GIS integration. Parcel attributes and map overlays can be displayed directly within permit records.

Connection to Code Publishing service

Supported via integration. Accela integrates with external code publishing systems to reference adopted codes.

Connection to other jurisdictions/junior districts/state level departments.

Supported via integration. Data exchange can be enabled using APIs or scheduled interfaces.

GIS integration with county mapping systems

Supported. Native GIS integration supports parcel lookup, validation, and map-based workflows. This integration supports consuming Esri Map and/or Feature Services to enable GIS data and mapping functionality. Public users can access GIS maps to locate facility locations, with system verification for jurisdiction and retrieval of spatial ancillary data. Staff have enhanced back-office GIS capabilities, including search within application types and statuses, inspections, parcels, or addresses, and access to all transactional history associated with facilities at those locations.

Integration with state or federal systems if applicable

Supported via integration. We support integration with state and federal systems through our API, which enables the transfer of data to and from various external systems, including financial systems for detailed transactions. Our platform is capable of exporting data to other municipal government systems. The system can also automate the generation and submission of standard reports for State, Federal, and Local agencies.

Location-based permit validation and routing

Supported. GIS rules can drive permit routing and validation based on parcel location. The map interface allows applicants to select popular event locations, suggest custom routes, or choose predefined areas on the map. The system intuitively drives permit requirements based on the selected location.

Inspector workload capacity connection to HR software (workday)

Supported via integration. The system can integrate with the County's HR platform (such as Workday) to reference inspector availability, schedules, and capacity when assigning and managing inspections. This enables more accurate workload balancing, reduces manual coordination, and helps ensure inspections are scheduled based on real-time staffing and availability data maintained in the County's system of record.

Functional Requirements

Ability to automate scheduling of recurring inspections

Supported. Inspection schedules can be configured to recur based on defined intervals and rules. Actions performed in the system can trigger various business rules including the ability to automatically schedule an inspection. In addition, they can be automatically assigned to field inspectors based on districts, zones, inspector discipline, etc. Inspection scheduling can also be automated through scheduled batch jobs. Batch jobs have the capability of auto-scheduling inspections based on business rules. Batch jobs can be scheduled to run daily, weekly, monthly, yearly, or on a single occurrence.

Ability to designate multiple primary contacts

Supported. Records can associate multiple contacts with configurable roles.

Ability to establish an inspection hierarchy that prevents certain inspections being scheduled prior to approval of a preceding inspection

Supported. The system can enforce the appropriate inspection order when sequence is important with configuration. Business rules criteria for allowing an inspection to be scheduled, such as preventing certain inspections from being scheduled prior to approval of a preceding inspection, are managed via business automation scripts.

Ability to make notes within unrequested inspections for future inspector site visits

Supported. Inspectors can record notes independently of requested inspections. Inspectors have the ability to record notes about inspections for follow-ups, and can add observations and comments as needed during inspections, including observation or comment-based inspections within Accela Mobile.

Ability to track multiple "types" of due dates in a permit

Supported. Accela supports configurable date fields for tracking different deadlines.

All in one permitting service

Supported. Accela supports permitting, licensing, inspections, enforcement, and project tracking in one platform. We provide an all-in-one permitting service that supports online permitting, enables applicants to complete the entire application and permit process—including document uploads, payment collection, and communication with staff—from initiation to issuance. Our solution supports permits, licenses, and complaints, offers the ability to combine permit types and manage associated fees with configuration, and allows management of complex mixed-use building permits, including trade

subcontractor permitting, incremental fee payments, inspection scheduling, and temporary certificates of occupancy by unit with configuration.

Configurable workflows to match department-specific processes

Supported. Workflows are fully configurable by department and record type. The Accela workflow allows agencies to define approval paths, automate task advancement based on business rules, and trigger internal/external communications for status updates and notifications. Workflow configuration and automation scripts are available. Forms, workflows, and permit templates are customizable to meet specific event requirements and organizational needs, with implementation teams working with staff to ensure configurations align with DCD needs. Flexible configuration enables defining and managing workflow steps, including applications, reviews, enforcement, fee calculations, inspections, notices, and approvals, supporting both one-time and renewable permits.

Easily editable auto templates for info request, NOIC, etc. with no programming needed from the company

Supported. Templates can be maintained through configuration without vendor coding. Accela's report writer tool can be designed and formatted to generate reports based on pre-defined fields, and these reports can be modified using query and design tools to meet user needs without requiring programming. Templates can be created and automated for correspondence purposes with Accela.

End dating comments to review cycles- don't preserve comments between cycles

Supported via configuration. With DigEplan comments can be scoped to specific workflow cycles. All comments can be moved forward or selected comments can be moved forward.

Logic based application portal that can use GIS and Survey Questions to create complete submissions.

Supported. Citizen Access supports conditional logic using GIS and application questions. Accela's solutions allow applications to be initiated from any GIS objects made available in the GIS map services published through the Accela Citizen Access customer-facing portal, back-office staff screens, and mobile applications. Using native administrative tool sets, agencies can dictate which GIS attributes are required or collected based on the type of regulatory application being created and can enforce a wide array of business rules to drive applicable business processes unique to those scenarios. Applicants can use a map to select their work location, search by various criteria such as parcel, owner, and GIS feature, and combine multiple GIS feature criteria with AND, OR, and NOT combinations and evaluation criteria such as =, >, <, and LIKE. Users can also pan and zoom, select properties or features by rectangle, polygon, or line, and trigger actions such as using property information, showing GIS information, or buffer selecting for proximity analysis.

Permit status automatically changing to ‘expired’ after the expiration date

Supported. The system can automatically update a permit’s status to “Expired” when the configured expiration date is reached, without requiring manual staff intervention. This behavior is driven by configurable business rules and scheduling logic, ensuring permits are consistently and accurately maintained in accordance with County policy while reducing administrative overhead.

Project Level Management

Supported. Task dashboard and my tasks are standard tools in the system that allow staff to manage their projects and assignments. Due dates can be automatically set for specific workflow tasks using Accela's configuration tools, and reminders can be automated to ensure that staff are notified of any items still requiring their attention.

Project management of things that are not permits but we issue a decision on

Supported. Project records support decision tracking outside standard permits. The solution provides the native capabilities to fulfill each aspect of project management, including tracking, monitoring, and issuing decisions on various planning-related applications beyond permits, such as plan reviews and other case types. Plans and documents can be received, cataloged, reviewed, and attached to records at the application or case level, supporting both hard copy and electronic formats. These capabilities ensure a complete historical record of reviews and decisions for each project or application type, not limited solely to permits. The solution offers online acceptance of digital documents, electronic document review, and comprehensive workflow automation for planning and building agencies to manage any type of application or project requiring a decision.

Accela Civic Application for Planning enables agencies to efficiently manage and issue a wide range of decisions for development-related activities, including but not limited to building permits, land use permits, zoning approvals, and other planning applications. The application streamlines project tracking from initial submission to final decision, supports transparent communication with stakeholders, and reinforces code compliance and enforcement for all development projects.

Public-facing portal for permit applications, status tracking, and communication

Supported. The public-facing portal provides an easy-to-use interface for builders, constituents, and contractors to submit permit applications, make payments, check record status, schedule or request inspections, upload documentation, and gain a comprehensive understanding of the permitting process. Applicants can submit plans and permit applications when convenient, pay fees, track project status, schedule/request inspections, and view inspection results. The portal supports 24/7 access from any device, allowing users to initiate applications, check status, renew licenses, make service requests, and upload documents during the review process. The requester can log in at any time to check the status of their submitted application, and will be notified via email whenever there is a status change.

Templates that use system data to fill in repetitive info (Staff Report, other repetitive reports)

Supported. Reports and documents can auto-populate using record data. Accela's report writer tool can be designed and formatted to generate reports based on pre-defined fields, allowing templates to use system data to fill in repetitive information. These reports can be standardized with query and design tools that enable modification according to user needs. The ability to create and modify standard reporting templates for each program is provided off the shelf and is configurable by DCD.

Support for end-to-end permitting workflows (application, review, approval, issuance, inspection, closure)

Supported. Accela supports application through closure in a single workflow. Our solutions offer flexible configuration, allowing customers to define and manage workflow steps such as applications, reviews, enforcement, fee calculations, inspections, notices, and approvals. It handles both one-time permits (e.g., construction, pesticide) and renewable permits (e.g., elevator, air quality). System Administrators can configure new permits or case types as needed. Accela's Workflow Designer replicates simple or complex workflows and configures all aspects of key business processes. It guides tasks from start to finish, facilitates assignments, sets due dates, and tracks task details including assignees, status, and data location. Configurable, multi-step approval workflows are supported per permit type.

Support Risk Check needs (customizable workflows)

Supported. Business rules can adjust routing based on risk criteria. Configurable verification workflows are included, and workflows can be built to support specific business processes. Administrators have the ability to audit workflow changes and changes to custom fields. The solution is configurable and can be tailored to specific agency needs, including the creation of custom forms, workflows, and permit templates.

Templates that can be generated with permit-specific details

Supported. The solution provides customizable forms, workflows, and permit templates that can be tailored to meet specific event requirements and organizational needs. Our implementation team ensures that permit requirements and fee schedules are entered into the rules engine, translating regulatory content into simple questions that guide applicants through the process. The solution is adaptable to DCD's unique circumstances, supporting the generation of templates with permit-specific details.

The system must clearly handle convenience fees (passed to applicant vs county-paid).

Supported. Convenience fees can be configured so they are either passed through to the applicant at the time of payment.

The system must efficiently support partial payments, full payments, credit balances, and overpayments.

Supported. Accela supports payments and unapplied/overpaid balances through mechanisms such as “Not Applied” funds, trust/prepaid balances, and payment history tracking; refunds and reversals flow through the same transaction history.

The system must enforce role-based financial permissions, distinct from general user roles.

Supported. The system enforces role-based permissions, including for financial systems, by supporting role-based access control and fine-tuned role-based permissions. Administrators can configure users or user groups with different access rights. Personnel with access to financial systems receive role-specific training about financial fraud. Strong authentication is required for all access to financial systems. The system allows for the creation of user groups and the assignment of specific roles, such as administration, read only, daily user, or inspector, with access to modules and features limited according to assigned roles.

The system must maintain a complete, immutable audit trail for all refunds, adjustments, reversals, and write-offs (who, what, when, and why).

Supported. The system maintains a complete audit trail for all refunds, adjustments, and reversals, capturing who performed the action, what was changed, when it occurred, and the details of the change. The audit trail functionality logs the field affected, the updated value, the log action (such as Added, Updated, Deleted), the operator (username of the person enacting the change), and the log time (date/time stamp down to the millisecond). The audit log also includes the product where the change was initiated, the audit sub-type (e.g., Record, Workflow, Attachment), and the alternate ID (such as Permit Number or Inspection Number). The system does not allow any user to alter the audit log regardless of administrative privileges, ensuring immutability. Audit log entries are generated for changes made by both human users and system-defined business rules, with automated entries indicating the triggering user or batch job automation. Audit trails are included throughout the system and can be archived and restored by the user. Security logs provide information on system access and unsuccessful sign-on attempts.

The system must maintain immutable financial transaction records for audit and public records requests.

Supported. Financial transactions (invoices, payments, refunds, reversals) are retained in transaction history and are reportable and exportable to support audit and records requests. Activity logging preserves a complete change history for accountability.

The system must provide a configurable fee engine supporting flat, tiered, valuation-based, percentage, minimum/maximum, and other conditional fees.

Supported. Fee schedules support multiple calculation types (including valuation and percentage-based approaches) and can be configured with effective-dated rules. Where highly specialized fee logic is required, automation/scripting can be used to implement County-specific formulas. Fee schedules and fee items are highly configurable and can be changed or modified by admin users or users with appropriate permissions. The Accela fee module allows for simple to complex calculations and formulas, including support for multiple fee calculation methods such as flat fees, tiered fees, valuation-based fees, unit fees, fees based on permit type and construction valuation, fees for dollar ranges with incremental charges, and fees based on a variety of conditions. Fee schedules are versioned with effective start and end dates, and previous versions are accessible to users with the right permissions. The system also supports automated fee assessment logic and automated fee adjustments based on specific conditions. Users can manually add fees where appropriate, and business rules can be defined to enforce situation-specific behavior related to fee assessment, invoicing, and payment processing.

The system must provide configurable GL account mappings by fee type, department, fund, and permit type.

Supported. Fee items can be configured with accounting codes that flow through financial exports/interfaces so the County can map revenue appropriately by fee and organizational structure. This supports downstream posting into the County's financial system using County-defined mappings.

The system must provide out-of-the-box financial reports (revenue by department, fund, permit type).

Supported. Standard reporting is available for common financial and operational needs, and reporting can be organized by the County's configured fee schedules, record types, and organizational groupings. Reports can be expanded using built-in reporting tools and dashboards as needed. Accela includes over a dozen financial-specific reports out of the box including:

- Balance Due Report
- Outstanding Balances
- Outstanding Fees by Module
- Payments By Cashier and Payment Method
- Payments by Module
- Payments Made By Date Range
- Revenue By Account Code
- Revenue By Account Code w Project Name
- Revenue By Record Type.

The system must restrict or log backdated payment entries for audit control.

Supported. The system maintains an immutable audit trail for all financial transactions, including payments, adjustments, refunds, and reversals, capturing who performed the action, when it occurred, and what was changed. Backdated or corrected payment entries are fully logged and reportable for audit purposes, and permissions can be used to restrict which users are authorized to perform such actions, supporting strong internal controls and external audit requirements.

The system must support ad-hoc financial reporting without vendor development.

Supported. The system supports ad-hoc financial reporting without vendor development through Accela's Ad hoc Report Writer, which provides an easy point-and-click user interface and user-friendly views of solution data, allowing agencies to design, deploy, and manage reports and documents without requiring any third-party reporting tools or specialized report-writing skills. The solution also supports standard/canned Ad hoc reports and integration with major report authoring tools such as MS SQL Server Reporting Services and Crystal Reports.

The system must support cash drawer balancing and end-of-day closeout reporting.

Supported. Cashiering functionality supports fee collection workflows and reconciliation practices, including use with cash drawers and cashiering operations. End-of-day closeout needs are supported through transaction reporting and reconciliation outputs.

The system must support cross-department revenue allocation for shared projects.

Supported (configuration + accounting mapping). The system supports coding and mapping fee revenue so it can be allocated by department/fund based on County-defined rules. Shared-project allocation is typically handled through fee configuration plus the County's GL posting rules. Each fee item can be tied to one or more account codes from DCD's accounting code structure and allow for different percentages of the revenue to be distributed to different account codes. Reconciliation processes are built into the integration with the agencies finance system.

The system must support effective-date based fee schedules and preserve historical fee validity.

Supported. Fee schedules support active date ranges and versioning so historical fee rules remain intact for auditability and accurate historical reporting. This ensures prior fees remain traceable even after rates change. Previous versions can be accessed by the users with the right permissions. Version control for fee schedules to track changes over time and maintain historical records is available. In the Accela system, fees and fee schedules can have different versions. Users with permissions can access these different fee schedule versions and apply the fees from a previous schedule to a current record/application.

The system must support exportable financial reports (Excel, CSV, API).

Supported. Users can export list and report data to CSV/Excel formats, and data access options exist for analytics/reporting use cases. This supports both operational exports and integration-friendly data extraction.

The system must support fee adjustments after permit issuance while preserving original fee history and audit integrity.

Supported. Adjustments are recorded as financial actions that preserve the original fee/transaction trail while showing what changed and why. Audit logging ensures the full history remains reviewable for compliance. Functionality is available to adjust fees post-assessment if errors are identified or if project parameters change. The system also allows processing of fee refunds with an audit trail for transparency and accountability. Previous versions of fee schedules can be accessed by users with the right permissions.

The system must support fee deferrals.

Supported. The system allows fees to be assessed but deferred until a later milestone in the permit lifecycle, such as permit issuance, inspection approval, or final sign-off, based on County policy. Deferred fees remain visible and trackable on the permit record, ensuring transparency and preventing issuance or closure until the deferred obligations are satisfied or otherwise resolved.

The system must support full refunds, partial refunds, fee reversals, and write-offs tied directly to the original transaction.

Supported. The system supports full refunds, partial refunds, fee reversals, and write-offs tied directly to the original transaction. Functionality is available to process refunds with an audit trail for transparency and accountability. Refunds and partial refunds are directly associated to the original case type or project fees, linking the refunds to the original fees. The system includes features to manually void, refund, and

adjust invoices and payments, and funds can be voided and transferred to another fee item or license record. Users with appropriate permissions may process refunds, voids, and NSF transactions, with all modifications subject to the system audit trail. Write-offs for overpayment and underpayments within a defined threshold are also supported.

The system must support inter-department chargebacks.

Supported. The system supports configuring fees and accounting attributes so charges can be allocated to the appropriate department, fund, or cost center based on County-defined rules. This enables Kitsap County to track and report inter-department chargebacks accurately while ensuring transactions flow correctly to downstream financial systems for reconciliation and reporting.

The system must support multi-fund and split accounting transactions.

Supported (via configuration + interface design). The platform supports accounting codes at the fee level and mechanisms for managing applied/unapplied funds. Multi-fund splits are typically implemented by fee structure and the County's GL interface mapping rules. Each fee item can be tied to one or more account codes from DCD's accounting code structure and allows for different percentages of the revenue to be distributed to different account codes. Reconciliation processes are built into the integration with the agency's finance system.

The system must support multi-location cashier operations with independent balancing.

Supported (configuration-dependent). The system supports cashiering operations across multiple locations or points of service, with transactions tracked by cashier session and location. Each cashier can independently reconcile and balance their activity, with detailed transaction history and audit logs supporting end-of-day closeout, oversight, and downstream financial reconciliation.

The system must support multiple payment methods including credit/debit, ACH, check, and cash.

Supported. Payment methods are configurable and include common in-person methods (cash/check) and electronic payments through an online payment provider (cards/ACH where enabled). Payment options are governed by the County's selected payment processor configuration. Staff can take payments in the back office and, with the right permissions, issue refunds or void payments. Integration with third-party cashiering and financial systems is supported through open APIs.

The system must support separation of duties for fee setup, payment receipt, refunds, and adjustments.

Supported. Permissions allow the County to control which roles can configure fees versus accept payments or process refunds/adjustments. Audit logging further enforces accountability by recording each action performed by authorized users. Administrators can set up groups or roles and configure security at both the group and functional level, ensuring that permissions for actions like fee setup, payment receipt, refunds, and adjustments can be restricted to authorized users only. For example, an Investigator may have read-only access but no access to 'Add Fees.' Where separation of duties is not feasible, compensating controls such as activity monitoring, audit trails, and management supervision are in place.

The system must support split payments across multiple permits or projects.

Supported. Customers can pay fees for multiple items in a single transaction (shopping-cart style) where enabled, and the system supports managing payment allocation across multiple records. This reduces friction for multi-permit projects. The cashiering tools allow for easy intake of payments across multiple records and point of sale items, and payments for fee items from different records can be consolidated into one transaction. The system also allows payment to be made on multiple cases using one payment transaction.

The system must track real-time outstanding balances reminding by permit, project, and customer.

Supported. The system maintains real-time visibility into outstanding balances at the permit, project, and customer level, ensuring both staff and applicants can easily see what is owed at any point in the process. Automated reminders can be configured to notify applicants of unpaid or overdue balances based on defined triggers, helping reduce missed payments and supporting timely collections.

Reports for outstanding invoices, overdue amount, and overdue days are available off the shelf or configurable by DCD.

Business rules can be configured such that permits are flagged or held from any activity until unpaid fees are paid, with conditions/flags showing up as a banner on the permit page. The system tracks application status in real-time.

Configurable permit expiration process: can automatically expire permits at the appropriate time based on lack of response/refusal to correct errors.

Supported (via workflow automation). Time-based and event-based automation can be configured to update record statuses when defined conditions are met (such as inactivity or unmet requirements), and notifications can be generated as part of that process. The permitting process can migrate to an enforcement case type when certain conditions are not met for non-compliance, such as expired permits, exceeding scope, or contractor licensing expiration, with configuration.

Exportable/import/edit reports

Supported. Reports can be exported in multiple formats including Hypertext Markup Language (.html), Adobe Acrobat Portable Document Format (.pdf), Microsoft Word (.doc), Rich Text Format (.rtf), delimited text by tab or comma, Microsoft Excel Spreadsheet format (.xls), and XML. Reports can also be exported into formats such as Excel, CSV, or PDF. There are many methods of importing and exporting data, including a productized Data Migration and Mapping tool, a built-in Data Manager for moving/replicating data and configuration between environments, bulk inspection result upload utilities, and a comprehensive library of Web service APIs for the exchange of information.

More built-in contingencies/checks in the finals inspection process

Supported (via prerequisites and workflow gating). Inspection and workflow rules can be configured to prevent final approvals/issuance until required inspections have achieved the required outcomes (e.g., pass/approve). This creates enforceable “finals” checks that reduce missed prerequisites. The system has

the ability to create a checklist of required inspections for each permit type and prohibits the approval of a Final inspection until all other required inspections are completed. Once the inspection is created, the rules are locked in and cannot be modified after creation. All changes made to inspections are logged and auditable, ensuring a comprehensive audit trail. Checklists can have agency-defined result statuses and can incorporate standard or ad hoc comments, with the ability to attach photos and videos. Inspection types are supported and validated for data entry consistency. I

The system must provide an accounts receivable aging dashboard (0–30 / 31–60 / 61–90 / 90+ days).

Supported. Dashboards are a popular way to visualize the financial performance within Accela, including accounts receivable aging, as illustrated in the system. Accela includes over a dozen financial-specific reports out of the box, such as Outstanding Balances, Outstanding Fees by Module, Payments Made By Date Range, and Revenue By Record Type, which support tracking of accounts receivable aging in intervals like 0-30, 31-60, 61-90, and 90+ days.

The system must provide audit-ready financial reports suitable for external auditors.

Supported. Immutable audit logs and transaction history provide a reliable foundation for auditor review, and the system supports producing exportable reports for audit evidence. This supports traceability from the permit to the financial transaction and associated adjustments. The system provides audit-ready financial reports suitable for external auditors by supporting audit trails on system aspects under audit trail supervision, allowing audit reports to be generated for any user activity, and ensuring all fees, fee transactions, and audit trails comply with Generally Accepted Accounting Principles (GAAP).

The system must provide daily reconciliation reports between permitting, Workday, bank deposits, and payment processors.

Supported via integration/reporting (implementation-dependent). The system supports financial exports and interface logging, but a consolidated “daily reconciliation report” spanning Workday + bank deposits + processor settlements is dependent on the County’s integration and reconciliation design. Exception/batch logs can support daily reconciliation workflows. Some agencies choose a more manual approach of exporting financials to CSV and manually importing into their financial system. Others take a more robust approach to build automated reconciliation tools between Accela and a third-party financial system.

The system must provide exception reporting for reconciliation discrepancies.

Supported. Interface/batch processing includes exception logging that captures errors and anomalies for review, enabling the County to identify discrepancies and follow up on reconciliation issues.

The system must provide financial dashboards for AR, cash flow, and revenue trends.

Supported. The Accela platform provides financial dashboards that allow users to visualize financial performance, including metrics such as accounts receivable, cash flow, and revenue trends. These dashboards are highly configurable, support real-time analytics, and can be customized at both the user and system-wide level to track relevant KPIs and financial data. Dashboards can display information in

tables and chart diagrams, and users can filter, drill down, and export data for deeper analysis. Financial reports and dashboards are included out-of-the-box, covering items such as balance due, outstanding balances, payments by cashier and payment method, revenue by account code, and more. Accela Insights, powered by Microsoft Power BI, provides embedded data visualization capabilities for interactive dashboards and multiple views into Accela financial data. End users can create and customize dashboards to meet their unique needs, and these can be shared across departments or with external stakeholders.

The system must provide refund and adjustment reconciliation reports aligned with Workday and payment processor settlements.

Supported via integration/reporting (implementation-dependent). Refunds/adjustments are captured in transaction history and can be exported; aligning them to Workday and settlement reporting depends on the reconciliation mapping and timing rules defined with the County's financial team and payment provider. The solution can write to and/or from DCD's financial system of record as fee items are assessed, invoiced, and paid, supporting reconciliation and settlement processes. Integration with external financial systems and payment processors is supported through open APIs and configurable interfaces, enabling alignment with third-party systems for reconciliation and settlements.

The system must support automated workflows (reminders, late notices, escalation rules).

Supported. Automated notifications can be triggered by workflow progress, field changes, milestone events (like fees paid), and time-based conditions (like inactivity/expirations). This supports reminders, late notices, and escalations aligned to County policy. The system can automatically generate renewal and violation notices based on configurable schedules and business rules. A batch engine can automatically send invoices and late fee notices to applications with pending fees on a scheduled basis. Escalation rules are supported to ensure timely communication and task management.

The system must support automatic refund eligibility determination based on permit status changes (withdrawn, expired, denied, canceled).

Supported. The system can evaluate permit status changes and apply County-defined business rules to determine refund eligibility automatically when a permit is withdrawn, expired, denied, or canceled. This automation ensures refund decisions are applied consistently, reduces manual review effort, and preserves a clear audit trail for all eligibility determinations and resulting financial actions.

The system must support bi-directional integration with the County's Workday/financial system.

Supported. The system supports bi-directional integration with the County's financial system, enabling financial transactions, statuses, and reference data to flow between permitting and Workday. This allows Kitsap County to post receivables, payments, refunds, and adjustments to Workday while also receiving confirmations or reference updates, ensuring financial data remains synchronized across systems and reducing manual reconciliation.

The system must support configurable refund and adjustment approval workflows, including role-based routing and approval thresholds.

Supported (workflow + permissions). Approval steps can be designed as workflow tasks with role-based routing, and permissions can be used to control who may approve/execute refunds or adjustments. Audit logs preserve the full approval history for compliance. The solution can be configured with agency-defined review steps and processes, allowing staff to review submitted applications, assign them to other staff, manage events, and issue permits from the admin portal. Applications can be rejected, edited, or approved, and the solution supports multiple departmental reviews. Internal staff can manually switch on additional requirements within the review process after reviewing the initial application.

The system must support end-to-end refund processing entirely within the permitting system, without reliance on external tools or manual tracking.

Supported. Refunds can be processed and recorded as part of the platform's payment history, with clear transaction traceability and export support for downstream accounting. This reduces reliance on spreadsheets or external tracking for the refund lifecycle. Users with the appropriate user role rights can process refunds through the back-office solution, and all modifications to saved transactional information are subject to the system audit trail provisions. Refunds are typically permitted after the original transaction has already been written to the financial system of record and write a reversing GL Debit and Credit Entry to offset the original payment. Management approval for refunds can be configured in the solution, and all refund actions are tracked for transparency and accountability.

The system must support fee dependencies and triggers based on workflow steps, inspections, or conditions.

Supported. Fee assessment and enforcement can be tied to workflow milestones and inspection outcomes, and rules can prevent actions (such as scheduling inspections) when financial prerequisites are not met. This provides strong internal controls without manual policing.The system is able to track a fee which will become due when a future activity occurs, such as a reinspection fee due before another inspection may be scheduled or a final inspection fee due before Certificate of Occupancy can be issued. Automated fee adjustments based on specific conditions are supported.

The system must support fee versioning with complete audit history for all changes.

Supported. Fee schedules support versioning and effective dates so historical rules remain intact, and audit logging preserves who made changes and when. This supports both compliance and fee history transparency. New fee schedules can be created from existing ones, and fees can be modified as needed. All edits on fees and payments are tracked in an audit log. The system tracks changes to fee records to show a full audit trail. An audit trail of fee and valuation changes can be shown to users, and this is configurable.

The system must support financial holds that restrict issuances, inspections, or final approvals when balances are overdue.

Supported. Workflows can require fees be paid prior to issuance/approval and can enforce prerequisites that block downstream steps until financial obligations are satisfied. Authorized overrides can be

controlled with security permissions where policy permits. The system provides the ability to stop inspection or permit issuance based on plan review hold criteria with configuration.

The system must support hold release workflows with full audit tracking.

Supported. Hold release actions can be controlled through workflow steps and permissions, and audit logs provide immutable records of the user, timestamp, and changes made when holds are applied or released.

The system must support real-time and batch posting options to the Workday/GL.

Supported via integration design. The platform supports both real-time and batch integration approaches depending on what the County and Workday require for performance, security, and reconciliation. Posting frequency and confirmation handling are defined as part of the integration specification.

The system must support refunds to the original payment method (credit card/ACH) or check issuance, based on county policy.

Supported (refund capability); refund tender depends on payment provider configuration. Refunds are supported for recorded payments and are reflected in transaction history; returning funds to original tender (card/ACH) versus issuing a check is driven by the payment processor's capabilities and County policy. Management approval for refunds can be configured, and all modifications to saved transactional information are subject to the system audit trail provisions.

The system must support revenue forecasting and trend analysis based on historical permit data.

Supported. Analytics dashboards can be built to evaluate historical revenue and workload trends and support forecasting models using historical patterns. This supports both operational planning and budget forecasting efforts.

The system must track customer credit balances and allow credits to be applied across multiple permits or projects.

Supported. The system supports tracking prepaid/escrow-style funds and unapplied balances and provides mechanisms to apply or transfer funds where appropriate. This enables credits to be used across multiple records based on County rules. Credits may be applied across multiple records, and the cashiering tools allow for easy intake of payments across multiple records and point of sale items. This enables applicants to consolidate payments for fee items from different records, and the solution stores the payment as a transaction in the payment history on each permit record and within the global accounting audit log.

Routing for inspectors- most efficient route between points

Supported (basic) and supported via optional optimization tools (advanced). The platform supports GIS-enabled routing and navigation, and route optimization capabilities can sequence inspections to

minimize travel time. Advanced optimization can factor additional constraints when enabled. Inspections are associated with an address and can be plotted on the GIS map, with native routing utilized to achieve optimized routing.

In the event of an emergency- real time info on closed roads, escape routes, etc.

Supported via integration. The system can display real-time emergency and road-closure information by integrating with external authoritative data sources such as County GIS, DOT, or emergency management systems. This allows staff and field inspectors to view up-to-date situational information within the permitting and inspection context while relying on officially maintained emergency data feeds.

Dynamic risk score updating. Assign risk scores to inspections

Supported (configuration/automation dependent). The County can define risk score fields and implement rules to update them based on record attributes and inspection outcomes. This supports risk-driven scheduling, prioritization, and reporting when configured to match County policy.

Inspector location tracking- arriving and leaving location notification. feedback into how long inspections actually take depending on type

Accela Mobile includes a timer that, once started by the inspector, will continue to run until the inspection is completed, providing feedback into how long inspections actually take depending on type.

Reassign inspections automatically throughout the day if someone has extra availability or vehicle trouble, etc.

Supported. Batch rebalancing is supported, allowing for the rescheduling of a set of inspections that did not occur as well as future inspections X number of days ahead. This process enables automatic reassignment of inspections based on inspector availability and other criteria throughout the day.

Ability to have multiple inspectors on one inspection

Supported (configuration-dependent). The system can be configured to support inspections that involve more than one inspector by assigning team-based inspections or coordinating multiple inspectors against the same inspection activity or permit milestone. This approach supports complex inspections (e.g., joint building/fire reviews or training scenarios) while maintaining clear documentation, results, and audit history for each participant.

Closure contingency for parent/child permit connection. No garage without a house, sprinkler inspections

Supported. The Accela system offers the capability to associate or relate multiple records in a relationship tree, where each record or permit type has a unique reference ID but is related to other permits or sub-permits in a parent-child relationship. This relationship hierarchy enables enforcement of dependencies between permits, such as ensuring a garage permit cannot be closed or issued without completion or closure of the associated house permit.

Implementation and Support

Full functionality of new system on day 1

Supported. The system is implemented and deployed as a fully configured solution at go-live, with all agreed-upon workflows, record types, integrations, reports, and security roles available for use. Go-live readiness includes completion of configuration, testing, and validation activities to ensure the County can conduct business operations without phased functional gaps.

Ongoing support (helpdesk, ticketing, knowledge base)

Supported. Ongoing support is provided through a structured support model that includes ticket intake, issue tracking, escalation, and resolution. Users have access to support channels for logging issues and questions, and commonly encountered topics are addressed through documented knowledge resources to promote faster resolution and self-service where appropriate. Online support includes:

- Full lifecycle support.
- A support ticketing system is available for reporting issues.
- Web-based support is provided for diagnosis and resolution of software problems.
- A knowledge base is available, including Accela Community for business processes, resolved issues, and lessons learned.
- After go live, 60 days of support with documented problem tracking and status is available.
- Users have access to a searchable database of common problems and context-sensitive help at the point of need, as well as the Accela Success Community.

Vendor-provided implementation services and timeline

Supported. Vendor-provided implementation services include project management, business process analysis, system configuration, data conversion, integration support, testing, and go-live assistance. A project-specific implementation plan and timeline are established collaboratively with the County to align milestones, dependencies, and readiness activities with County priorities and resource availability.

Please see Section 3 Project Approach for proposed services and timeline.

Training resources (live, recorded, documentation)

Supported: Training is delivered using a blended approach that includes live instructor-led sessions, recorded training materials, and written documentation. Training resources are role-based to support administrators, power users, and end users, and are designed to enable County staff to confidently operate, maintain, and extend the system after go-live. Training resources include:

- Post training support and documentation are available.
- Training curriculum for end-users
- Training or outreach resources for applicants

- Ongoing web-based training for product changes, enhancements, and continuing education
- Web-based training is provided for all components. Onsite training can be provided upon request.
- Onsite end-user training thoroughly covering all functional areas or program modules is provided. Remote training is also possible.

Security and Compliance

Better flexibility of permissions – ability to control permissions on a user-level.

Supported. The system provides fine-grained security controls that allow permissions to be assigned at both the role and individual user level. This enables Kitsap County to precisely control who can view, create, update, approve, or administer specific records, workflows, financial actions, and system functions, supporting separation of duties and least-privilege access.

Kitsap County IS Compliance

Supported. The solution is designed to align with public-sector information security requirements and supports configuration to meet Kitsap County's Information Services policies. This includes secure authentication options, encrypted data transmission and storage, auditability, and the ability to integrate with County identity and access management standards as required by County IT governance.

Role-based security and audit logging

Supported. The system enforces role-based security across all core functions, ensuring users can only access features and data appropriate to their assigned role. Comprehensive audit logging captures system and user activity—including record changes, workflow actions, and administrative updates—providing full traceability to support compliance, oversight, and audit requirements.

Audit logging is provided through multiple levels of auditing capability, including system logs, database logs, transaction logs, and process logs. The system audits critical changes, records before/after values for audited fields, tracks who did what and when, and does not allow any user to alter the audit log regardless of administrative privileges. Users with permission can query the audit table to review audit trail data, and system administrators will have access to the logs.

Technical

Open API for integration with other county systems

Supported. Accela's Civic Platform is built for flexibility, with an open API that enables customers to create custom integrations tailored to their specific needs. The Construct API, a RESTful API, offers multiple integration scenarios, and hundreds of public sector organizations have leveraged the platform to integrate with diverse systems, including payment platforms, GIS tools, case management solutions, and more. The open API is used to connect Accela with third-party identity verification systems, payment processors, and document management platforms.

Leverage Machine Learning to assist with workflow, answer basic questions

Partial Support. Accela is committed to harnessing the power of AI to enhance operational efficiency, support data-driven decision-making, and improve the quality of life for citizens. As part of its future roadmap, Accela is actively developing and exploring several AI-driven initiatives designed to enhance both the customer experience and government operations. Accela already leverages system automation in the form of workflow, business rule logic, and public user tools such as permit wizards and chatbots.

Accela is developing specific AI tools to assist even more in the application process, inspection process, and administration of the Accela Civic Platform. These developments are forthcoming as part of Accela's roadmap. Accela's AI-driven chatbot and knowledge management systems are designed to assist users with real-time responses, reducing friction and improving customer support experiences. The Accela Virtual Assistant (AVA), powered by AI, provides generated answers based on user prompts and acts as a personal support agent for navigating Accela documentation resources.

User Experience

Ability to copy and paste conditions/inspections without needing to use keyboard shortcuts every time

Supported. The system allows staff to reuse standard conditions and inspections across permits using built-in actions, reducing repetitive data entry. This promotes consistency and speeds up permit processing, especially for high-volume or standardized permit types. Conditions can be copied from one action or permit to another using the cloning feature. Users are able to cut and paste text to and from word processing packages, and between permits, applications, review or inspection result screens.

Automated email and SMS notifications for status changes, approvals, and inspections

Supported. Automated notifications can be triggered by workflow events, inspection outcomes, and key status changes. Both email and SMS channels can be enabled to ensure applicants receive timely updates in their preferred format. The solution is designed for automated communication and alerts. Notifications are sent automatically to the applicant whenever the status of their application changes, including approval and permit issuance. Agency staff also receive notifications when they are assigned to an application or subscribed to a message thread. Agency staff can choose what kinds of notifications they receive, for which application types, and how often they receive them (immediately, daily, weekly). The platform supports in-app messaging where staff can communicate with applicants and receive notifications when there is a new message.

In the Accela platform, automated notifications and task automation are driven by configurable workflows that monitor events and trigger actions in real time. The system can send notifications via email, SMS, or in-app alerts to individuals or groups—including contractors, inspectors, staff, and homeowners—when milestones are reached, inspections are completed, permits are issued, or deadlines approach.

Automated reminder for fees due

Supported. The system can automatically send reminders when fees are assessed, remain unpaid, or approach a due date. The system monitors fee-related events and sends alerts to customers at configurable intervals, ensuring timely notification and improved compliance. These reminders help reduce delinquent payments and improve transparency for applicants.

Auto-notify interested parties of permit statuses, especially comment periods.

Supported. Interested parties can be notified automatically when permits enter public comment periods or when significant status changes occur. This supports public engagement and ensures regulatory transparency without manual outreach. Notifications can be configured to be delivered (to whom and when) based on business rules.

Built-in reporting tools with customizable dashboards

Supported: The platform offers built-in reporting tools with customizable dashboards. Users can create multiple customized dashboards, and the dashboards are dynamic and interactive, allowing users to slice data using filters as needed. In addition to standard dashboard reports, the system includes an Ad hoc reporting tool that enables staff and administrators to create new data visualizations, including performance metric reports. Reports can be generated on-demand with real-time data, and dashboards are often customizable per user or department. These tools support the creation, modification, and customization of reports, with options for exporting in various formats and automating reporting routines. Role-based permissions ensure secure access to sensitive information.

Filterable lists in the associations tab

Supported. Associated records such as parcels, permits, contacts, and projects can be filtered and sorted to quickly find relevant information. This improves usability when working with complex, multi-record projects. Filters and drop-downs are personal preferences that users can modify or create on the task dashboard or record portlet.

Mobile inspection capabilities with offline support

Supported. Inspectors can conduct inspections in the field using mobile devices, even when connectivity is limited or unavailable. Inspection results, photos, and notes synchronize automatically once the device reconnects. Inspectors can download their job lists, records, documents, contacts, forms, tables, and workflows to their device for use in the field without connectivity. Inspections, reviews of previous inspections, related applications, complaints, media file capture, and geospatial data capture can all be performed offline.

Modern, intuitive user interface for both staff and public users

Supported. The system provides a modern, web-based interface designed for ease of use and clarity. Both staff and public users benefit from consistent navigation, clear status indicators, and responsive design. Accela's user interface for both public and back-office users is built on modern technology, emphasizing usability, accessibility, and scalability, with responsive design, actionable content, and user-centered design principles. The Citizen Access portal for public users is highly intuitive, with step-by-step guidance, progress indicators, and configurable application flows. Features such as maps, help, and

search are available throughout, with clearly arranged forms and helper information. The interface supports configuration of layouts, menus, tabs, and branding for both staff and public portals, ensuring the environment is optimized for daily tasks and agency requirements.

More configurable ability to publish permit information to the public

Supported. The County can configure what permit data is visible publicly based on record type, status, and data element. This ensures transparency while maintaining appropriate data controls and privacy protections. The ePermitHub Digital Plan Room embedded in the Accela Civic Platform includes built-in controls to manage document submission and publishing, enabling agencies to prevent or allow public access to documents at specified times during the permitting approval process.

Options to filter permits to department level at very early parts in the application process

Supported. Guided intake questions and rules can route applications to the appropriate department early in the submission process. This reduces misrouted applications and speeds up initial review.

Public facing list of previous and open permits on a parcel. Cycle specific links to documents, correspondence, public hearing. Automated as much as possible.

Supported. Public users can view permit history for a parcel, including both active and completed permits, with links to available documents and related information. This information is generated automatically based on configured public access rules. Multiple permit searches are accessible to the public. Property history, including open active permits, can be quickly viewed, and property history is available on the GIS map. Reports such as 'Address Activity' list all permits and inspections associated with an address or parcel number. A complete historical record for each parcel, including permits, is available.

Text messaging capabilities

Supported. SMS messaging can be used alongside email to deliver notifications, reminders, and inspection updates. This improves responsiveness and reduces missed communications. The Communication Manager tool enables agencies to define SMS notifications based on virtually limitless criteria, using dynamic templates that populate with relevant asset attribute information for consistent, actionable communication.

Agencies can send SMS text messages from their SMS provider account, and all communications (including SMS) are logged and visible as part of the record.

Notifications, including SMS, can be configured to trigger automatically based on customizable criteria and can be sent to dynamic groups or individuals with customizable content, available through the GovPath Text adapter.

The ability to drag and drop conditions and inspections to make it easier to order them

Supported. Conditions and inspections can be reordered using intuitive interface controls, improving readability and organization. Inspection supervisors can easily and quickly reassign (drag and drop)

inspections based on workload in the permitting and code enforcement mobile applications. This helps staff present requirements in a logical, applicant-friendly sequence.

Ability to add details (notes) on how time is spent on a step

Supported. Staff can add notes and comments at workflow steps to document decisions, effort, or time spent. These notes support transparency, internal communication, and auditability. When the workflow is assigned to the staff member, they can provide the time that they have spent on each task. In addition to the time spent, they can also indicate the task and comment on what they spent the time on.

Ability to open pages in new tabs- in SG we cannot do this and instead the current page needs to be duplicated

Supported. Users can open records, documents, and related information in separate browser tabs. This supports multitasking and improves efficiency when working across multiple permits.

Applicant able to view inspection notes

Supported (configurable). Inspection notes can be shared with applicants based on County policy and configuration. Applicants can view inspection results, real-time updates, comments, and actions as the application moves through the different workflow steps in the public portal. This helps applicants understand inspection results and required corrections without additional follow-up.

Applicant can batch scheduled inspections, especially in multi-unit projects.

Supported. Applicants can request or schedule multiple inspections together, reducing repetitive scheduling steps. This is particularly beneficial for large or multi-unit developments. Inspection scheduling can be automated through scheduled batch jobs, which have the capability of auto-scheduling inspections based on business rules such as inspection types, inspector, discipline, and date ranges. Inspections can be grouped to allow for batch scheduling.

Automate inspector scheduling process. Schedule inspectors to inspections automatically depending on their availability.

Supported. Inspections can be assigned automatically using rules based on inspector availability, discipline, and workload. The system can account for inspector availability, discipline, districts, and other attributes when auto-assigning inspectors to scheduled inspections. Batch jobs can also be utilized to auto-schedule inspections and assign them to field inspectors based on defined business rules. This reduces manual scheduling effort and improves resource utilization.

Automatically notify applicant on the route when they are next on the inspection order that day.

Supported (configuration-dependent). Notification rules can be configured to inform applicants as inspections progress through the daily route. This provides better visibility and reduces unnecessary waiting.

Batch parcel tagging

Supported. The system allows staff to associate multiple permits or records to parcels in batch, reducing repetitive manual entry when working with large projects or multiple related records. This capability improves efficiency, ensures consistent parcel associations, and supports faster processing during intake, data cleanup, or project-level updates.

Batch select assignment of workflow steps

Supported. Workflow tasks, inspections, and records (complaints) can all be assigned or reassigned in bulk, either automatically or manually. From the Schedule Inspections page, the scheduler can batch assign multiple inspections or assign each one individually.

Better way to visualize important items for each permit. The current pop-up screen is not always helpful

Supported. Dashboards, task lists, and record summaries highlight critical actions, deadlines, and issues at a glance. This reduces reliance on pop-up dialogs and improves situational awareness for staff. Dashboard alerts and notifications are available to clearly highlight items that need the customer's attention, such as licenses to renew, permits expiring soon, and required actions.

Capture permit extension requests separately/more directly.

Supported. The system allows permit extension requests to be captured through a dedicated request or workflow step, separate from general comments or corrections. This provides a clearer, more structured process for applicants and staff, improves tracking and reporting of extension requests, and ensures extension decisions follow consistent review and approval rules.

Clearer information for the public incl. showing where an applicant is in line for inspections during an inspection window.

Supported (configuration-dependent). Public-facing views can be configured to provide clearer inspection status and scheduling context, helping applicants understand where they are in the inspection window. Applicants can view real-time updates, comments, and actions as their application moves through the different workflow steps in the public portal. Customers can schedule inspections from their online public portal account, with configurable business rules such as available days, inspection types, and times. Notifications can be configured to inform applicants when an inspection has been scheduled.

Customer ability to filter their permits by status, process state, review step, etc.

Supported. Customers can filter and search their permits by status and process stage through the public portal, making it easier to manage multiple projects. Customers can search and filter the list of available applications, such as permits, licenses, and renewals, by type, status, and DAO. Internal and external users can view the status of the application at each stage.

Internal messaging or comment threads on permit records

Supported. Staff can collaborate using internal comments and notes directly on permit records. This keeps communication tied to the record and reduces reliance on external email. Users have unlimited space to make comments about a permit application.

Notifications to applicant (cancelled, approved, disapproved, etc.)

Supported. Automated notifications can be sent for all major decisions and status changes, ensuring applicants are informed promptly and consistently. Notifications are sent automatically to the applicant whenever the status of their application changes, including approval and permit issuance.

Real-time metrics for performance tracking (e.g., permit turnaround time, inspection volume)

Supported. Dashboards and reports provide near real-time visibility into metrics such as permit turnaround time, inspection volume, and workload distribution. The Accela platform provides comprehensive dashboard capabilities at both the user level and system wide. User-level dashboards are customizable for individual roles, displaying information relevant to inspectors, clerks, managers, or administrators, such as assigned tasks, upcoming inspections, permit statuses, and case milestones. System-wide dashboards provide agency leadership and executives with a holistic view of operations, including trends in permit issuance, inspection outcomes, complaint volumes, and code enforcement activity.

These dashboards are built on the dashboard tool called Accela insights that is powered by Microsoft Power BI. Dashboards are highly configurable, allowing users to add, remove, or rearrange widgets, charts, graphs, and tables. They support real-time analytics, with filtering, drilldowns, and export options to enable deeper analysis. Metrics and KPIs can be tracked over time, and dashboards can be shared across departments or with external stakeholders to improve transparency and decision-making.

Role-based access and dashboards for staff, supervisors, and administrators

Supported. Role-based access control is included and supports role fine tuning, allowing administrators to define user roles with specific privileges such as read-only, update, or no access. System administrators can set up groups or roles and configure security for staff, supervisors, and administrators, with permissions extending down to the functional level. Dashboard permissions can be tailored to user type and are configurable by agency. Standard and available dashboards can be configured and personalized for each user, and users can create custom dashboards specific to their job responsibilities. Accela dashboards and reports provide insights and trends to key performance indicators, and staff with the right permissions can access ad-hoc reports for operational, functional, and financial data, with the ability to drill down to record levels.

SMS Text Communication in addition to email.

Supported. SMS can be enabled as a complementary communication channel, improving engagement and response rates. SMS text communication is available in addition to email, with functionality configurable by DCD or available through customization, such as with the GovPath Text adapter. The Communication Manager supports the ability to define SMS, email, and internal alert notifications based on a virtually limitless number of criteria, with dynamic templates for consistent and actionable communication. SMS text messages can be sent from DCD's SMS provider account, and all communications are logged and visible as part of the record.

Ease of use for multiple devices throughout the day

Supported. The solution is cloud-based and mobile responsive, designed to work on desktop computers, tablets, and mobile devices, and supports all major operating systems and web browsers. Accela Mobile provides field access to solution data in real-time on device-dedicated apps available on Android and iOS phones and tablets. Accela Citizen Access and staff portal is browser based, hosted on Microsoft Azure, and is mobile responsive, rendering to screens of different sizes. The platform's intuitive and user-friendly interfaces ensure ease of use for both applicants and staff across devices, reducing training and increasing productivity.

Dictation of notes while inspecting

Supported (device-dependent). Inspectors can leverage built-in voice-to-text features on their mobile devices when entering notes, improving speed and accuracy in the field. Speech-to-text is supported by Accela Mobile, depending on device. iOS and Android support speech-to-text.

Clear path for applicants to choose the correct permit type for their project

Supported. Accela's Citizen Access portal clearly defines the permit or license the customer is applying for. Specific business rules can be applied to steer the customer towards the correct permit or license. Guided application questions and logic help applicants identify the correct permit type, reducing incomplete or misrouted submissions.

When the applicant is ready to move forward, responses are carried over to the Accela Citizen Access application page flow, eliminating the need to re-enter information.

Ability for customers to view status of their project

Supported. Customers can log into their public portal account at any time to check the status of their submitted application. They receive email notifications when there is a status change. Customers can also view the status of their application, see where it is in the review process, and perform actions through their online portal account. Real-time updates, comments, and actions as the application moves through workflow steps are available in the public portal. The system also supports website access for customers to view support request history and status.

Ability for customers to keep track of which revisions are needed to move forward with the project

Supported. Outstanding corrections and revision requests are clearly displayed to applicants, helping them understand what is needed to move forward. Customers can track the status of their submitted application by logging into their public portal account at any time. They are also notified via their registered email address whenever there is a status change, which enables them to keep track of which revisions are needed to move forward with the project.

Ability for customers to receive email/portal notifications about status changes

Supported. Applicants receive automated notifications through email and the portal whenever their application status changes. Applicants can log into their public portal account at any time to check the status of their submitted application. Applicants can define their preferred method for receiving notifications or status updates when creating their online account.

Mobile-friendly access to the site

Supported. The solution is mobile-friendly and supports responsive design, enabling access from any device including desktop computers, tablets, and mobile devices. The public-facing portal and customer portal are mobile responsive and accessible on all major browsers.

Real-time estimated review times

Real-time estimates on review times are not available.

Ability for customers to edit information themselves during set times of the process

Supported. Applicants can be allowed to edit applications during defined workflow stages, reducing staff rework while maintaining process control. Personal information that needs to be changed within the record can be limited based on DCD's business rules/practices.

Only documents of specific file type/format accepted (PDF only)

Supported. Document upload rules can restrict acceptable file types and formats, ensuring consistency and compliance with County standards. The solution allows the <> to define acceptable upload file types, including restricting uploads to PDF only if desired.

Ability for customers to preview applications without having to create an application

Supported (configuration-dependent). The system can provide guided intake, informational previews, and permit requirement visibility that allow customers to understand application requirements, fees, and steps before formally creating or submitting an application. This helps applicants confirm they are selecting the correct permit type and gathering the right information upfront, reducing incomplete submissions and staff rework.

Ability for customer to withdraw permit themselves

Supported. Applicants can be permitted to withdraw applications through the portal when allowed by status rules and County policy.

Ability for customer to submit refund request

Supported. The system allows customers to submit refund requests directly through the public portal for eligible payments, providing a clear and guided process tied to the original transaction. Refund requests are routed through configured review and approval workflows, ensuring transparency for applicants while maintaining County controls, auditability, and policy enforcement.

Ability for customer to submit extension/reactivation request themselves

Supported. The system allows customers to submit permit extension or reactivation requests directly through the public portal using a structured request process. These requests are automatically routed through defined review and approval workflows, ensuring consistent handling, clear tracking, and full auditability while reducing manual staff intake and follow-up.

10. Additional County Questions from Q and A Addendum

Kitsap County's Addendum Q&A identified a number of additional requirements where the County requested vendors to **explicitly describe how their proposed solution and implementation approach meet specific functional, technical, security, governance, and compliance expectations**. In response, GovPath has provided the following section to directly and comprehensively address each of those items.

This section is intended to serve as a **clear, one-to-one response** to the questions and requirements outlined in the Q&A, allowing evaluators to easily review how GovPath's proposed solution aligns with the County's stated needs across areas such as accessibility, public records compliance, data governance, security, integrations, migration, financial controls, document management, inspections, and long-term sustainability.

Some information contained in this section may **intentionally overlap** with content presented elsewhere in this proposal, including system requirements, implementation approach, security, data storage, and support sections. This redundancy is deliberate. GovPath understands that the County specifically requested vendors to describe how their solutions meet the Q&A requirements, and we have chosen to provide complete and self-contained responses here to ensure that evaluators have all relevant information readily available in one place without needing to cross-reference multiple sections of the proposal.

Where appropriate, responses also acknowledge areas where Kitsap County has indicated that **final decisions, thresholds, or protocols will be defined during implementation planning or contract negotiation**. In those cases, GovPath describes its standard capabilities, recommended practices, and collaborative approach to configuration and governance, while allowing flexibility to align with County policy, statutory requirements, and stakeholder input.

Overall, this section reflects GovPath's commitment to:

- Transparency and clarity in responding to County questions
- Alignment with Washington State statutory and regulatory requirements
- A configuration-first, governance-driven implementation approach
- Long-term partnership focused on sustainability, compliance, and operational success

GovPath appreciates the opportunity to provide these detailed responses and welcomes further discussion with Kitsap County to refine and finalize requirements during the next phases of the procurement and implementation process.

Q1. Vendors should describe how their solution handles redaction or masking of personally identifying information, financial data, or sensitive enforcement case details while maintaining transparency and compliance with applicable laws.

Response: Our solution supports configurable redaction and masking of personally identifying information (PII), sensitive financial elements, and enforcement/investigation details while preserving transparency for users who are authorized to view them. Redaction/masking is governed by role-based access controls (RBAC) and can be applied consistently across staff screens, the public portal, reports, and data exports. Where public disclosure is required, the County can publish records with sensitive fields hidden or masked and retain a complete, auditable version internally for authorized staff and Public Records Act response workflows.

Q2. Vendors should describe how their solution ensures accessibility compliance and whether it supports usability testing with public users with disabilities. Specific requirements and testing protocols will be finalized during implementation planning. WCAG 2.1 AA is required.

Response: The solution is designed to support WCAG 2.1 AA accessibility requirements for both the staff experience and the public portal. During implementation, GovPath incorporates accessibility validation into configuration reviews (forms, navigation, color contrast, keyboard support, and screen-reader compatibility) and can include usability testing with public users with disabilities as part of the County's acceptance criteria. Specific testing protocols (tools, scripts, and success thresholds) can be finalized during implementation planning to align with Kitsap's standards and governance.

Q3. Vendors should describe how their solution supports accessible template creation and generation, and any tools for managing document accessibility. WCAG 2.1 AA is required.

Response: The solution supports accessible template creation and document generation through standardized templates and controlled outputs (e.g., system-generated PDFs and structured documents). GovPath will work with Kitsap to establish an accessibility template standard (including heading structure, table usage, reading order, and tagged output expectations) so County-authored templates remain WCAG 2.1 AA–aligned over time. Authorized County staff can manage and maintain templates without vendor dependence, with role-based controls and optional approval workflows for template updates.

Q4. Vendors should describe how their solution enforces role-based permissions, maintains audit logs, and supports reporting of user access to ensure security and compliance.

Response: The solution enforces RBAC at the application, record, and functional level so users only see and perform actions permitted by their role. Immutable audit logs capture key events (who performed an action, what changed, and when), including administrative/security changes and sensitive record access. Audit and access reports can be produced for compliance reviews, investigations, and internal oversight, enabling Kitsap to demonstrate control effectiveness.

Q5. The County's data includes personally identifiable information (PII), financial data, and enforcement records. The system must support appropriate masking or redaction of sensitive data in the staff UI, public portal, reports, and data exports, based on role-based access controls and data classification rules. Vendors should describe how their solution enforces these protections.

Response: The solution supports data classification and role-based protection of PII, financial data, and enforcement records across all user experiences. Sensitive fields can be hidden, masked, or restricted from view and export based on role, record type, status, and other business rules defined by the County. These protections apply consistently to staff UI, portal views, reports, ad-hoc queries, and export utilities to reduce the risk of inappropriate disclosure.

Q6. The County expects the system to support Public Records Act requests for permitting data and portal content. Vendors should describe how their solution enables data export in accessible formats, supports redaction of sensitive information, tracks audit trails of records provided, and facilitates timely response to requests in accordance with statutory requirements.

Response: The solution supports Public Records Act response workflows by enabling export of permitting data and portal content in common, accessible formats and by applying redaction/masking rules during disclosure preparation. The County can produce extracts for specific date ranges, record types, parcels, contacts, or other criteria, while maintaining an audit trail of what was produced, when it was produced, and by whom. This supports timely response and defensible compliance by keeping disclosure actions traceable and repeatable.

Q7. Vendors should describe how their solution supports record-level retention schedules, legal holds, and disposition workflows to enforce retention policies and ensure compliance within the application.

Response: The solution supports record-level retention controls, including configurable retention schedules, legal holds, and disposition workflows. Retention rules can be applied by record type, status, and business event (e.g., issuance, closure), and legal holds can prevent deletion or disposition while preserving access controls. GovPath will partner with Kitsap to implement retention logic aligned to County policy and applicable Washington State requirements, with documentation and auditability.

Q8. Legacy document attachments are currently stored in SmartGov, SharePoint, Clariti, and Bluebeam. Supported file types include PDF or any formats required by Bluebeam. Vendors should describe how their solution migrates or links these documents, including handling of file size limits, file type restrictions, and versioning requirements, to ensure continuity, accessibility, and compliance with County retention policies.

Response: GovPath supports a pragmatic approach for legacy documents stored in SmartGov, SharePoint, Clariti, and Bluebeam: migrate, link, or hybrid, depending on volume, quality, and County retention requirements. Document handling accommodates file size limits and file type restrictions (including PDF and Bluebeam-required formats), preserves version history where available, and applies metadata tagging to support discovery and compliance. Where documents remain in external repositories, secure linking can be implemented so users access documents contextually from the permit record while the system still enforces visibility and retention rules.

Q9. The County acknowledges that legacy data may include issues such as duplicates, missing parcels, inconsistent permit statuses, or broken links. Vendors are responsible for basic data migration and validation, while the County implementation team is responsible for detailed data cleansing, mapping decisions, and determining the tolerance for partial or missing historical records. Vendors should describe how their solution supports both basic migration tasks and collaboration with County staff for detailed data quality management.

Response: GovPath will perform basic migration and validation activities (extract support, load routines, reconciliation reporting, and defect triage) while collaborating with Kitsap staff on cleansing, mapping decisions, and tolerance thresholds for imperfect historical records. The migration approach includes repeatable test loads, exception reporting for duplicates/missing parcels/inconsistent statuses, and structured review cycles so County SMEs can validate outcomes. This shared model ensures the vendor provides the technical migration capability while Kitsap retains control over business decisions and data acceptance.

Q10. The County requires that legacy audit trails be preserved in the new system, including key details such as who, what, and when for each event. Audit trails may be read-only or summarized, depending on system capabilities. Vendors should describe how their solution supports audit immutability and retention, and any considerations for compliance beyond financial transactions. The County's permitting records are subject to Washington State retention requirements under the RCWs, including applicable statutes for public records, permits, and associated documentation.

Response: Legacy audit trails can be preserved in the new solution as read-only history records or summarized entries, depending on source format and feasibility. For the new system, audit logging is tamper-evident/immutable and captures key details (who/what/when) for record, workflow, inspection, document, financial, and administrative events—not limited to financial transactions. GovPath will align audit retention with Washington State requirements and Kitsap policy, documenting what is migrated, what is summarized, and how users access audit history.

Q11. The County prefers a parallel cutover approach for at least some modules but may consider other strategies such as weekend or phased cutovers if justified. Vendors should describe their recommended approach, including downtime mitigation, and indicate the maximum acceptable downtime for staff and portal users.

Response: GovPath recommends a cutover strategy that prioritizes continuity of operations and risk control—typically a parallel cutover for selected modules and/or a phased deployment when business readiness varies. Downtime is mitigated through mock cutovers, performance and volume testing, final conversion rehearsals, and a controlled go-live checklist with clearly defined go/no-go criteria. Maximum acceptable downtime should be defined jointly with Kitsap during planning; our objective is to keep staff and portal disruption to the smallest practical window consistent with data integrity and rollback readiness.

Q12. The County's CRM/Kitsap1 system is built on Microsoft Dynamics CRM in the cloud. Vendors should describe how contacts, cases, and communications will synchronize with the permitting solution and how

CRM communications can be linked to active and closed permits, specifying which system is authoritative for each object.

Response: GovPath can integrate with the County's Microsoft Dynamics CRM (Kitsap1) to synchronize contacts, cases, and communications with the permitting solution. Integration design will define the system of record for each object (e.g., contact master in CRM vs permitting) and support linking CRM communications to active and closed permits for a complete customer interaction history. Data exchange can be implemented via secure APIs and agreed middleware patterns, with field mapping, reconciliation reporting, and error handling included in the integration specification.

Q13. For Workday integration, the County anticipates integrating financial data such as GL postings, accounts receivable, refunds, and chargebacks. Vendors should describe whether their system supports real-time or batch data exchange. Vendors should also identify any Workday integration constraints, including supported middleware, available endpoints, and security requirements.

Response: For Workday integration, the solution supports exchanging financial data such as GL postings, accounts receivable, refunds, and chargebacks using either near real-time APIs or scheduled batch interfaces, based on Kitsap's architecture standards. Integration constraints (available endpoints, authentication methods, middleware preferences, and security requirements) are documented during design and validated through integration testing. GovPath's approach includes interface logging, exception reporting, and reconciliation outputs so finance teams can confirm end-to-end completeness.

Q14. The County requires integration with external agencies, including Washington State Labor & Industries (L&I) for contractor licensing verification, the local Health District, and potentially other agencies or districts as needed for referrals, approvals, and shared conditions. Vendors should describe how their solution will support these connections and any applicable data exchange methods, standards, or protocols.

Response: The solution supports integration with external agencies such as WA Labor & Industries (contractor licensing verification), the local Health District, and other referral/approval stakeholders through configurable integrations. Data exchange can use APIs, secure web services, file-based exchanges, or other County-approved mechanisms, with standards and protocols defined per agency. GovPath will document what data is exchanged, frequency, error handling, and auditability to support compliance and traceability.

Q15. The system shall support configurable permit expiration rules, including automatic expiration based on defined dates or lack of applicant response. The solution must accommodate reactivation or extension requests, including associated approvals, fees, and review workflows. The system shall also account for holds, unpaid fees, or other conditions that may impact expiration or reactivation. Vendors should describe how expiration rules and related edge cases are configured and enforced.

Response: Permit expiration rules are configurable, including automatic expiration by date, inactivity, or lack of applicant response, with County-defined exceptions and escalation steps. Reactivation and extension requests can be captured as structured requests routed through approval workflows, including associated fees, holds, and review steps, and can enforce conditions such as unpaid balances or

outstanding corrections. Edge cases (holds, fee delinquencies, partial approvals, and status transitions) are handled through workflow rules and business logic configured during implementation.

Q16. The system shall support project-level records that can encompass multiple permits, phases, and non-permit decisions, distinct from individual permit records.

Response: The solution supports project-level (master) records that function as an umbrella for multiple permits, phases, and related non-permit decisions. Project records provide a consolidated view of milestones, key dates, stakeholders, and status across the overall development effort, while enabling reporting and transparency at the project level.

Q17. Project records should serve as the overarching container for related activities, while permit records represent discrete, trackable regulatory actions with their own workflows, statuses, and approvals.

Response: Project records serve as the overarching container for coordination and cross-permit visibility, while individual permit records remain discrete regulatory actions with their own workflows, statuses, inspections, fees, and approvals. This separation preserves regulatory auditability at the permit level while enabling a clear project narrative and consolidated tracking for large, multi-phase developments.

Q22. The system shall support dependency rules and closure contingencies, such as preventing issuance, inspection, or finalization of a permit unless prerequisite permits or project milestones are met (e.g., a garage permit contingent on issuance of a primary dwelling permit).

Response: Dependency rules and closure contingencies are supported to prevent issuance, inspection scheduling, final approval, or closure until prerequisite permits, milestones, or conditions are satisfied. This includes scenarios such as accessory permits contingent on primary permits, required inter-department sign-offs, and completion of prerequisite inspections. Authorized overrides can be controlled by role and logged for auditability.

Q23. Vendors shall describe how project–permit relationships, dependencies, and closure logic are configured and managed.

Response: Project–permit relationships and dependency logic are configured through record relationship models, workflow prerequisites, and business rules that evaluate statuses, conditions, fees, and milestones. GovPath will document the rule set in a configuration workbook and validate it through test cases during UAT so the County can confirm that dependencies behave as intended.

Q24. The County desires an automated inspector scheduling approach that supports rule-based assignment using criteria such as availability, geography, skills/credentials, and risk score. The system should also allow manual overrides and include approval controls to ensure assignments can be reviewed and adjusted as needed. Vendors should describe how their solution supports both automated scheduling and manual intervention.

Response: The solution supports automated inspector scheduling using rule-based assignment criteria such as availability, geography/territory, discipline/skills, and prioritization factors such as risk score. Assignments can be reviewed and adjusted by authorized staff, with manual overrides supported and

logged for accountability. Approval controls can be implemented so scheduling changes follow County governance and supervisory review requirements.

Q25. Vendors should provide details on how their system can handle inspector location tracking (workflow, integrations with systems, etc.)

Response: Inspector location tracking can be supported through mobile functionality and optional integration with device/location services, subject to County policy and labor considerations. The solution can associate inspection activity with time stamps and status changes (e.g., en route, arrived, completed) and can integrate with mapping/GIS components where used for routing or visualization. Specific tracking behaviors (granularity, retention, and visibility) should be finalized during implementation planning in alignment with County policy.

Q26. Applicants should be able to view inspection notes in the portal. The County will define redaction rules and timing rules (e.g., notes visible after completion vs. real-time), and determine whether photos or attachments are shared. Vendors should describe how their solution supports configurable visibility and document sharing controls.

Response: The public portal can be configured to display inspection notes to applicants, with visibility controlled by record type, inspection status, timing rules, and redaction policies defined by Kitsap. The County can determine whether notes are visible only after completion, after supervisor review, or in near real time, and whether photos/attachments are included. These controls are managed through role-based permissions and publication rules to ensure consistent disclosure and protection of sensitive information.

Q27. The County requires vendors to describe refund scenarios and approval thresholds, including full and partial refunds, reversals, and write-offs. Refunds should generally be returned to the original payment method (card, ACH) unless otherwise approved for check issuance. The system must maintain audit details capturing who performed the transaction, what was refunded, when it occurred, and the reason. Vendors should also describe how audit records are retained in accordance with County and statutory requirements.

Response: Refund scenarios are supported through configurable workflows and approval controls, including full and partial refunds, reversals, and write-offs, with thresholds and routing defined by the County. Refunds can be configured to return to the original payment method when supported by the payment processor, with controlled exceptions for check issuance. All refund activity is captured in the financial transaction history and audit trail (who/what/when/why), supporting County compliance and statutory retention requirements.

Q28. In compliance with the Washington State Public Records Act (RCW 40.14) and requirements for immutable transaction records, the system must support extraction of financial data necessary for audits and public disclosure, including payments, fees, and transaction history. Vendors should describe how the solution applies redaction or masking to sensitive information while ensuring auditability and transparency for authorized users.

Response: The solution supports extraction of financial data necessary for audits and public disclosure, including fees, payments, refunds, and transaction history, while applying masking/redaction rules to sensitive details when appropriate. Authorized users can access complete records for auditability, while public-facing outputs can be restricted to prevent disclosure of protected information. Audit trails preserve integrity by recording original entries and subsequent adjustments rather than overwriting history.

Q29. Clear communication and timely responses are expected from both the vendor and the County. Vendors should describe their process for change management activities. Union and labor constraints will be explored before processes that involve those contraints are implemented.

Response: GovPath uses a structured change management process that emphasizes clear communication, transparent decision-making, and documented approvals. Changes are captured as requests, assessed for impact (scope, schedule, cost, risk), and routed through County governance for prioritization and approval. Where union or labor constraints may apply, change planning will include coordination with County stakeholders before implementation.

Q30. Ongoing configuration changes and enhancement requests will be submitted, prioritized, and approved through County governance processes. Vendors should describe their recommended approach for tracking, implementing, and supporting enhancements. No specific monthly enhancement budget has been established; funding and prioritization will be determined on a case-by-case basis.

Response: Ongoing enhancements are managed through a governed backlog that tracks requests, priorities, approvals, delivery status, and release notes. GovPath recommends a regular cadence (e.g., monthly or biweekly governance touchpoints) to review and prioritize requests, with transparent sizing and impact assessments. Enhancements can be delivered via configuration-first releases and scheduled deployments aligned to County change windows.

Q31. The County expects the sustainability plan to address ongoing system management, including internal administrator training, comprehensive documentation, monitoring and performance oversight, upgrade plans, and a technology roadmap. Vendors should also specify the expected frequency of upgrades and patches. The plan should demonstrate how the solution supports long-term maintainability and knowledge transfer to County staff.

Response: GovPath's sustainability approach includes administrator training, documented configuration standards, monitoring and performance oversight practices, and an upgrade/patch planning model aligned to the SaaS release cycle. We provide knowledge transfer through role-based training, recorded sessions, and maintainable reference documentation so Kitsap can manage day-to-day configuration without vendor dependence. The sustainability plan also includes a technology roadmap discussion that aligns system capabilities, County priorities, and planned enhancements over time.

Q32. The County's Cost Proposal form includes a 10% contingency. Best practice is for the contingency to be held by the County rather than the vendor, with release tied to approved milestones or change requests. It is intended to cover unknowns outside the defined scope, such as unforeseen integration, migration, or regulatory requirements. Vendors should describe how they would manage and document

contingency use, ensuring that it is transparent, justified, and not treated as profit or routine project funding. Specific guidance on contingency management will be finalized during contract negotiation.

Response: GovPath supports the County's preference that the 10% contingency be held by Kitsap and released only against approved scope changes, risks, or unknowns outside the baseline scope. Our approach is to document contingency requests with a clear trigger, justification, cost/schedule impact, and the County approval path, ensuring contingency is not treated as routine funding. Contingency usage is tracked transparently in the project log and tied to milestones or approved change requests.

Q33. Internal messaging and comment threads should be maintained as part of the official record and be subject to retention and discoverability requirements. Internal comments are intended for staff use but may be visible to applicants in limited circumstances, as determined by the County. Vendors should describe how their solution supports configurable visibility, retention, and access controls.

Response: Internal messaging and comment threads can be captured as part of the official record and managed with retention and discoverability controls. Visibility is configurable so internal-only notes remain restricted to staff roles, while specific comment types can be published to applicants under County-defined rules and approval steps. All comments are auditable and can be included in records exports subject to redaction and PRA workflows.

Q34. The County expects the staff user interface to be modern, intuitive, and usable across multiple devices throughout the workday. Staff must have the ability to reference and edit existing permits via a smartphone app in addition to any online portal. The solution must also comply with applicable accessibility standards and support current patched operating systems. Vendors should describe how their solution meets these usability, accessibility, and platform requirements.

Response: The staff user experience is designed to be modern and usable across devices, and field staff can reference and update permit information from mobile devices in addition to browser-based access. The solution supports current, patched operating systems and is configurable to meet WCAG 2.1 AA accessibility requirements for both staff and public experiences. GovPath will validate device use cases and accessibility expectations during implementation to ensure consistent usability throughout the workday.

Q35. Applicants should be able to edit their information during defined periods established by the County. The system should allow configuration of which edits require staff re-review, capture a full change history/audit trail, and provide reporting on audit trails for compliance and monitoring purposes. Vendors should describe how their solution enforces edit windows, review requirements, audit tracking, and reporting.

Response: Applicants can be allowed to edit their information during County-defined windows, with rules controlling which fields are editable and when edits require staff re-review. All applicant edits are captured in an audit trail, including before/after values, user identity, and timestamps, and can be reported for compliance monitoring. This approach improves customer experience while preserving regulatory control and accountability.

Q36. The County expects vendors to describe their disaster recovery plan, including Recovery Time Objective (RTO) and Recovery Point Objective (RPO). Specific RTO/RPO targets and disaster recovery procedures will be finalized during implementation planning, with an emphasis on ensuring continuity, data integrity, and timely recovery.

Response: Accela will provide a disaster recovery overview for the hosted solution, including recovery objectives and operational procedures. RTO/RPO targets can be finalized during implementation planning to align with County continuity expectations, with emphasis on maintaining data integrity and timely restoration of service. DR planning includes communication protocols, incident escalation, and validation/testing practices as applicable to the hosting model.

Q37. The County expects vendors to describe their solution's ability to handle anticipated data growth, including up to approximately 5,000 new permits per year, in addition to code compliance cases, document storage, and portal messages. Vendors should outline approaches for managing storage costs over time, including any tiering, archival, or retention strategies for older records. Specific growth estimates and cost responsibilities will be refined during contracting and implementation planning.

Response: The solution is designed to handle anticipated growth (e.g., thousands of new permits per year plus cases, documents, and portal messages) through scalable cloud infrastructure and configurable retention/archival practices. Kitsap can manage storage growth via retention schedules, archival of older history/log data where appropriate, and policy-driven document lifecycle controls. GovPath will help the County forecast storage drivers and establish governance for storage cost management over time.

Q38. The County expects the solution to meet high-quality standards at go-live, with critical (Sev-1) and major (Sev-2) defects resolved prior to launch. Vendors should describe their approach to defect classification, tracking, resolution, and quality gates for go-live. Specific severity thresholds will be defined during implementation planning.

Response: GovPath uses a quality management approach that defines defect severity (Sev-1 through Sev-4), tracks defects in an issue registry, and enforces quality gates prior to go-live. Critical (Sev-1) and major (Sev-2) defects are required to be resolved (or have a County-approved mitigation plan) before launch, and go/no-go decisions are based on agreed acceptance criteria. This approach ensures the system meets operational readiness standards at deployment.

Q39. The County's data is hosted with SMARTGov, and any rollback approach would need to be coordinated with them in advance. An unsuccessful migration requires a clear rollback plan to maintain operations. The County expects vendors to provide a detailed rollback strategy in the event of go-live issues. The legacy system will remain operational for a limited period after cutover to support continuity, with the specific duration and conditions determined during implementation planning. Vendors should outline their approach to rollback, contingencies, and data reconciliation.

Response: GovPath will provide a rollback strategy that accounts for the County's dependency on SMARTGov hosting and the need to coordinate rollback options in advance. Rollback planning includes cutover decision checkpoints, data reconciliation steps, and a defined window where the legacy system remains available for continuity under agreed conditions. The plan is validated through mock cutovers

and includes clear responsibilities, communications, and recovery steps if go-live issues require reverting operations.

Q40. The County requires vendors to adhere to RCW 19.255.010 breach notification requirements for personal information. Details regarding the incident response process, notification timeline, and coordination model, as well as any additional County-specific requirements such as forensics or credit monitoring, will be scoped during implementation planning. Vendors should describe their standard security incident management and notification capabilities.

Response: We support security incident management aligned to Washington State breach notification requirements (RCW 19.255.010), including rapid identification, containment, investigation support, and documented notification workflows. Incident response includes defined roles, escalation paths, and coordination with the County on scope, timing, and communication requirements. Any County-specific requirements (e.g., forensics coordination or additional notifications) can be finalized during implementation planning.

Q41. Infrastructure availability SLA, including target uptime and reporting mechanisms, will be addressed during the final vendor selection phase. Vendors should describe their standard approach to monitoring, measuring, and communicating availability, with an emphasis on transparent reporting and timely communication of incidents, alerts, and historical uptime data.

Response: GovPath supports transparent availability monitoring and reporting, including incident communications, historical uptime reporting, and root-cause/post-incident summaries when applicable. Our approach emphasizes timely notification of outages or degradations, clear status updates during incidents, and documented reporting mechanisms for County oversight. Accela expertly manages our applications and infrastructures within the industry-leading Microsoft Azure hosting environment, ensuring world-class data security and a robust and reliable solution with a 99.9 percent uptime commitment each calendar month. Final SLA terms and reporting formats can be aligned during vendor selection and contracting.

Q42. The County expects the permitting system to make most information publicly accessible, with only a small subset considered confidential. Vendors should describe how their solution protects the limited confidential information in the portal and exports, including configurable access controls and redaction capabilities.

Response: The solution supports a ‘public-by-default’ publication model while protecting the limited set of confidential data through configurable access controls and redaction rules. Kitsap can define which record types, statuses, fields, attachments, and communications are public, and which are restricted, including enforcement/investigation items and sensitive personal or financial data. Publication rules are enforceable across portal views and exports to prevent unintended disclosure.

Q43. The County has APIs available for Workday and Bluebeam to support data integration and extraction. Vendors should describe how their solution leverages these APIs, including methods, authentication, and any applicable rate limits, to ensure seamless and secure integration. Specific integration details will be finalized during contracting and implementation planning.

Response: GovPath can leverage the County's available Workday and Bluebeam APIs to support secure integration and data exchange. Integration design will document methods (API vs batch), authentication, rate limiting considerations, error handling, and audit logging, consistent with County standards. This ensures integrations are reliable, secure, and supportable over the long term.

Q44. The County intends for the permitting system to make most data publicly accessible, while sensitive information—such as personally identifying information, certain financial details, and limited enforcement or investigation data—is restricted. Vendors should describe how their solution supports configurable access controls, redaction, and publication rules to manage what data is exposed and how it is protected.

Response: The solution provides configurable access controls, redaction, and publication rules to manage what data is exposed publicly while restricting sensitive information such as PII, certain financial details, and limited enforcement/investigation data. County-defined rules determine what is visible by role and by context (portal vs staff UI vs report/export). This allows Kitsap to maximize transparency while maintaining compliance with privacy and investigative constraints.

Q45. The County is interested in vendors' capabilities for revenue forecasting, including available forecasting horizons and segmentation options (e.g., by permit type, department, fund). Vendors should describe the tools, models, and reporting features their solution provides, allowing the County to evaluate what best fits its needs.

Response: The solution supports revenue analysis and forecasting through configurable reporting and dashboards that can segment results by permit type, department, fund, and other business dimensions. Forecasting horizons and models can be implemented using historical permit and fee data, with outputs presented through dashboards and exportable reports. GovPath will work with Kitsap Finance to define the forecasting approach and the specific metrics most useful for County decision-making.

Q46. The County expects vendors to provide a comprehensive staffing plan for the implementation partner, including defined roles, onsite versus remote allocation, and identification of key personnel. Vendors should describe the subject matter expertise, relevant background, certifications, public-sector experience, and demonstrate the level of experience of proposed staff.

Response: GovPath will provide a comprehensive staffing plan identifying key roles (project leadership, business analysis, configuration, integration, data migration, testing, training, and support) and specifying onsite versus remote allocation. Staff backgrounds will include relevant public-sector experience and applicable certifications/role expertise, with clear assignment of responsibilities and escalation paths. This ensures Kitsap evaluators can see the capacity, experience, and accountability model supporting delivery.

Q47. The County expects the data migration plan to include detailed field-level mappings, transformation rules, validation checks, reconciliation reports, and sign-off checkpoints to ensure data integrity and completeness. Vendors should describe their approach for planning, executing, and validating data migration.

Response: GovPath's data migration approach includes field-level mapping workbooks, documented transformation rules, validation checks, reconciliation reporting, and formal sign-off checkpoints. Migration is executed iteratively (multiple test loads) so Kitsap SMEs can validate results early and often, reducing risk at cutover. Acceptance criteria and reconciliation thresholds are defined collaboratively to ensure data integrity and completeness.

Q48. The County currently has approximately 23,000 authenticated external users, including a mix of applicants and contractors. A small fraction of these users are in the system at any given time. Specific user loads, including peak activity, will be gathered during the final selection and contracting phases. Vendors should describe their recommended licensing models—such as login-based, member-based, or page-view-based—and how their solution scales to accommodate large numbers of external users.

Response: The solution is designed to scale to large populations of external users by supporting portal access patterns where only a subset of registered users are active concurrently. Licensing models can be aligned to the County's expected usage (e.g., named vs concurrent vs other vendor licensing approaches), and system performance can be validated through load testing using Kitsap's peak scenarios. GovPath will help the County evaluate the licensing and scaling approach that best fits actual adoption and peak usage.

Q49. The County anticipates that data may be extracted from SmartGov's Ad Hoc system, though vendor participation may be required for data migration. Vendors should describe any migration tooling constraints (e.g., ETL tools, SFTP, direct database access) and how they will ensure secure extraction, transformation, and loading from legacy sources in compliance with County security requirements.

Response: GovPath supports secure extraction, transformation, and loading from SmartGov sources using County-approved tooling and security constraints. Where SmartGov's ad hoc export is used, we will validate completeness and support secure transfer methods (e.g., SFTP or approved secure storage), and where vendor participation is required we will coordinate extraction protocols and access controls. ETL constraints and access requirements are documented early so migration can proceed predictably and securely.

Q50. Vendors should provide current security certifications such as SOC 2, as well as documentation including their incident response plan. If the solution processes credit card transactions, PCI compliance documentation is also required.

Response: GovPath will provide current security certifications and documentation as required, including SOC 2 reports (typically shared under NDA) and an incident response plan. For payment processing, PCI responsibilities and compliance documentation are provided consistent with the payment processing model and the selected payment provider. This ensures Kitsap can evaluate security posture and compliance alignment during procurement.

Q51. For immutable financial records, the County expects the system to support write-once storage or an equivalent tamper-evident mechanism. Vendors should describe how corrections or adjustments are managed in a way that preserves audit integrity, including maintaining a complete history of original entries and subsequent modifications.

Response: To satisfy immutable financial record requirements, the system preserves transaction history in a tamper-evident manner: corrections and adjustments are recorded as new transactions or adjustment entries rather than overwriting original records. This maintains a complete historical chain of the original entry and all subsequent changes, supporting audit integrity and public disclosure obligations for authorized users. Audit logs further document who initiated each action and when it occurred.

Q52. The County requires that document uploads support versioning (major/minor), check-in/check-out controls, and metadata tagging to enable discovery, auditing, and compliance. Vendors should describe how their solution manages document versioning, metadata, and access controls.

Response: Document uploads support versioning concepts and metadata tagging to enable discovery, auditing, and compliance. Access controls determine who may upload, revise, or view document versions, and document metadata can support retention categories, record association, and search filters. If check-in/check-out controls are required for specific workflows, GovPath will configure the document handling model to align with County process and governance.

Q53. The County currently uses a SharePoint-based document retention system but prefers that documents be stored natively in the hosted solution. Vendors should describe how their solution supports dynamic document storage, including capabilities for sorting, filtering, organization, and retrieval, while meeting County requirements for retention, security, accessibility, and workflow.

Response: The solution supports native document storage within the hosted environment while meeting County requirements for organization, retrieval, security, and retention. Documents can be sorted and filtered using metadata, associated to records/projects, and managed through lifecycle rules aligned to retention policies. Where needed, integration or migration from SharePoint can be implemented while ensuring continuity and compliance.

Q54. The County currently maintains over 275 permit types, including permit records and documents that require sequential numbering schemes. The final number of permit types requiring professional configuration will depend on the functionality, flexibility, and native capabilities of the proposed system, including the ability to consolidate, parameterize, or otherwise reduce permit type proliferation. Vendors shall describe their approach to configuring permit types, numbering schemes, and any assumptions regarding consolidation or configuration effort.

Response: GovPath will work with Kitsap to rationalize and configure permit types, including support for sequential numbering schemes and parameterization strategies to reduce unnecessary permit-type proliferation. Our approach includes an intake/workshop to identify which permit types can be consolidated using configuration (attributes, workflow variants, and rules) versus those requiring distinct record types. We document assumptions and configuration effort so Kitsap has clear visibility into scope and maintainability.

Q55. The County anticipates configuring approximately 20 document templates, including items such as permit cards, correction letters, Noticing templates, check prints, comment letters, Certificates of Occupancy, and other standard communications. Vendors should describe their solution's capabilities for

template creation, customization, and maintenance to support consistent and accurate document generation.

Response: The solution supports creation and maintenance of document templates (e.g., permit cards, correction letters, notices, checks, certificates, and standard communications) with auto-population from system data. Templates are maintainable by authorized County staff without vendor development, with role-based access controls and optional approval workflows for template changes. GovPath will assist Kitsap in establishing template standards, version control practices, and accessibility expectations for generated outputs.

Q56. The County will provide details on the structure and quality of historical data expected to be migrated during the contracting and implementation planning phase. Vendors should describe their general approach for assessing data quality, mapping legacy data to the new system, and validating migrated records.

Response: GovPath's approach begins with a structured data quality assessment to understand legacy data structure, completeness, and known anomalies before finalizing mapping and transformation rules. We then map legacy objects to the target data model, define transformations, and validate through iterative test migrations with reconciliation reporting. This ensures Kitsap has clear visibility into data quality risks and acceptance decisions prior to final cutover.

Q57. In-flight records will be imported and resumed in the new system to ensure continuity of processing. Vendors should describe their approach for handling in-flight records, including any assumptions, dependencies, or limitations during migration.

Response: In-flight records can be migrated and resumed in the new system by mapping current status, workflow step, assigned staff, outstanding conditions, fees, and required next actions. GovPath's approach includes defining which in-flight scenarios are eligible for full continuation versus those better closed in the legacy system, based on County policy and operational risk. Dependencies and limitations are documented and tested in a mock cutover to ensure processing continuity.

Q58. The County expects vendors to provide a risk mitigation strategy aligned with project objectives. Specific risks—such as data quality, system integrations, adoption challenges, regulatory reporting (e.g., SB 5290), and others—will be scoped out during the planning phase of implementation. Vendors should describe how risks will be identified, tracked, prioritized, and escalated throughout the project.

Response: GovPath provides a risk management framework that identifies, tracks, prioritizes, and escalates risks throughout the project lifecycle. Risks such as data quality, integrations, adoption/change management, regulatory reporting (e.g., SB 5290), and go-live readiness are maintained in a risk register with owners, mitigation plans, and escalation thresholds. Risk review is incorporated into project governance so Kitsap leadership has continuous visibility.

Q59. The County requires a training and testing environment, which may be a single sandbox rather than separate Dev/Test/UAT/Training/Prod environments. Vendors should describe how their solution supports

testing and training activities, including provisioning, cost responsibilities, and any constraints on using sandboxes versus full data copies.

Response: GovPath supports provisioning of a training and testing environment suitable for UAT and training, whether that is a single sandbox or separate environments depending on County preference and cost considerations. We recommend a sandbox strategy that enables repeatable testing, training content development, and realistic data scenarios (including masked or representative data where required). Environment sizing, refresh approach, and cost responsibilities are finalized during contracting and implementation planning.

Q60. For planning workflows such as public hearings, comment periods, and decisions, the system should support required artifacts including Notice of Applications (NOA), Notice of Decision (NOD), Notice of Public Hearing (NOPH), agenda packets, staff reports, and decision letters. Vendors should describe how the solution manages public transparency, including the ability to determine whether documents are visible on the public portal and control timing of publication while supporting staff review and approval processes.

Response: For planning workflows (public hearings, comment periods, decisions), the solution supports managing required artifacts such as NOA, NOD, NOPH, agenda packets, staff reports, and decision letters as controlled documents tied to record status and approvals. Publication timing is configurable so documents can be reviewed and approved internally before being released to the public portal, and visibility can be controlled by document type, status, and role. This supports transparency while ensuring accuracy and process control.

Q61. The system shall support easily editable, auto-populated templates for information requests, NOIC, staff reports, and other repetitive communications. Supported formats may include Word or equivalent documents, system-generated PDFs, email, and SMS, depending on the proposed solution. Templates shall be maintainable by authorized County staff without vendor involvement. The system shall support role-based access and version control, and may support approval workflows for template changes. Vendors shall describe supported formats, template management features, and any limitations in their proposals.

Response: The solution supports easily editable, auto-populated templates for information requests, NOIC, staff reports, and other standard communications, and can deliver outputs through common channels such as portal documents, email, and (where enabled) SMS. Templates are maintainable by authorized County staff, protected by role-based access, and can be version-controlled with optional approvals for changes. GovPath will document supported formats and any practical limitations during implementation planning so Kitsap can standardize templates and reduce ongoing reliance on vendor services.

Required Forms

Exhibit C Proposal Certification (with proof of signature authority)

Exhibit E Exceptions and Assumptions Form

EXHIBIT C
PROPOSAL CERTIFICATION

All information requested below must be provided. Failure to properly complete, sign and return this Bidder's Certification form may cause the bid to the rejected. Bidder, through the duly authorized undersigned representative ("Representative") makes this certification as a required element of submitting a responsive bid. Bidder certifies, to the best of its knowledge and belief, that the following are true, complete, correct, and made in good faith:

BIDDER AND REPRESENTATIVE INFORMATION			
Legal Name of Bidder: (Provide *full legal* name)	TruePoint Solutions, LLC (dba GovPath)		
Bidder's Trade Names	GovPath		
Bidder's Street Address:	950 East State Highway 114, Suite 105 Southlake, TX 76092		
Bidder's Website	www.govpath.tech		
Bidder Organization Type: *(Check applicable box)*	Corporation:	☐ Domestic	☐ Foreign
	Limited Liability Company (LLC):	☐ Domestic	☑ Foreign
	Partnership:	☐ Domestic	☐ Foreign
	Sole Proprietorship:	☐	
State and Date of Formation:	Identify the state where the corporation, LLC, or partnership is formed – e.g., 'Washington' if domestic and the name of the state if 'Foreign' (i.e., not Washington) California, January, 2005		
Federal Tax ID No.	201664808		
Washington State UBI No.	603125641		
State Industrial Acct ID No.	On file with Washington Department of Labor & Industries (L&I)		
Name/Title of Bidder's Representative:	Brian Weber, Chief Revenue Officer		
Representative's Address:	950 East State Highway 114, Suite 105 Southlake, TX 76092		
Representatives Phone Nos	(559) 289-4573	916-259-1293	
Representative's Email Address:	bweber@govpath.tech		
Identify all Addenda received by Bidder:	Addendum No/Date Addendum 1, 03/05/2026 Addendum No/Date Addendum 1 Clarifications 03/05/2026 Addendum No/Date Addendum No/Date Addendum No/Date		

Did an outside individual/agency assist with the bid preparation? ☐ Yes ☑ No

If yes, please identify the individual/agency:

1. UNDERSTANDING. Bidder certifies that Bidder has read, thoroughly examined, and fully understands all of the provisions, requirements and scope of the Solicitation (including all exhibits and attachments), the extent the local conditions affect the services to be provided, and the terms and conditions of the Contract and any amendments or clarifications to the Solicitation, and agrees to abide by the same. Bidder will make no claim against the County based upon ignorance of conditions or misunderstanding of the solicitation documents, or the goods and/or services to be provided.

2. ACCURACY. While the County has used considerable efforts to ensure the information in the solicitation is accurate, the County does not guarantee or warrant the information to be accurate nor is it necessarily comprehensive or exhaustive. Nothing in this solicitation is intended to relieve the Bidder from forming their own opinions and conclusions with respect to the matters addressed in the solicitation. Bidder certifies that Bidder has carefully prepared and reviewed its bid and fully supports the accuracy of the same. Bidder understands and acknowledges that the County shall not be responsible for any errors or omissions on the part of Bidder in preparing its bid and that the continuing compliance with these statements and all requirements of the Solicitation are conditions precedent to the award or continuation of the resulting Contract.

3. LEGAL CONSIDERATION. Bidder understands and acknowledges that it is the Bidder's responsibility to comply with all applicable federal, state, and local laws, ordinances, rules, and regulations applicable to the goods and services to be provided under this Solicitation.
4. LIABILITY FOR ERRORS. While the County has used considerable efforts to ensure the information in the solicitation is accurate, the County does not guarantee or warrant the information to be accurate nor is it necessarily comprehensive or exhaustive. Nothing in this solicitation is intended to relieve the offeror from forming their own opinions and conclusions with respect to the matters addressed in the solicitation.

4. LIABILITY FOR ERRORS. While the County has used considerable efforts to ensure the information in the solicitation is accurate, the County does not guarantee or warrant the information to be accurate nor is it necessarily comprehensive or exhaustive. Bidder understands and acknowledges that nothing in this solicitation is intended to relieve the Bidder from forming their own opinions and conclusions with respect to the matters addressed in the solicitation.

5. NO COLLUSION OR ANTI-COMPETITIVE PRACTICES. Bidder certifies that Bidder has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this Solicitation. Bidder certifies that Bidder's bid prices have been arrived at independently, without engaging in collusion, bid rigging, or any other illegal activity, and without for the purpose of restricting competition any consultation, communication, or agreement with any other bidder or competitor relating to (a) those prices, (b) the intention to submit a bid, or (c) the methods or factors used to calculate the prices offered. Bidder certifies that Bidder has not been and will not knowingly disclose its bid prices, directly or indirectly, to any other bidder or competitor before award of a Contract, unless otherwise required by law. Bidder certifies that Bidder has made no attempt and shall not make any attempt to induce any other person or firm to submit or not to submit a bid for the purpose of restricting competition. However, Bidder may join with other persons or organizations for the purpose of presenting a bid.

6. FIRM OFFER. Bidder certifies that its bid, attached hereto, is a firm offer which cannot be withdrawn for a period of **ninety (90)** days following the bid due date and time. County may accept such bid, with or without further negotiation, at any time within such period. In the event of a protest, Bidder's bid shall remain valid for such period or until the protest and any related court action is resolved, whichever is later.

7. CONFLICT OF INTEREST. Bidder certifies that, in preparing this bid, Bidder has not been assisted by any current or former employee of the County whose duties relate (or did relate) to this Solicitation, or prospective Contract, and who was assisting in other than his or her official, public capacity. Neither does such a person nor any member of his or her immediate family have any financial interest in the outcome of this bid.

8. NO REIMBURSEMENT. Bidder certifies that Bidder understands that the County will not reimburse Bidder for any costs incurred in preparing, submitting, developing, demonstrating, presenting, negotiating, or providing a response, and/or samples, for this solicitation. All such activities are done at the bidder's own expense.

9. PERFORMANCE. Bidder certifies that Bidder understands that its submittal of a bid and execution of this Bidder's Certification certifies bidder's willingness to comply with the Contract, if awarded such. By submitting this bid, Bidder hereby offers to furnish the goods and/or services solicited pursuant to this Solicitation in compliance with all terms, conditions, and performance requirements contained in this Solicitation and the resulting Contract.

10. PUBLIC RECORDS. Bidder understands and acknowledges that all bids and other records submitted to the County in response to the Solicitation are the property of the County and subject to the Public Records Act (Act), chapter 42.56 RCW. If a bidder considers any portion of its bid, electronic or hard copy, to be protected from inspection and copying under Washington law, it is the responsibility of the bidder to specifically identify each page and item the bidder claims to be exempt from disclosure. If the County receives a request under the Act to inspect or copy the information that has been identified by the bidder as exempt from disclosure, the County's sole obligation will be to make a reasonable effort to notify the bidder of the request and the date the exempt information will be released to the requestor unless the bidder obtains a court order to enjoin disclosure pursuant to RCW 42.56.540. The County will release the information unredacted on the date specified, absent receipt of a court order enjoining such disclosure. The County has, and by this section assumes, no obligation to claim any exemption from disclosure under the Act on behalf of the bidder. The County will not be liable to the bidder for the County's release of records that have been marked by the bidder as exempt.

11. INSURANCE. Bidder certifies that Bidder will provide a current, valid Certificate of Insurance for each and all of the required insurance coverages as specified in the Contract within the timeframe requested by the County, but no later than the execution date of the Contract.

12. DEBARMENT. Bidder certifies as follows (must check one):

    ☑ *NO DEBARMENT*. Bidder and/or its principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from contracting with any federal, state, or local governmental entity; OR

    ☐ *DEBARRED*. As detailed on the attached explanation (Bidder to provide), Bidder and/or its principals presently are debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from contracting with a federal, state, or local governmental entity.

13. CRIMINAL OFFENSE, CIVIL JUDGMENT. Bidder certifies as follows (must check one):

    ☑ *NO CRIMINAL OFFENSE, CIVIL JUDGMENT*. Bidder and its officers, directors, and managers have not, within the three (3) year period preceding the date of this Solicitation, been convicted or had a civil judgment rendered against Bidder or such officers, directors, and managers for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a governmental contract; violation of any federal or state antitrust statute; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property. Bidder further certifies that Bidder, and its officers, directors, and managers are not presently indicted or otherwise criminally or civilly charged by a governmental entity with commission of any of the offenses enumerated in this paragraph; **OR**

    ☐ *CRIMINAL OFFENSE, CIVIL JUDGMENT*. As detailed on the attached explanation (Bidder to provide), within the three (3) year period preceding the date of this Solicitation, Bidder or its officers, directors, or managers have been convicted or had a civil judgment rendered against Bidder or such officers, directors, or managers for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a governmental contract; violation of any federal or state antitrust statute; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.

14. WAGE THEFT PREVENTION. Bidder certifies as follows (must check one):

    ☑ *NO WAGE VIOLATIONS*. Bidder has NOT been determined by a final and binding citation and notice of assessment issued by the Washington Department of Labor and Industries or through a civil judgment

entered by a court of limited or general jurisdiction to have willfully violated, as defined in RCW 49.48.082, any provision of chapters 49.46, 49.48, or 49.52 RCW within three (3) years prior to the above-referenced Solicitation date; **OR**

☐ *VIOLATIONS OF WAGE LAWS*. Bidder has been determined by a final and binding citation and notice of assessment issued by the Washington Department of Labor and Industries or through a civil judgment entered by a court of limited or general jurisdiction to have willfully violated, as defined in RCW 49.48.082, a provision of chapters 49.46, 49.48, or 49.52 RCW within three (3) years prior to the above-referenced Solicitation date.

15. TERMINATION FOR DEFAULT OR CAUSE. Bidder certifies as follows (must check one):

☑ *NO TERMINATION FOR DEFAULT OR CAUSE*. Bidder has not, within the three (3) year period preceding the date of this Solicitation, had one (1) or more federal, state, or local governmental contracts terminated for cause or default; **OR**

☐ *TERMINATION FOR DEFAULT OR CAUSE*. As detailed on the attached explanation (Bidder to provide), within the three (3) year period preceding the date of this Solicitation, Bidder has had one (1) or more federal, state, or local governmental contracts terminated for cause or default.

16. TAXES. Bidder certifies as follows (must check one):

☑ *TAXES PAID*. Except as validly contested, Bidder is not delinquent and has paid or has arranged for payment of all taxes due by the Bidder and has filed all required returns and reports as applicable; **OR**

☐ *DELINQUENT TAXES*. As detailed on the attached explanation (Bidder to provide), Bidder has not paid or arranged for payment of all taxes due by the Bidder and/or has not timely filed all required returns and reports as applicable.

17. LAWFUL REGISTRATION. Bidder, if conducting business other than as a sole proprietorship (e.g., Bidder is a corporation, limited liability company, partnership) certifies as follows (must check one):

☑ *CURRENT LAWFUL REGISTRATION*. Bidder is in good standing in the State of Washington and the jurisdiction where Bidder is organized, including having timely filed all required annual reports; OR

☐ *DELINQUENT REGISTRATION*. As detailed on the attached explanation (Bidder to provide), Bidder currently is not in good standing with the State of Washington and/or the jurisdiction where Bidder is organized.

18. REGISTRATION WITH WASHINGTON STATE DEPARTMENT OF REVENUE. Bidder certifies as follows (must check one):

☑ *BIDDER IS REGISTERED WITH WASHINGTON STATE DEPARTMENT OF REVENUE*. Bidder is registered with the Washington State Department of Revenue, has a business license to do business in Washington, and has identified its Unified Business Identifier (UBI) number above.

OR

☐ *BIDDER WILL REGISTER WITH WASHINGTON STATE DEPARTMENT OF REVENUE*. Bidder is not registered with the Washington State Department of Revenue but, if designated as the Apparent Successful Bidder, Bidder will register with the Washington State Department of Revenue and obtain a business license within twenty-four (24) hours of such designation or notification by County or be deemed a nonresponsive bid; OR

☐ *BIDDER IS NOT REGISTERED WITH WASHINGTON STATE DEPARTMENT OF REVENUE*. Bidder is not registered with the Washington State Department of Revenue and Bidder declines to register with the Washington State Department of Revenue. *Note*: County requires all awarded bidders (including Washington firms and out of state firms) to be registered with the Washington State Department of Revenue. Bidders who are not registered will not be awarded a Contract.

19. SUBCONTRACTORS. Bidder certifies as follows (must check one):

☑ *NO SUBCONTRACTORS*. If awarded a Contract, Bidder will not utilize subcontractors to provide the goods and/or services subject to this Solicitation; OR

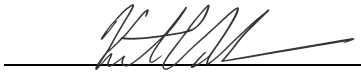
☐ *SUBCONTRACTORS*. As detailed on the attached explanation (Bidder to provide), if awarded a Contract,

Bidder will utilize subcontractors to provide the goods and/or services subject to this Solicitation. In such event, Bidder certifies that, as to County, Bidder shall retain responsibility for its subcontractors, including, without limitation, liability for any subcontractor's acts or omissions. Bidder must provide the precise legal name (including state of organization), business address, and federal tax identification number for each subcontractor. Do not provide any social security numbers.

20. REFERENCES. Bidder certifies the references provided to the County have worked with Bidder and that such individuals and firms have full permission, without any additional requirement or release, to provide such references and information to the County. Bidder hereby authorizes the County (or its agent) to contact Bidder's references and others who may have pertinent information regarding Bidder's prior experience and ability to perform the Contract, if awarded. Bidder further authorizes such individuals and firms to provide references and release such information to the County.

21. REQUIRED LICENSES/CERTIFICATIONS. Bidder certifies that Bidder is fully licensed and certified (in good standing) for the type of work to be performed in Washington state as identified in the Solicitation at the time of the bid and will remain so throughout the Contract term.

22. AUTHORIZATION. The undersigned certifies that he/she is an authorized representative of the Bidder identified above; is authorized to submit this bid and make these certifications on behalf of the Bidder; and further certifies under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and made in good faith:

Bidder's Signature *(Authorized Representative)*: 

Print Name and Title of Signer: Bert Auburn, Chief Executive Officer

Dated this 11 day of March , 20 26

TRUEPOINT
MANAGER AND DIRECTOR CHART

Last Updated: October 24, 2024

Entity	Managers/Directors	Officers
GTS Parent Holdings, LLC (DE LLC)	Board of Managers: • Andrew Thompson • Keith Collins • Jesse Kay • Kent Johnson • Hubert P. Auburn • Matthew Stoyka	Hubert P. Auburn – Chief Executive Officer Andrew Thompson – President Keith Collins – Vice President Jesse Kay – Treasurer, Secretary
GTS Intermediate, LLC (DE LLC)	Member-managed by its sole member GTS Parent Holdings, LLC.	Hubert P. Auburn – Chief Executive Officer Andrew Thompson – President Keith Collins – Vice President Jesse Kay – Treasurer, Secretary
TruePoint Solutions LLC (CA LLC)	Member-managed by its sole member GTS Intermediate, LLC	Andrew Thompson – President Keith Collins – Vice President Hubert P. Auburn – Chief Executive Officer[1] Robert Strouse – Chief Technology Officer Keith Hobday – Implementation Director Jesse Kay – Treasurer, Secretary
TruePoint Solutions, LLC (NV LLC)	Member-managed by its sole member GTS Intermediate, LLC	Andrew Thompson – President Keith Collins – Vice President Hubert P. Auburn – Chief Executive Officer Robert Strouse – Chief Technology Officer Keith Hobday – Implementation Director Jesse Kay – Treasurer, Secretary
GTS Management Incentive, LLC (DE LLC)	Managed by GTS Parent Holdings, LLC.	None.

[1] Note: Globally, we have not seen Kent's executed resignation whereby he resigns from the position of CEO of each of the companies.

EXHIBIT E
EXCEPTIONS AND ASSUMPTIONS FORM

BIDDER'S NAME: GovPath

The County does not intend to make changes to the terms and conditions of the solicitation, unless necessary to clarify the scope of work and technical requirements. Failure to accept the terms and conditions may result in a proposal being deemed nonresponsive. Offerors shall identify all Exceptions and/or Assumptions taken to any terms, conditions, and specifications of the solicitation and associated documents must be clearly identified on the table below and returned with the proposal. Unallowable or questionable Exceptions and/or Assumptions may cause a proposal to be non-responsive. Exceptions or Assumptions noted elsewhere in the solicitation and not specified on this form will be considered void and may disqualify the offer. All cells below must be completed for each Exception and Assumption.

SPECIFICALLY DESCRIBE ALL EXCEPTIONS AND ASSUMPTIONS *(attach additional pages if needed)*:

Identify All Exceptions and Deviations *(check one)*					
X **No Exceptions Requested**: Bidder is not requesting exceptions to the solicitation and associated documents.					
☐ Offeror requests the exceptions and/or assumptions identified below:					
No	**Section, page, and reference**	**Language to which an Exception or Assumption taken**	**Provide basis for all Exceptions and Assumptions**	**Proposed Language**	**Price and Schedule Impact**
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Signature of Bidder's Authorized Representative  Date: March 11, 2026

Bert Auburn
Name of Bidder's Authorized Representative (print)

Chief Executive Officer
Title