

**RESOLUTION NO.** \_\_\_\_\_

**WHEREAS**, the City of Dothan must comply with the U.S. Department of Justice's ruling for Americans with Disabilities Act (ADA), Title II for Web Content and Mobile App Accessibility by April 24, 2026, and

**WHEREAS**, the City of Dothan has a current agreement with CivicPlus for its website application approved by Resolution 2024-282 on October 1, 2024, and

**WHEREAS**, Civic Plus has provided a statement of work for additional modules, AudioEye and DocAccess to enable website accessibility meeting the ADA, Title II requirements.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Commissioners of the City of Dothan, Alabama, as follows:

**Section 1.** That the City of Dothan accepts the statement of work from Civic Plus for the AudioEye and DocAccess modules with implementation in the amount of \$9,568.39 (as prorated for Year 1) and annual recurring services (subject to uplift) in the amount of \$20,001.28.

**Section 2.** That Mark Saliba, Mayor of the City of Dothan and in such capacity, is hereby authorized and directed to sign said statement of work and any associated documents for and in the name of the City of Dothan, which shall be attested to by the City Clerk.

**PASSED, ADOPTED AND APPROVED** on \_\_\_\_\_.

**ATTEST:**

\_\_\_\_\_  
**Mayor**

\_\_\_\_\_  
**City Clerk**

\_\_\_\_\_  
**Associate Commissioner District 1**

\_\_\_\_\_  
**Associate Commissioner District 2**

\_\_\_\_\_  
**Associate Commissioner District 3**

\_\_\_\_\_  
**Associate Commissioner District 4**

\_\_\_\_\_  
**Associate Commissioner District 5**

\_\_\_\_\_  
**Associate Commissioner District 6**  
**BOARD OF CITY COMMISSIONERS**



**CivicPlus**

302 South 4th St. Suite 500  
Manhattan, KS 66502  
US

**Quote #:**  
**Date:**  
**Expires On:**

Statement of Work  
Q-116836-1  
2/11/2026 6:28 AM  
4/12/2026

**Client:**  
City of Dothan, AL

**Bill To:**  
DOTHAN CITY, ALABAMA

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Cameron Dewaele		cameron.dewaele@civicplus.com		Net 30

Discount(s)

QTY	PRODUCT NAME	DESCRIPTION
1.00	PDF Accessibility Year 1 Annual Fee Discount	Year 1 Annual Fee Discount

One-time(s)

QTY	PRODUCT NAME	DESCRIPTION
1.00	AudioEye Managed Implementation	AudioEye Managed Implementation

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION
1.00	AudioEye Managed	AudioEye Managed: <a href="https://www.dothan.org/">https://www.dothan.org/</a>
1.00	DocAccess	DocAccess is a document accessibility platform that scans, converts, and monitors PDF documents on websites to support ADA and Section 508 compliance efforts for users with disabilities.

List Price - Initial Term Total	USD 16,465.12
Total Investment - Prorated Year 1	USD 9,568.39
Annual Recurring Services (Subject to Uplift)	USD 20,001.28

Total Days of Quote:232

Initial Term	2/11/2026 - 9/30/2026, Renewal Term 10/1 each calendar year
Initial Term Invoice Schedule	100% Invoiced upon Signature Date

The Annual Recurring Services subscription fee for the Products (as described above) included in this SOW are prorated and co-termed to align with the Client's current Municipal Websites billing schedule and the Annual Recurring Services amount will subsequently be added to Client's Municipal Websites Term and regularly scheduled annual invoices under the terms of the Agreement. This Statement of Work ("SOW") shall be subject to the terms and conditions of Master Services Agreement signed by and between the Parties on June 16, 2021, and the DocAccess and AudioEye Managed Terms and Conditions attached hereto as "Exhibit A" (collectively, the "Agreement"). By signing this SOW, Client expressly agrees to the terms and conditions of the Agreement, as though set forth herein.

Please note that this document is a SOW and not an invoice. Upon signing and submitting this SOW, Client will receive the applicable invoice according to the terms of the invoicing schedule outlined herein.

Client may issue purchase orders for its internal, administrative use only, and not to impose any contractual terms. Any terms contained in any such purchase orders issued by the Client are considered null and will not alter the Binding Terms, the Agreement or this SOW.

**Acceptance of Quote # Q-116836-1**

The undersigned acknowledges having read, understood, and agreed to be bound by the binding terms and conditions incorporated into this SOW. This SOW shall become effective as of the date of the last signature below ("Effective Date").

For CivicPlus Billing Information, please visit <https://www.civicplus.com/verify/>

Authorized Client Signature

CivicPlus

By (please sign):

By (please sign):

\_\_\_\_\_  
Printed Name:

\_\_\_\_\_  
Printed Name:

\_\_\_\_\_  
Title:

\_\_\_\_\_  
Title:

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Date:

Organization Legal Name:

\_\_\_\_\_  
Billing Contact:

\_\_\_\_\_  
Title:

\_\_\_\_\_  
Billing Phone Number:

\_\_\_\_\_  
Billing Email:

\_\_\_\_\_  
Billing Address:

\_\_\_\_\_  
Mailing Address: (If different from above)

\_\_\_\_\_  
PO Number: (Info needed on Invoice (PO or Job#) if required)

# DocAccess Terms

## Exhibit A

Published on Jan 20, 2026

🕒 3 minute(s) read • 🎧 Listen

### › Article summary

Customer understands and agrees the use of the DocAccess accessibility services (the "Services") is subject to the following terms:

1. **Shared Responsibility Model.** Customer acknowledges and agrees that accessibility obligations are shared:
  - a. **CivicPlus:** Provides automated accessibility enhancements by converting PDFs to an HTML transcript designed to align with WCAG 2.1 Level AA standards.
  - b. **Customer:** Remains responsible for overall accessibility compliance of the digital environment in which DocAccess is implemented, including but not limited to the context, labeling, links to original content, and content external to DocAccess transcripts.
2. The Service facilitates accessibility but does not guarantee compliance under all laws, in all contexts, or for all content types.
3. The Service is built to generate accessibility-enhanced transcripts that aim to conform in all material respects to WCAG 2.1 Level AA. Customer understands that:
  - a. Automated accessibility conversion may yield imperfect results due to complexities inherent in original content (such as complex tables, interactive graphics).
  - b. Accessibility performance may vary across assistive technologies and devices.
4. In the event of defect in the Services, Customer agrees to promptly report reproducible accessibility defects to CivicPlus and provide reasonable cooperation to assist with remediation.
5. Customer shall use the Service and accessibility features solely to enhance access to PDFs in native or linked contexts where disabled users require accessible alternatives.
6. **No Warranty of External Compliance.** The Service does not remediate other elements of Customer's digital properties (such as website navigation, non-PDF content accessibility, multimedia outside the DocAccess viewer). Customer remains responsible for satisfying Accessibility Laws outside of DocAccess transcript content.
7. **External Integrations and Third-Party Tools.** Customer acknowledges that integrations with third-party plug-ins, translation engines, assistive technologies, or other external services are governed by their respective terms. CivicPlus disclaims responsibility for accessibility performance attributable to third-party tools.
8. **End User Experience.** Customer acknowledges that End Users may access accessible transcripts through the Service viewer, and that transcripts may include navigation, search, translation, and assisted technologies. The quality of these experiences may depend on the End User's device, assistive technologies, and network conditions.
9. **Live Assistance Services.** Where included, live assistance (such as interpreter access or visual support) is provided solely as a supplement to automated accessibility and does not constitute legal compliance.
10. Customer shall not alter, suppress, or remove accessibility annotations, metadata, or structural markup created by the Service.
11. **Service-Dependent Accessibility.** Customer acknowledges and agrees that the accessibility enhancements provided by the Service (including, without limitation, the conversion of PDF documents into accessible HTML transcripts) are generated and maintained dynamically and are not permanent modifications to the underlying documents.
12. **Effect of Service Termination or Expiration.** Upon expiration or termination of Customer's right to use the Service for any reason:
  - a. Accessible HTML transcripts and related accessibility features will no longer be automatically available;
  - b. Documents will revert to their original, non-enhanced format as hosted or published by Customer; and
  - c. CivicPlus will have no obligation to maintain, host, or provide access to accessibility-enhanced versions of Customer documents.
13. **Customer Responsibility for Continued Accessibility.** Customer is solely responsible for ensuring ongoing compliance with applicable accessibility laws and standards following termination of the Service, including by implementing alternative accessibility solutions or permanently remediating source documents where required.
14. **No Reliance on Post-Termination Availability.** Customer shall not rely on the continued availability of accessibility enhancements after the Service ends and agrees that the Service is intended as an ongoing accessibility solution, not a one-time or permanent remediation of content.
15. Customer understands that ongoing accessibility post termination of the Services requires the Customer to download the HTML.

 [www.civicplus.help /docs/audioeye-managed-for-municipal-websites-hosted-by-civicplus](https://www.civicplus.help/docs/audioeye-managed-for-municipal-websites-hosted-by-civicplus)

## AudioEye - Managed for Municipal Websites Hosted by CivicPlus

7-9 minutes

**Disclaimer:** If you are using AudioEye on a website not hosted by CivicPlus, please contact your Customer Service Representative to obtain a copy of your relevant AudioEye terms.

AudioEye Services are performed by AudioEye, Inc. ("AudioEye"), for whom CivicPlus is an authorized reseller.

In no event will AudioEye, CivicPlus, any of their affiliates, or any of their respective directors, officers, shareholders, employees, and agents (collectively, the "AudioEye Parties"), be liable for any damages (whether direct or otherwise) or subject to any indemnification, hold harmless or defense obligations arising out of, relating to or resulting from any third party claim alleging that any website, tool or application subject to any AudioEye offering is not compliant with any laws, regulations, guidelines or standards relating to accessibility, including without limitation the Americans with Disabilities Act, the Unruh Civil Rights Act, the Rehabilitation Act or any web content accessibility guidelines ("Accessibility Claim") and Customer covenants not to bring or assert any claim against AudioEye or the AudioEye Parties relating to such Accessibility Claim.

If AudioEye or Customer or any parent or affiliate receives any communication, or as a defendant is served with a complaint, alleging an Accessibility Claim, Customer will promptly provide CivicPlus and AudioEye with a copy of such communication or complaint. In connection with any Accessibility Claim, none of the CivicPlus or Customer or any parent or affiliate or employee of any such entity or person will refer to AudioEye or the services performed by AudioEye without AudioEye having an opportunity to review and comment upon such reference.

Without limitation and unless otherwise provided in a separate agreement, the Service does not provide accessibility or compliance, or otherwise remediate, the following: (1) any documents, spreadsheets, pdfs, or other non-website content or files accessible via the Authorized Domain, (2) any videos or other multimedia files accessible via the Authorized Domain (including embedded videos or multimedia files from third-party platforms), (3) any non-website applications, (4) any domains linked from the Authorized Domain that is not an Authorized Domain (including Google Maps or Instagram), (5) any third-party content or widget including plug-ins, iframes or applications, (6) any plug-ins,

iframes or applications that use the flash format, or (7) a java application that operates in a separate window.

## Services Ordered

On behalf of CivicPlus, AudioEye will provide the Services listed below to the Customer. AudioEye retains the right to change the Services subject to the terms of the Agreement.

Feature	Description
<b>Find</b>	
Active Monitoring	<ul style="list-style-type: none"> <li>• Anonymously records potential accessibility issues based on prescribed WCAG elements anytime an end-user visits a page within the Authorized Domain</li> <li>• Results based on pages actually used (Example: more monitoring on a home page and less on a blog from 3 years ago)</li> </ul>
Manual Testing	<ul style="list-style-type: none"> <li>• Functional usability testing conducted by assistive technology (AT) testers on templates on which the Authorized Domain is based</li> </ul>
* Monthly Template Reviews	<ul style="list-style-type: none"> <li>• Code review of templates by accessibility engineers</li> </ul>
<b>Fix</b>	
Auto Remediations	<ul style="list-style-type: none"> <li>• Fixes that are applied to every page within an Authorized Domain</li> <li>• Automatically remediates common issues</li> </ul>
Manual Remediations	Remediations applied to templates on which the authorized domains are based according to test results from Manual Testing
* Template Specific	
<b>Report</b>	

- Reporting insights
  - Resources & Documentation
  - Training Materials
- Dashboard
- Real-time testing results
- OnSite Scanner

### Toolbar

Visual Toolkit Allows end users to fix visual issues on the Authorized Domain

Help Desk Gives end-users the ability to report an accessibility issue to AudioEye and the site owner; available 24/7

### Documentation

Sustainable Testing and Remediation ("STAR") Plan

- Default documentation for responding to a demand letter or complaint
- Outlines how AudioEye enables site owners with a plan to sustain compliance

Certification Statement

- Delivered through the toolbar
- Shows end-users that AudioEye is certifying compliance with WCAG standards

Accessibility Statement

- Statement that a site owner can integrate within their site
- Demonstrates that a site is committed to providing an accessible experience

### Training

Online Training Library	Pre-made documentation and videos that show site owners how to fix certain issues, and why they matter
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**Premium Support**

- |                |   |
|----------------|---|
| Online/ZenDesk | <ul style="list-style-type: none"> <li>• Direct connection with an expert and dedicated Partner Account Manager</li> <li>• Priority support to resolve issues or questions when they arise</li> </ul> |
|----------------|---|

**Legal Support Services**

- |                |   |
|----------------|---|
| Advanced Legal | <ul style="list-style-type: none"> <li>• If a demand letter/lawsuit is received the AudioEye team will activate and respond line by line to the letter and provide support throughout the process</li> <li>• AudioEye will also fully remediate new validated issues on the site so site owners can show consistent progress and intent to be fully accessible</li> </ul> |
|----------------|---|

## Compliance Plan Statement

While no offering guarantees compliance, AudioEye’s solution provides services according to an accessibility compliance plan for your website. Specifically, AudioEye defines “compliance” by referencing well-established industry standards and long-standing models that define the required processes and procedures that comprise a successful website accessibility strategy. Those compliance elements, which are listed below, are typically outlined within mutually agreed upon accessibility resolution agreements executed between disability advocates and organizations seeking to fulfill their obligations to ensure an optimal and equitable experience for individuals with disabilities. These standards are as follows:

**Compliance Element**

**AudioEye Solution**

Effectuate and Maintain Comprehensive Plan	a Sustainable Testing and Remediation (STAR) Plan Framework
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Work with Accessibility Specialists International Association of Accessibility Professionals (IAAP) Certified Experts (SMEs) design your STAR Plan.

- Online Training Library
- AudioEye Toolbar
- On-site Scanner

Provide a Public "Grievance Process" 24/7 Fully Managed Help Desk in Toolbar

- Publish and Maintain Digital Accessibility Policy Statement
- Compliance Statement
  - Accessibility Statement Template

Periodic SME Manual Auditing Periodic technical analysis and functional usability testing (manual testing) conducted by Assistive Technology (AT) testers on templates and/or domains\*\*

- AI/Auto Remediations
- Manual Remediations\*\*
- Fix at Source Reporting/Guidance\*\*

Conformance with Prevailing Digital Accessibility Standards (Current as of STAR Plan achieves & sustains substantial Effective Date: Web Content conformance to eliminate existing, and mitigate Accessibility Guidelines "WCAG" 2.1 future, digital access barriers Level AA)

\* Certain accessibility issues may need to be resolved by the Customer at the source level.

\*\* Tier-specific services; May require the purchase of additional add-on services.

Web Content Accessibility Guidelines. A part of a series of web accessibility guidelines published by the Web Accessibility Initiative (WAI) of the World Wide Web Consortium

(W3C), the main international standards organization for the Internet.