



**COMMONWEALTH OF VIRGINIA AGENCY**  
**CONTRACT FORM ADDENDUM TO CONTRACTOR'S FORM**  
**Contract #SPP 26-2134**

AGENCY NAME: UNIVERSITY OF MARY WASHINGTON

CONTRACTOR NAME: CivicPlus

TITLE OF CONTRACTOR'S FORM: DocAccess, Accessible Document Access Proposal

DATE: 4/16/2026

The Commonwealth and the Contractor are this day entering into a contract and, for their mutual convenience, the parties are using the standard form agreement provided by the Contractor. This Addendum, duly executed by the parties, is attached to and hereby made a part of the contract.

The Contractor represents and warrants that it is a(n)  individual proprietorship  association  partnership  corporation  limited liability company  governmental agency or authority authorized to do in Virginia the business provided for in this contract. (Check the appropriate box.)

Notwithstanding anything in the Contractor's form to which this Addendum is attached, the payments to be made by the Commonwealth for all goods, services and other deliverables under this contract shall not exceed the amount specified on the DocAccess Service Agreement; payments will be made only upon receipt of a proper invoice, detailing the services provided and submitted to Accounts Payable. The total cumulative liability of the Commonwealth, its officers, employees and agents in connection with this contract or in connection with any goods, services, actions or omissions relating to the contract, shall not under any circumstance exceed payment of the above maximum purchase price plus liability for an additional amount equal to such maximum purchase price. In its performance under this contract, the Contractor acts and will act as an independent contractor, and not as an agent or employee of the Commonwealth.

The Contractor's form contract is, with the exceptions noted herein, acceptable to the Commonwealth. Nonetheless, because certain standard clauses that may appear in the Contractor's form agreement cannot be accepted by the Commonwealth, and in consideration of the convenience of using that form, and this form, without the necessity of specifically negotiating a separate contract document, the parties hereto specifically agree that, notwithstanding any provisions appearing in the attached Contractor's form contract, none of the following shall have any effect or be enforceable against the Commonwealth:

1. Requiring the Commonwealth to maintain any type of insurance; either for the Commonwealth's benefit or for the contractor's benefit;
2. Renewing or extending the agreement beyond the initial term without mutual consent of the parties or automatically continuing the contract period from term to term;
3. Requiring or stating that the terms of the attached Contractor's form agreement shall prevail over the terms of this addendum in the event of conflict;
4. Requiring the Commonwealth to indemnify or to hold harmless the Contractor for any act or omission;
5. Imposing interest charges contrary to that specified by the Code of Virginia, §2.2-4347 through 2.2-4354, Prompt Payment;

6. Requiring the application of the law of any state other than Virginia in interpreting or enforcing the contract or requiring or permitting that any dispute under the contract be resolved in the courts of any state other than Virginia;
7. Requiring any total or partial compensation or payment for lost profit or liquidated damages by the Commonwealth if the contract is terminated before its ordinary period;
8. Requiring that the contract be "accepted" or endorsed by the home office or by any other officer subsequent to execution by an official of the Commonwealth before the contract is considered in effect;
9. Delaying the acceptance of this contract or its effective date beyond the date of execution. Notwithstanding the foregoing, Contractor will not be liable or responsible for any delay in the time or completion of the services due to the action or inaction of the Commonwealth;
10. Limiting or adding to the time period within which claims can be made or actions can be brought;
11. Permitting unilateral modification of this contract by the Contractor;
12. Binding the Commonwealth to any arbitration or to the decision of any arbitration board, commission, panel or other entity;
13. Obligating the Commonwealth to pay costs of collection or attorney's fees unless awarded by a court of law;
14. Granting the Contractor a security interest in property of the Commonwealth;
15. Bestowing any right or incurring any obligation that is beyond the duly granted authority of the undersigned agency representative to bestow or incur on behalf of the Commonwealth.
16. Immigration: Contractor does not, and shall not during the performance of this Contract, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
17. NONVISUAL ACCESS TO TECHNOLOGY: All information technology which, pursuant to this agreement, is purchased or upgraded by or for the use of any State agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with the following nonvisual access standards from the date of purchase or upgrade until the expiration of this agreement. For purposes of this section, "Technology" refers to the HTML transcripts produced by the Contractor's software.
  - (i) effective, interactive control and use of the Technology shall be readily achievable by nonvisual means;
  - (ii) the Technology equipped for nonvisual access shall be compatible with information technology used by other individuals with whom any blind or visually impaired user of the technology interacts;
  - (iii) Nonvisual Access Technology shall be integrated into any networks used to share communications among employees, program participants or the public; and
  - (iv) the Technology for nonvisual access shall have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Compliance with the foregoing nonvisual access standards shall not be required if the head of the using agency, institution or political subdivision determines that (i) the Technology is not available with nonvisual access because the essential elements of the Technology are visual and (ii) nonvisual equivalence is not available.

Installation of hardware, software or peripheral devices used for nonvisual access is not required when the Technology is being used exclusively by individuals who are not blind or visually impaired, but applications programs and underlying operating systems (including the format of the data) used for the manipulation and

presentation of information shall permit the installation and effective use of nonvisual access software and peripheral devices.

If requested, the Contractor must provide a detailed explanation of how compliance with the foregoing nonvisual access standards is achieved and a validation of concept demonstration.

The requirements of this Paragraph shall be construed to achieve compliance with the Information Technology Access Act, §§ 2.2-3500 through 2.2-3504 of the Code of Virginia.

If requested, the Contractor must provide a detailed explanation of how compliance with Section 508 of the Rehabilitation Act is achieved and a validation of concept demonstration. The requirements of this Paragraph along with the Non-Visual Access to Technology Clause shall be construed to achieve compliance with the Information Technology Access Act, §§2.2-3500 through 2.2-3504 of the Code of Virginia.

18. The following terms are hereby incorporated by reference to the extent applicable to the Contractor in its provision of services provided under this contract: a) The provisions required by Va. Code §2.2-4354 obligating Contractor to make prompt payment to all subcontractors and provide University with a valid taxpayer identification number; b) the provisions required by Va. Code §2.2-4311.2 obligating Contractor to comply Contractor is required by law to be authorized to transact business in the Commonwealth; and c) if the agreed upon compensation for this Agreement exceeds \$10,000, the provisions required by Va. Code 2.2-4311 prohibiting Contractor from discriminating in employment and Va. Code §2.2-4312 obligating Contractor to provide a drug-free workplace.

The Agency does not discriminate against faith-based organizations.

This Agency contract consisting of this Agency addendum and the attached Contractor's form contract constitute the entire agreement between the parties and may not be waived or modified except by written agreement between the parties.

This contract is subject to appropriations by the Virginia General Assembly.

IN WITNESS WHEREOF, the parties have caused this contract to be duly executed, intending thereby to be legally bound.

**CONTRACTOR**

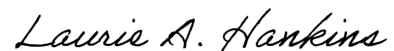
**AGENCY**

**University of Mary Washington**

SIGNATURE:



SIGNATURE:



PRINTED NAME: Amy Vikander

PRINTED NAME: Laurie A. Hankins

TITLE: Senior VP of Customer Success

TITLE: Technology Contract Officer

DATE: 04/29/2026

DATE: 4/30/2026



# Accessible Document Service Proposal

Transform Your PDFs into Fully Accessible, Searchable, and Translatable Documents

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**PREPARED FOR**

**Jerry Slezak**

**Administrator**

**University of Mary Washington**

**jslezak@umw.edu**

**PREPARED BY**

**Julian Ortega**

**Account Executive**

**DocAccess by CivicPlus**

**julian.ortega@civicplus.com**

**(916) 900-6619**

# Executive Summary

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**University of Mary Washington** faces a critical deadline for PDF accessibility compliance. After analyzing **216** links across its web properties, the DocAccess tool discovered at least **179** documents that can—and need to be—served in an accessible format. With this agreement, DocAccess will ensure **all publicly available documents** are served in an accessible format. Traditional remediation of just the documents identified would cost approximately **\$12,348** or could take **8 weeks** of dedicated staff time.

**DocAccess offers an immediate, cost-effective solution at just \$8,800/year** — that's **significantly** less than traditional remediation in the first year alone, with instant deployment and ongoing compliance.

# The Accessibility Challenge

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Under the Americans with Disabilities Act (ADA) and recent Department of Justice guidelines, all public-facing digital content must be accessible to people with disabilities. This includes:

- ✓ Meeting WCAG 2.1 AA standards for all PDF documents
- ✓ Providing equal access to information for all users
- ✓ Avoiding costly lawsuits and compliance penalties
- ✓ Serving your community's **15-20%** of residents with disabilities
- ✓ **In the Fredericksburg, VA area, a meaningful share of residents speak a language other than English at home (including Spanish, Korean, and Chinese), according to recent American Community Survey data. This indicates that a non-trivial portion of students and community members may benefit from translated documents and multilingual access.**

# The DocAccess Solution

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DocAccess transforms your existing PDFs into fully accessible documents without changing your files or website structure. Our cloud-based solution provides:

## **Instant Accessibility**

Automatic conversion to screen-reader compatible HTML with proper semantic structure and WCAG 2.1 AA compliance.

## **250 Language Translation**

Real-time translation powered by Google Translate, prioritizing languages spoken in your service area.

## **AI-Powered Search & Q&A**

Users can search within documents and ask questions in plain language, getting instant answers in their preferred language.

## **Live Visual Interpretation**

24/7 access to professional interpreters via Aira for users who need additional assistance - included at no extra cost.



### **Mobile Optimization**

Responsive design ensures perfect viewing on all devices, from smartphones to desktop computers.



### **Smart Image Description**

AI-generated comprehensive alt-text for all images, charts, maps, and diagrams following WCAG best practices.

## Standards & Laws We Help You Meet

### ADA Title II & III

Compliance with Americans with Disabilities Act requirements for public entities and places of public accommodation.

### Section 508

Federal accessibility standard required for all federal agencies and contractors.




### WCAG 2.1 AA

International Web Content Accessibility Guidelines—the gold standard for digital accessibility.

### PDF/UA (ISO 14289)

We test your documents against the International standard for universally accessible PDF documents.

## Every Plan Includes

-  **Unlimited document views** — No per-view charges, ever
-  **Automatic new document processing** — New PDFs are processed as they're published
-  **250 language translation** — Real-time translation powered by Google Translate

✓ **AI-powered Q&A** — Users can ask questions about document content in plain language

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✓ **Live visual interpretation** — 24/7 Aira access for users who need additional assistance

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✓ **Compliance dashboard** — Monitor your accessibility status in real-time

## **Education-Specific Compliance**



### **Office for Civil Rights (OCR)**

Full compliance with OCR accessibility requirements



### **Section 504**

Meet Section 504 obligations for students with disabilities



### **FERPA Compliant**

Student data protection built into our LTI integration

# Technical Excellence & Compliance

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DocAccess is built on industry-leading standards and partnerships:

- ✓ Testing PDFs for WCAG 2.1 AA and PDF/UA compliance verified by VeraPDF validation
- ✓ Section 508 and ADA Title II & III compliance
- ✓ ISO 14289 (PDF/UA) standard adherence
- ✓ Tested with all major screen readers (JAWS, NVDA, VoiceOver)
- ✓ Regular audits by accessibility experts
- ✓ Continuous improvement through user and community feedback

# Simple Implementation Process

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1

## Quick Installation (15 minutes)

Add one line of code to your website - similar to Google Analytics. Works with any CMS or platform.

2

## Automatic Processing (24 hours)

DocAccess scans and processes all your PDFs, creating accessible versions without touching your original files.

3

## Go Live & Stay Compliant

Your PDFs are now served in an accessible, translatable, and mobile-friendly format. New documents are processed automatically. Full dashboard for monitoring.

# Investment & Value

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**Recommended Plan: Higher Education - 3,400 FTE Students**

**\$8,800/year**

For **Publicly Available PDFs and Course Materials On-Demand on umw.edu**

## What's Included:

- ✓ Unlimited documents on umw.edu
- ✓ Unlimited document views and downloads
- ✓ Automatic processing of new documents
- ✓ All accessibility features (translation, Q&A, live assistance)

✓ Compliance monitoring dashboard

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✓ Regular accuracy reviews by experts

**Cost Comparison:**

Traditional PDF remediation: **\$12,348** (one-time) plus ongoing costs and/or time spent for all new documents

DocAccess solution: **\$8,800/year**

**You save \$3,548 in the first year alone!**

# Frequently Asked Questions

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## **Do I need to remediate my existing PDFs?**

No. DocAccess creates WCAG 2.1 AA compliant HTML formats that are the gold standard for ADA requirements. Your original PDFs remain unchanged as an alternative format for printing.

## **How quickly can we be compliant?**

Most organizations are fully operational within 24-48 hours of installing the DocAccess code. Complex documents may take slightly longer for our quality review process.

## **What about documents on external sites we link to?**

DocAccess uniquely handles external PDFs you link to, ensuring your users have an accessible experience even with third-party documents.

### **Is this solution legally compliant?**

DocAccess meets all federal ADA requirements and state-specific regulations for accessible document creation. No customer using DocAccess has paid even a dollar for any ADA lawsuit, claim, or fine related to its documents. If you encounter an issue, contact us immediately so we can assist you with our unlimited accessibility and legal support program.

# Service Agreement

This Software as a Service Agreement ("Agreement") is entered into on **April 16, 2026**, between CivicPlus, LLC ("Provider") and **University of Mary Washington** ("Customer").

## Services Provided

DocAccess is a subscription-based accessibility solution that includes:

- Automated document accessibility compliance
- Real-time translation to 250 languages
- AI-powered search and Q&A functionality
- 24/7 live visual interpretation services
- Compliance monitoring and reporting

## Subscription

- **Higher Education - 3,400 FTE Students Plan - Publicly Available PDFs and Course Materials On-Demand on umw.edu**

## Terms

- **Fee: \$8,800 per year**
- **Contract Term: Apr 16, 2026 - Jun 30, 2027 - 3% annual uplift starting Year 2 if renewed**
- **Payment Schedule: Beginning July 1, 2026, and every July 1 thereafter if renewed**
- **Payment Terms: Net 45**
- **Renewal Procedure:** Upon mutual agreement of the Parties with 60 days' notice provided prior to renewal date.

## Example Payment Schedule

Invoice	Dates of Service	Rate	Amount
Complimentary Service	4/16/2026 - 6/30/2026	Free	\$0

Invoice	Dates of Service	Rate	Amount
First Invoice	7/1/2026 - 6/30/2027	\$8,800/year	\$8,800
Future Invoice	7/1/2027 - 6/30/2028	\$8,800/year + 3% uplift	\$9,240

*The CivicPlus accounting department will gladly work with you to adjust the payment schedule to meet your needs. Amounts will not include certain state or local imposed sales taxes. Proration amounts are approximate.*

This Service Agreement is governed by the terms and conditions of the [Master Services Agreement](#) and the [DocAccess Terms and Conditions](#), both available at: <https://www.civicplus.help/docs/legal-terms-and-conditions-for-services> (collectively, the "Agreement"). By executing this Service Agreement, Customer acknowledges and agrees to be bound by all terms and conditions set forth in the Agreement referenced above. In the event a Master Services Agreement is already executed between the parties, the existing agreement shall take precedence over the linked Master Services Agreement.

Customer 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 Customer are considered null and will not alter the Binding Terms, the Agreement, or this service agreement.

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**CivicPlus, LLC**



**Name:** Mac Clemmens  
**Title:** SVP, DocAccess Co-Founder  
**Date:** [signature\_date]

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**University of Mary Washington**



**Name:** Laurie A. Hankins  
**Title:** Technology Contract Officer  
**Date:** [signature\_date]