



Statement of Work (SOW)

Douglas County, Colorado - Readyly AI Engagement Platform

Customer	Board of County Commissioners of the County of Douglas, State of Colorado (the "County")
Vendor	Sunlight Technologies, Inc. d/b/a Readyly ("Readyly" or "Consultant")
SOW Effective Date	
MSA Reference	Master Services Agreement (MSA) between the County and Consultant dated July 30, 2026
SOSA Reference	This SOW is intended to serve as Exhibit 1 to the County SOSA and is incorporated into the parties' Master Services Agreement and SOSA.
Initial Term	Twelve (12) months from the SOW / SOSA effective date, subject to the MSA, SOSA, and annual appropriation.
Target Kickoff	August 2026, subject to execution of the MSA/SOSA, procurement setup, and required County access and approvals.

1. Objective

Readyly will implement an AI-powered citizen engagement and operations platform for Douglas County to support public-facing information access, service intake, workflow automation, and selected voice AI experiences across web, search, chat, and phone channels.

The initial deployment is intended to support the Phase 1 scope proposed by Readyly, including County-wide AI search and web chat, Assessor content, 311 service workflows, scheduling and appointment management SmartFlows, and voice AI for selected use cases.

2. Scope of Services

Component	Included Initial Scope
Full-Site AI Search and Web Chat	AI-powered search and web chat across County-approved public website content, including approximately 12,000+ pages and related approved PDFs, forms, and public content sources. Readyly will configure and support embedding the approved search and chat experiences on the County's public-facing website.
Assessor AI Search and Web Chat	AI-powered search and web chat for County Assessor content, including the Assessor website, property search pages, Assessors' Library, and County-approved statutes, case law, guidance, and related content.
SmartFlows: 311 Services	Configurable service intake and issue reporting workflows for 311 services, including classification, routing, structured intake, status guidance, escalation, and related workflow actions where source data and integrations are approved.
SmartFlows: Scheduling and Appointment Management	Configurable scheduling and appointment-management workflows, including availability checks, appointment creation, rescheduling, cancellation, confirmations, capacity management, and escalation. Readyly may perform these functions using County-approved calendars, APIs, forms, business rules, and other available systems or data sources. A separate County scheduling platform is not required unless the parties determine during implementation that a particular use case requires one.
Voice AI: 311 Services and Scheduling	Voice AI experiences for selected 311 and scheduling or appointment-management workflows, including question answering, triage, structured intake, workflow routing, transfer logic, and escalation paths approved by the County.
Voice AI: Assessor	Voice AI for Assessor-related inquiries, including content-based responses, navigation to official resources, and transfer or escalation where the AI cannot provide a supported answer.

Administration, Analytics, and Support	Readyly Portal access, usage visibility, issue review, workflow monitoring, ongoing optimization, and support in accordance with the Service Levels and Support section of this SOW.
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3. Data Sources and Integration Approach

Readyly and the County will jointly identify approved source data and integration methods during kickoff. Readyly will use County-approved data sources to ground AI responses and workflow behavior.

- County websites, public pages, PDFs, forms, FAQs, policies, and approved knowledge sources.
- Assessor content, including property search pages, the Assessors' Library, and County-approved statutes, case law, and guidance materials.
- 311 systems and County-approved calendars, scheduling data, appointment rules, capacity limits, forms, workflows, APIs, exports, and related systems or access methods.
- Telephony routing information, call flows, transfer destinations, escalation rules, and approved voice scripts or disclaimers.
- Other County-approved content or datasets identified during implementation.

For each source, the parties will confirm the source owner, access method, refresh approach, authoritative status, and any validation required before public launch.

3.1 Solution Architecture and Environments

Readyly provides the Services through a multi-environment architecture designed to support development, testing, validation, and production operations.

Development Environment. Readyly uses an internal development environment for research, development, engineering, and initial configuration activities.

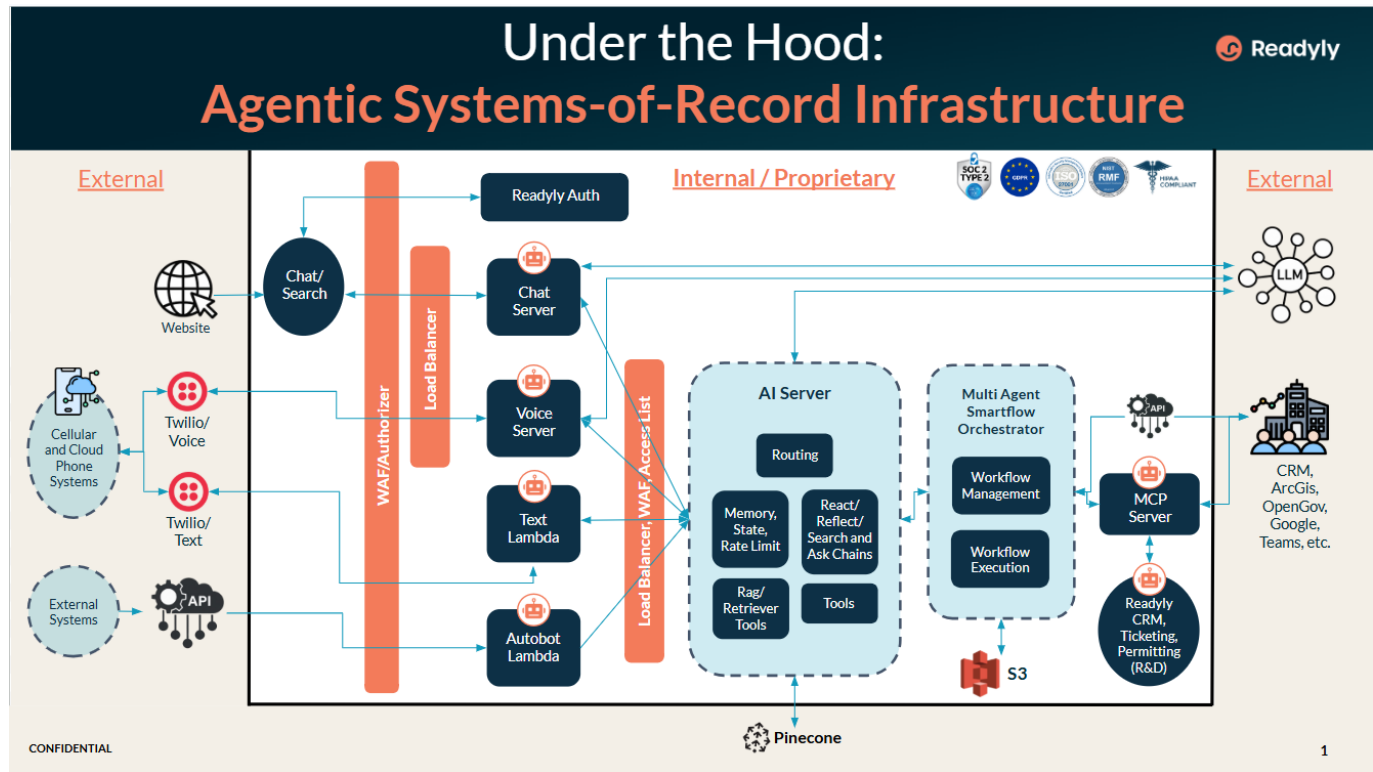
Staging Environment. Readyly uses a production-like staging environment to validate new features, configurations, workflows, integrations, and system interactions before production deployment.

Production Testing Experience. Readyly will provide County-accessible testing links hosted within the production environment but separate from the public-facing deployment. These testing links will allow the County to evaluate approved search, chat, workflow, and voice functionality before public launch. Test interactions may be segregated from resident production records, session logs, and analytics.

Production Environment. The production environment will host the approved public-facing Services following County testing and acceptance.

Readyly will promote approved configurations and functionality through its internal validation process before production deployment. The County will generally conduct acceptance testing through the production testing experience rather than through direct access to Readyly's internal development or staging environments.

Figure 1: High-Level Readyly Solution Architecture



4. Implementation Plan and Milestones

Implementation Overview

Phase	Activities	Deliverables / Readiness Criteria
1. Kickoff and Source Confirmation	Confirm stakeholders, use cases, data sources, testing group, launch priorities, and access needs.	Confirmed initial use cases, source inventory, implementation plan, and testing approach.
2. Platform Configuration and Indexing	Configure Readyly platform, ingest approved sources, configure search/chat experiences, and identify source gaps.	Initial test environment, source validation summary, and configured baseline AI experiences.
3. Workflow and Voice Configuration	Configure approved SmartFlows, call flows, transfer logic, escalation rules, and integration methods where available.	Configured workflows and voice experiences ready for County testing.
4. Testing and Iteration	County testing, response review, source validation, workflow testing, tuning, and remediation.	Launch readiness review and list of issues addressed, deferred, or excluded from initial launch.
5. Initial Launch and Optimization	Deploy approved functionality, monitor usage, review early interactions, and optimize sources, responses, and workflows.	Live approved experiences, usage visibility, support channel, and ongoing optimization.

Readyly will implement the Services through two overlapping deployment tracks:

- **Digital Track:** Readyly will target initial AI search and web chat deployment within approximately eight (8) weeks following kickoff.
- **Voice and Workflow Track:** Readyly will target initial production deployment or production testing of the 311, scheduling and appointment-management, and Assessor voice experiences within approximately twelve (12) to sixteen (16) weeks following kickoff.

These timelines are estimates and may extend depending on County access, source validation, stakeholder availability, third-party cooperation, testing, and approvals. The Digital Track may proceed to production independently of the Voice and Workflow Track, and the parties may overlap phases or provide early access to completed functionality where appropriate.

4.1 Phase 1: Kickoff, Discovery, and Project Planning

Target timing: Weeks 1-2

Activities

- Confirm project stakeholders and engagement team
- Confirm launch use cases and priorities
- Confirm initial data sources and source owners
- Confirm scheduling and appointment-management requirements
- Confirm voice call flows, transfers, and escalation paths
- Establish project governance and meeting cadence
- Confirm testing group, acceptance process, and launch criteria

Deliverables

- Finalized implementation plan
- Confirmed use-case and deliverable inventory
- Data source inventory and readiness matrix
- Initial staffing and responsibility matrix
- Testing and acceptance plan
- Initial project schedule

Milestone completion criteria

- Project team and governance structure confirmed
- Initial scope and priorities confirmed
- Initial data sources and access methods identified
- County testing participants identified

4.2 Phase 2: Platform Configuration and Content Indexing

Target timing: Weeks 2-6

Activities

- Configure the Readyly environment
- Ingest County-approved public sources
- Configure full-site search and web chat
- Configure and validate embedding of the approved search and chat experiences on the County's website
- Configure Assessor search and web chat
- Validate source access, indexing, and refresh methods
- Identify stale, conflicting, inaccessible, or incomplete sources

Deliverables

- Initial test environment
- Website embedding instructions and configured web components for County deployment
- Configured search and chat experiences
- Source validation summary
- Data gap and issue log
- Initial content-refresh plan

Milestone completion criteria

- Initial approved sources have been ingested
- Test environment is available to the County
- Material source-access issues have been documented
- The approved search and chat experiences are embedded on the County's public-facing website or are otherwise ready for County-controlled production deployment

4.3 Phase 3: SmartFlow and Voice Configuration

Target timing: Weeks 4-10

Activities

- Configure 311 SmartFlows
- Configure scheduling and appointment-management SmartFlows, including approved availability rules, capacity limits, appointment creation, rescheduling, cancellation, and confirmations
- Validate the applicable County calendars, scheduling data, APIs, access methods, and business rules for each approved scheduling use case
- Configure Assessor voice experience
- Configure selected 311 and scheduling voice experiences
- Configure transfer logic, routing, escalation, and disclaimers
- Validate available APIs, exports, forms, and workflow methods

Deliverables

- Configured SmartFlows
- Configured voice call flows
- Workflow and routing documentation
- Integration and dependency summary
- County test scripts for workflows and voice

Milestone completion criteria

- Initial workflows are available for testing
- Voice routing and escalation paths are configured
- Integration limitations and dependencies are documented

4.4 Phase 4: Testing, Remediation, and Acceptance

Target timing: Weeks 8-14

Activities

- County functional testing
- Accuracy and source-grounding review
- Workflow testing
- Voice-call and transfer testing
- Response tuning and remediation
- Review of open issues and launch exceptions

Deliverables

- Test results
- Issue and remediation log
- Updated configuration
- Launch-readiness review
- List of deferred or excluded functionality

Digital Track milestone completion criteria

- Full-site and Assessor AI search and web chat are available for County testing
- Agreed digital test cases have been completed
- Material digital launch issues are resolved or mutually deferred
- Required source links, disclaimers, referrals, and escalation paths are implemented
- County confirms the Digital Track is approved for production deployment

Voice and Workflow Track milestone completion criteria

- Selected 311, scheduling and appointment-management, and Assessor voice experiences are available for County testing
- Agreed workflow, call-flow, transfer, and escalation tests have been completed
- Material voice or workflow launch issues are resolved or mutually deferred
- Required routing, transfer logic, disclaimers, and escalation paths are implemented
- County confirms the applicable Voice and Workflow Track components are approved for production deployment

Acceptance or production launch of the Digital Track will not be conditioned on completion or acceptance of the Voice and Workflow Track.

4.5 Phase 5: Launch and Post-Launch Optimization

Target timing: Digital Track targeted for initial launch around Week 8; Voice and Workflow Track targeted for initial production deployment or production testing during Weeks 12–16, with ongoing optimization thereafter.

Activities

- Deploy approved production functionality
- Monitor initial usage and service performance
- Review conversations, calls, workflows, and escalation patterns
- Address production issues
- Conduct post-launch review

Deliverables

- Live approved production experiences
- Usage and performance visibility
- Support and escalation channel
- Post-launch issue and optimization review
- Optimization recommendations

Milestone completion criteria

- County-approved functionality is deployed
- Production support and monitoring are active
- Outstanding enhancements are documented for ongoing optimization or change management

5. Project Staffing and Engagement Team

Role	Party	Primary Responsibilities
Executive Sponsor	County	Executive oversight, escalation, and strategic decisions
County Project Manager	County	County coordination, scheduling, approvals, issue tracking, and stakeholder management
Department Leads	County	Validate department requirements, authoritative content, workflows, routing, test results, and acceptance criteria
Technical Lead	County	Day-to-day technical coordination, access, configuration decisions, and technical issue resolution
Integration Lead	County	Coordinate third-party vendors, API access, credentials, exports, integration dependencies, and timely integration setup
Voice System Lead	County	Coordinate telephony configuration, call routing, transfer destinations, testing, and voice-provider dependencies
Project Owner / Executive Sponsor	Readyly	Executive oversight, strategic alignment, and escalation
Implementation Lead	Readyly	Day-to-day implementation management, schedule, dependencies, and deliverables
Technical Lead	Readyly	Platform architecture, security, technical configuration, telephony, and technical escalation
API / Integration Lead	Readyly	APIs, data exports, third-party integrations, credentials, and integration troubleshooting
AI Configuration & Analysis Team	Readyly	Content ingestion, AI configuration, SmartFlows, regression testing, analysis, routing, and optimization
Customer Success / Support Lead	Readyly	Testing support, launch support, performance review, and ongoing optimization

Specific personnel may change during the engagement, provided that each party maintains personnel with substantially equivalent responsibilities and qualifications.

The parties will confirm anticipated stakeholder participation and availability during kickoff based on the applicable implementation phase, testing needs, and integration requirements.

6. Roles and Responsibilities

Readyly responsibilities

- Configure and deploy the Readyly platform
- Ingest approved data sources
- Configure AI search, chat, SmartFlows, and voice experiences
- Provide a test environment
- Prepare functionality for County testing and support the County's testing activities
- Monitor AI response quality and production service performance
- Provide production support, incident response, monitoring, and escalation in accordance with the Service Levels and Support section of this SOW
- Provide ongoing support and optimization
- Maintain the implementation schedule and issue log
- Facilitate recurring project meetings

- Document dependencies and decisions
- Track and remediate Readyly-controlled implementation issues
- Provide reasonable implementation and launch documentation

County responsibilities

- Timely designate a County Project Manager, technical leads, departmental subject-matter experts, and other required project stakeholders
- Provide timely access to approved data sources, system access, credentials, integration contacts, technical documentation, and other access reasonably required for implementation
- Timely identify and validate authoritative sources for each approved use case
- Validate sensitive or public-facing information
- Test launch functionality
- Approve production deployment and public-facing disclaimers
- Provide consolidated and timely feedback
- Coordinate County IT, telephony, security, Assessor, 311, scheduling, and departmental stakeholders in parallel with implementation activities
- Timely coordinate third-party vendors and support resolution of integration or access dependencies
- Timely confirm use cases, workflow requirements, business rules, and launch priorities
- Review deliverables within the acceptance periods
- Make final decisions concerning authoritative content, public-facing policy, legal interpretation, and official County determinations

7. Project Governance

The parties will manage the implementation through a collaborative project governance process.

Weekly status meetings

During active implementation, Readyly and the County project team will hold a weekly status meeting, unless otherwise mutually agreed. The parties may also schedule department-specific, integration-specific, voice-specific, testing, or performance-review meetings as reasonably necessary based on the applicable implementation activities. Meetings will address progress, upcoming activities, decisions, dependencies, risks, issues, testing results, and performance observations.

Steering Committee

The parties may establish a Steering Committee consisting of the County Executive Sponsor, County Project Manager, Readyly Project Executive, Readyly Implementation Lead, and other designated stakeholders. The Steering Committee will address material scope, schedule, priority, risk, and escalation matters.

Project documentation

Readyly will maintain a reasonable project plan, action-item list, decision log, risk and issue log, and milestone status summary. These materials may be maintained in a mutually agreed project collaboration tool.

Escalation

Issues that cannot be resolved by the day-to-day project team will be escalated first to the County Project Manager and Readyly Implementation Lead, and then to the Steering Committee or executive sponsors as appropriate.

8. Commercial Terms and Usage

Item	Term
Annual Services Fee	\$94,200 per year
Onboarding / Implementation Fee	\$9,500 one-time
Included Interaction Units	269,000 interaction units per contract year
Interaction Unit Calculation	1 unit = one AI search query, web chat/text session, email/social session, automation/workflow action, or call transfer-only interaction. 2 units = one fully AI-handled voice call.
Additional Units / Overage	Available in 10,000-unit increments at the rates stated in the final proposal/SOSA.
Billing	Annual fees are invoiced annually in advance at the start of the applicable contract year, subject to appropriation and the applicable SOSA. Onboarding fee invoiced after the kickoff meeting.
Taxes	Taxes, if any, are handled in accordance with the MSA/SOSA and applicable law.

9. Assumptions and Dependencies

- County will identify authoritative sources and approve the content, workflows, disclaimers, and escalation paths used for public-facing responses.
- Readyly will not expose non-public, sensitive, or unvalidated County data unless expressly approved for the applicable use case.
- Third-party integrations, API access, phone routing, and system actions are dependent on third-party system capabilities, vendor cooperation, credentials, documentation, and any applicable costs or approvals.
- If the County replaces or materially restructures its public website during the Term, Readyly will coordinate with the County and its website provider to re-index the replacement website and update the applicable search and chat deployment. The timing and approach will depend on advance access, site availability, redirects, content readiness, and the scope of the migration.
- Readyly will not provide legal, tax, appraisal, or official government determinations. Where appropriate, the AI will provide source-grounded information, disclaimers, referrals, or escalation paths.
- The initial scope does not contemplate Readyly receiving or processing Criminal Justice Information or requiring physical access to County facilities. Readyly may require limited, County-authorized access to specific systems, APIs, credentials, telephony configurations, data exports, or network-access methods solely to the extent necessary to implement an approved use case.
- Any requirement involving Criminal Justice Information, CJIS-regulated environments, protected health information, fingerprinting, background checks, privileged County network access, or physical facility access must be expressly identified in the final SOSA or an approved change order before such access or processing is required.

10. Out of Scope Unless Separately Approved

- Custom software development outside standard Readyly configuration, unless expressly included in the final SOSA.
- Payment processing, financial transactions, legal determinations, tax or appraisal determinations, or other official determinations not expressly approved by the County.
- Use of CJIS, PHI, or other restricted data categories unless separately scoped and approved in writing.
- Integration with third-party systems where API or comparable system access is unavailable, restricted, cost-prohibitive, or requires a separate vendor project.

- Automated actions or workflows not tested and approved by the County for production use.
- Guaranteed real-time availability, appointment, capacity, property, or service status information unless supported by an approved real-time source.

11. Launch Readiness and Functional Acceptance Criteria

The criteria below will be used to evaluate whether the applicable functionality is suitable for production deployment. Satisfaction of these criteria does not require perfection, and identified issues may be mutually deferred where they do not materially impair the intended use of the Services.

Each deployment track will be considered ready for launch when the criteria applicable to that track are satisfied or mutually deferred by the parties. The Digital Track may be accepted and launched independently of the Voice and Workflow Track.

Digital Track

- Test environment available
- Representative digital test set agreed
- Search/chat responses materially accurate and grounded
- Unavailable or sensitive information handled appropriately
- Required links, disclaimers, and referrals implemented
- Material digital issues addressed or deferred
- County approval for digital production deployment

Voice and Workflow Track

- Voice and workflow test environment available
- Representative workflow and call-flow tests agreed
- Routing, transfers, escalation, intake, and disclaimers function as approved
- Unsupported or sensitive requests are handled appropriately
- Material voice/workflow issues addressed or deferred
- County approval for applicable voice/workflow production deployment

12. Deliverable Review and Acceptance

Readyly will notify the County when a material implementation deliverable or phase is ready for review. The County will have ten (10) business days after delivery to either:

1. accept the deliverable in writing; or
2. provide written notice identifying any material failure to conform to the applicable requirements of this SOW.

Readyly will use commercially reasonable efforts to correct validated nonconformities and resubmit the deliverable for review. The County will not unreasonably withhold or delay acceptance.

A deliverable will be deemed accepted upon the earliest of:

1. the County's written acceptance;
2. the County's production use of the deliverable, other than solely for testing;
3. expiration of the review period without written notice of a material nonconformity; or

4. mutual written agreement to defer the applicable issue until after launch.

Minor defects that do not materially impair the intended use of the deliverable will not prevent acceptance and may be addressed through the issue-remediation or ongoing optimization process.

13. Project Completion Criteria (Definition of Done)

The initial implementation will be considered complete when:

- The County-approved initial production functionality has been deployed;
- The agreed launch data sources have been ingested and validated;
- The components included in the applicable deployment track are operational, except for any items mutually deferred. Completion of the Digital Track does not require completion of the Voice and Workflow Track;
- Required routing, disclaimers, transfer logic, and escalation paths have been implemented;
- Material defects identified through acceptance testing have been corrected or mutually deferred;
- The County has received access to the Readyly Portal and applicable usage or performance reporting;
- The support and escalation process is active;
- Any remaining enhancements, third-party dependencies, or deferred functionality have been documented; and
- The County has accepted the initial launch or commenced production use.

Completion of the initial implementation does not end Readyly's continuing obligations to provide hosting, support, monitoring, maintenance, and optimization during the Term.

14. Service Levels and Support

Readyly will use commercially reasonable efforts to make the production Services available 99.9% of the time during each calendar month, subject to the exclusions below. Readyly will also provide the support, monitoring, escalation, and ongoing optimization described in this SOW.

An "Outage" means a period during which the production Services are materially unavailable to the County due to a cause within Readyly's reasonable control. Availability will be calculated as the total number of minutes in the applicable calendar month, less excluded downtime, minus Outage minutes, divided by the total number of minutes in the applicable calendar month less excluded downtime.

Availability calculations exclude downtime caused by:

- Planned maintenance for which Readyly provided at least two (2) business days' prior notice, except for emergency maintenance;
- Force Majeure Events;
- Acts or omissions of the County or its users;
- County systems, County-controlled websites, integrations, telephony systems, or third-party services;
- Internet service provider or network outages outside Readyly's reasonable control; or
- Emergency maintenance reasonably required to address security vulnerabilities or prevent material harm.

If Readyly fails to meet the 99.9% monthly Availability commitment, the County may request a service credit as follows:



Monthly Availability	Service Credit
Less than 99.9%	4% of the applicable monthly Services Fee
Less than 99.0%	8% of the applicable monthly Services Fee
Less than 98.0%	10% of the applicable monthly Services Fee

Service credits will be calculated using the monthly equivalent of the Annual Services Fee, determined by dividing the Annual Services Fee by twelve (12). Service credits are non-transferable and will not exceed ten percent (10%) of the monthly equivalent Services Fee for the affected month. At the County's election, an approved service credit will be applied against overage charges, the next annual invoice, or another amount payable under this SOW. If no further amounts are payable to Readyly within twelve (12) months after the credit is approved, Readyly will issue the County a refund in the amount of the approved service credit. To receive a service credit, the County must submit a written request within thirty (30) days after the end of the applicable month. Service credits are the County's sole and exclusive remedy for failure to meet the Availability commitment.

Severity	Example	Initial Response Target	Update Cadence
Severity 1	Production Service materially unavailable for most users	1 hour, 24/7	Every 2 hours during active remediation
Severity 2	Material degradation or major feature unavailable with no reasonable workaround	4 business hours	Daily or as material updates occur
Severity 3	Limited-impact defect with workaround available	1 business day	As reasonably appropriate
Severity 4	General question, configuration request, or enhancement request	2 business days	As reasonably appropriate

Response times are targets for acknowledgement and commencement of investigation, not guaranteed resolution times. Readyly will use commercially reasonable efforts to restore materially affected production Services promptly. Resolution and restoration times depend on the nature of the issue, third-party dependencies, required County cooperation, and availability of a reasonable workaround.

Readyly will track material production incidents, restoration times, and corrective actions as part of its operational support process and will make relevant incident information available to the County upon reasonable request.

Readyly performs automated regression testing on a recurring basis, generally nightly, to evaluate retrieval and response quality against representative test sets. Readyly will review identified failures or material performance degradation and track appropriate remediation.

Readyly will provide the County with regular summaries of applicable regression-testing results, which may include response accuracy, grounding, knowledge gaps, failed or low-confidence responses, and remediation status. The specific metrics, reporting cadence, test sets, and reporting format may be refined during implementation based on the approved use cases and available evaluation data.

15. Termination for Convenience

The County may terminate the Services without cause upon ninety (90) days' prior written notice to Readyly. Any such termination will be effective at the end of the ninety-day notice period.

Prepaid subscription fees, onboarding fees, implementation fees, and other amounts paid or payable before the effective date of termination are non-refundable, except as otherwise required by the MSA or applicable law. The County remains responsible for any usage-based charges or other accrued amounts incurred through the effective date of termination.

16. Change Management

Any material changes to scope, including new integrations, expanded workflows, additional automated actions, new channels, additional departments, or materially different user experiences, will be reviewed and mutually agreed upon before implementation. If new use cases require additional data sources, third-party vendor coordination, APIs, custom workflows, or material changes to the user experience, the parties will confirm the updated scope, timing, and any cost impact before implementation.

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