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**DATE:** March 23, 2026  
**TO:** City Council  
**FROM:** Martin J. Shanahan  
**SUBJECT:** Approve a contract with Civic Plus for their AudioEye and DocAccess software programs

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**PURPOSE**

Approve a contract with Civic Plus for their AudioEye and DocAccess software programs.

**BACKGROUND**

The Department of Justice (DOJ) has set Web Content Accessibility Guidelines (WCAG) 2.2 website mandates for accessibility. The WCAG 2.2 mandates must be implemented by April 2027.

One mandate is for screen accessibility. For example, text must be able to be bolder or larger so it is easier to read, and text must be able to be translated from English into another language.

The other mandate is for pdf remediation. Documents on the website must have the ability to be translated to other languages, visual adaptations, screen reader capability, and alternate text.

**DISCUSSION**

AudioEye by Civic Plus is a tool to use for the screen accessibility mandate. AudioEye remembers users and their preferences each time they log onto the city's website. It fixes spelling errors (for example) in real time, automatically. AudioEye will be free from the time we sign the contract until July 31, 2026, when our current contract renews.

DocAccess by Civic Plus is a tool to use for pdf remediation.

This process will automatically scan documents on the city's website and make them ADA compliant, to meet the DOJ mandates. PDF content will be mobile phone friendly, and viewers can choose to look at documents in their original format or ADA accessible format. There is a toggle switch on the screen to change the format back and forth. DocAccess can translate documents into various languages, find answers to questions a viewer asks, and create a document outline. There is no page limit.

Both programs are free until July 31, 2026. At that time, the yearly cost will be \$8,735.20, subject to a 3% annual increase each year, for each Civic Plus product. The agreement is attached.

Martin J. Shanahan Jr.  
City Administrator  
Phone: 630-552-8275 x 3004  
mshanahan@cityofplanoil.org



**RECOMMENDATION**

It is recommended that the City Council Approve a contract with Civic Plus for their AudioEye and DocAccess software programs.

Respectfully submitted

A handwritten signature in black ink, appearing to read "M. Shanahan".

Martin J. Shanahan Jr.  
City Administrator

**CONCURRENCE:**

A handwritten signature in black ink, appearing to read "Carin Martin".

Carin Martin  
City Clerk



**CivicPlus**

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

**Quote #:**  
**CivicPlus Pricing**  
**Approval Date:**  
**Expires On:**

Statement of Work  
Q-107926-1  
2/25/2026 7:13 AM  
3/31/2026

**Client:**  
City of Plano, IL

**Bill To:**  
PLANO CITY, ILLINOIS

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Carolyn Thomas		carolyn.thomas@civicplus.com		Net 30

Discount(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Web Accessibility Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	USD -1,163.11
1.00	PDF Accessibility Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	USD -2,011.88

One-time(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	AudioEye Managed Implementation	AudioEye Managed Implementation	USD 0.00
1.00	DocAccess Implementation	Implementation of DocAccess	USD 0.00

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	AudioEye Managed	AudioEye Managed: <a href="https://www.cityofplanoil.com/">https://www.cityofplanoil.com/</a>	USD 3,200.00

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
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.	USD 5,535.20

List Price - Initial Term Total	USD 5,174.99
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Total Investment - Prorated Year 1	USD 0.00
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Annual Recurring Services (Subject to Uplift)	USD 8,735.20
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Total Days of Quote:133

Initial Term	Remaining Term: 3/20/2026 - 7/30/2026, Renewal Term 7/31 each calendar year. Promotion extends the Remaining term and additional 12 months past 7/31.
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 billing schedule and the Annual Recurring Services amount will subsequently be added to Client's 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 and the applicable Solutions and Services Terms and Conditions located at: <https://www.civicplus.help/docs/civicplus-legal-stuff> (collective, 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.

If the customer has subscribed to the DocAccess services, which is evidenced by the DocAccess line item shown above, the covered domains for the service shall be limited to:  
<https://www.cityofplanoil.com/>

**Acceptance of Quote # Q-107926-1**

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)

DRAFT