



Master Services Agreement for the City of Laredo



AOKA



Prepared for:

Joseph Neeb, CPM

City Manager

Ramon Chavez

Assistant City Manager

Cover Letter

Joseph Neeb, CPM (City Manager)
Ramon Chavez (Assistant City Manager)

City of Laredo

Aoka is pleased to present our Master Services Agreement for building department services to the City of Laredo, TX. Our staff have a minimum of ten (10) years of experience and include twelve (12) ICC certified MCPs, TSBPE licensed plumbing inspectors, and other ICC certified professionals. Aoka can perform plan review and inspection services in accordance with all building codes and amendments adopted by City of Laredo. Aoka also provides other building department services, including instruction of several ICC Certified training courses.

We excel at leveraging technology and providing completely digital plan review services, for timeliness and efficiency. We are experienced in integrating with all major municipal software systems and, we also offer our VertexPlans (TM) file sharing platform for quick and easy file submission and retrieval. Our clients have found these offerings save time and reduce expenses for their jurisdiction and the citizens they serve, while also improving their overall customer service.

We perform services for commercial, single-family residential, multi-family residential, and industrial projects in numerous municipalities throughout the State of Texas and the United States. We are happy to have the City of Laredo as part of our list of highly satisfied clients.

At Aoka, we value high-quality customer service, timely job completion, quality work, and cost-competitive solutions. When you choose Aoka you will receive:

- Outstanding customer service and communication
- Licensed, certified, and experienced professional team members
- Technology driven processes – ensuring timely, accurate, and efficient project completion
- Industry leading turnaround times
- Detailed and thorough digital record generation, and delivery
- Cost-effective and unrivaled quality performance

Sincerely,

Ganesh Chapagain
CEO

Rocky Rodriguez
Business Development Manager
713-962-0889

Master Service Agreement

This AGREEMENT is made between the City of Laredo, a political subdivision of the state of Texas, herein "City" and Aoka LLC, herein "Aoka".

THE PARTIES AGREE AS FOLLOWS:

- 1. SCOPE OF WORK:** City engages Aoka to provide services as set forth in Exhibit "A" attached hereto.
- 2. LICENSES:** Aoka possesses the skill and experience necessary; and all qualified personnel and licenses required to perform the services under this agreement. Aoka further agrees to comply with all applicable laws in the performance of the services hereunder.
- 3. PAYMENT:** City agrees to pay Aoka for their services rendered under this Agreement an amount as set forth in Exhibit "B" attached hereto.
- 4. TERMS OF PAYMENT:** Aoka will bill the City once a month. All invoices are due and payable net thirty (30) days, and interest shall accrue at the rate of one and one-half percent (1.50%) per month from the date due. Failure to pay any invoice within the time required shall constitute a material breach of this Agreement.
- 5. RIGHT OF CONTROL:** City agrees that it will have no right to control or direct the details, manners, or means by which Aoka accomplishes the results of the services performed hereunder. Aoka has no obligation to work any particular hours or days or any particular number of hours or days. Aoka agrees, however, that Aoka's other contracts or services shall not interfere with the performance of its services under this Agreement.
- 6. RELATIONSHIP:** Aoka is an independent contractor and is not an employee, servant, agent, partner, or joint venture of the City. Aoka is not eligible for, and shall not participate in, any employee pension, health, or other benefit plans provided by the City.
- 7. FEDERAL, STATE AND LOCAL PAYROLL TAXES:** Neither federal, state, or local income taxes, nor payroll taxes of any kind shall be withheld and paid by City on behalf of Aoka or the employees of Aoka.
- 8. INSURANCE:** Aoka at its own expense shall procure and maintain the following insurance policies for the duration of the contract:
 - **Worker's Compensation:** Aoka currently maintains worker's compensation and employer's liability insurance in the amount:
 - Each accident: \$1,000,000.00
 - Disease each employee: \$1,000,000.00
 - **General Liability:** Aoka currently maintains commercial general liability insurance in the amount of \$1,000,000.00 per occurrence.
 - **Errors and Omission:** Aoka currently maintains errors and omission insurance in the amount:
 - **Per occurrence:** \$1,000,000.00
 - **Aggregate:** \$2,000,000.00
- 9. EQUIPMENT, TOOLS, MATERIALS OR SUPPLIES:** Aoka shall supply, at its sole expense, all equipment tools, materials and/or supplies to accomplish the services to be provided herein.

Master Service Agreement

10. EFFECTIVE DATE: This contract shall become effective on the date it is fully executed by both parties, as indicated by the latest date of signature below, unless otherwise agreed to in writing. The agreement shall remain in effect until terminated by either party with at least 45 days written notice. Upon termination, the City shall pay Aoka for any materials, supplies, or equipment, which are in transit or under commitment.

11. WAIVER: No failure on the part of either party to exercise any right or remedy hereunder shall operate as a waiver of any other right or remedy that party may have hereunder.

12. NON-SOLICITATION: The City agrees in good faith that for the term of this Agreement and one year after the termination of the Agreement not to directly or indirectly employ or otherwise engage any current employee of Aoka or any former employee of Aoka who left Aoka within the six months prior to and including the date of the execution of this Agreement.

13. CHOICE OF LAW: Any dispute under this Agreement, or related to this Agreement, shall be decided in accordance with the laws of the State of Texas. All claims, disputes, or matter in question arising out of, or relating to, this agreement or any breach thereof, including but not limited to dispute shall be submitted to non-binding mediation before initiation of legal proceedings. City and Aoka agree to submit all disputes and claim that arise out of or that relate to this agreement, or to the interpretation or breach thereof, or to the existence, scope, or validity of this Agreement to a non-binding mediation jointly selected by the City and Aoka prior to initiating demand for Arbitration. In the event of any such dispute or claim, the parties agree to mediate the dispute or claim within 30 days of a written notice to the City or Aoka of such a claim or dispute. The parties shall mutually agree upon the mediator, and the parties shall bear one-half of the cost of the mediation and shall bear the cost of their own attorney fees.

14. ENTIRE AGREEMENT: This is the entire Agreement of the parties and can only be modified or amended in writing by the parties.

City of Laredo, Texas

Signature: _____

Date: _____

Print Name: _____

Title: _____

Aoka, LLC

Signature: _____

Date: _____

Print Name: _____

Title: _____

Attachments:

Exhibit A (Scope of Services)

Exhibit B (Fee Schedule)

EXHIBIT A (Scope of Work)

Building Plan Review

All plans are eligible for electronic submission. The process is as follows:

- The city intakes the permit application with design documents.
- The project is submitted to us through the city's own system or through an easy upload to Aoka's website.
- Aoka's project manager is notified as soon as the city uploads the design documents.
- The project manager will assign the project to one or multiple relevant plan examiners.
- The plan examiners will review the design documents.
- The plan examiners upload their plan check report according to the direction of the city, either on the city's system or on Aoka's digital platform, which can be accessed by the city in real time.
- The project manager will review the plan check report to ensure quality.
- The city will be notified by email as soon as the plan examination and quality review is completed.
- The city will be able to access the plan check reports prepared by the plans examiner which can be distributed to the permit applicant. Transparency is key.

Building Inspection

- Aoka will inspect all residential, commercial, multifamily and industrial projects, to ensure compliance with all model building codes adopted by the State of Texas and all local ordinances.
- Aoka inspectors will:
 - Maintain all necessary certificates and licenses.
 - Provide the City with necessary information to determine what inspections are required for a given application.
 - Perform inspections under the direction of Aoka's Building Official.
 - Complete inspections timely and courteously.
 - Represent the City in a professional manner.
 - Coordinate inspections with other City departments as necessary.
 - Maintain specific records of completed inspections and inspection reports and transmit them in real time to the City.
 - Assist in complaint investigations, hazardous building inspections, and assist the City in prosecuting violations.

EXHIBIT A (Scope of Work)

Aoka provides ICC-compliant remote virtual inspections for residential, commercial, multifamily, and industrial projects in accordance with Texas-adopted model codes and local ordinances, following guidance from the International Code Council (ICC).

How It Works

- Inspections are performed by ICC-certified, Texas-licensed inspectors with an average **15+ years of field inspection experience**.
- Inspections are conducted using **VertexPlans™**, Aoka's state-of-the-art virtual inspection and documentation platform.
- Contractors receive a secure inspection link via text at the scheduled time for live video and audio inspection.
- Location, permit number, and address are verified using geotagging and permit validation.
- Inspectors direct the contractor or homeowner to show required elements and may request additional views or clarification.

Documentation & Results

- Inspectors capture photos and video during the inspection for a complete record.
- Inspections may be approved, partially approved, or denied.
- If conditions cannot be adequately verified remotely, an in-person inspection is scheduled.
- Inspection reports, including geotagged data, images, and comments, are automatically shared with the jurisdiction and applicant through VertexPlans™.

Why Cities Use It

Virtual inspections reduce turnaround time, provide on-demand service, maximize coverage, expand inspector availability times, and maintain full ICC life-safety compliance – without compromising inspection quality or accountability.

Public Works/ Civil Plan Review and Inspection

Aoka provides the highest-level of civil plan review and inspection services. Our staff has performed civil plan review for private subdivisions and development improvement plans for both on-site and public right-of-way improvements. Our review/inspections include, but are not limited to:

- **Paving**
- **Street Sign and Sidewalk**
- **Lot Grading**
- **Street Lighting**
- **Retention Pond**
- **Water Layout**
- **Drainage / Storm Sewer**
- **Erosion Control**
- **Sanitary Sewer**
- **Public Works Permit Service**
- **Stormwater Plan Review and Inspection**
- **Floodplain Manager Service**

EXHIBIT A (Scope of Work)

Fire Protection Plan Review and Inspection

Aoka can provide fire and life safety plan review and inspection services. Our staff include ICC certified fire marshals and NFPA certified fire plans examiners who have performed comprehensive fire and life safety reviews. With proficiency in virtually all types of construction and occupancies, our team will review fire sprinkler system plan, fire alarm plan, fire suppression system plan, CO2 system plan, and fuel storage tank plan. Aoka can check for allowable height and area, fire restrictive construction, means of egress, fire access, hazardous materials, and smoke management systems.

ICC Certified Training Services

Our Certified Building Official can provide on-site training services to your residents and contractors regarding all aspects of the permit submission, review, and inspection processes. We can also create informational materials and other documentation guiding the applicant through the entire permitting process.

Health Inspection Services

Food Inspection

Aoka utilizes rigorous inspection techniques to identify problems, educate restaurant owners and solve sanitation problems before they lead to an outbreak scenario. We use HACCP principles which focus on temperature control, cross-contamination, and employee hygiene. Inspections will be performed by Texas Registered Sanitarian.

Plan Review of Food Establishments

Aoka can catch potential problems before they occur and ensure proper layouts for sanitation and cost-effective operation. Prior to the completion of the project, we will confirm compliance with health department regulations, manufacturing specifications, equipment condition, and installation.

Public Pools and Spas Inspection

Inspections of public aquatic facilities is an important tool in preventing recreational water-associated illness and injury. An inspection of a public aquatic facility is an assessment of whether its operation and maintenance meet the standards set in a jurisdiction's public health code. Aoka will enforce Texas Administrative Code for public swimming pools and spas.

Other Available Services

- Permit staff augmentation
- Plan review software

EXHIBIT A (Scope of Work)

Emergency Response and Preparedness Services

As a true partner, Aoka offers specialized Emergency Response and Emergency Preparedness services. Our team is prepared to mobilize rapidly in the aftermath of natural disasters, infrastructure failures, or other emergencies, providing support through expedited inspections, damage assessments, and permitting assistance. We also work proactively with jurisdictions to develop resilient emergency preparedness plans, including pre-event inspection protocols, continuity of operations planning, and scalable response strategies. These services help ensure public safety, minimize service disruption, and support swift community recovery.

Facility Assessments

Aoka provides comprehensive Facility Assessments for aging or existing structures, conducted by our highly experienced ICC-Certified Building Officials. These assessments are designed to evaluate structural integrity, code compliance, safety conditions, and overall functionality. Whether supporting capital improvement planning, renovation efforts, or due diligence, our detailed reports offer actionable insights to help jurisdictions and facility owners make informed decisions regarding maintenance, upgrades, or redevelopment.

Code Enforcement Services & Training

Aoka offers Code Enforcement Services to support municipalities in maintaining safe, healthy, and compliant communities. Our services include field inspections, enforcement of local codes and ordinances, violation documentation, and public education on compliance requirements. In addition, we provide specialized training for prospective Code Enforcement Officers, designed to prepare individuals for certification and effective field performance. All training is delivered by experienced, ICC-certified professionals who bring real-world insight and best practices to every session.

EXHIBIT A (Scope of Work)

Planning & Zoning Services

Aoka offers Planning & Zoning Services to assist municipalities in managing land use, guiding responsible development, and maintaining compliance with local ordinances. Our team supports a range of functions including site plan and subdivision review, zoning verification, ordinance development and updates, and variance or special use case processing. We also provide staff augmentation and long-range planning assistance to help jurisdictions meet growth demands and improve efficiency. Aoka's planners work as an extension of your department, ensuring streamlined approvals, clear communication with applicants, and a consistent approach to sustainable community development.

On-Site Sewage Facilities Services

Aoka provides comprehensive On-Site Sewage Facilities (OSSF) Services to support the permitting, maintenance, and construction oversight of decentralized wastewater systems, including septic systems. Our team ensures full compliance with all applicable TCEQ regulations and local codes. In addition to direct field services, Aoka assists municipalities and local jurisdictions in becoming authorized agents of the Texas Commission on Environmental Quality (TCEQ), empowering them to manage and enforce their own OSSF programs. We also handle OSSF-related public complaints and ensure timely resolution through documented inspections and expert regulatory guidance. These services are ideal for rural or underserved areas where centralized sewer systems are not viable, ensuring environmental safety and public health across all communities.

Certified Building Official Services

Aoka provides full-service ICC-Certified Building Official support, including the development, administration, interpretation, and enforcement of all adopted codes and policies. Our experienced CBOs can lead or supplement your Building Department, offering code guidance, process improvements, policy updates, and staff support. Acting as an extension of your team, we ensure consistency, efficiency, and compliance across all building safety operations.

EXHIBIT A (Scope of Work)

Availability & Turnaround Timelines

At Aoka, we understand that time is one of the most critical factors in development and construction. Our operations are built around efficiency, responsiveness, and precision, and we pride ourselves on delivering industry-leading turnaround times across all service areas. Leveraging our fully digital workflows, deep expertise, and experienced team of certified professionals, we minimize delays and keep projects moving forward. Additionally, our services in Emergency Response, Facility Assessments, Code Enforcement, Planning & Zoning, and Certified Training are delivered with equal attention to urgency and quality. We customize schedules based on client needs and project scope, ensuring timely responses even under compressed timelines or emergency conditions. Our digital-first approach, integration with major municipal platforms, and our proprietary VertexPlans™ system further streamline communication, document handling, and service delivery—reducing bottlenecks and maximizing productivity for your staff and the communities you serve.













	Plan Review (<\$5M valuation)		within 5 business days	
	Plan Review (>\$5M valuation)		within 10 business days	
	Plan Review Rechecks		within 3 business days	
	Inspections		within 24 hours	

EXHIBIT B (Fee Schedule)

Residential Construction Building Plan Review and Inspection

Residential Construction	
Square Footage (SF)	Permit Fee
0-1,500 SF	\$777.15
1,500-10,000 SF	\$777.15 for the first 1,500 SF plus \$0.35 for each additional SF to and including 10,000 SF
Over 10,000 SF	\$3,723.5 for the first 10,000 SF plus \$0.15 for each additional SF over 10,000 SF
Residential Remodel, Addition and Alteration	
	Permit Fee
Addition to Existing	\$700
Remodel with Mechanical, Electrical, or Plumbing	\$650
Remodel - No Mechanical, Electrical, or Plumbing	\$300
Accessory Building(s) with Mechanical, Electrical, or Plumbing	\$650
Accessory Building - No Mechanical, Electrical, or Plumbing	\$300

Backup Inspection Fees	
Trade (Inspections Only)	Permit Fee
Residential Building Mechanical, Electrical, Plumbing, & Fuel/Gas	\$70.00 per address/building
Commercial Building Mechanical, Electrical, Plumbing, & Fuel/Gas	\$90.00 per address/building
Short-Term Rental (STR) Inspections	\$120 per address/building

Residential Construction Additional Notes:

- Residential Plan Review includes an initial and second and third review - as necessary. Subsequent review (if needed) will be billed at an additional hourly rate of \$90 with a prior approval from the city.
- Expedited plan review fee: 150% of the regular plan review fee.
- Includes all building, mechanical, electrical and plumbing inspections. including re-inspections.

EXHIBIT B (Fee Schedule)

Commercial Services	
Commercial and Multi- Family Construction Plan Review	
Valuation	Proposed Fee
\$1.00 to \$10,000.00	\$49.50
\$10,001.00 to \$25,000.00	\$69.21 for the first \$10,000.00 plus \$5.31 for each additional \$1000.00
\$25,001.00 to \$50,000.00	\$149.55 for the first \$25,000.00 plus \$3.86 for each additional \$1000.00
\$50,001.00 to \$100,000.00	\$246.10 for the first \$50,000.00 plus \$2.67 for each additional \$1000.00
\$100,001.00 to \$500,000.00	\$380.03 for the first \$100,000.00 plus \$2.14 for each additional \$1000.00
\$500,001.00 to \$1,000,000.00	\$1,238.45 for the first \$500,000.00 plus \$1.82 for each additional \$1000.00
\$1,000,001.00 and up	\$2,145.04 for the first \$1,000,000.00 plus \$1.21 for each additional \$1000.00

Commercial Construction Plan Review Notes:

- Plan Review includes an initial and second and third review - as necessary. Subsequent review (if needed) will be billed at an additional hourly rate of \$90 with a prior approval from the city.
- Expedited plan review fee: 150% of the regular plan review fee.

Commercial and Multi- Family Construction Inspections	
Valuation	Proposed Fee
\$1.00 to \$10,000.00	\$76.15
\$10,001.00 to \$25,000.00	\$107.67 for the first \$10,000.00 plus \$8.32 for each additional \$1000.00
\$25,001.00 to \$50,000.00	\$232.41 for the first \$25,000.00 plus \$6 for each additional \$1000.00
\$50,001.00 to \$100,000.00	\$382.39 for the first \$50,000.00 plus \$4.16 for each additional \$1000.00
\$100,001.00 to \$500,000.00	\$590.29 for the first \$100,000.00 plus \$3.32 for each additional \$1000.00
\$500,001.00 to \$1,000,000.00	\$1920.85 for the first \$500,000.00 plus \$2.83 for each additional \$1000.00
\$1,000,001.00 and up	\$3331.6 for the first \$1,000,000.00 plus \$1.87 for each additional \$1000.00

Commercial Construction Inspection Notes:

- Includes all building, mechanical, electrical and plumbing inspections. including re-inspections.

EXHIBIT B (Fee Schedule)

Miscellaneous Plan Review & Inspection Fees	
Type	Permit Fee
Solar Permit (Plan Review and Inspection)	\$500 per permit
Irrigation Permit (Plan Review and Inspection)	\$175 per permit
In-Ground Swimming Pool Permit (Plan Review and Inspection)	\$500 per permit
Manufactured/Mobile Homes (Plan Review and Inspection)	\$500 per permit

Fire Services	
Commercial & Multi-Family Fire Plan Review (Fire Alarm & Sprinkler Systems)	
Valuation	Fee, Each System
Less than \$6,250.00	\$200.00
\$6,250.00 to \$250,000.00	\$300.00
\$250,001.00 to \$500,000.00	\$425.00
\$500,001.00 to \$1,000,000.00	\$550.00
\$1,000,001.00 to \$3,000,000.00	\$800.00
\$3,000,001.00 to \$6,000,000.00	\$1,200.00
\$6,000,000 and up	\$1,200.00 plus \$0.38 for each additional \$1000.00

EXHIBIT B (Fee Schedule)

Commercial & Multi-Family Fire Inspections (Fire Alarm & Sprinkler Systems)	
Valuation	Fee, Each System
Less than \$6,250.00	\$300.00
\$6,250.00 to \$250,000.00	\$425.00
\$250,001.00 to \$500,000.00	\$525.00
\$500,001.00 to \$1,000,000.00	\$675.00
\$1,000,001.00 to \$3,000,000.00	\$950.00
\$3,000,001.00 to \$6,000,000.00	\$1,425.00
\$6,000,000 and up	\$1,425.00 plus \$0.38 for each additional \$1000.00

Miscellaneous Fire Related Items	
Miscellaneous Fire Related Items	Hourly rate
Underground Fire Code Plan Review	\$90
Fuel Storage Tank Plan Review	\$90
Underground Fire Code Inspection	\$120
Fire Extinguisher Inspection	\$120
Fuel Storage Tank Inspection	\$120
Annual Fire Safety Inspection	\$150

EXHIBIT B (Fee Schedule)

Public Works / Civil Services		
Additional Public Works & Civil Services	Hourly rate	
PW/CS Project Management	\$120 per hour	
PW/CS Inspection	\$90 per hour	
PW/CS Plan Review	\$120 per hour	
PW/CS Ordinance Review & Drafting	\$120 per hour	

Drainage / Stormwater / Flood Control Permits	Fee	
Stormwater Management Services Stormwater discharge / Dewatering permit during construction	\$200 – Small sites (≤1 acre) \$350 – Medium sites (1–5 acres) \$500 – Large sites (5–20 acres) \$750 – Very large sites (>20 acres) \$150 – Dewatering review add-on	
Floodplain Management Services Floodplain development permit / flood control structure permits (Plan review only)	\$750 base + \$150/acre	

Health Services		
Annual Health Inspections		
Services	Fee per Establishment	Notes
Standard Health Inspection	\$145	Includes One Routine Annual Inspection
Follow-Up Inspection	\$145	Ensures Corrective Actions Have Been Made
Additional Inspections (As Requested)	\$145	For Voluntary or Pre-Operational Checks
Pool Health Inspection	\$145	Includes One Routine Annual Inspection

EXHIBIT B (Fee Schedule)

Health Services Plan Review & Approval		
Services	Fee per Establishment	Notes
New Restaurant Plan Review	\$500	Review of Food Safety Plans
Remodel Plan Review	\$300	Review of Major Renovations
Mobile Food Unit Plan Review	\$250	Covers Food Truck & Temporary Units

Health Services Complaint Investigation & Follow-Up		
Services	Fee per Establishment	Notes
Complaint Investigation	\$400	Includes On-Site Inspection & Report
Follow-Up Visit	\$150	Ensures Corrective Actions Have Been Made

OSSF Services	
OSSF Services	Rate
OSSF System Plan Reviews & Inspection Services (Per New Installation or System Modification)	\$550 per Permit
OSSF Complaint Investigations (For Each Inspection or Re-Inspection)	\$175 per inspection
OSSF Inspections of Repairs to Existing Systems (For Each Inspection or Re-Inspection)	\$175 per inspection
TCEQ Audits (Includes meeting with TCEQ representative & response to written report and/or any other work pertaining to OSSF Designated Representative duties)	\$120 per hour

EXHIBIT B (Fee Schedule)

Additional Aoka Services	
Additional Services	Hourly rate
Certified Building Official Service	\$120+ Travel expenses
Certified Fire Marshal Service	\$120+ Travel expenses
Code Enforcement Officer	\$70 per hour
Certificate of Occupancy Inspection (Building)	\$120 per inspection
Certificate of Occupancy Inspection (Fire)	\$120 per inspection
Emergency Response & Post-Disaster Service	\$120 per hour
Facility Assessment Services	\$120 per hour
Planning & Zoning Services	\$120 per hour
ICC Certified Building Code Training Services	\$150 per hour
On-Site ICC Certified Inspector Training Services	10 weeks - 1 day / week, 6 Hours / day \$7,200
Virtual ICC Certified Plan Review Training Services	10 weeks - 1 day / week, 2 Hours / day \$3,000
Permit Tech Service	Hourly Rate: \$50 per hour Weekly Rate: \$1125 (25 hours per week)

EXHIBIT B (Fee Schedule)

Vertex Plans Software	
City Portal	Fee Amount
Aoka provides comprehensive permitting support through its proprietary VertexPlans™ platform. This cloud-based system enables efficient submission, review, plan review, inspection, and permit management for client's permits.	Free

Vertex Plans Software	
Contractor Portal	Fee Amount
Permit application fee (paid by the applicant)	\$15 per Permit
Stripe Processing Fee (credit cards/ card and digital wallet)	2.9% + 0.30 cents
Stripe Processing Fee (Bank debit and transfers)	0.8% ACH direct debit (\$5 Cap)

Vertex Plans System Setup Fees	
Vertex Plans System Set-Up Fees – Setup Tiers	Fee Amount
<p>Basic The basic plan includes:</p> <ul style="list-style-type: none"> • Includes Basic System set up of the software: <ul style="list-style-type: none"> ○ Team invitation and account provisioning ○ Contractor portal configuration ○ Inspection module setup ○ User access management ○ Permit fee handling and setup • Includes End-User Training: <ul style="list-style-type: none"> ○ High-level portal demonstration ○ Step-by-step "How-to" PDFs Guided ○ "How-to" videos 	<p>\$1000 FREE</p>

EXHIBIT B (Fee Schedule)

Vertex Plans System Set-Up Fees – Setup Tiers	Fee Amount
<p>Intermediate</p> <p>This plan includes:</p> <ul style="list-style-type: none"> ◦ Everything in Basic System Setup ◦ Data Migration from a Legacy System ◦ Supported data migration up to 20 GB ◦ City must provide data in a standardized format shared by Aoka 	<p>\$5,000</p>
<p>Advanced</p> <p>This plan includes:</p> <ul style="list-style-type: none"> • Everything in Intermediate System Setup • Data Migration more than 20 GB • Data Clean-up & Validation <ul style="list-style-type: none"> ◦ Pre-import review and sanitization of client data ◦ Remove duplicates, correct formatting, and ensure consistency ◦ Validate critical fields (e.g., dates, categories, statuses) • Advanced Data Mapping <ul style="list-style-type: none"> ◦ Custom mapping of legacy fields to new system structure ◦ Assistance with translating old data models to new formats ◦ Documentation of data mapping rules and assumptions • Backup of Existing Legacy Data before Migration 	<p>\$15,000</p>

Aoka - Vertex Plans Additional Notes

Additional Notes

Please Note: The following services are available across all plans and may incur additional costs based on specific requirements:

- Detailed System Training & Onboarding Support - Tailored training sessions and onboarding assistance can be provided. Pricing will depend on the scope and hours needed.
- Custom Software Configurations - This includes third-party system integrations and other custom development needs. Pricing will depend on the nature of the work and the engineering hours required.
- Extended Post-Onboarding Technical Support - Ongoing technical support beyond the standard onboarding period is available. Details and associated information can be provided upon request.

Get in touch

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🖱 www.aokaengineering.com

