

AI Solution Review for County of San Mateo

This form serves as a tool to ensure compliance with the County of San Mateo's AI Policy. Users should reference the comprehensive AI Policy, which outlines essential guidelines and standards for the ethical and responsible use of AI technologies. *If any responses are "No" please refer to the "Exceptions" section of the AI Policy to request an exception.*

Vendor: Tru Consulting/Anaplan

Requesting Department: County Executive's Office

Date: 4/15/2026

Risk Management

1. Does the vendor carry adequate Product Liability and General Liability Insurance?

Anaplan insurance has a limit of \$1M each occurrence and \$2M in the aggregate for both General and Product, with a \$5M umbrella each occurrence and in the aggregate.

2. Does the vendor indemnify the County for all errors and omissions created by its software?

The software is a decision-support tool, and users are responsible for reviewing and validating all outputs. Because the tool is intended to augment human judgment, liability for outcomes based on the AI's output rests with the user. Specific indemnification details are outlined in the contract.

3. Does the contract carry a provision that the County will be immediately notified of any material complaint the vendor receives from any other customer related to the performance of the software?

No

4. Is there a termination provision in the contract should the County determine the AI software implemented is no longer state of the art?

No

5. What other jurisdictions have adopted the use of this software? If less than 10 jurisdictions are currently using the AI software, when did they start using the AI software?

The software has recently been made generally available and San Mateo County has been offered extremely favorable pricing to reflect its status as an early adopter within local government. However, the software has been in use at more than 10 commercial entities since earlier last year

6. What human action will the AI software replace?

Response: Anaplan Analyst will replace trial-and-error based analysis using budget data reports in Excel currently performed by the CFO and Budget Office managers and staff. CoModeler will replace basic, foundational Anaplan model building work currently done by consultants and implementation partners, allowing Budget Office staff to utilize consultant efforts on higher level, higher value work.

7. How many new hire employees is it estimated the AI software eliminates the need for, presently?

Response: Zero. Anaplan Analyst will enhance CFO, Budget Office Management, and staff's analysis capabilities and reduce time to results. CoModeler will perform Anaplan development tasks currently not performed by any County staff.

8. Does the AI software eliminate the position of any current employees?

Response: No

Validation/Quality Assurance
9. What type of Artificial Intelligence is being used by the software?
<p>The Anaplan Analyst and CoModeler solution utilizes Generative AI. Both components are powered by Large Language Models (LLMs) from OpenAI, accessed through Microsoft's Azure OpenAI Service.</p> <ul style="list-style-type: none"> • Anaplan CoModeler uses Generative AI to help users create, extend, and explain Anaplan planning models using natural language. • Anaplan Analyst (Conversational AI) is an AI assistant that interprets natural language questions to query Anaplan model data and provide conversational, data-backed answers.
10. Has the AI model undergone independent third-party validation?
<p>Anaplan conducts its own extensive validation of the integrated solution, which is built upon underlying AI models developed by a third-party provider. While the complete solution has not undergone independent third-party <i>performance</i> validation, its security posture has been assessed through independent penetration testing.</p>
11. How has the AI model been validated?
<p>The AI model is validated internally through a multi-faceted approach. An automated testing framework evaluates system performance across a wide range of scenarios to ensure it correctly interprets prompts and takes appropriate actions. In addition, dedicated test models with realistic data are used to measure performance against a large set of both routine and edge-case questions. Finally, the system undergoes ongoing monitoring, which includes periodic synthetic tests against production systems, active monitoring of system behavior for stability, and comparison of test results over time.</p>
12. What was the AI model's validation performance?
<p>Specific quantitative validation performance metrics, such as accuracy scores or error rates, are not published. While extensive internal testing is continuously performed to ensure the system is reliable and accurate, the specific results of this testing are not shared publicly.</p>
13. Does the contract require the County be notified of the software using new AI models implemented after procurement and their validation performance?
<p>While specific notification requirements must be verified in the contract, there is a standard process for communicating all product improvements. As a cloud service, updates are applied automatically. All changes are version-controlled, regression-tested, and communicated via official Release Notes in accordance with standard release management and change control processes.</p>
14. How will the County department formally monitor the accuracy and performance of the AI software both for errors and subjective bias?
<p><i>Response: The output of both Anaplan Analyst and CoModeler are subject to CFO and Budget Office Management and staff review and editing. Both features will create draft analyses and Anaplan models, respectively, subject to subject matter expert review and approval before any action is taken based on that output.</i></p>

Data

15. Does the AI model train on data provided by the County?

Response: Yes, the AI models in Anaplan train exclusively on the historical data provided by the customer (the County) within their secure Anaplan workspace. Anaplan does not use one customer's data to train models for another.

16. Will the County be transferring any County data to the Vendor to be kept offsite or to Cloud?

Response: Yes, Anaplan is a cloud-native SaaS platform. The County's data will be securely transferred to and stored in Anaplan's cloud environment. Data is encrypted both in transit (using TLS 1.2+) and at rest (using AES-256).

17. If so, how is the privacy of County residents being protected?

Response: Anaplan is committed to data privacy and security. We maintain a comprehensive security program based on industry standards like ISO 27001 and SOC 2. Data is isolated in a multi-tenant environment with strict access controls, and we offer data residency options. All data processing is governed by our Data Processing Agreement (DPA) and Customer Data Protection Policy

18. When the contract ends, will all County data be returned to the County, and all copies of the data in possession of the vendor, destroyed?

Response: Yes. Upon contract termination, the customer is responsible for exporting their data. Anaplan will destroy all customer data from the production environment after a contractually defined period, as specified in the Master Subscription Agreement.

19. Will any County data be stored in a foreign jurisdiction?

Response: No. Anaplan provides customers with the ability to select the geographical region for data storage (e.g., US, EU, Canada, Australia).