AI Systems, Generative AI solutions, and Systems Leveraging AI Questionnaire

Reponses to these questions are required by the Board of Supervisors to be submitted with any contracts or projects requiring Board of Supervisors' approval.

Risk Management

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

Response:
Yes. CBIZ maintains Product Liability and General Liability insurance that meets or exceeds the County's insurance requirements. A current certificate of insurance will be provided with San Mateo County listed as additional insured

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

Response:
No. Under the proposed agreement, the vendor will indemnify the County for its gross negligence or willful misconduct, up to the insurance amounts set forth in the agreement. .

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?

Response:
The contract does not contain a specific provision requiring immediate notification of such complaints. However, CBIZ has committed to maintaining transparency with the County and sharing relevant performance feedback received from other jurisdictions when applicable.

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

Response:
Yes. The agreement includes a termination clause that allows the County to terminate the contract with written 30-day notice without cause.

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?

Response:
CBIZ has active or pending implementations in more than 10 jurisdictions, including Corona, CA; Naples, FL; and Manvel, TX.

6. What human action will the AI software replace?

Response:
The AI software does not replace any human actions. It assists staff by flagging potential zoning and building code issues, while County reviewers retain full decision-making authority. It functions as a support tool, not a replacement.

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

Response:
None. The software does not eliminate the need for hiring. It helps manage high workloads during staffing shortages and reduces dependency on third-party plan review contracts, allowing internal staff to handle more reviews in-house.

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

Response:
No current positions will be eliminated. The tool enhances staff capacity by automating repetitive checks, enabling planners to focus on complex reviews and higher-priority work. It also supports a long-term goal of minimizing reliance on third-party plan review services.

Validation/Quality Assurance

9. What type of Artificial Intelligence is being used by the software?

Response:
The CBIZ solution utilizes a rule-based and predictive logic model designed to support zoning and building code compliance. It is not generative AI and does not function autonomously.

Validation/Quality Assurance *(continued)*

10. Has the AI model undergone independent third-party validation?

Response:
Yes. CBIZ's tool has undergone independent technical evaluation to ensure baseline reliability and alignment with municipal planning use cases.

11. How has the AI model been validated?

Response:
While internal testing and technical assessments have been completed by CBIZ, the County has not yet conducted its own validation. A **Proof of Concept (POC)** will be carried out as part of the project to test the tool in a real-world environment using a sample of actual building and site plans. During the POC, County staff will assess the AI's accuracy, usability, and workflow integration.

12. What was the AI model's validation performance?

Response:
Formal performance results from the County's perspective will be established during the POC. However, initial vendor-led testing has shown a strong match rate between AI-flagged items and typical plan check findings. County staff will independently evaluate these results during the POC phase.

13. Does the contract require the County be notified of the software using new AI models implemented after procurement and their validation performance?

Response:
No. The current contract does not include a clause requiring notification of model changes. However, CBIZ has expressed willingness to notify the County if major updates affecting performance are introduced.

14. How will the County department formally monitor the accuracy and performance of the AI software both for errors and subjective bias?

Response:
Performance monitoring will include:
- **User Review & Feedback:** County staff will validate all flagged items and provide feedback.
- **Audit Logging**: System actions and decisions will be logged and available for review.
- **Random Sampling:** Plans will be periodically reviewed to compare manual and AI-assisted outcomes.
- **Error & Bias Monitoring**: Patterns or anomalies in flagged results will be tracked.
- **POC Benchmarking:** Initial performance will be formally measured during the POC.

Data

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

Response:
CBIZ does not use County data to train its AI models.

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

Response:
Yes. Data is hosted on secure U.S.-based cloud infrastructure.

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

Response:
Privacy protections include encryption, access control, and audit logs.

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:
Upon termination, the vendor must return all County data and destroy any copies.

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

Response:
No. All County data will be stored and processed exclusively within the United States. CBIZ has confirmed that its solution is hosted on UiPath Automation Cloud, a **FedRAMP-compliant platform** with **U.S.-based data centers**. No County data will be transferred, stored, or accessed outside of the U.S.