



## **Lake County, CA**

# **On-Going Service and Support Proposal**

**1/28/2023**



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# I. Vendor Background & Qualifications

## TruePoint Company History

TruePoint Solutions, LLC is a privately held software and solutions company based in the Sacramento region. We bring an unparalleled level of experience designing, developing, implementing, and supporting complex government IT solutions. Our team has an average of 16+ years of public sector IT experience.

TruePoint Solutions was established in 2004 and became an Accela certified implementation partner in early 2005. Current implementation projects which TruePoint is involved include:

Cities	Cities	Cities	Counties	Counties
<ul style="list-style-type: none"> <li>Albany, OR</li> <li>Alameda, CA</li> <li>Atlanta, GA</li> <li>Asheville, NC</li> <li>Aurora, CO</li> <li>Benicia, CA</li> <li>Berkeley, CA</li> <li>Boise, ID</li> <li>Brookhaven, NY</li> <li>Ceres, CA</li> <li>Chesapeake, VA</li> <li>Chula Vista, CA</li> <li>Clearwater, FL</li> <li>Cleveland, OH</li> <li>Colorado Springs, CO</li> <li>Concord, CA</li> <li>Corte Madera, CA</li> <li>Corvallis, OR</li> <li>Eastvale, CA</li> <li>El Paso, TX</li> <li>Fort Collins, CO</li> <li>Frederick, CO</li> <li>Fresno, CA</li> <li>Fremont, CA</li> <li>Goodyear, AZ</li> <li>Grand Rapids, MI</li> <li>Grass Valley, CA</li> <li>Indianapolis, IN</li> <li>Lincoln, CA</li> <li>Lincoln, NE</li> <li>Livermore, CA</li> <li>Madison, WI</li> <li>Martinez, CA</li> <li>Maryland Heights, MO</li> <li>McAllen, TX</li> <li>Menlo Park, CA</li> </ul>	<ul style="list-style-type: none"> <li>Menlo Park Fire, CA</li> <li>Mesa, AZ</li> <li>Meridian, ID</li> <li>Missoula, MT</li> <li>Moreno Valley, CA</li> <li>New York City, NY</li> <li>Oakland, CA</li> <li>Oklahoma City, OK</li> <li>Omaha, NE</li> <li>Ontario, CA</li> <li>Palmdale, CA</li> <li>Paso Robles, CA</li> <li>Papillion, NE</li> <li>Pleasant Hill, CA</li> <li>Reno, NV</li> <li>Rochester, MN</li> <li>Palmdale, CA</li> <li>Palo Alto, CA</li> <li>Peoria, AZ</li> <li>Pleasanton, CA</li> <li>Rancho Cucamonga, CA</li> <li>Ridgefield, WA</li> <li>Roseville, CA</li> <li>Sacramento, CA</li> <li>Saint Helens, OR</li> <li>Salt Lake City, UT</li> <li>San Antonio, TX</li> <li>San Diego, CA</li> <li>Santa Clara, CA</li> <li>Santa Monica, CA</li> <li>Seattle, WA</li> <li>Spokane, WA</li> <li>Socorro, TX</li> <li>Stockton, CA</li> <li>Sunnyvale, CA</li> <li>Tacoma, WA</li> </ul>	<ul style="list-style-type: none"> <li>Tigard, OR</li> <li>Torrance, CA</li> <li>Virginia Beach, VA</li> <li>Visalia, CA</li> <li>Walnut Creek, CA</li> <li>Watertown, WI</li> <li>West Sacramento, CA</li> <li>Westminster, CO</li> <li>Whistler, BC</li> <li>Yorba Linda, CA</li> <li>Yuba City, CA</li> </ul>	<ul style="list-style-type: none"> <li>Adams County, CO</li> <li>Arapahoe County, CO</li> <li>Bexar County, TX</li> <li>Boulder County, CO</li> <li>Buncombe County, NC</li> <li>Clackamas County, OR</li> <li>Carroll County, MD</li> <li>Chesterfield County, VA</li> <li>Cobb County, GA</li> <li>Contra Costa County, CA</li> <li>Douglas County, NV</li> <li>Guilford County, NC</li> <li>Gwinnett County, GA</li> <li>Hillsborough County, FL</li> <li>Humboldt County, CA</li> <li>Jackson County, OR</li> <li>King County, WA</li> <li>Lake County, CA</li> <li>Lane County, OR</li> <li>Leon County, FL</li> <li>Maricopa County, AZ</li> <li>Marion County, IN</li> <li>Martin County, FL</li> <li>Monterey County, CA</li> <li>Multnomah County, OR</li> <li>Napa County, CA</li> <li>Nevada County, CA</li> <li>Olmsted County, MN</li> <li>Osceola County, FL</li> <li>Pasco County, FL</li> <li>Placer County, CA</li> <li>Pima County, AZ</li> <li>Pinal County, AZ</li> <li>Polk County, FL</li> <li>Sacramento County, CA</li> <li>San Benito County, CA</li> <li>San Diego County, CA</li> </ul>	<ul style="list-style-type: none"> <li>San Mateo County, CA</li> <li>Santa Barbara County, CA</li> <li>Santa Clara County, CA</li> <li>Shelby County/Memphis, TN</li> <li>Solano County, CA</li> <li>Stanislaus County, CA</li> <li>Weld County, CO</li> <li>Washoe County, NV</li> <li>Yakima County, WA</li> </ul>
				<b>Other State Agencies</b> <ul style="list-style-type: none"> <li>Boston Public Health Commission</li> <li>CA, Coastal Commission</li> <li>CA, Dept. of Water Resources</li> <li>CA - HCAI</li> <li>DC - OSSE</li> <li>State of Oregon</li> <li>State of Michigan</li> <li>State of Montana</li> <li>State of Nevada, Taxicab Auth</li> <li>State of New York</li> <li>TRPA-Tahoe Regional Pln. Auth.</li> <li>CA State Lands Commission</li> <li>City &amp; County of Denver</li> <li>City &amp; County of San Francisco</li> <li>University of Minnesota</li> <li>Unified Government, KC and Wyandotte</li> </ul>
				<b>Towns and Villages</b> <ul style="list-style-type: none"> <li>Elk Grove Village, IL</li> <li>Town of Los Gatos, CA</li> <li>Town of Paradise, CA</li> <li>Town of Paradise Valley, AZ</li> <li>Town of Queen Creek, AZ</li> <li>Town of Sahuarita, AZ</li> </ul>



## III. Project Scope

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### Project Understanding

TruePoint Solutions appreciates the opportunity to work with the County to enhance the utilization of your Accela Civic Platform products and support the day to day needs of your end users. The Accela Civic Platform is very feature rich and can be continually enhanced to better support your business needs. As we support your needs we will also focus on knowledge transfer of the Accela Civic Platform features.

TruePoint Solutions proposes a blanket as needed support agreement to work with County staff to support and enhance the Accela Automation functionality. TruePoint can advise, configure, support and train all aspects of the Accela Civic platform and currently works with over 50 hosted Accela customers on the Accela East, West and Canadian hosted sites.

### Proposed Services

#### As Needed Expert Support and General Maintenance

This service will provide day-to-day as need or on call support above and beyond what is provided by Accela CRC. It will also provide a budget to continually enhance and expand the County's Accela configuration.

- Training as need on any aspect of Accela. Training can be done on-site or remote
- Advise on how to most efficiently configure the Accela Civic Platform based on experience we have gained from over 100 customers
- Misc. Configuration changes as requested
- Scripting for business process automation
- Fee configuration and enhancements
- Report Development and Support using Ad-Hoc or Crystal
- ACA support and enhancements
- Provide ability to convert your current default ACA site to a responsive look that work for all on different form factors including phones.
- Accela Mobile support
- Accela GIS support
- Day-to-day phone support and issue resolution
- Electronic Plan Review



### Services Costs

Tasks	Hours	Rate	Total	Comment
As needed support	121	\$165.00	19,965.00	
Travel Budget			\$0.00	
<b>Total</b>			<b>\$19,965.00</b>	

Services will be billed monthly on a T@M hourly basis as work is requested by the County.

### SIGNATURE

Agency acknowledges that it has read this SOW, understands it and agrees to be bound by its terms and conditions. The parties agree that this Agreement cannot be altered, amended or modified, except in writing that is signed by an authorized representative of both parties.

Accepted Lake County, CA.	Accepted TruePoint Solutions
By:	By: <i>Keith Hobday</i>
Print Name:	Print Name: Keith Hobday
Title:	Title: Partner
Date:	Date: 1/28/2023

*Approved, as to form.  
Steve Kent*