This first amendment is made and entered into this 12/16/2019, by and between the city of Menlo Park, a municipal corporation, hereinafter referred to as "city," and Truepoint LLC, hereinafter referred to as "first party."

1. Pursuant to section 24 term of agreement no. 2400, ("agreement"), section 24 term of agreement [amendment to section] to read as follows:

   "This agreement shall remain in effect for the period of August 1, 2019 through June 30, 2020 unless extended, amended, or terminated in writing by city."

   "city shall pay first party an all-inclusive fee that shall not exceed $150 fixed hourly rate as described in exhibit A, scope of services. This compensation shall be based on the rates described in exhibit A."

Except as modified by this amendment, all other terms and conditions of agreement no. 2400 remain the same.

In witness whereof, the parties hereto have executed this agreement on the day and year first above written.

Signature page to follow.
FOR FIRST PARTY:

Signature
Keith Hobday

Printed name
20-1664808

Tax ID#

APPROVED AS TO FORM:

William L. McClure, City Attorney

FOR CITY OF MENLO PARK:

Starla Jerome-Robinson, City Manager

ATTEST:

Judi A. Herren, City Clerk

12/13/2019
Date

12/16/2019
Date

12/16/2019
Date
City of Menlo Park, CA

As Needed Service and Support Proposal

10/31/2019
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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:

**Civic Platform Projects/Clients**

- Alameda, CA
- Albany, OR
- Atlanta, GA
- Asheville, NC
- Benicia, CA
- Berkeley, CA
- Boise, ID
- Ceres, CA
- Clearwater, FL
- Cleveland, OH
- Concord, CA
- Corvallis, OR
- Elk Grove, IL
- El Paso, TX
- Fremont, CA
- Fort Collins, CO
- Grand Rapids, MI
- Grass Valley, CA
- Hesperia, CA
- Indianapolis, IN
- Livermore, CA
- Madison, WI
- Martinez, CA
- Maryland Heights, MO
- McAllen, TX
- Missoula, MT
- Moreno Valley, CA
- New York City, NY
- Oakland, CA
- Omaha, NE
- Oklahoma City, OK
- Ontario, CA
- Palo Alto, CA
- Peoria, AZ
- Pleasanton, CA
- Pleasant Hill, CA
- Reno, NV
- Rochester, MN
- Roseville, CA
- Sacramento, CA
- San Leandro, CA
- Santa Monica, CA
- Salt Lake, UT
- San Antonio, TX
- Spokane, WA
- Stockton, CA
- Tacoma, WA
- Tigard, OR
- Virginia Beach, VA
- Vitisia, CA
- Walnut Creek, CA
- Watertown, WI
- West Sacramento, CA
- Whistler, BC
- Yuba City, CA
- Adams County, CO
- Arapahoe County, CO
- Bexar County, TX
- Boulder County, CO
- Buncombe County, NC
- Clackamas County, OR
- Carroll County, MD
- Cobb County, GA
- Contra Costa County, CA
- Douglas County, NV
- Guilford County, NC
- Gwinnett County, GA
- Hillsborough County, FL
- Jackson County, OR
- King County, WA
- Lake County, CA
- Leon County, FL
- Maricopa County, AZ
- Marion County, IN
- Monterey County, CA
- Montgomery County, OH
- Napa County, CA
- Nevada County, CA
- Pasco County, FL
- Pima County, AZ
- Pinal County, AZ
- Placer County, CA
- Sacramento County, CA
- San Diego County, CA
- San Mateo County, CA
- Stanislaus County, CA
- Weld County, CO
- Washoe County, NV
- Yakima County, WA
- City and County of Denver
- Menlo Park Fire
- Placer Air Pollution Control Dist.
- Town of Los Gatos, CA
- Town of Paradise, CA
- Town of Queen Creek, AZ
- Town of Sabourita, AZ
- CA, Department of Water Resources (DWR)
- CA, Office of Statewide Health and Planning (OSSHPD)
- CA, State Lands Commission
- Resources (CSDL)
- DC – Office of State Superintendent of Education
- State of Montana
- Tahoe Regional Planning Authority
- University of Minn.
### II. TruePoint Staff

This Project represents an important technology undertaking for the City. TruePoint will assign talented staff that has in-depth knowledge of your current implementation. Below is a summary of team members and Accela experience.

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Keith Hobday will be the main point of contacts for this engagement and ultimately responsible for all members of the TruePoint team.
III. Project Scope

Project Understanding
TruePoint Solutions appreciates the opportunity to work with the City 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 City staff to support and enhance your current 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 Cities 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
- Additional configuration and enhancements
- Report Development and Support using Ad-Hoc or Crystal
- ACA support and enhancements
- Accela Mobile support
- Accela GIS support
- Day-to-day phone support and issue resolution
## Services Costs

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

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**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.

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<td>Nick Reeves</td>
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