**AGREEMENT AMENDMENT**

City Manager’s Office  
701 Laurel St., Menlo Park, CA 94025  
tel 650-330-6620

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**AGREEMENT FOR SERVICES BETWEEN**  
THE CITY OF MENLO PARK AND TRUEPOINT LLC

<table>
<thead>
<tr>
<th><strong>Amendment #: 2400.2</strong></th>
</tr>
</thead>
</table>

THIS SECOND AMENDMENT is made and entered into this 7/15/2020, 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 Exhibit A, “Services Costs; As needed Support 100 Hours” of Agreement No. 2400.1, (“First Amendment”), Services Costs [amendment to Exhibit A] add Exhibit A1”

"Exhibit A1 Includes Additional Services Costs; As Needed Support 200 Hours"

Except as modified by this Amendment, all other terms and conditions of Agreement No. 2400.1 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#

7/15/2020

FOR CITY OF MENLO PARK:

Signature
Starla Jerome-Robinson

Printed name
Starla Jerome-Robinson, City Manager

7/15/2020

ATTEST:

Signature
Judi A. Herren, City Clerk

7/15/2020
City of Menlo Park, CA

As Needed Service and Support Proposal

3/10/2020
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I. Vendor Background & Qualifications

TruePoint Company History

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Civic Platform Projects/Clients

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- 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
- Visalia, CA
- Walnut Creek, CA
- Watertown, WI
- West Sacramento, CA
- Whittier, CA
- Yuba City, CA
- Adams County, CO
- Arapahoe County, CO
- Bexar County, TX
- Boulder County, CO
- Buncombe County, NC
- Clark County, NV
- 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
- Marlon County, IN
- Monterey County, CA
- Montgomery County, OH
- Napa County, CA
- Nevada County, CA
- Pasco County, FL
- Pima County, AZ
- Pinellas 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 Sahuarita, AZ
- CA, Department of Water Resources (DWR)
- CA, Office of Statewide Health and Planning (OCHPP)
- CA, State Lands Commission
- Resources (CSC)
- 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.

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

---

<table>
<thead>
<tr>
<th>Consultant</th>
<th>Primary Role</th>
<th>Public Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keith Hobday</td>
<td>Implementation Consultant</td>
<td>20 yrs.</td>
</tr>
<tr>
<td>Terry Rice</td>
<td>Implementation Consultant</td>
<td>20 yrs.</td>
</tr>
<tr>
<td>Gary Freyberg</td>
<td>Implementation Consultant</td>
<td>20 yrs.</td>
</tr>
<tr>
<td>David Brown</td>
<td>Implementation Consultant</td>
<td>20 yrs.</td>
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<tr>
<td>Thomas Hennick</td>
<td>Technical Consultant</td>
<td>20 yrs.</td>
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<tr>
<td>Joe Cipriano</td>
<td>Technical Consultant</td>
<td>20 yrs.</td>
</tr>
<tr>
<td>Caleb Harshberger</td>
<td>Technical Consultant</td>
<td>20 yrs.</td>
</tr>
<tr>
<td>Richard Holland</td>
<td>Technical Consultant</td>
<td>20 yrs.</td>
</tr>
<tr>
<td>Michelle Norcross</td>
<td>Implementation Consultant</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>Shanne Misner</td>
<td>Implementation Consultant</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>Le Savre</td>
<td>Technical Consultant</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>Nathanael Hennock</td>
<td>Implementation Consultant</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>Mike Sun</td>
<td>Technical Consultant</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>Gary Samo</td>
<td>Implementation Consultant</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>Deborah Hennock</td>
<td>Implementation Consultant</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>Johnny Jones</td>
<td>Implementation Consultant</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>Eric Grillish</td>
<td>Technical Consultant</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>Maxine Madison</td>
<td>Implementation Consultant</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>Jackie Hammer</td>
<td>Implementation Consultant</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>Tyler Sannet</td>
<td>Implementation Consultant</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>Ray Shug</td>
<td>Implementation Consultant</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>Ernie Rodriguez</td>
<td>Implementation Consultant</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>Nick Kref</td>
<td>Implementation Consultant</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>Greg Long</td>
<td>Implementation Consultant</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>Michael Leiter</td>
<td>Implementation Consultant</td>
<td>10 yrs.</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Hours</th>
<th>Rate</th>
<th>Total</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>As Needed Support (Business Analyst)</td>
<td>200</td>
<td>$150</td>
<td>$30,000</td>
<td>Up to 200 hours</td>
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<tr>
<td>Travel Budget</td>
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<td>$0</td>
<td></td>
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<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td><strong>$30,000</strong></td>
<td></td>
</tr>
</tbody>
</table>

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

---

**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.

<table>
<thead>
<tr>
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<td>TruePoint Solutions</td>
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</table>

<table>
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<tr>
<th>By:</th>
<th>By:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print Name:</td>
<td>Print Name: Keith Hobday</td>
</tr>
<tr>
<td>Title:</td>
<td>Title: Partner</td>
</tr>
<tr>
<td>Date:</td>
<td>Date: 3/10/2020</td>
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AGREEMENT FOR SERVICES BETWEEN
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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
Partner
Title

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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<td>By: Nick Pegeur</td>
<td>By: Keith Hobday</td>
</tr>
<tr>
<td>Print Name: Nick Pegeur</td>
<td>Print Name: Keith Hobday</td>
</tr>
<tr>
<td>Title: Asst. City Manager</td>
<td>Title: Partner</td>
</tr>
<tr>
<td>Date: 11/1/19</td>
<td>Date: 10/31/2019</td>
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