

Exhibit B

Scope of Work

1 Scope of work

This Statement of Work ("SOW") sets forth a scope and definition of the professional services to be provided by TruePoint Solutions ("TruePoint") for the Tehama County - Air Pollution District ("District").

Additional licensing if needed for users will be purchased separately by the District.

2 Introduction

The District is upgrading its permit tracking database to enhance operational efficiency and offer greater flexibility to our internal staff. This upgrade involves the implementation of a new system designed in accordance with the latest software development standards. These enhancements are strategically focused on elevating the user experience and reducing any potential service interruptions. This SOW issued by the District outlines the objectives that are to be met in the process of transitioning from the current database to this new application.

3 Project Assumptions

- District and TruePoint will review their responsibilities before work begins to ensure that Services can be satisfactorily completed.
- District personnel will be involved in the setup and configuration processes.
- District will provide TruePoint with access to its equipment, systems, and personnel to the extent needed to complete the defined Services.
- District will provide workspace for the TruePoint services team for work completed on District premises.
- District will maintain primary responsibility for the scheduling of District employees and facilities in support of project activities.
- District will have access to and be allowed to access the Tehama County, Civic Platform installation.
- District is responsible for proper site preparation, hardware, software and network configuration in accordance with Civic Platform specifications
- TruePoint will use the current version of the Civic Platform installed for Tehama County.
- Change Order process: Should the District identify additional work as a part of this engagement, at any point during the project duration, or if additional hours are necessary to complete the task(s) as described and estimated in this SOW, the TruePoint team will issue a Change Order to reflect the additional costs (if any) associated with the change for review and approval by the District. No additional work will be undertaken without prior consent of the District. If hours are available from tasks that are complete, those hours can be used on other tasks with the prior consent of both parties.

4 Success Factors

To ensure the successful execution of the services outlined in this document, it is essential to closely monitor several critical success factors. These factors play a role in establishing clear expectations between the District and TruePoint, identifying and managing project risks, and fostering communication throughout the project.

- **Knowledge Transfer** - While the TruePoint team cannot guarantee specific expertise for District staff as a result of participating in the project, the TruePoint team will make all reasonable efforts to transfer knowledge to the District. It is critical that District personnel participate in the analysis, configuration, and deployment of the Civic Platform in order to transfer knowledge to the District. After the postproduction assistance tasks are completed by the TruePoint services team, the District will be

responsible for supporting the Civic Platform. The District will receive basic support through the Accela Customer Research Center (CRC). This support will be defined in more detail in your Maintenance agreement. The District will also have the option to purchase additional services through TruePoint.

- **Dedicated District Participation** - The TruePoint team fully understands that District staff members have daily responsibilities that will compete with the amount of time that can be dedicated to the Civic Platform implementation project. However, it is critical that the District acknowledges that its staff must be actively involved throughout the entire duration of Services as defined in the Project Plan.

5 Schedule

Upon execution of this SOW, both parties will subsequently collaborate to determine a start date for Services to be rendered. Upon initiation of these Services, the Project Manager will work with the District to collaboratively define a baseline project schedule. Given the fact that project schedules are working documents that change over the course of the project, the Project Manager will work closely with the District to update, monitor, agree, and communicate any required changes to the project schedule.

6 Implementation

TruePoint is committed not only to providing a superior software solution for the District's current and future needs, but also to assist the District in the successful implementation and deployment of the solution.

TruePoint team will work with District staff to optimize Accela's software, and the customer experience to enable the District to successfully deploy its Civic Platform and meet its functionality, timing and cost requirements.

This is a time and materials project with a projected/estimated number of hours (946 hrs.). The hourly rate for the Services provided in this SOW is \$165 to 180 per hour. The total cost for the Professional Services and travel expenses described herein are estimated at \$160,390. Professional Services will be invoiced monthly as services are delivered. Travel-related expenses will be invoiced monthly as incurred. TruePoint will communicate with the District Project Manager on a task-by-task basis to ensure there are no surprises when it comes to the actual hours worked and billed as the project progresses.

7 Scope of Services

This project will use a joint team approach to collaboratively configure and implement the Civic Platform. The system will be implemented using a combination of resources from the District and TruePoint. This will ensure the District is prepared to maintain the system going forward by having hands on experience during the configuration. The following sections describe the proposed implementation services for the District in detail. The project will include the following modules and add-on products:

- Develop and Configure and transfer legacy data to the new Air Pollution Civic Platform
- Citizen Portal Configuration
- Mobile APP Configuration

8 PROJECT MANAGEMENT

TruePoint will perform project management services needed to plan and monitor execution of the project in accordance with deliverables outlined in the Scope of Work. To support the implementation of the Civic Platform solution for the District, TruePoint will provide up to 80 hours of Project Management services throughout the project. Generally, these services include the following:

- Project Initiation
- Change order management
- Issue log management and escalation

- Resources management
- Meetings management

Project Management tasks will be shared between the TruePoint Project Manager and the District Project Manager. A project plan will be maintained and monitored using Microsoft Project

9 Project Initiation

During the Project Initiation stage, TruePoint will create a basic project plan with a critical path summary, as well as review, in conjunction with District project staff, all project milestones and deliverables that detail the effort described for this engagement. The draft of the project plan will be incorporated into a Master Project Plan that will be maintained by TruePoint and the District.

A Project Kickoff / Analysis meeting will also take place during this project stage.

10 Configuration Analysis and Prototypes

During the Configuration Analysis stage, TruePoint will conduct interviews with key representatives from District offices involved in the permitting processes for each department. The configuration analysis will be confined to the current permitting processes listed below.

- Permit Types (Authority to Construct, Annual Permits, Burn Permits, GDF permits etc.)
- Compliance Activity (Inspections, Complaints, NOV, Corrective Action, Permit Change Request)
- Control Plans (Fugitive Dust)

During these configuration analysis workshops TruePoint will:

- Review and chart each business process as a basis for configuration in the Civic Platform's workflow tool, including notifications, holds and conditions.
- Review and document intake requirements, forms, and data fields for each permit/business process type
- Collect and document output requirements (documents/letters/reports).
- Collect and document fees, fee schedules, and collection procedures for each permit/business process type
- Collect and document all required inspections, prerequisites, and inspection result options for each permit type

TruePoint will develop a System Configuration Documentation for record types. TruePoint has budgeted 64 hours from the Configuration Analysis and Prototypes.

District Responsibilities:

- Arrange for the availability of appropriate technical computing environment and system analysts to support the Configuration Analysis activities.
- Make available the appropriate District key users and content experts to participate in the Configuration Analysis and verify the accuracy of the documented workflows, input/output formats, and data elements.
- Provide information and data in the formats specified that will be needed for system setup and application configuration.

The Configuration Analysis Document will be accepted when the TruePoint Team and the District agree that each business process has been appropriately documented in the configuration document. Acceptance must be completed prior to beginning System Configuration.

11 SYSTEM CONFIGURATION

TruePoint will provide professional services to configure the Civic Platform in accordance with requirements established and agreed upon during the System Configuration Analysis effort. Based on the System Configuration Document, TruePoint will configure the Record types in the Civic Platform. TruePoint will involve District staff in the configuration of the required Record types as part of the Civic Platform training. Event Scripts will also be discussed and addressed as part of the configuration task.

Each Record type developed will include all associated workflows, fees, inspections, conditions, and other key system features in support of District requirements. Specific Record types to be developed will be determined during the System Configuration Analysis.

The deliverable from the System Configuration will be the Civic Platform system configured in accordance with the System Configuration Document specifications. TruePoint has budgeted up to 220 hours for the configuration effort.

District Responsibilities:

- Identify and make available staff members who will work with the TruePoint team through this process and take responsibility for providing information for and validating the Record types to be configured.
- Arrange the time for qualified decision makers and business experts for the design review/configuration analysis sessions that are critical to project success.
- Unit testing and final system testing of the configuration.

The District will test the configured system for purposes of validating the Record types configured. The records will be accepted when TruePoint and the District agree that all requirements, objectives, and scope have been appropriately defined in each Record type per the configuration document. TruePoint will transfer knowledge on configuration functionality and techniques whenever possible.

12 Business Automation Scripting

The project budget includes 80 hours of event script creation and assistance.

TruePoint will develop Event Scripts using the Civic Platforms scripting functionality to automate specific business rules/processes within the Civic Platform. Examples of processes to be automated with scripts include: inspection assignment, automatic holds or automatic fee creation.

The need for event scripts will be identified during the configuration or as late as end user testing.

District Responsibilities:

- Arrange the time for qualified decision makers and business experts for the design review/configuration analysis sessions that are critical to project success
- Provide complete and accurate information in a timely manner
- Ensure that the data populates successfully according to the script requirements document
- Identify and make available staff members who will work with TruePoint through this process and take responsibility for providing information for and validating the Event Manager Scripts to be developed
- Allocate the time for qualified personnel to test the interface for acceptance

13 BUILD

The Build stage includes development of a basic conversion of historical data, report development, and the creation of Scripts to automate business processes.

13.1 Address, Parcel and Owner Interface

The District will use the Address and Owner data currently available in the existing database

13.2 Historical Conversion

This project includes a conversion of basic data from the existing database. A data mapping effort will be conducted by District personnel with assistance from TruePoint. Once the data mapping has been defined, TruePoint will ask that a representative of the District sign off on the data maps. TruePoint will load the data based upon the data maps specification provided by the District using the standard Civic Platform conversion tool. TruePoint will be responsible for the data conversion programs to load data to the Civic Platform database in the Support and Production Environment. The TruePoint team will provide up to 160 hours of data migration efforts for the conversion process from the conversion cost category.

The Conversion will focus on basic aspects for Historical data. Current open project may need to be manually entered in the Civic Platform.

A final conversion will need to be run over the go live weekend.

13.3 Reports Development

There are 80 hours budgeted for the creation of some basic reports. If additional reports are required TruePoint will provide assistance to District staff on creating reports. TruePoint will also allow District to have any reports from our report library. The District will take on the responsibility of creating additional reports using the Accela Ad-Hoc report writer.

13.4 Accela Citizen Access

There are 64 hours budgeted for TruePoint to work with the District to create the citizen portal. This will allow for permit lookup, status review, fee payment, inspection scheduling and the possibility to create records on-line.

13.5 Mobile App

There are 58 hours budgeted for TruePoint to work with the District for the mobile APP configuration.

13.6 User Acceptance Testing

This task is to test that the configured solution meets the agreed to solution as defined in all other tasks above. The TruePoint team will provide assistance to the District as needed by providing UAT support and facilitating UAT completion. The TruePoint team will provide up to 40 hours for this task.

District Responsibilities:

- Provide timely and appropriate responses to TruePoint's request for information
- Make available the appropriate District users and content experts to participate in user acceptance testing as defined and managed by District
- District intends to utilize the Use Cases documented in each System Configuration Document Deliverable as the basis for the acceptance of this Deliverable.

This task will be accepted when the District agrees that the configured solution meets the agreed to solution as defined in all the configuration document.

14 TRAINING

Train the Trainer: TruePoint team will provide up to 40 hours of on-site and/or remote training sessions for the following areas: Daily Activities, Administrator Functions and System Maintenance. Training hours will be distributed among the training categories as mutually agreed by TruePoint and the District project stakeholders. The District Project Manager will identify those individuals to be trained in each of the above categories. These training classes will be scheduled throughout the implementation process as appropriate. The District will be responsible for any additional end-user training.

The TruePoint Team and District Responsibilities:

- Properly select and prepare the power-users who will be participating in the training and subsequently training end users.
- Arrange the time and qualified people for the training who are critical to the project's success.

15 PRODUCTION SUPPORT

Production is defined as the first production use of the system. The TruePoint team will be on site during the cutover process and provide up to 40 hours of support for the District end users and project team. TruePoint will also move the final accepted configuration to the Production environment.

16 PROJECT RESOURCES AND LOCATION OF WORK

16.1 WORK LOCATION

Services contracted for under this Scope of Work may be performed remotely and/or at the District on-site facilities as deemed appropriate and reasonable for the successful completion of the Services detailed herein. When on-site activities are required at the District, the Project Manager will coordinate with the District Project Manager to secure suitable accommodations to meet the specific engagement requirements. It is anticipated the TruePoint team will require, at minimum, facilities to accommodate on-site System Configuration Analysis and Training. The TruePoint team will also require Internet access during on-site configuration efforts that will occur during the course of the project.

17 TRUEPOINT RESOURCES

TruePoint will assign key Professional Services resources for this engagement with the District. These individuals are well versed in the Civic Platform application and are well qualified to lead this effort.

18 DISTRICT RESOURCES

The District will provide the following personnel to work together with the TruePoint team to deliver the Services as presented in this document and make additional personnel available as necessary to ensure the success of this engagement. Additionally, the District should identify one or two users of the new system to be trained as administrators or "power users."

The following list identifies functional roles required by this project, along with a brief description of their anticipated contribution to the project's success. We suggest that you make the following appointments and share the outlined duties with the appropriate appointee. It is critical to the success of your implementation that the team members chosen be available during the implementation cycle, and schedule the time needed to participate fully in the planning and configuration processes.

18.1 Project Manager

Responsibilities include the overall administration, coordination, communication, and decision-making associated with the implementation.

- Planning, scheduling, coordinating and tracking the implementation with the TruePoint team and across the departments within the District
- Identifying and recruiting the in-house project implementation team
- Attending the initial workshop training
- Ensuring that the project team stays focused, tasks are completed on schedule, and that the project stays on track

18.2 Departmental Representatives

A user representative for each affected department/division should be appointed. These critical appointments may well determine the success of the Civic Platform implementation.

The departmental representative(s) should have a clear understanding of all the business processes that the Civic Platform will affect within their department/division, and how those business processes cross-departmental boundaries. Ideally, they will have been involved in the initial purchasing decision and have a solid understanding of how the Civic Platform system will interact with departmental business processes. They will be the initial contact person within a department for all Civic Platform issues before, during, and after the implementation. These individuals should be able to make solid business decisions and have a vested interest in the success of the implementation of the system. Additionally, the ability to effectively communicate with their peers and the project team will be essential. Confidence that the right decisions are being made will promote acceptance by the general user community.

Schedule flexibility will be expected of the departmental representatives, as there will be crucial periods in the implementation process that will require dedicated time.

Responsibilities include:

- Attending the project kick-off
- Willing and able to gather data and make decisions about business processes
- Assisting in creating the specifications for custom modifications
- Reviewing and testing the completed modifications

Recommended Requirements:

- Clear understanding of the user's perspective and needs
- Clear understanding of the current business processes

Exhibit C

Project Budget

Estimate based on 8-month project timeline				
Full Implementation	Hours	Rate	Cost	Comments
Project Management	80	\$180.00	\$14,400	Project Management for the duration of the project
				Permit/Process Types <ul style="list-style-type: none"> • Agricultural Burn Messages (May not available in Accela) • Agricultural Burn Permits • Authority to Construct • Complaints • Emission Reduction Credits • Invoices and Receipts • Notice of Noncompliance • Notice of Violation • Notice to Comply- Out of Order Permitted sources <ul style="list-style-type: none"> • Emergency backup engines, Fugitive Dust, Gas wells, Paint Shops, Sand and Gravel, Service Stations, General/Misc, Special Burn, • Public Information Requests • Upset/Breakdown Reports • Variances
Configuration Analysis and Prototypes	64	\$165.00	\$10,560	
System Configuration	220	\$165.00	\$36,300	Configuration of components of the Civic Civic Platform to meet business needs defined during analysis.
Business Automation Scripting	80	\$165.00	\$13,200	Custom business rule scripting and automation
Data Conversion Legacy Record Data	160	\$165.00	\$26,400	Legacy Data Conversion: Details of scope TBD
Report Creation (Hours for report creation)	80	\$165.00	\$13,200	T&M Hours for report creation
Citizen Portal Configuration	64	\$165.00	\$10,560	Ability to check status, schedule inspections, pay fees, upload documents, and apply for permits on-line
Mobile Device Setup	58	\$165.00	\$9,570	Mobile APP Configuration
Training	40	\$180.00	\$7,200	Train the Trainer approach
User Acceptance Testing	40	\$165.00	\$6,600	Final testing of the integrated solution with County
Migrate Configuration to PROD	20	\$165.00	\$3,300	
Go Live Support	40	\$165.00	\$6,600	Go Live and post go-live support (as requested)
Totals	946		\$157,890	
Travel Expenses Estimate			\$2,500	Estimated no more than 10 on site days.
		with expenses	\$160,390	

Exhibit D

PAYMENT FOR SERVICES RENDERED

Maximum Limit & Fee Schedule

Contractor's compensation shall be paid according to the PROJECT BUDGET in Exhibit C. Reimbursement of travel, lodging and miscellaneous expenses is not authorized, except as provided for in PROJECT BUDGET. All expenses of Contractor, including any expert or professional assistance retained by Contractor to complete the work performed under this contract shall be borne by the Contractor.

Project management and training hourly billing rate:	\$ 180/hour
All other services hourly billing rate:	\$ 165/hour Total
Total PROJECT Amount not to exceed:	\$ 160,390

Payment

Invoices shall be submitted to District monthly as services are delivered, in a form and with sufficient detail as required by District, including this contract agreement number XXXXX. Work performed by Contractor will be subject to final acceptance by the District project manager. Payments shall be made to Contractor within thirty (30) days after the billing is received and approved by District, unless otherwise specified.