

AGREEMENT BETWEEN THE TEHAMA AIR POLLUTION CONTROL DISTRICT AND TRUEPOINT SOLUTIONS

This agreement is entered into between the Tehama County Air Pollution Control District, (“District”) and TruePoint Solutions. (“Contractor”) for the purpose of providing one time implementation of professional services.

1. RESPONSIBILITIES OF CONTRACTOR

During the term of this agreement, Contractor shall provide services for the Air Pollution Control District located at 1834 Walnut Street, Red Bluff, CA, as outlined in Exhibit “B” attached hereby and incorporated by reference. In addition, Contractor shall comply with all of the following when performing on this Agreement:

- The County owns all of its data. The service provider will not access the data except as needed to do the work of the contract.
- The County owns all personal information. The service provider will protect it and will not use the data for anything not related to the customer.
- The County can import or export its data whenever needed.
- The service provider will not erase the County’s data in the event of a suspension or when the contract is terminated. Specific time periods are established where data will be preserved by the service provider based on the circumstances of termination and the type of service provided. The service provider will destroy data using a NIST-approved method when requested by the County.
- The Contractor will encrypt personal data and non-public data both at rest and in transit.
- The Contractor will not store any of the District’s non-public data outside the U.S.
- The Contractor will notify the District of a security breach. In the case of a SaaS or PaaS, the Contractor will notify the District of a security incident.
- If a Contractor is responsible for a breach, they will pay the cost of the breach investigation, resolution, notification, credit monitoring, and call centers up to a set amount per record/per person. The Contractor will take corrective action subject to any limitation of liability in the contract.
- The Contractor will notify the District of any legal requests that might require access to the District’s data.
- The Contractor will perform background checks on staff, including subcontractors.
- The Contractor will not use staff who have criminal convictions.
- The Contractor will disclose all subcontractors that might have access to manage, maintain or administer the District account and/or data.
- The Contractor will provide reports as requested to the District for its accounts. The reports include: latency statistics, user access, user access IP addresses, user access history, and security logs.
- The Contractor will have an independent audit performed of its data centers annually.
- The Contractor will notify the District of upgrades and maintenance.
- The Contractor will disclose security processes and technical limitations.
- When asked by the District, the Contractor will provide evidence of current disaster recovery plans. The Contractor will meet the RTOs of 24 hours.

2. RESPONSIBILITIES OF THE DISTRICT

District shall compensate Contractor for said services pursuant to the Scope Section 3 and 4 of this agreement.

3. COMPENSATION

Contractor shall be paid in accordance with the rates set forth in the Fee Schedule, attached hereto as Exhibit C, after satisfactorily completing the duties described in this Agreement. The maximum compensation payable under this Agreement shall not exceed the amount specified in Exhibit D. Contractor shall not be entitled to payment or reimbursement for any tasks or services performed except as specified herein. Contractor shall have no claim against District for payment of any compensation or reimbursement, of any kind whatsoever, for any service provided by Contractor after the expiration or other termination of this Agreement. Contractor shall not be paid any amount in excess of the maximum compensation amount set forth above, and Contractor agrees that District has no obligation, whatsoever, to compensate or reimburse Contractor for any expenses, direct or indirect costs, expenditures, or charges of any nature by Contractor that exceed the Maximum Compensation amount set forth above. Should Contractor receive any such payment it shall immediately notify District and shall immediately repay all such funds to District. This provision shall survive the expiration or other termination of this Agreement.

4. BILLING AND PAYMENT

On or before the 15th of each month, Contractor shall submit to District an itemized invoice for all services rendered. District shall make payment of all undisputed amounts within 30 days of receipt of Contractor's invoice. District shall be obligated to pay only for services properly invoiced in accordance with this section.

5. TERM OF AGREEMENT

This agreement shall commence on the day of signing, and shall terminate February 28, 2026, unless terminated in accordance with section 6 below.

6. TERMINATION OF AGREEMENT

If Contractor fails to perform his/her duties to the satisfaction of the District, or if Contractor fails to fulfill in a timely and professional manner his/her obligations under this agreement, or if Contractor violates any of the terms or provisions of this agreement, then the District shall have the right to terminate this agreement effective immediately upon the District giving written notice thereof to the Contractor. Either party may terminate this agreement on 30 days' written notice. District shall pay contractor for all work satisfactorily completed as of the date of notice. District may terminate this agreement immediately upon oral notice should funding cease or be materially decreased or should the Board of Directors for the District fail to appropriate sufficient funds for this agreement in any fiscal year.

The District's right to terminate this agreement may be exercised by the Air Pollution Control Officer or the Purchasing Agent, as indicated on the signatory page.

7. ENTIRE AGREEMENT; MODIFICATION

This agreement for the services specified herein supersedes all previous agreements for these services and constitutes the entire understanding between the parties hereto. Contractor shall be entitled to no other benefits other than those specified herein. No changes, amendments or alterations shall be effective unless in writing and signed by both parties. Contractor specifically acknowledges that in entering into and executing this agreement, Contractor relies solely upon the provisions contained in this agreement and no other oral or written representation.

8. NONASSIGNMENT OF AGREEMENT

Inasmuch as this agreement is intended to secure the specialized services of Contractor, Contractor may not assign, transfer, delegate or sublet any interest herein without the prior written consent of the District.

9. EMPLOYMENT STATUS

Contractor shall, during the entire term of this agreement, be construed to be an independent contractor and nothing in this agreement is intended nor shall be construed to create an employer-employee relationship, a joint venture relationship, or to allow District to exercise discretion or control over the professional manner in which Contractor performs the services which are the subject matter of this agreement; provided always, however, that the services to be provided by Contractor shall be provided in a manner consistent with the professional standards applicable to such services. The sole interest of the District is to ensure that the services shall be rendered and performed in a competent, efficient, and satisfactory manner. Contractor shall be fully responsible for payment of all taxes due to the State of California or the Federal government, which would be withheld from compensation of Contractor, if Contractor were a District employee. District shall not be liable for deductions for any amount for any purpose from Contractor's compensation. Contractor shall not be eligible for coverage under District's Workers Compensation Insurance Plan nor shall Contractor be eligible for any other District benefit.

10. INDEMNIFICATION

To the fullest extent permitted by statutory law, Contractor shall hold harmless, defend at its own expense, and indemnify the District and its officers, employees, agents, and volunteers, against any and all liability, claims, losses, damages, or expenses, including reasonable attorney's fees, arising from all acts or omissions of contractor or its officers, agents, or employees in rendering services under this contract; excluding, however, such liability, claims, losses, damages, or expenses, arising from the District's sole negligence or willful acts. These defense and indemnity obligations shall survive the termination or completion of this agreement and are in addition to, and not limited by, the insurance obligations in this Agreement. Contractor shall also defend and indemnify District against any adverse determination made by the Internal Revenue Service or the State Franchise Tax Board and/or any other taxing or regulatory agency against the District with respect to Contractor's "independent contractor" status that would establish a liability for failure to make social security or income tax withholding payments, or any other legally mandated payment.

11. INSURANCE

Contractor shall procure and maintain insurance pursuant to Exhibit A, "Insurance Requirements For Contractor," attached hereto and incorporated by reference.

12. PREVAILING WAGE

Contractor certifies that it is aware of the requirements of California Labor Code Sections 1720 et seq. and 1770 et seq., as well as California Code of Regulations, Title 8, Section 16000 et seq. ("Prevailing Wage Laws"), which require the payment of prevailing wage rates and the performance of other requirements on certain "public works" and "maintenance" projects. If the Services hereunder are being performed as part of an applicable "public works" or "maintenance" project, as defined by the Prevailing Wage Laws, and if the total compensation is \$1,000 or more, Contractor agrees to fully comply with and to require its subcontractors to fully comply with such Prevailing Wage Laws, to the extent that such laws apply. If applicable, District will maintain the general prevailing rate of per diem wages and other information set forth in Labor Code section 1773 at its principal office and will make this information available to any interested party upon request. Contractor shall defend, indemnify, and hold the District, its elected officials, officers, employees, and agents free and harmless from any claims, liabilities, costs, penalties, or interest arising out of any failure or alleged failure of the Contractor or its subcontractors to comply with the Prevailing Wage Laws. Without limiting the generality of the foregoing, Contractor specifically acknowledges that District has not affirmatively represented to contractor in writing, in the call for bids, or otherwise, that the work to be covered by the bid or contract was not a "public work." To the fullest extent permitted by law, Contractor hereby specifically waives and agrees not to assert, in any manner, any past, present, or future claim for indemnification under Labor Code section 1781.

Contractor acknowledges the requirements of Labor Code sections 1725.5 and 1771.1 which provide that no contractor or subcontractor may be listed on a bid proposal or be awarded a contract for a public works project unless registered with the Department of Industrial Relations pursuant to Labor Code section 1725.5, with exceptions from this requirement specified under Labor Code sections 1725.5(f), 1771.1(a) and 1771.1(n).

If the services are being performed as part of the applicable "public works" or "maintenance" project, as defined by the Prevailing Wage Laws, Contractor acknowledges that this project is subject to compliance monitoring and enforcement by the Department of Industrial Relations.

If to Contractor: TruePoint Solutions
3262 Penryn Road, Suite 100-B
Loomis, CA 95650

Notice shall be deemed to be effective two days after mailing.

19. **NON-EXCLUSIVE AGREEMENT:**

Contractor understands that this is not an exclusive agreement, and that District shall have the right to negotiate with and enter into agreements with others providing the same or similar services to those provided by Contractor, or to perform such services with District's own forces, as District desires.

20. **RESOLUTION OF AMBIGUITIES:**

If an ambiguity exists in this Agreement, or in a specific provision hereof, neither the Agreement nor the provision shall be construed against the party who drafted the Agreement or provision. The main body of this Agreement shall be controlling over any exhibits.

21. **NO THIRD-PARTY BENEFICIARIES:**

Neither party intends that any person shall have a cause of action against either of them as a third-party beneficiary under this Agreement. The parties expressly acknowledge that is not their intent to create any rights or obligations in any third person or entity under this Agreement. The parties agree that this Agreement does not create, by implication or otherwise, any specific, direct or indirect obligation, duty, promise, benefit and/or special right to any person, other than the parties hereto, their successors and permitted assigns, and legal or equitable rights, remedy, or claim under or in respect to this Agreement or provisions herein.

22. **STANDARDS OF THE PROFESSION**

Contractor agrees to perform its duties and responsibilities pursuant to the terms and conditions of this agreement in accordance with the standards of the profession for which Contractor has been properly licensed to practice.

23. **LICENSING OR ACCREDITATION**

Where applicable the Contractor shall maintain the appropriate license or accreditation through the life of this contract.

24. **EXHIBITS**

Contractor shall comply with all provisions of Exhibits A through D, attached hereto, and incorporated by reference. In the event of a conflict between the provisions of the main body of this Agreement and any attached Exhibit(s), the main body of the Agreement shall take precedence.

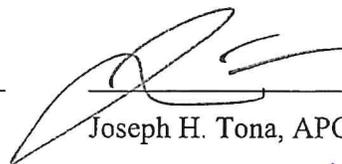
25. COUNTERPARTS, ELECTRONIC SIGNATURES – BINDING

This agreement may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each Party of this agreement agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act (“CUETA”) Cal. Civil Code §§ 1633.1 to 1633.17), for executing this agreement. The Parties further agree that the electronic signatures of the Parties included in this agreement are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. The CUETA authorizes use of an electronic signature for transactions and contracts among Parties in California, including a government agency. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the Parties. For purposes of this section, a digital signature is a type of “electronic signature” as defined in subdivision (i) of Section 1633.2 of the Civil Code. Facsimile signatures or signatures transmitted via pdf document shall be treated as originals for all purposes.

IN WITNESS WHEREOF, District and Contractor have executed this agreement on the day and year set forth below.

**TEHAMA COUNTY
AIR POLLUTION CONTROL DISTRICT**

Date: 5-5-25



Joseph H. Tona, APCO

Date: _____

 6/17/2025

Board of Supervisors, Chair

TRUEPOINT SOLUTIONS

Date: 5-4-2025



Representative

Vendor Number

601-53170
Budget Account Number

Exhibit A

INSURANCE REQUIREMENTS FOR CONTRACTOR

Contractor shall procure and maintain, for the duration of the contract, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work described herein and the results of that work by Contractor, his/her agents, representatives, employees, or subcontractors. At a minimum, Contractor shall maintain the insurance coverage, limits of coverage and other insurance requirements as described below.

Commercial General Liability (including operations, products and completed operations)

\$1,000,000 per occurrence for bodily injury, personal injury, and property damage. If coverage is subject to an aggregate limit, that aggregate limit will be twice the occurrence limit, or the general aggregate limit shall apply separately to this project/location.

Automobile Liability

Automobile liability insurance is required with minimum limits of \$1,000,000 per accident for bodily injury and property damage, including owned and non-owned and hired automobile coverage, as applicable to the scope of services defined under this agreement.

Workers' Compensation

If Contractor has employees, he/she shall obtain and maintain continuously Workers' Compensation insurance to cover Contractor and Contractor's employees and volunteers, as required by the State of California, as well as Employer's Liability insurance in the minimum amount of \$1,000,000 per accident for bodily injury or disease.

Professional Liability (Contractor/Professional services standard agreement only)

If Contractor is a state-licensed architect, engineer, contractor, counselor, attorney, accountant, medical provider, and/or other professional licensed by the State of California to practice a profession, Contractor shall provide and maintain in full force and effect while providing services pursuant to this contract a professional liability policy (also known as Errors and Omissions or Malpractice liability insurance) with single limits of liability not less than \$1,000,000 per claim and \$2,000,000 aggregate on a claims made basis. However, if coverage is written on a claims made basis, the policy shall be endorsed to provide coverage for at least three years from termination of agreement.

If Contractor maintains higher limits than the minimums shown above, District shall be entitled to coverage for the higher limits maintained by Contractor.

All such insurance coverage, except professional liability insurance, shall be provided on an "occurrence" basis, rather than a "claims made" basis.

Endorsements: Additional Insureds

The Commercial General Liability and Automobile Liability policies shall include, or be endorsed to include "Tehama County Air Pollution Control District, its elected officials, officers, employees and volunteers" as an additional insured.

The certificate holder shall be "Tehama County Air Pollution Control District."

Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions of \$25,000 or more must be declared to, and approved by, the District. The deductible and/or self-insured retentions will not limit or apply to Contractor's liability to District and will be the sole responsibility of Contractor.

Primary Insurance Coverage

For any claims related to this project, Contractor's insurance coverage shall be primary insurance as respects the District, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the District, its officers, officials, employees, or volunteers shall be excess of Contractor's insurance and shall not contribute with it.

Coverage Cancellation

Each insurance policy required herein shall be endorsed to state that "coverage shall not be reduced or canceled without 30 days' prior written notice certain to the District."

Acceptability of Insurers

Contractor's insurance shall be placed with an insurance carrier holding a current A.M. Best & Company's rating of not less than A: VII unless otherwise acceptable to the District. The District reserves the right to require rating verification. Contractor shall ensure that the insurance carrier shall be authorized to transact business in the State of California.

Subcontractors

Contractor shall require and verify that all subcontractors maintain insurance that meets all the requirements stated herein.

Material Breach

If for any reason, Contractor fails to maintain insurance coverage or to provide evidence of renewal, the same shall be deemed a material breach of contract. District, in its sole option, may terminate the contract and obtain damages from Contractor resulting from breach. Alternatively, District may purchase such required insurance coverage, and without further notice to Contractor,

District may deduct from sums due to Contractor any premium costs advanced by District for such insurance.

Policy Obligations

Contractor's indemnity and other obligations shall not be limited by the foregoing insurance requirements.

Verification of Coverage

Contractor shall furnish District with original certificates and endorsements effecting coverage required herein. All certificates and endorsements shall be received and approved by the District prior to District signing the agreement and before work commences. However, failure to do so shall not operate as a waiver of these insurance requirements.

The District reserves the right to require complete, certified copies of all required insurance policies, including endorsements affecting the coverage required by these specifications at any time.

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.

E-Contract Review
Approval as to Form

Department Name: Air Pollution Control

Vendor Name: TruePoint Solutions

Contract Description: For the purpose of implementing new permit tracking
database

APPROVED AS TO FORM:



Date: 05/27/2025

Office of the Tehama County Counsel
Margaret Long, County Counsel



Tehama County Minutes Certification

File Number: 25-0986

Enactment Number: MISC. AGR 2025-173

13. TEHAMA COUNTY AIR POLLUTION CONTROL DISTRICT 25-0986

a) AGREEMENT - Request approval and authorization for the Chair and the Air Pollution Control Officer to sign the agreement renewal with TruePoint Solutions for the purpose of implementing a new permit tracking database in an amount not to exceed \$160,390, effective upon signing, and will terminate on 2/28/26 (*Subject to receipt of required insurance documentation*)

RESULT: APPROVE

MOVER: Tom Walker

SECONDER: Pati Nolen

AYES: Supervisor Jones, Supervisor Burroughs, Supervisor Walker, Vice Chair Nolen, and Chairperson Hansen
Enactment No: MISC. AGR 2025-173

RESULT: APPROVE

I, SEAN HOUGHTBY, County Clerk and ex-officio Clerk of the Board of Supervisors of the County of Tehama, State of California, hereby certify the above and foregoing to be a full, true and correct copy of an order adopted by said Board of Supervisors on 6/17/2025.

Attest:

June 20, 2025
Date Certified