TruePoint Solutions

City of Manteca, CA

Contrct Amendment for As Needed Support Services and yearly subscriptions

3/1/2025

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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. TruePoint's Accela team has worked with the following Agencies:
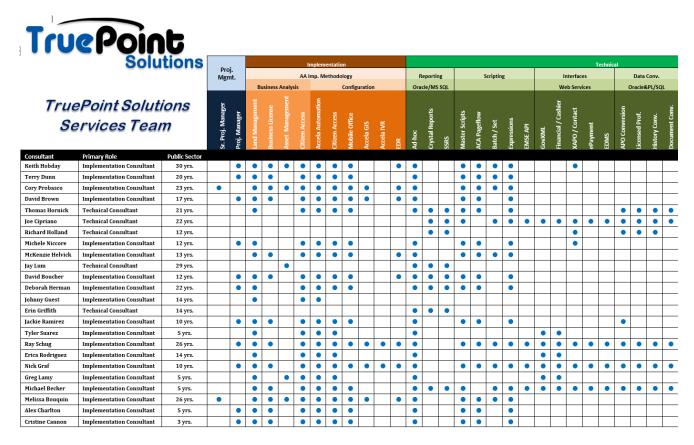
Cities	Cities	Cities	Counties	Counties
Albany, OR	Menlo Park Fire, CA	Sunnyvale, CA	Adams County, CO	San Mateo County, CA
Alameda, CA	Mesa, AZ	Tacoma, WA	Arapahoe County, CO	Santa Barbara County, CA
Atlanta, GA	Meridian, ID	Tigard, OR	Bexar County, TX	Santa Clara County, CA
Asheville, NC	Missoula, MT	Torrance, CA	Boulder County, CO	Shelby County/Memphis, TN
Aurora, CO	Moreno Valley, CA	Virginia Beach, VA	Buncombe County, NC	Solano County, CA
Benicia, CA	New York City, NY	Visalia, CA	Clackamas County, OR	Stanislaus County, CA
Berkeley, CA	Oakland, CA	Walnut Creek, CA	Carroll County, MD	Weld County, CO
Boise, ID	Oklahoma City, OK	Watertown, WI	Chesterfield County, VA	Washoe County, NV
Brookhaven, NY	Omaha, NE	West Sacramento, CA	Cobb County, GA	Yakima County, WA
Ceres, CA	Ontario, CA	Westminster, CO	Contra Costa County, CA	
Chesapeake, VA	Palmdale, CA	Whistler, BC	Douglas County, NV	
Chula Vista, CA	Paso Robles, CA	Yorba Linda, CA	Guilford County, NC	**Other State Agencies**
Clearwater, FL	Papillion, NE	Yuba City, CA	Gwinnett County, GA	Boston Public Health Commission
Cleveland, OH	Pleasant Hill, CA		Hillsborough County, FL	CA, Coastal Commission
Colorado Springs, CO	Reno, NV		Humboldt County, CA	CA, Dept. of Water Resources
Concord, CA	Rochester, MN		Jackson County, OR	CA – HCAI
Corte Madera, CA	Palmdale, CA		King County, WA	DC - OSSE
Corvallis, OR	Palo Alto, CA		Lake County, CA	State of Oregon
Eastvale, CA	Peoria, AZ		Lane County, OR	State of Michigan
El Paso, TX	Pleasanton, CA		Leon County, FL	State of Montana
Fort Collins, CO	Rancho Cucamonga, CA		Maricopa County, AZ	State of Nevada, Taxicab Auth
Frederick, CO	Ridgefield, WA		Marion County, IN	State of New York
Fresno, CA	Roseville, CA		Martin County, FL	TRPA-Tahoe Regional Pln. Auth.
Fremont, CA	Sacramento, CA		Monterey County, CA	CA State Lands Commission
Goodyear, AZ	Saint Helens, OR		Multnomah County, OR	City & County of Denver
Grand Rapids, MI	Salt Lake City, UT		Napa County, CA	City & County of San Francisco
Grass Valley, CA	San Antonio, TX		Nevada County, CA	University of Minnesota
Indianapolis, IN	San Diego, CA		Olmsted County, MN	Unified Government, KC and Wyandotte
Lincoln, CA	Santa Clara, CA		Osceola County, FL	**Towns and Villages**
Lincoln, NE	Santa Monica, CA		Pasco County, FL	Elk Grove Village, IL
Livermore, CA	Seattle, WA		Placer County, CA	Town of Los Gatos, CA
Madison, WI	Spokane, WA		Pima County, AZ	Town of Paradise, CA
Martinez, CA	Socorro, TX		Pinal County, AZ	Town of Paradise Valley, AZ
Maryland Heights, MO	South Pasadena, CA		Polk County, FL	Town of Queen Creek, AZ
McAllen, TX	Stockton, CA		Sacramento County, CA	Town of Sahuarita, AZ
Menlo Park, CA			San Benito County, CA	
			San Diego County, CA	

II. TruePoint Staff

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

Consultant	Primary Role	Public Sector	Sr. Proj. Manager	Proj. Manager	Land Management	Business License	Asset Management	Citizen Access	Accela Automation	Citizen Access	Mobile Office	Accela GIS	Accela IVR	EDR	Ad-hoc	Crystal Reports	SSRS	Master Scripts	ACA Pageflow	Batch / Set	Expressions	EMSE API	GovXML	Financial / Cashier	XAPO / Contact	ePayment	EDMS	APO Conversion	Licensed Prof.	History Conv.	Document Conv.
			Proj. Mgmt.		**Implementation** — AA Imp. Methodology										**Reporting** Oracle/MS SQL			**Scripting**					**Technical** — Interfaces (Web Services)					Data Conv. Oracle&PL/SQL			
Keith Hobday	Implementation Consultant	30 yrs.		●	●	●	●	●	●	●	●			●	●			●	●	●	●			●							
Terry Dunn	Implementation Consultant	20 yrs.		●	●	●		●	●	●	●				●			●	●	●	●										
Cory Probasco	Implementation Consultant	23 yrs.	●	●	●	●	●	●	●	●	●	●		●	●			●	●	●	●										
David Brown	Implementation Consultant	17 yrs.		●	●	●		●	●	●	●			●	●			●	●		●										
Thomas Hornick	Technical Consultant	21 yrs.			●			●	●	●	●				●	●	●	●			●							●	●	●	●
Joe Cipriano	Technical Consultant	22 yrs.													●	●	●	●		●	●	●	●	●	●	●	●	●	●	●	●
Richard Holland	Technical Consultant	12 yrs.													●	●								●				●	●	●	
Michele Niccore	Implementation Consultant	12 yrs.		●	●			●	●	●	●				●			●	●		●			●							
McKenzie Helvick	Implementation Consultant	13 yrs.		●	●			●	●	●	●			●	●			●	●		●										
Jay Lum	Technical Consultant	29 yrs.					●								●	●	●														
David Boucher	Implementation Consultant	12 yrs.		●	●	●		●	●	●	●			●	●			●	●		●										
Deborah Herman	Implementation Consultant	22 yrs.		●	●			●	●	●	●				●	●	●	●	●	●	●										
Johnny Guest	Implementation Consultant	14 yrs.			●			●	●						●																
Erin Griffith	Technical Consultant	14 yrs.													●	●	●														
Jackie Ramirez	Implementation Consultant	10 yrs.		●	●	●		●	●	●	●				●			●	●		●							●			
Tyler Suarez	Implementation Consultant	5 yrs.			●			●	●	●					●								●	●							
Ray Schug	Implementation Consultant	26 yrs.		●	●	●		●	●	●	●	●	●	●	●			●	●	●	●	●	●	●	●	●	●	●	●	●	●
Erica Rodriguez	Implementation Consultant	14 yrs.		●	●			●	●	●	●				●								●	●							
Nick Graf	Implementation Consultant	10 yrs.		●	●	●		●	●	●	●	●	●	●	●			●	●	●	●	●	●	●	●	●	●	●	●	●	●
Greg Lamy	Implementation Consultant	5 yrs.			●		●	●	●	●					●								●	●							
Michael Becker	Implementation Consultant	5 yrs.			●	●		●	●	●	●				●	●	●	●		●	●	●	●	●	●	●	●	●	●	●	●
Melissa Bouquin	Implementation Consultant	26 yrs.	●	●	●	●	●	●	●	●	●	●		●	●			●	●	●	●										
Alex Charlton	Implementation Consultant	5 yrs.		●	●	●		●	●	●	●				●			●	●		●										
Cristine Cannon	Implementation Consultant	3 yrs.		●	●	●		●	●	●	●				●			●	●		●										

Keith Hobday will be the main point of contact 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 60 hosted Accela customers on the Accela East, West and Canadian hosted sites.

Proposed Services

As Needed Additional Expert Support and General Maintenance

This service will provide day-to-day as needed or on call support above and beyond what is provided by Accela Customer Resource Center. 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 remotely.
- 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
- Annual or as needed fee updates
- Scripting for business process automation
- Report Development and Support using Ad-Hoc, Crystal, SSRS or Power BI
- ACA support and enhancements
- Accela Mobile support
- Accela GIS support
- Day-to-day phone support and issue resolution
- Electronic Plan Review Support

Subscriptions
- Laserfiche Adaptor
- Paymentus Adaptor

Services Costs

New funding totaling $255,870 brings the current contract total to $335,070

Original Amount:	$ 79,200.00
Amendment #1:	$255,870.00
Amendment #2:	
Total Contract:	$ 335,070.00

Historic Usage Breakdown

Invoice Date	Invoice #	Description	Amount	Remaining Contract
10/17/23	23-1210	October 2023 Services	$ 10,000.00	$ 325,070.00
07/24/24	SI-001014	Annual Subscription Fees Laserfiche 10/1/24-9/30/25	$ 3,000.00	$ 322,070.00
11/30/24	SI-001798	Nov-24	$ 9,982.50	$ 312,087.50
12/31/24	SI-001907	Dec-24	$ 14,520.00	$ 297,567.50
1/30/25	SI-001977	3/1/25-2/28/26 Paymentus	$ 7,700.00	$ 289,867.50
1/31/25	SI-002080	Jan-25	$ 13,365.00	$ 276,502.50

Future Projections

			Amount	Remaining Contract
Year 2025 Remaining Support			$ 75,000.00	$ 201,502.50
10/01/25		Annual Subscription Fees - Laserfiche 10/1/25-9/30/26	$ 3,150.00	$ 198,352.50
3/1/26		Paymentus 3/1/26-2/28/27	$ 8,085.00	$ 190,267.50
Year 2026 Support		On Call Services	$ 65,000.00	$ 125,267.50
10/01/25		Annual Subscription Fees - Laserfiche 10/1/26-9/30/27	$ 3,307.50	$ 121,960.00
3/1/26		Paymentus 3/1/27-2/28/28	$ 8,489.25	$ 113,470.75
Year 2027 Support		On Call Services	$ 60,000.00	$ 53,470.75
10/01/25		Annual Subscription Fees - Laserfiche 10/1/27-9/30/28	$ 3,472.87	$ 49,997.88
Year 2028 thru 6/30/28			$ 49,997.88	$ -

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

CITY OF MANTECA

By: _____
    Toni Lundgren, City Manager

ATTEST:

By: _____
    Cassandra Candini-Tilton, City Clerk

APPROVED AS TO FORM:

By: _____
    Daniella Green, Assistant City Attorney

CONSULTANT

By: _____
Title: Keith Hobday, TruePoint
Solutions