



Town of Los Gatos, California

Consulting Services Support Proposal

2/27/2020

TruePoint Solutions (916) 600-4993	1	WWW.TruePointSolutions.Com
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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, with the minimum level of experience being over 10 years.

TruePoint Solutions was established in 2004 and became an Accela certified implementation partner in early 2005. Current implementation projects which TruePoint is involved include:

Cities	Cities	Counties	Counties
Albany, OR	Oakland, CA	● Yuba City, CA	● San Diego County, CA
● Alameda, CA	● Oklahoma City, OK	● Adams County, CO	● San Mateo County, CA
● Atlanta, GA	Omaha, NE	Arapahoe County, CO	Santa Barbara County, CA
Asheville, NC	Ontario, CA	Bexar County, TX	Santa Clara County, CA
Aurora, CO	Papillion, NE	Boulder County, CO	Solano County, CA
Benecia, CA	Pleasant Hill, CA	Buncombe County, NC	● Stanislaus County, CA
Berkeley, CA	● Reno, NV	● Clackamas County, OR	Weld County, CO
● Boise, ID	Rochester, MN	● Carroll County, MD	● Washoe County, NV
Ceres, CA	Palo Alto, CA	Chesterfield County, VA	Yakima County, WA
● Clearwater, FL	● Peoria, AZ	Cobb County, GA	
Cleveland, OH	● Pleasanton, CA	Contra Costa County, CA	Other State Agencies
Colorado Springs, CO	Ridgefield, WA	Douglas County, NV	Boston Public Health Commission
● Concord, CA	● Roseville, CA	Guilford County, NC	CA, Dept. of Water Resources
● Corvallis, OR	● Sacramento, CA	Gwinnett County, GA	CA - OSHPD
● El Paso, TX	● Salt Lake City, UT	● Hillsborough County, FL	State of Massachusetts
Fort Collins, CO	San Antonio, TX	Jackson County, OR	State of Nevada, Taxicab Auth
Fountain, CO	● Santa Clara, CA	King County, WA	State of New York
● Fremont, CA	● Santa Monica, CA	● Lake County, CA	TRPA-Tahoe Regional Pln. Auth.
Grand Rapids, MI	Seattle, WA	● Leon County, FL	CA State Lands Commission
Grass Valley, CA	Spokane, WA	● Maricopa County, AZ	City & County of Denver
Hesperia, CA	Socorro, TX	● Marion County, IN	City & County of San Francisco
● Indianapolis, IN	Stockton, CA	● Martin County, FL	University of Minnesota
Lincoln, NE	Sunnyvale, CA	● Monterey County, CA	Unified Government, KC and Wyandotte
● Livermore, CA	● Tacoma, WA	● Multnomah County, OR	
Madison, WI	● Tigard, OR	Napa County, CA	Towns and Villages
Martinez, CA	Torrance, CA	● Nevada County, CA	● Elk Grove Village, IL
● Maryland Heights, MO	Virginia Beach, VA	Olmstead County, MN	Town of Los Gatos, CA
McAllen, TX	Visalia, CA	Osceola County, FL	Town of Paradise, CA
● Menlo Park, CA	● Walnut Creek, CA	Pasco County, FL	Town of Queen Creek, AZ
Menlo Park Fire, CA	● Watertown, WI	● Placer County, CA	Town of Sahuarita AZ
Meridian, ID	● West Sacramento, CA	Pima County, AZ	
● Missoula, MT	Westminster, CO	Pinal County, AZ	
● Moreno Valley, CA	Whistler, BC	● Sacramento County, CA	
New York City, NY	● Yorba Linda, CA	● San Benito County, CA	

Legend	
TruePoint Accela Automation Projects/Clients	
●	Accela Legacy Upgrade - Tidemark
●	Accela Legacy Upgrade - Permits Plus
●	Hansen Upgrades
●	Accela Legacy Upgrade - Kiva



Consulting Services Understanding

II. TruePoint Staff

TruePoint has 20+ professionals that are dedicated to the Accela Automation product line and work all over the US on various aspects of Accela Automation implementations.

Keith Hobday will be the main point of contact for any of your consulting needs and either perform any requested work himself or assign the correct resource.

As Needed Expert Support and General Maintenance

TruePoint appreciates the opportunity to work with the Town of Los Gatos enhancing the utilization of your Accela products and supporting the day to day needs of your end users.

TruePoint has in depth knowledge of the Town’s current Accela Automation configuration. This service will provide day-to-day as needed on call support above and beyond what is provided by Accela CRC. It will also provide a budget to continually enhance and expand the County Accela configuration.

TruePoint Staff will assist the Town as requested for:

- Day to Day on-call support
- Accela Civic Platform Configuration
- Accela Civic Platform Training
- Accela Citizen Access Configuration
- Accela Upgrades for Platform 9.x
- Electronic Plan Review Integration
- DigEplan Support
- Report Creation

III. Cost Proposal

Our standard consulting rates are \$150/165 per hour plus expenses. We are only a few hours away so expenses would be minimal if any and not include any airfare.

Our GSA/CMAS Rates are:

CMAS Contract No.: 3-16-70-3278A

Task	Hours	Rate	Total	Comment
Project Manager		157.93		
Business Analyst		143.58		
Trainer		157.93		



IV. Billing Policies and Procedures

Services will be billed monthly as work is requested by the Town. The Town may terminate the services agreement at any time in writing. The City shall be responsible for payment for any effort expended prior to notification of termination.

Any activities based on this statement of work will be approved by the Town of Los Gatos prior to any action being taken.

V. Signatures and Approvals

Both parties acknowledge 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.

Accepted By: Town of Los Gatos	Accepted By: TruePoint Solutions, LLC.
By:	By:
Print Name:	Print Name: Keith Hobday
Title:	Title: Partner
Date:	Date: 2/27/2020