

**SIXTH AMENDMENT TO BOARD OF SUPERVISORS
AGREEMENT NO. 15-056**

This Amendment to BOS Agreement No. 15-056 is entered into this 24th day of January, 2023, by and between the COUNTY OF MENDOCINO, a political subdivision of the State of California, hereinafter referred to as "COUNTY" and Manatron, Inc. ("Aumentum Technologies" or Aumentum Tech), hereinafter referred to as "CONTRACTOR".

WHEREAS, BOS Agreement No. 15-056 was entered on June 9, 2015; and

WHEREAS, BOS Agreement No. 15-056 was amended on March 21, 2017; and

WHEREAS, BOS Agreement No. 15-056 was amended on October 6, 2020; and

WHEREAS, BOS Agreement No. 15-056 was amended on May 4, 2021; and

WHEREAS, BOS Agreement No. 15-056 was amended on June 22, 2021; and

WHEREAS, BOS Agreement No. 15-056 was amended on May 17, 2022; and

WHEREAS, upon execution of this document by the Chair of the Mendocino County Board of Supervisors and CONTRACTOR, this document will become part of the aforementioned contract and shall be incorporated therein; and

WHEREAS, it is the desire of CONTRACTOR and COUNTY to increase the total contract amount of BOS Agreement No. 15-056 by \$250,000 for the purposes provided and pursuant to the Letter of Authorization attached to this Agreement, for a new total contract amount of \$2,914,553.

NOW, THEREFORE, we agree as follows:

1. The total contract amount of BOS Agreement No. 15-056 is hereby increased by \$250,000, for a new total contract amount of \$2,914,553.
2. Exhibit A of BOS Agreement No. 15-056 is hereby amended to include the additional scope of work information included in the Letter of Authorization attached to this Amendment as Attachment 1 and incorporated herein by this reference.

3. Exhibit B of BOS Agreement No. 15-056 is hereby amended to include the additional budget and payment information included in the Letter of Authorization attached to this Amendment as Attachment 1.

All other terms and conditions of BOS Agreement No. 15-056 shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.

DEPARTMENT FISCAL REVIEW:

CONTRACTOR/COMPANY NAME:

[Signature] **01/11/2023**
DEPARTMENT HEAD DATE

By: Andrew L Wright

Budgeted: Yes No

NAME AND ADDRESS OF CONTRACTOR:

Budget Unit: 0717

Manatron, Inc. (Aumentum Technologies)

Line Item: 862239 – IT038

510 E. Milham Avenue

Grant: Yes No

Portage, Michigan 49002

Grant No.: N/A

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement

COUNTY OF MENDOCINO

By: [Signature]
GLENMCGOURTY, Chair 01/24/2023
BOARD OF SUPERVISORS

COUNTY COUNSEL REVIEW:

ATTEST:

DARCIE ANTLE, Clerk of said Board

APPROVED AS TO FORM:

By: [Signature]
Deputy 01/24/2023

CHRISTIAN M. CURTIS,
County Counsel

I hereby certify that according to the provisions of Government Code section 25103, delivery of this document has been made.

By: [Signature]
Deputy

DARCIE ANTLE, Clerk of said Board

01/11/2023

By: [Signature]
Deputy 01/24/2023

INSURANCE REVIEW:

EXECUTIVE OFFICE/FISCAL REVIEW:

By: [Signature]
Risk Management

APPROVAL RECOMMENDED

By: [Signature]
Deputy CEO

01/11/2023

01/11/2023

Signatory Authority: \$0-25,000 Department; \$25,001-50,000 Purchasing Agent; \$50,001+ Board of Supervisors

Exception to Bid Process Required/Completed

Mendocino County Business License: Valid

Exempt Pursuant to MCC Section: _____



**LETTER OF AUTHORIZATION
CA2014.002-LOA203**

December 7, 2022

Tony Rakes
Director of IT
Mendocino County
501 Low Gap Road, Room 1010
Ukiah, CA 95482-3734

Dear Tony:

This Letter of Authorization ("LOA") will confirm Mendocino County's request for \$250,000 of professional services consulting and travel at the price(s) indicated. This will be an addendum to the current Master Agreement CA2014.002 between Mendocino County (the "County") and Manatron, Inc. ("Aumentum Technologies" or "Aumentum Tech"). All the terms and conditions of that agreement will pertain. This agreement applies to new services thru 2023.

PROFESSIONAL SERVICES

Quantity	Description	Hourly Fees
Not to Exceed \$250,000	Professional Services Consulting – Billed as Used	\$185.00
	Travel Time and Expenses for onsite support will be included in the not-to-exceed calculation.	Actual costs
	Total Professional Services Fees (Billed as Used)	\$250,000.00

Professional services will be billed as used monthly at the rate shown, plus any travel, travel fees, meals, and other related expenses. Professional services fees plus any travel-related expenses are due and payable after Aumentum Tech performs such services by Aumentum Tech invoice(s) that shall be sent to the County. All invoices are due upon receipt.

Approval of this LOA will allow Aumentum Tech to perform the services herein. Upon acceptance and signing, please return this letter to Aumentum Technologies via the following method:

- Email a scanned image of the signed LOA to Natalie.Dhakhwa@AumentumTech.com

ACCEPTANCE

Mendocino County	Aumentum Technologies
BY:	BY:
PRINTED NAME:	PRINTED NAME:
TITLE:	TITLE:
DATE:	DATE:



Description of Agreement

Mendocino County is requesting Professional Services Consulting support to help elevate staff's Aumentum proficiency and converted records processing through the performance of crucial Business Processes and other consulting support.

The County and Aumentum Tech agree to the following:

- Aumentum Tech will provide billable consulting services to the County in support of Key Business Processes and other consulting support.
- Work will be performed as hourly consulting at \$185 per hour.
- Work can include (but is not limited to) refresher training, tools support, process support, process re-engineering, production data entry, configuration assistance, system optimization, or other health checks.
- Appendix A documents the agreed scope of services to be performed regarding Supplementals, Corrections, and Escapes processing. Any work towards this activity will be applied against this LOA, except for initial planning, which will be applied against LOA202 (per the previous agreement).
- Aumentum Tech has also provided a separate sample menu of services to provide ideas for other consulting activities the County may pursue. This is not intended to be a complete list but can be used as a guide to the available services.
 - As the users become more comfortable with Aumentum, the County can also consider booking a specific period to have a consultant help refine business processes, show best practices, or provide other general support.
- All consulting services are billed as used, and the scheduling is dependent on staff availability.
 - This LOA is assumed not to exceed \$250,000 – any estimates provided are for budgetary purposes only, and final pricing depends on actual hours or travel expenses used.
 - Once the maximum \$250,000 in this LOA has been used or expired, a new LOA will be needed for any additional hours requested, and should the County decide, may occur into future years as an ongoing service.
 - Travel expenses and travel time for any onsite support will be deducted from this LOA as used.
- The County will request consulting assistance before the work starts.
 - The County will open a Teams Support ticket with the request for consulting support. Aumentum Tech will triage and assign the ticket, and work will begin.
 - Aumentum Tech will track all requests, office, activity, and status.
 - An updated report will be provided monthly or as otherwise requested.
 - Hours are assumed for consulting and travel only. No planned deliverables unless otherwise agreed in the individual engagement.
- Aumentum Tech will submit a report to the County detailing hours used the previous month. The County will have a week to review prior to the submission of the Deliverable Acceptance Statement (DAS).
 - DAS will have 5 business days approval period. After the 5-business day approval period, this deliverable will be accepted and ready for billing unless otherwise documented in a formal response to Aumentum Technologies rejecting this milestone.
 - Rejection of a milestone could immediately escalate and halt any remaining consulting for further review.
- This LOA will expire 12 months after the last signature date by either party, and any unused, unauthorized hours in this agreement will not be billed. The County may extend the expiration by



6 months upon agreement of both parties or request future LOAs to continue professional services beyond the 12 months.

Assumptions

- Scheduling of support is dependent on staff availability. Consulting support is provided from 8:00 am to 3:00 pm PT. Consulting services for after-hours, weekends, and holidays will be billed at 2x the hourly rate unless otherwise agreed in advance.
- Aumentum Tech will provide coordinators with request authorization, scheduling, tracking, status updates, and DAS submission. Coordination time will be added to each monthly DAS, not to exceed 1.5 hours per month.
- County is responsible for providing access to the designated County environment for the work to be performed.
- County is responsible for maintaining the deployment of releases, hotfixes, or data fix patches unless otherwise requested in an assistance request.
- Onsite support must be requested at least 3 weeks in advance, and the County will be responsible for all travel expenses, including a minimum of 8 hours of travel time (billed at \$75 per hour) per round trip and consulting hours for onsite and remote staff (for any trip after July 1, 2022). Aumentum Tech staff travel will be dependent on staff availability
- The budget for this LOA is based on the following assumptions, although the County may choose to forego one or more travel trips in place of additional consulting hours.
 - Estimated budget for 1 person traveling is approximately \$10,000 and includes 40 hours of onsite and remote consulting support, a minimum of \$600 in travel time (\$75 an hour for 8 hours round trip), and approximately \$2,000 in travel expenses
 - This per-trip cost is an estimate only. Actual consulting hours and travel time, and costs will be billed as used.
 - The County will approve any travel before the logistics are booked.
- The County understands that the traveling Aumentum Tech employee may discontinue participation of any portion of this on-site County activity, including travel to/from, customer visits at the County office or other locations, social events, or any other aspect of the trip if the traveler feels that unsafe practices may be conducted in his/her presence or if it is believed by the traveler that his/her health may be at risk.
- DAS statements will report consulting hours and expenses. Invoices for travel time and expenses will be submitted as travel occurs and tracked on an open Teams Support ticket for history. A summary report of total costs used, and the remaining will be provided with DAS Statements.



DELIVERABLE ACCEPTANCE STATEMENT (DAS)

PROFESSIONAL SERVICES CONSULTING – MONTH/YEAR (BILLABLE MILESTONE)

Purpose

The purpose of this form is for the County to provide an agreement for the authorized monthly Professional Services consulting work.

Acceptance Criteria

- Aumentum Tech has performed the below billable work at the authorization of the client.
 - Total consulting hours completed this period: _____
 - Total remaining hours or funds per contract: _____

Date Requested	Ticket #	Office	Completed Hours for Billing	Brief description of service

This DAS was submitted on: _____

The County response period is five (5) business days. After that time, this deliverable will be accepted and ready for billing unless otherwise documented in a formal response to Aumentum Technologies rejecting a milestone. Written rejection will result in immediate escalation and may stop any remaining services for pending review.

We, the undersigned, agree that the authorized work has been performed and that under the conditions of this Letter of Authorization and any existing agreements(s) between the County and Aumentum Technologies, the County will be billed for _____ hours at a rate of **\$185** per hour for a total of \$_____ upon signing this acceptance form.

Mendocino County, CA:

Aumentum Technologies:

Signature:	Signature:
Printed Name:	Printed Name:
Title:	Title:
Date:	Date:

For Aumentum Technologies Internal Office Use Only:
Prof Svcs Project Implementation: 5010-10-0-04



Mendocino County

LOA CA2014.002-LOA203

Appendix A for

**Supplementals, Corrections
and Escapes**

December 7, 2022

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Statement of Work: Supplementals, Corrections and Escapes

Mendocino County has requested (Aumentum Technologies) Professional Services to provide consulting services to assist the County with processing their Production backlog of Supplementals, Corrections, and Escapes in the Aumentum Platform application. Below describes the scope of services, schedule, pricing, terms, and conditions, and purchasing instructions. Mendocino County seeks to process all corrections to all affected bills in their current data. The County also seeks to process Supplemental bills for the years 2018, 2019, 2020, 2021, and 2022.

SCOPE OF SERVICES:

Aumentum Technologies will provide time and materials services for remote and on-site consulting services. During this engagement, the Aumentum Technologies consultant may cover the following topics to address the processing required for the backlog of supplementals and corrections: tasks required from noticing to billing, maintain performance metrics, identify problems with system configuration, and remediate components that impact completion. Specific areas of emphasis will be based on Mendocino County's priorities within the available budget.

The following agenda is envisioned for the Supplementals, Corrections, and Escapes:

- Analyze and review the existing backlog of supplemental and corrections work to be processed by this project. Note: this analysis is "point in time". Counts and assessment values can change as the Assessor continues to correct and revalue PINs through normal production work.
- Process the backlog of supplementals and corrections, in batches, first through the dedicated Test environment, then through the Production environment.
- Ensure departments have useful documentation:
 - Document the steps taken in TEST to ensure they can be repeated in PROD.
 - Consider a flowchart or other documentation to illustrate the End-to-End process through these steps (define the handoffs between departments).
- Report any system-level bottlenecks found.
- Review and discuss components that are impacting this processing.

This activity will be supported remotely from Aumentum Technologies' offices. Aumentum Technologies consultants will work with direction from Mendocino County technical staff and management. Aumentum Technologies has prepared a summary report and plan of findings and recommendations for Supplementals, Corrections, and Escapes for billing and accounting from 2018 through 2022.

AUMENTUM TECHNOLOGIES RESPONSIBILITIES

- Process supplementals and corrections within Mendocino County's test instance database.
- Verify the validity of corrections within the test instance with the project team and stakeholders. Note: Aumentum Technologies cannot attest to the validity of the data being corrected or the values being input on the assessment side. The County is responsible for all value conclusions and assessment information. Any issue found with system calculations will follow the support procedures, but critical bugs will be escalated appropriately.
- Assist and guide County staff as they process the supplemental and correction batches in the production instance database.
- All Batches will be executed and validated in test before execution in production. Following is a summary of the plan:
 - Run a catch-up batch for all work already noticed by the Assessor.
 - Working in batches on the assessment side, run batches through test and production to get everything noticed. This will start the notice timer.
 - As the notice timer expires, certify the batch. And then run that batch through the Tax processing steps from extension through billing. Repeat this step for each batch when the notice timer expires.
- Verify the validity of corrections within the production instance with the project team and stakeholders. Note: Aumentum Technologies cannot attest to the validity of the data being corrected or the values being input on the assessment side. The County is responsible for all value conclusions and assessment information. Any issue found with system calculations will follow the support procedures, but critical bugs will be escalated appropriately.
- Confirm that supplementals, corrections, and/or escape bill types are available for display and online payments using existing PA 360 functionality.
- Maintain weekly meetings with the project team and stakeholders.

Statement of Work: Supplementals, Corrections and Escapes

- Provide weekly work breakdown structure tasks or milestones accomplished by demonstrating a body of evidence within project progression meetings. **See Appendix A: Weekly Progression Plan.**
- Execution of an escalation plan if milestones within this document cannot be met.
 - If project milestones cannot be met, Aumentum will provide written notice to Mendocino County 5 days before the scheduled deadline. The written notification will also contain a fallback plan to remediate the missed date.
- Material changes in scope: If this occurs, Aumentum Technologies is responsible for documenting the change request and communicating it to the project sponsors and stakeholders. Changes to the scope should also include financial and time impact analysis.

MENDOCINO RESPONSIBILITIES

- Communicate project needs and priorities to the Aumentum Technologies staff.
- Attend weekly progression meetings; review detailed reporting within the forum on status.
- Provide the appropriate Mendocino County staff members to work with the Aumentum Technologies consultants.
- Provide the Aumentum Technologies consultant access to Mendocino County's data and system environment, as necessary.
- Validate the implementation of Supplementals, Corrections, And Escapes to Mendocino County's test instance database with the Aumentum project team in a timely manner to keep the project on schedule.
- Process and validate the implementation of Supplementals, Corrections, And Escapes to Mendocino County's production instance database with the Aumentum project team in a timely manner to keep the project on schedule.
- Mendocino County will be responsible for approving all values associated with the Supplemental, Correction, and Escape assessments.
- Mendocino County will be responsible for producing any Assessment Notices, Assessment Rolls, Extensions, and Bills in the Production environment.

ASSUMPTIONS

- The workflow scenarios presented by Mendocino County are representative of workflows performed by users.
- Mendocino County will reproduce any performance issue for the Aumentum Technologies consultant to examine.
- Consultants will have access to servers and databases, as required, to complete the performance assessment.
- Refer to LOA 203 for remote and onsite support hours and travel requirements.
- Aumentum Tech will be responsible for data clean-up if needed. Data clean-up refers to data that may be corrupted by running a batch, and that batch needs to be backed out via an Aumentum Tech provided script. Aumentum Tech will provide best practice information as needed if this occurs.
- Data cleansing is out of scope.
- The planned timeframe for noticing in production will be determined by the County. This represents the wait period between noticing and beginning the certification and Tax extension process. County will inform Aumentum Tech on their planned notice wait time for Supplementals, Upward Corrections, and Downward Corrections. Note that downward correction wait times are not needed statutorily.
- Initial batch size is monthly. After 3 batches, the project team and stakeholders will review to determine if larger batch sizes are feasible to process.
- AT is not attesting or validating PIN values derived by the Assessor and county staff for the supplementals and corrections. AT will process the supplemental and corrections items as is.

OUT-OF-SCOPE ITEMS

- Aumentum Technologies will provide a recommendation for processing PINs with payment plans.
- Problem PINs will be added to Exclusion list so processing can continue. Vendor will provide an Exclusion list.
- PINs currently involved in balancing initiative will be skipped and addressed in a separate batch.
- Supplementals, corrections, and escapes not yet fully processed by the Assessor will not be processed. These are PINs in a Needs Review and/or Error status. Aumentum Tech will provide PIN lists for these and guidance on how to resolve the errors.
- The scope of this work encompasses noticing through billing. All processes after billing, such as refund processing and G/L exporting are not in scope.

SCHEDULE

The schedule within this document will be mutually agreed upon between Mendocino County and Aumentum Technologies.

PRICING

Pricing and monthly billing for the Supplementals, Corrections, and Escapes project follows the same Terms and Conditions as the associated LOA CA2014.002-LOA 203 contract. For budgeting purposes, the Aumentum Tech estimate is a range between 600 to 700 hours. This is not a fixed cost. Hours are billed as used each month.

- All hours accumulated during the Pre-requisite Phase may be billed against LOA202 on Teams Support Ticket 145646. These hours will be billed at the end of each month per the LOA. This phase is scheduled to end at the conclusion of the Kickoff call.
- All hours accumulated during the TEST and PRODUCTION Phases may ONLY be billed against LOA 203 after the 5-business day review period outlined in LOA 203. This phase is planned to begin January 2023. Exact date to be determined by the County, TBD.

Aumentum Technologies anticipates using staff from the Senior Technology Consultant/Engineer labor category; however, depending on the level of expertise required to perform certain activities during this engagement, Aumentum Technologies may be required to utilize other Aumentum Technologies staff members with a different skill set and labor category.

Aumentum Tech consulting services will be conducted under the following conditions:

- In the event Aumentum Technologies completes the Scope of Services for less than the NTE budget, Mendocino County will only be invoiced for the actual hours.
- In the event Aumentum Technologies reaches the NTE budget limit before the Scope of Services is completed, Mendocino County will have the option to either (a) increase the contract funding to allow the work to continue; (b) instruct Aumentum Technologies can process with Scope while County addresses funding; or (c) if Mendocino County chooses to stop work, Aumentum Technologies will do so without liability.

All work will be accomplished in accordance with the Scope of Services, with the deliverable being consulting time. If additional work is requested by Mendocino County in writing beyond the scope of this quote, Aumentum Technologies will provide an updated quote. Aumentum Technologies will perform and invoice Services on a time and materials basis using the Terms and Conditions within LOA 203.

TERMS AND CONDITIONS

By purchasing these services, the customer agrees to the **Professional Services Agreement outlined within this Statement of Work**, which will take precedence over any other terms and/or customer ordering documents.

SUPPLEMENTALS, CORRECTIONS AND ESCAPES SCHEDULE FOR MENDOCINO COUNTY, CA

Batch Overview

This table represents an overview of the process. These batches will be run in the TEST instance, verified, and then run in the Production instance and verified. There is a spreadsheet of all tasks for each batch that will be posted to our external SharePoint where all materials for this project will be stored. The Start Date will be filled in once we know when this work is to begin in 2023. The Hours in the spreadsheet reflect estimates. Only actual hours will be billed. And the Total NRC is the Actual Hours x Billing Rate that is established in LOA 203.

Batch	Proposed Start Date	Hours	Total NRC
Catch-Up Batch			
Batch 1 (Through 3/31/2021)			
Batch 2 (Through 4/30/2021)			
Batch 3 (Through 5/31/2021)			
Batch 4 (Through 6/30/2021)			
Batch 5 (Through 7/31/2021)			
Batch 6 (Through 8/30/2021)			
Batch 7 (Through 12/31/2021)			
Batch 8 (Through 3/31/2022)			
Batch 9 (Through 6/30/2022)			
Batch 10 (Through 9/30/2022)			
Batch 11 (Through 12/31/2022)			
Follow-Up Batch (Through completion date of Batch 11)			

APPENDIX A: WEEKLY PROGRESSION PLAN

A spreadsheet detailing the tasks to be performed for each Test and Production batch will be posted to the external SharePoint site. This spreadsheet will be used to track and report progress once work begins.

Using this spreadsheet, we will create pivot charts to show progression. The goal is to provide a concise, summary view that can be shared with County and Aumentum Technologies leadership to show progress through completion.