



LETTER OF AUTHORIZATION

CA20.002-LOA200

June 4, 2024

Tim Flanagan
Chief Information Officer, Solano County
675 Texas St, Suite 3700
Fairfield, CA 94533

Dear Mr. Flanagan:

This Letter of Authorization ("LOA") will confirm Solano County's request for the following professional services at the price(s) indicated. This LOA will be an addendum to existing Master Agreement No. CA2017.001 between Solano County (the "Customer") and Manatron, Inc. ("Aumentum Technologies", "Aumentum Tech", or "Contractor"). All the terms and conditions of that agreement will pertain.

PROFESSIONAL SERVICES

Description	Hourly Fees	Estimated Hours	Estimated Budget
Professional Services Consulting – Billed as Used - July 1, 2024 thru June 30, 2025	\$250.00	900	\$225,000.00

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

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

LOA ACCEPTANCE (offer expiry 6/30/2024)

Solano County, CA	Aumentum Technologies
Signature:	Signature:  Andrew Wright (Jun 5, 2024 15:47 CDT)
Printed name: Bill Emlen	Printed name: Andrew Wright
Title: County Administrator	Title: EVP
Date:	Date: 06/05/2024

Pricing and estimated delivery dates are valid thru the expiration date below. If this LOA has not been approved in writing by the Customer within the timeline, Aumentum Technologies reserves the right to re-estimate the scope, timeline, and pricing.

Payment Terms: Professional services will be billed as used monthly at the rate shown, plus any travel, travel fees, meals, and other related expenses. All on site travel will be mutually agreed upon prior to making any travel arrangements. Contractor travel will require a 15-day advance booking, per corporate policy. Travel expenses include travel time at a minimum amount of 8 hours per round trip per Contractor Staff (billed at \$85 an hour or then current rates). All invoices are due upon receipt.

Terms of LOA

- Terms of this LOA expire June 30, 2025, after which then current rates apply.

Description of Agreement

The Customer is requesting Professional Services Consulting support to help elevate staff's Aumentum proficiency and converted records processing through the performance of key business processes and other consulting support.

The Customer and Aumentum Tech agree to the following:

- Aumentum Tech will provide billable consulting services to the Customer in support of key business processes and other consulting support.
- Work will be performed at the hourly consulting rate listed above.
- Work can include (but not limited to) refresher training, tools support, process support, process re-engineering, production data entry, configuration assistance, system optimization or other health checks.
- Aumentum Tech will provide a separate sample menu of services. This is not intended to be a complete list but can be used as a guide to the types of services that are available.
 - As the users become more comfortable with Aumentum, the Customer can also consider booking a specific period of time 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 the budget listed above – estimates provided are for budgetary purposes only and final pricing is depending on actual hours used.
 - Once the maximum budgeted hours in this LOA have been used or expired, a new LOA will be needed for any additional hours requested, and should the Customer decide, may occur into future years as an ongoing service.
- The Customer will request consulting assistance prior to the work starting.
 - Aumentum Tech will provide separate written instructions of how to request assistance once the LOA has been approved.
 - Aumentum Tech will track all requests, office, activity and status.
 - An updated report will be provided monthly or as otherwise requested.
 - Hours are assumed consulting only. No planned deliverables unless otherwise agreed in the individual engagement.
- Aumentum Tech will submit a monthly Deliverable Acceptance Statement (DAS) that documents work authorized during the previous month.

Assumptions

- Scheduling of support is dependent on staff availability. Consulting support is provided from 8:00am to 3:00pm PT. Consulting services needed for afterhours, weekends and holidays will be billed at 2x the hourly rate unless otherwise agreed in advance.
- Aumentum Tech will provide a coordinator for 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 DAS submission.
- Agreed to budget may also be utilized for travel and will be billed separately.



DELIVERABLE ACCEPTANCE STATEMENT (DAS)

PROFESSIONAL SERVICES CONSULTING – (BILLED AS USED)

Service Period: _____

Purpose

The purpose of this form is for the Customer to provide agreement for the authorized monthly professional services consulting work.

Acceptance Criteria

- Aumentum Tech has performed the billable work at the authorization of the client. (see attachment for detail)
 - Hours Billed for this DAS submission: _____
 - Billing Amount for this DAS: _____ (\$250.00 per hour)

This DAS was submitted on: _____

The Customer response period for this DAS is five (5) business days. After that time, this deliverable will be considered accepted and ready for billing unless otherwise documented in a formal written response to Aumentum Technologies with detailed contractual reference for rejecting this DAS. Rejection of a DAS will result in immediate escalation and halt deliverables for further review.

We, the undersigned, agree that the authorized work has been performed and that under the conditions of this Letter of Authorization the Customer will be billed upon signing this DAS.

Customer Approval:

☐ Approved ☐ Rejected – (provide explanation)

Solano County, CA	Aumentum Technologies
Signature:	Signature:
Printed name:	Printed name:
Title:	Title:
Date:	Date: