

SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.76  
(ID # 25498)

**MEETING DATE:**

Tuesday, August 27, 2024

**FROM :** TRANSPORTATION AND LAND MANAGEMENT AGENCY (TLMA)

**SUBJECT:** TRANSPORTATION AND LAND MANAGEMENT AGENCY: Approve the Professional Service Agreement with XSOFY SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS for PLUS System Evaluation and Consulting Services through August 31, 2025; All Districts. [\$300,690 Total Cost; up to \$30,000 in additional compensation -TLMA Administration Budget 100%]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. **Approve** the Professional Service Agreement with XSOFY SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS for PLUS System Evaluation and Consulting Services, for a not-to-exceed amount of \$300,690 through August 31, 2025, and authorize the Chair of the Board to sign three (3) copies of the Agreement on behalf of the County;
2. **Direct** the Clerk of the Board to retain one (1) copy of the Agreement and return two (2) copies of the Agreement to Riverside County Transportation and Land Management Agency for distribution; and
3. **Authorize** the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved by County Counsel to: (a) sign amendments that make modifications to the scope of services that stay within the intent of the Agreement, (b) sign amendments to the compensation provisions that do not exceed the sum total of ten percent (10%), and (c) issue Purchase Orders for payment of services performed within the approved compensation amount.

**ACTION:Policy**

*Rania Odenbaugh*  
Rania Odenbaugh, Director of Constituent Services 8/23/2024

---

**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Perez, seconded by Supervisor Jeffries and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Gutierrez  
Nays: None  
Absent: None  
Date: August 27, 2024  
xc: TMLA

Kimberly A. Rector  
Clerk of the Board

By: *Naomy L.*  
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

| <b>FINANCIAL DATA</b>   | <b>Current Fiscal Year:</b> | <b>Next Fiscal Year:</b> | <b>Total Cost:</b>        | <b>Ongoing Cost</b> |
|---|-----------------------------|--------------------------|---------------------------|---------------------|
| <b>COST</b>   | \$ 250,690                  | \$ 50,000                | \$ 300,690                | \$ 0                |
| <b>NET COUNTY COST</b>  | \$ 0                        | \$ 0                     | \$ 0                      | \$ 0                |
| <b>SOURCE OF FUNDS:</b> Transportation and Land Management Agency (TLMA) – Administration Budget 100% |                             |                          | <b>Budget Adjustment:</b> | No                  |
|   |                             |                          | <b>For Fiscal Year:</b>   | 24/25-25/26         |

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

The Land Management System (LMS) is the information technology platform through which TLMA processes and coordinates land use approvals and related permits. The LMS is critical in the day-to-day operations of the planning and permitting processes as it tracks permits, inspections, conditions of approval and fee payments. In 2014, Tyler Technologies was selected to implement a fully integrated Enterprise Permitting & Licensing software, that we call, the Public Land Use System (PLUS) that would replace the legacy (LMS) system. Some of the objectives of implementing PLUS were to:

- Improve customer access and transparency to plans, permits, inspections, and invoices.
- Provide users with access to application status.
- Accommodate increased workloads with existing staff.
- Enhance customer service capabilities.
- Convert manual paper processes.
- Improve accuracy of data.
- Improve data retrieval and reporting options.

Concerns and opportunities have been raised about the effectiveness, reliability, enhanced functionality and integrability of the system. A divide appears to exist between satisfied and unsatisfied stakeholders regarding the system's performance, technology, and functionality with no clear consensus on the possible causes of the disconnect among stakeholders. Furthermore, the Code Enforcement department has expressed concerns with PLUS, indicating that it does not align with all of their current needs. They have initiated discussions with other code enforcement agencies to explore alternative systems and were presented with a demonstration of Comcate Software, that has the potential to work with PLUS. Therefore, an evaluation of key system functionality and processes is necessary to identify issues of concern and develop fact-based recommendations, if necessary. The services TLMA is seeking from E-Custom Solutions includes developing an understanding of the PLUS related opportunities from all stakeholders (internal and external), identify the barriers, evaluate Tyler Technologies' maintenance contract

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

to maximize on services to be provided and identify a path forward to addressing all opportunities identified.

The request before the Board is for the approval of the Professional Service Agreement with XSOFTE SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS for PLUS System Evaluation and Consulting Services for the evaluation of TLMA's current systems, for a total not-to-exceed amount of \$300,690 through August 31, 2025, unless terminated or completed earlier. All services as outlined and specified in the submitted Agreement with a scope of services, and the prices stated in Exhibit B, Payment Provisions. County Counsel has reviewed and approved the agreements as to form.

**Impact on Residents and Businesses**

This evaluation will provide TLMA with a path to efficiency in the PLUS land development and building processes that will help to expediate the processing of permits for our customers.

**Additional Fiscal Information**

Maximum payment by the County to XSOFTE SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS shall not exceed an amount of \$300,690 through August 31, 2025. The contract includes provisions for the County to terminate at any time upon 30 days written notice.

**Contract History and Price Reasonableness**

On April 18, 2024, Purchasing and Fleet Services released a Request for Proposal (RFP) #TLARC-RFP-23-0042, on behalf of TLMA-Code Enforcement for PLUS System Evaluation and Consulting Services. The RFP documents were posted publicly and linked to the County website and thirty (30) potential bidders were accessed and reviewed the RFP bid documents. The RFP closed on May 16, 2024, with two bid proposals received in response to the RFP. The proposals were thoroughly evaluated based on their scope of work, experience and the cost proposed to provide services by an evaluation committee. The evaluation criteria for the bid included overall responsiveness and understanding of the RFP requirements, bidder experience and ability, technical capability/qualifications, cost, references, and other factors. Based on the evaluation of the initial proposals, XSOFTE SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS was selected by the evaluation committee as the most responsive/responsible vendors and recommend awarding.

The proposed agreement with XSOFTE SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS will be in effect through August 31, 2025, unless terminated earlier. Contracting for the services allows the Department unbiased evaluation of the TLMA's PLUS system and related workflows. Purchasing and TLMA have reviewed the proposed rates, and they are comparable for such work in the industry. XSOFTE SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS technical knowledge of this effort is significant and critical to the completion of the aforementioned work.

SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA

ATTACHMENTS:

ATTACHMENT A. Professional Service Agreement with XSOFT SYSTEMS L.L.C.  
dba E-CUSTOM SOLUTIONS.



Jason Farin, Principal Management Analyst 8/20/2024



Aaron Gettis, Chief of Deputy County Counsel 8/13/2024

**PROFESSIONAL SERVICE AGREEMENT**

for

**PLUS SYSTEM EVALUATION AND CONSULTING SERVICES**

between

**COUNTY OF RIVERSIDE**

and

**XSOFT SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS**



AUG 27 2024 3.76

**TABLE OF CONTENTS**

| <b><u>SECTION HEADING</u></b>                             | <b><u>PAGE NUMBER</u></b> |
|---|---------------------------|
| 1. Description of Services.....                           | 3                         |
| 2. Period of Performance.....                             | 3                         |
| 3. Compensation.....                                      | 3                         |
| 4. Alteration or Changes to the Agreement .....           | 5                         |
| 5. Termination .....                                      | 5                         |
| 6. Ownership/Use of Contract Materials and Products ..... | 6                         |
| 7. Conduct of Contractor .....                            | 6                         |
| 8. Inspection of Service; Quality Control/Assurance ..... | 7                         |
| 9. Independent Contractor/Employment Eligibility .....    | 7                         |
| 10. Subcontract for Work or Services .....                | 9                         |
| 11. Disputes .....  | 9                         |
| 12. Licensing and Permits .....                           | 9                         |
| 13. Use by Other Political Entities .....                 | 10                        |
| 14. Non-Discrimination .....                              | 10                        |
| 15. Records and Documents .....                           | 10                        |
| 16. Confidentiality .....                                 | 10                        |
| 17. Administration/Contract Liaison.....                  | 11                        |
| 18. Notices.....  | 11                        |
| 19. Force Majeure.....                                    | 11                        |
| 20. EDD Reporting Requirements.....                       | 12                        |
| 21. Hold Harmless/Indemnification .....                   | 12                        |
| 22. Insurance .....                                       | 13                        |
| 23. General .....   | 16                        |
| Exhibit A-Scope of Services .....                         | 19                        |
| Exhibit B- Payment Provisions .....                       | 22                        |

This Agreement is made and entered into this \_\_\_\_ day of \_\_\_\_\_, 2024, by and between XSOFT SYSTEMS L.L.C., a California limited liability company, dba E-CUSTOM SOLUTIONS (herein referred to as "CONTRACTOR") and the COUNTY OF RIVERSIDE, a political subdivision of the State of California, (herein referred to as "COUNTY"). The parties agree as follows:

**1. Description of Services**

**1.1** CONTRACTOR shall provide all services as outlined and specified in Exhibit A, Scope of Services, at the prices stated in Exhibit B, Payment Provisions.

**1.2** CONTRACTOR represents that it has the skills, experience, and knowledge necessary to perform under this Agreement and the COUNTY relies upon this representation. CONTRACTOR shall perform to the satisfaction of the COUNTY and in conformance to and consistent with the highest standards of firms/professionals in the same discipline in the State of California.

**1.3** CONTRACTOR affirms that it is fully apprised of all of the work to be performed under this Agreement; and the CONTRACTOR agrees it can properly perform this work at the prices stated in Exhibit B. CONTRACTOR is not to perform services or provide products outside of the Agreement.

**1.4** Acceptance by the COUNTY of the CONTRACTOR's performance under this Agreement does not operate as a release of CONTRACTOR's responsibility for full compliance with the terms of this Agreement.

**2. Period of Performance**

**2.1** This Agreement shall be effective upon signature of this Agreement by both parties and continues in effect through August 31, 2025, unless terminated earlier. CONTRACTOR shall commence performance upon signature of this Agreement by both parties and shall diligently and continuously perform thereafter. The Riverside County Board of Supervisors is the only authority that may obligate the COUNTY for a non-cancelable multi-year agreement.

**3. Compensation**

**3.1** The COUNTY shall pay the CONTRACTOR for services performed, products provided and expenses incurred in accordance with the terms of Exhibit B, Payment Provisions. Maximum payments by COUNTY to CONTRACTOR shall not exceed three hundred thousand six hundred ninety dollars (\$300,690), including all expenses. The COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or products. Unless otherwise specifically stated in Exhibit B, COUNTY shall not be responsible for payment of any of CONTRACTOR's expenses related to this Agreement.

**3.2** No price increases will be permitted during the first year of this Agreement (If applicable). All price decreases (for example, if CONTRACTOR offers lower prices to another governmental entity) will automatically be extended to the COUNTY. The COUNTY requires written proof satisfactory to COUNTY of cost increases prior to any approved price adjustment. After the first year of the award, a minimum of 30-days advance notice in writing is required to be considered and approved by COUNTY. No retroactive price adjustments will be considered. Any price increases must be stated in a written amendment to this Agreement. The net dollar amount of profit will remain firm during the period of the Agreement. Annual increases shall not exceed the Consumer Price Index- All Consumers, All Items - Greater Los Angeles, Riverside and Orange County areas and be subject to satisfactory performance review by the COUNTY and approved (if needed) for budget funding by the Board of Supervisors.

**3.3** CONTRACTOR shall be paid only in accordance with an invoice submitted to COUNTY by CONTRACTOR within fifteen (15) days from the last day of each calendar month, and COUNTY shall pay the invoice within thirty (30) working days from the date of receipt of the invoice. Payment shall be made to CONTRACTOR only after services have been rendered or delivery of materials or products, and acceptance has been made by COUNTY. Prepare invoices in duplicate. For this Agreement, send the original copies of invoices to:

Transportation and Land Management Agency  
Attn: Fiscal Services, 14th Floor  
4080 Lemon Street  
Riverside, CA 92501

and email the duplicate copies of invoices to: [tlmaacctspay@rivco.org](mailto:tlmaacctspay@rivco.org)

- a) Each invoice shall contain a minimum of the following information: invoice number and date; remittance address; bill-to and ship-to addresses of ordering department/division; Agreement number (TLARC-91829-00006-06/25); quantities; item descriptions, unit prices, extensions, sales/use tax if applicable, and an invoice total.
- b) Invoices shall be rendered monthly in arrears.

**3.4** The COUNTY obligation for payment of this Agreement beyond the current fiscal year end is contingent upon and limited by the availability of COUNTY funding from which payment can be made. In the State of California, government agencies are not allowed to pay excess interest and late charges, per Government Code, Section 926.10. No legal liability on the part of the COUNTY shall arise for payment beyond June 30 of each calendar year unless funds are made available for such payment. In the event that



such funds are not forthcoming for any reason, COUNTY shall immediately notify CONTRACTOR in writing; and this Agreement shall be deemed terminated, have no further force, and effect.

**4. Alteration or Changes to the Agreement**

**4.1** The Board of Supervisors and the COUNTY Purchasing Agent and/or his designee is the only authorized COUNTY representatives who may at any time, by written order, alter this Agreement. If any such alteration causes an increase or decrease in the cost of, or the time required for the performance under this Agreement, an equitable adjustment shall be made in the Agreement price or delivery schedule, or both, and the Agreement shall be modified by written amendment accordingly.

**4.2** Any claim by the CONTRACTOR for additional payment related to this Agreement shall be made in writing by the CONTRACTOR within thirty (30) days of when the CONTRACTOR has or should have notice of any actual or claimed change in the work, which results in additional and unanticipated cost to the CONTRACTOR. If the COUNTY Purchasing Agent decides that the facts provide sufficient justification, he may authorize additional payment to the CONTRACTOR pursuant to the claim. Nothing in this section shall excuse the CONTRACTOR from proceeding with performance of the Agreement even if there has been a change.

**5. Termination**

**5.1** COUNTY may terminate this Agreement without cause upon thirty (30) days written notice served upon the CONTRACTOR stating the extent and effective date of termination.

**5.2** COUNTY may, upon five (5) days written notice, terminate this Agreement for CONTRACTOR's default, if CONTRACTOR refuses or fails to comply with the terms of this Agreement or fails to make progress that may endanger performance and does not immediately cure such failure. In the event of such termination, the COUNTY may proceed with the work in any manner deemed proper by COUNTY.

**5.3** After receipt of the notice of termination, CONTRACTOR shall:

- (a) Stop all work under this Agreement on the date specified in the notice of termination; and
- (b) Transfer to COUNTY and deliver in the manner as directed by COUNTY any materials, reports or other products, which, if the Agreement had been completed or continued, would have been required to be furnished to COUNTY.

**5.4** After termination, COUNTY shall make payment only for CONTRACTOR's performance up to the date of termination in accordance with this Agreement.

5.5 CONTRACTOR's rights under this Agreement shall terminate (except for fees accrued prior to the date of termination) upon dishonesty or a willful or material breach of this Agreement by CONTRACTOR; or in the event of CONTRACTOR's unwillingness or inability for any reason whatsoever to perform the terms of this Agreement. In such event, CONTRACTOR shall not be entitled to any further compensation under this Agreement.

5.6 If the Agreement is federally or State funded, CONTRACTOR cannot be debarred from the System for Award Management (SAM). CONTRACTOR must notify the COUNTY immediately of a debarment. Reference: System for Award Management (SAM) at <https://www.sam.gov> for Central Contractor Registry (CCR), Federal Agency Registration (Fedreg), Online Representations and Certifications Application, and Excluded Parties List System (EPLS)). Excluded Parties Listing System (EPLS) (<http://www.epls.gov>) (Executive Order 12549, 7 CFR Part 3017, 45 CFR Part 76, and 44 CFR Part 17). The System for Award Management (SAM) is the Official U.S. Government system that consolidated the capabilities of CCR/FedReg, ORCA, and EPLS.

5.7 The rights and remedies of COUNTY provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or this Agreement.

**6. Ownership/Use of Contract Materials and Products**

The CONTRACTOR agrees that all materials, reports or products in any form, including electronic, created by CONTRACTOR for which CONTRACTOR has been compensated by COUNTY pursuant to this Agreement shall be the sole property of the COUNTY. The material, reports or products may be used by the COUNTY for any purpose that the COUNTY deems to be appropriate, including, but not limit to, duplication and/or distribution within the COUNTY or to third parties. CONTRACTOR agrees not to release or circulate in whole or part such materials, reports, or products without prior written authorization of the COUNTY.

**7. Conduct of Contractor**

7.1 The CONTRACTOR covenants that it presently has no interest, including, but not limited to, other projects or contracts, and shall not acquire any such interest, direct or indirect, which would conflict in any manner or degree with CONTRACTOR's performance under this Agreement. The CONTRACTOR further covenants that no person or subcontractor having any such interest shall be employed or retained by CONTRACTOR under this Agreement. The CONTRACTOR agrees to inform the COUNTY of all the CONTRACTOR's interests, if any, which are or may be perceived as incompatible with the COUNTY's interests.

7.2 The CONTRACTOR shall not, under circumstances which could be interpreted as an attempt to influence the recipient in the conduct of his/her duties, accept any gratuity or special favor from individuals or firms with whom the CONTRACTOR is doing business or proposing to do business, in accomplishing the work under this Agreement.

7.3 The CONTRACTOR or its employees shall not offer gifts, gratuity, favors, and entertainment directly or indirectly to COUNTY employees.

8. **Inspection of Service; Quality Control/Assurance**

8.1 All performance (which includes services, workmanship, materials, supplies and equipment furnished or utilized in the performance of this Agreement) shall be subject to inspection and test by the COUNTY or other regulatory agencies at all times. The CONTRACTOR shall provide adequate cooperation to any inspector or other COUNTY representative to permit him/her to determine the CONTRACTOR's conformity with the terms of this Agreement. If any services performed or products provided by CONTRACTOR are not in conformance with the terms of this Agreement, the COUNTY shall have the right to require the CONTRACTOR to perform the services or provide the products in conformance with the terms of the Agreement at no additional cost to the COUNTY. When the services to be performed or the products to be provided are of such nature that the difference cannot be corrected; the COUNTY shall have the right to: (1) require the CONTRACTOR immediately to take all necessary steps to ensure future performance in conformity with the terms of the Agreement; and/or (2) reduce the Agreement price to reflect the reduced value of the services performed or products provided. The COUNTY may also terminate this Agreement for default and charge to CONTRACTOR any costs incurred by the COUNTY because of the CONTRACTOR's failure to perform.

8.2 CONTRACTOR shall establish adequate procedures for self-monitoring and quality control and assurance to ensure proper performance under this Agreement; and shall permit a COUNTY representative or other regulatory official to monitor, assess, or evaluate CONTRACTOR's performance under this Agreement at any time, upon reasonable notice to the CONTRACTOR.

9. **Independent Contractor/Employment Eligibility**

9.1 The CONTRACTOR is, for purposes relating to this Agreement, an independent contractor and shall not be deemed an employee of the COUNTY. It is expressly understood and agreed that the CONTRACTOR (including its employees, agents, and subcontractors) shall in no event be entitled to any benefits to which COUNTY employees are entitled, including but not limited to overtime, any retirement benefits, worker's compensation benefits, and injury leave or other leave benefits. There shall be no

employer-employee relationship between the parties; and CONTRACTOR shall hold COUNTY harmless from any and all claims that may be made against COUNTY based upon any contention by a third party that an employer-employee relationship exists by reason of this Agreement. It is further understood and agreed by the parties that CONTRACTOR in the performance of this Agreement is subject to the control or direction of COUNTY merely as to the results to be accomplished and not as to the means and methods for accomplishing the results.

**9.2** CONTRACTOR warrants that it shall make its best effort to fully comply with all federal and state statutes and regulations regarding the employment of aliens and others and to ensure that employees performing work under this Agreement meet the citizenship or alien status requirement set forth in federal statutes and regulations. CONTRACTOR shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by federal or state statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8 U.S.C. §1324 et seq., as they currently exist and as they may be hereafter amended. CONTRACTOR shall retain all such documentation for all covered employees, for the period prescribed by the law.

**9.3** Ineligible Person shall be any individual or entity who: Is currently excluded, suspended, debarred or otherwise ineligible to participate in the federal health care programs; or has been convicted of a criminal offense related to the provision of health care items or services and has not been reinstated in the federal health care programs after a period of exclusion, suspension, debarment, or ineligibility.

**9.4** CONTRACTOR shall screen prospective Covered Individuals prior to hire or engagement. CONTRACTOR shall not hire or engage any Ineligible Person to provide services directly relative to this Agreement. CONTRACTOR shall screen all current Covered Individuals within sixty (60) days of execution of this Agreement to ensure that they have not become Ineligible Persons unless CONTRACTOR has performed such screening on same Covered Individuals under a separate agreement with COUNTY within the past six (6) months. Covered Individuals shall be required to disclose to CONTRACTOR immediately any debarment, exclusion or other event that makes the Covered Individual an Ineligible Person. CONTRACTOR shall notify COUNTY within five (5) business days after it becomes aware if a Covered Individual providing services directly relative to this Agreement becomes debarred, excluded or otherwise becomes an Ineligible Person.

**9.5** CONTRACTOR acknowledges that Ineligible Persons are precluded from providing federal and state funded health care services by contract with COUNTY in the event that they are

currently sanctioned or excluded by a federal or state law enforcement regulatory or licensing agency. If CONTRACTOR becomes aware that a Covered Individual has become an Ineligible Person, CONTRACTOR shall remove such individual from responsibility for, or involvement with, COUNTY business operations related to this Agreement.

9.6 CONTRACTOR shall notify COUNTY within five (5) business days if a Covered Individual or entity is currently excluded, suspended or debarred, or is identified as such after being sanction screened. Such individual or entity shall be promptly removed from participating in any activity associated with this Agreement.

**10. Subcontract for Work or Services**

No contract shall be made by the CONTRACTOR with any other party for furnishing any of the work or services under this Agreement without the prior written approval of the COUNTY; but this provision shall not require the approval of contracts of employment between the CONTRACTOR and personnel assigned under this Agreement, or for parties named in the proposal and agreed to under this Agreement.

**11. Disputes**

11.1 The parties shall attempt to resolve any disputes amicably at the working level. If that is not successful, the dispute shall be referred to the senior management of the parties. Any dispute relating to this Agreement, which is not resolved by the parties, shall be decided by the COUNTY's Purchasing Department's Compliance Contract Officer who shall furnish the decision in writing. The decision of the COUNTY's Compliance Contract Officer shall be final and conclusive unless determined by a court of competent jurisdiction to have been fraudulent, capricious, arbitrary, or so grossly erroneous to imply bad faith. The CONTRACTOR shall proceed diligently with the performance of this Agreement pending the resolution of a dispute.

11.2 Prior to the filing of any legal action related to this Agreement, the parties shall be obligated to attend a mediation session in Riverside County before a neutral third party mediator. A second mediation session shall be required if the first session is not successful. The parties shall share the cost of the mediations.

**12. Licensing and Permits**

CONTRACTOR shall comply with all State or other licensing requirements, including but not limited to the provisions of Chapter 9 of Division 3 of the Business and Professions Code. All licensing requirements shall be met at the time proposals are submitted to the COUNTY. CONTRACTOR warrants

that it has all necessary permits, approvals, certificates, waivers and exemptions necessary for performance of this Agreement as required by the laws and regulations of the United States, the State of California, the County of Riverside and all other governmental agencies with jurisdiction, and shall maintain these throughout the term of this Agreement.

**13. Use By Other Political Entities**

The CONTRACTOR agrees to extend the same pricing, terms, and conditions as stated in this Agreement to each and every political entity, special district, and related non-profit entity. It is understood that other entities shall make purchases in their own name, make direct payment, and be liable directly to the CONTRACTOR; and COUNTY shall in no way be responsible to CONTRACTOR for other entities' purchases.

**14. Non-Discrimination**

CONTRACTOR shall not discriminate in the provision of services, allocation of benefits, accommodation in facilities, or employment of personnel on the basis of ethnic group identification, race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status or sex in the performance of this Agreement; and, to the extent they shall be found to be applicable hereto, shall comply with the provisions of the California Fair Employment and Housing Act (Gov. Code 12900 et seq), the Federal Civil Rights Act of 1964 (P.L. 88-352), the Americans with Disabilities Act of 1990 (42 U.S.C. §12101 et seq.) and all other applicable laws or regulations.

**15. Records and Documents**

CONTRACTOR shall make available, upon written request by any duly authorized Federal, State, or COUNTY agency, a copy of this Agreement and such books, documents and records as are necessary to certify the nature and extent of the CONTRACTOR's costs related to this Agreement. All such books, documents and records shall be maintained by CONTRACTOR for at least five (5) years following termination of this Agreement and be available for audit by the COUNTY. CONTRACTOR shall provide to the COUNTY reports and information related to this Agreement as requested by COUNTY.

**16. Confidentiality**

**16.1** The CONTRACTOR shall not use for personal gain or make other improper use of privileged or confidential information which is acquired in connection with this Agreement. The term "privileged or confidential information" includes but is not limited to: unpublished or sensitive technological or scientific information; medical, personnel, or security records; anticipated material requirements or pricing/purchasing actions; COUNTY information or data which is not subject to public

disclosure; COUNTY operational procedures; and knowledge of selection of contractors, subcontractors or suppliers in advance of official announcement.

16.2 The CONTRACTOR shall protect from unauthorized disclosure names and other identifying information concerning persons receiving services pursuant to this Agreement, except for general statistical information not identifying any person. The CONTRACTOR shall not use such information for any purpose other than carrying out the CONTRACTOR's obligations under this Agreement. The CONTRACTOR shall promptly transmit to the COUNTY all third party requests for disclosure of such information. The CONTRACTOR shall not disclose, except as otherwise specifically permitted by this Agreement or authorized in advance in writing by the COUNTY, any such information to anyone other than the COUNTY. For purposes of this paragraph, identity shall include, but not be limited to, name, identifying number, symbol, or other identifying particulars assigned to the individual, such as finger or voice print or a photograph.

17. **Administration/Contract Liaison**

The COUNTY Purchasing Agent, or designee, shall administer this Agreement on behalf of the COUNTY. The Purchasing Department is to serve as the liaison with CONTRACTOR in connection with this Agreement.

18. **Notices**

All correspondence and notices required or contemplated by this Agreement shall be delivered to the respective parties at the addresses set forth below and are deemed submitted two (2) days after their deposit in the United States mail, postage prepaid:

**COUNTY OF RIVERSIDE**

Riverside County TLMA  
4080 Lemon Street, 14th Floor  
Riverside, CA 92501  
Attn: Procurement

**CONTRACTOR**

XSoft Systems L.L.C. dba E-Custom Solutions  
23774 Hillcrest Ct.  
Murrieta, CA 92592  
Attn: Mario Alfonso Estevez, Jr.

19. **Force Majeure**

If either party is unable to comply with any provision of this Agreement due to causes beyond its reasonable control, and which could not have been reasonably anticipated, such as acts of God, acts of war, civil disorders, or other similar acts, such party shall not be held liable for such failure to comply.

**20. EDD Reporting Requirements**

In order to comply with child support enforcement requirements of the State of California, the COUNTY may be required to submit a Report of Independent Contractor(s) form **DE 542** to the Employment Development Department. The CONTRACTOR agrees to furnish the required data and certifications to the COUNTY within ten (10) days of notification of award of Agreement when required by the EDD. This data will be transmitted to governmental agencies charged with the establishment and enforcement of child support orders. Failure of the CONTRACTOR to timely submit the data and/or certificates required may result in the contract being awarded to another contractor. In the event a contract has been issued, failure of the CONTRACTOR to comply with all federal and state reporting requirements for child support enforcement or to comply with all lawfully served Wage and Earnings Assignments Orders and Notices of Assignment shall constitute a material breach of Agreement. If CONTRACTOR has any questions concerning this reporting requirement, please call (916) 657-0529. CONTRACTOR should also contact its local Employment Tax Customer Service Office listed in the telephone directory in the State Government section under "Employment Development Department" or access their Internet site at [www.edd.ca.gov](http://www.edd.ca.gov).

**21. Hold Harmless/Indemnification**

**21.1** CONTRACTOR shall indemnify and hold harmless the County of Riverside, its Agencies, Districts, Special Districts and Departments, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives (individually and collectively hereinafter referred to as Indemnitees) from any liability, action, claim or damage whatsoever, based or asserted upon any services of CONTRACTOR, its officers, employees, subcontractors, agents or representatives arising out of or in any way relating to this Agreement, including but not limited to property damage, bodily injury, or death or any other element of any kind or nature. CONTRACTOR shall defend the Indemnitees at its sole expense including all costs and fees (including, but not limited to, attorney fees, cost of investigation, defense and settlements or awards) in any claim or action based upon such acts, omissions or services.

**21.2** With respect to any action or claim subject to indemnification herein by CONTRACTOR, CONTRACTOR shall, at their sole cost, have the right to use counsel of their own choice and shall have the right to adjust, settle, or compromise any such action or claim without the prior consent of COUNTY; provided, however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes CONTRACTOR's indemnification to Indemnitees as set forth herein.



21.3 CONTRACTOR's obligation hereunder shall be satisfied when CONTRACTOR has provided to COUNTY the appropriate form of dismissal relieving COUNTY from any liability for the action or claim involved.

21.4 The specified insurance limits required in this Agreement shall in no way limit or circumscribe CONTRACTOR's obligations to indemnify and hold harmless the Indemnitees herein from third party claims.

**22. Insurance**

22.1 Without limiting or diminishing the CONTRACTOR's obligation to indemnify or hold the COUNTY harmless, CONTRACTOR shall procure and maintain or cause to be maintained, at its sole cost and expense, the following insurance coverage's during the term of this Agreement. As respects to the insurance section only, the COUNTY herein refers to the County of Riverside, its Agencies, Districts, Special Districts, and Departments, their respective directors, officers, Board of Supervisors, employees, elected or appointed officials, agents, or representatives as Additional Insureds.

**A. Workers' Compensation:**

If the CONTRACTOR has employees as defined by the State of California, the CONTRACTOR shall maintain statutory Workers' Compensation Insurance (Coverage A) as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than \$1,000,000 per person per accident. The policy shall be endorsed to waive subrogation in favor of The County of Riverside.

**B. Commercial General Liability:**

Commercial General Liability insurance coverage, including but not limited to, premises liability, unmodified contractual liability, products and completed operations liability, personal and advertising injury, and cross liability coverage, covering claims which may arise from or out of CONTRACTOR's performance of its obligations hereunder. Policy shall name the COUNTY as Additional Insured. Policy's limit of liability shall not be less than \$2,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this Agreement or be no less than two (2) times the occurrence limit.

**C. Vehicle Liability:**

If vehicles or mobile equipment is used in the performance of the obligations under this Agreement, then CONTRACTOR shall maintain liability insurance for all owned, non-owned, or hired vehicles so used in an amount not less than \$1,000,000 per occurrence combined single limit. If such insurance contains a

general aggregate limit, it shall apply separately to this Agreement or be no less than two (2) times the occurrence limit. Policy shall name the COUNTY as Additional Insureds.

**D. Cyber Liability Insurance**

CONTRACTOR shall procure and maintain Cyber Liability Insurance with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by CONTRACTOR in this Agreement and shall include, but not be limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.

**E. General Insurance Provisions - All lines:**

1) Any insurance carrier providing insurance coverage hereunder shall be admitted to the State of California and have an A M BEST rating of not less than A: VIII (A:8) unless such requirements are waived, in writing, by the COUNTY Risk Manager. If the COUNTY's Risk Manager waives a requirement for a particular insurer such waiver is only valid for that specific insurer and only for one policy term.

2) The CONTRACTOR must declare its insurance self-insured retention for each coverage required herein. If any such self-insured retention exceeds \$500,000 per occurrence each such retention shall have the prior written consent of the COUNTY Risk Manager before the commencement of operations under this Agreement. Upon notification of self-insured retention unacceptable to the COUNTY, and at the election of the COUNTY's Risk Manager, CONTRACTOR's carriers shall either; 1) reduce or eliminate such self-insured retention as respects this Agreement with the COUNTY, or 2) procure a bond which guarantees payment of losses and related investigations, claims administration, and defense costs and expenses.

3) CONTRACTOR shall cause CONTRACTOR's insurance carrier(s) to furnish the County of Riverside with either 1) a properly executed original Certificate(s) of Insurance and certified original copies of Endorsements effecting coverage as required herein, and 2) if requested to do so orally or in writing by the COUNTY Risk Manager, provide original Certified copies of policies including all Endorsements and all attachments thereto, showing such insurance is in full force and effect. Further, said Certificate(s) and policies of insurance shall contain the covenant of the insurance carrier(s) that thirty (30)

days written notice shall be given to the County of Riverside prior to any material modification, cancellation, expiration or reduction in coverage of such insurance. In the event of a material modification, cancellation, expiration, or reduction in coverage, this Agreement shall terminate forthwith, unless the County of Riverside receives, prior to such effective date, another properly executed original Certificate of Insurance and original copies of endorsements or certified original policies, including all endorsements and attachments thereto evidencing coverage's set forth herein and the insurance required herein is in full force and effect. CONTRACTOR shall not commence operations until the COUNTY has been furnished original Certificate (s) of Insurance and certified original copies of endorsements and if requested, certified original policies of insurance including all endorsements and any and all other attachments as required in this Section. An individual authorized by the insurance carrier shall sign the original endorsements for each policy and the Certificate of Insurance.

4) It is understood and agreed to by the parties hereto that the CONTRACTOR's insurance shall be construed as primary insurance, and the COUNTY's insurance and/or deductibles and/or self-insured retention's or self-insured programs shall not be construed as contributory.

5) If, during the term of this Agreement or any extension thereof, there is a material change in the scope of services; or, there is a material change in the equipment to be used in the performance of the scope of work; or, the term of this Agreement, including any extensions thereof, exceeds five (5) years; the COUNTY reserves the right to adjust the types of insurance and the monetary limits of liability required under this Agreement, if in the COUNTY Risk Manager's reasonable judgment, the amount or type of insurance carried by the CONTRACTOR has become inadequate.

6) CONTRACTOR shall pass down the insurance obligations contained herein to all tiers of subcontractors working under this Agreement.

7) The insurance requirements contained in this Agreement may be met with a program(s) of self-insurance acceptable to the COUNTY.

8) CONTRACTOR agrees to notify COUNTY of any claim by a third party or any incident or event that may give rise to a claim arising from the performance of this Agreement.

**23. General**

**23.1** CONTRACTOR shall not delegate or assign any interest in this Agreement, whether by operation of law or otherwise, without the prior written consent of COUNTY. Any attempt to delegate or assign any interest herein shall be deemed void and of no force or effect.

**23.2** Any waiver by COUNTY of any breach of any one or more of the terms of this Agreement shall not be construed to be a waiver of any subsequent or other breach of the same or of any other term of this Agreement. Failure on the part of COUNTY to require exact, full, and complete compliance with any terms of this Agreement shall not be construed as in any manner changing the terms or preventing COUNTY from enforcement of the terms of this Agreement.

**23.3** In the event the CONTRACTOR receives payment under this Agreement, which is later disallowed by COUNTY for nonconformance with the terms of the Agreement, the CONTRACTOR shall promptly refund the disallowed amount to the COUNTY on request; or at its option the COUNTY may offset the amount disallowed from any payment due to the CONTRACTOR.

**23.4** CONTRACTOR shall not provide partial delivery or shipment of services or products unless specifically stated in the Agreement.

**23.5** CONTRACTOR shall not provide any services or products subject to any chattel mortgage or under a conditional sales contract or other agreement by which an interest is retained by a third party. The CONTRACTOR warrants that it has good title to all materials or products used by CONTRACTOR or provided to COUNTY pursuant to this Agreement, free from all liens, claims, or encumbrances.

**23.6** Nothing in this Agreement shall prohibit the COUNTY from acquiring the same type or equivalent equipment, products, materials or services from other sources, when deemed by the COUNTY to be in its best interest. The COUNTY reserves the right to purchase more or less than the quantities specified in this Agreement.

**23.7** The COUNTY agrees to cooperate with the CONTRACTOR in the CONTRACTOR's performance under this Agreement, including, if stated in the Agreement, providing the CONTRACTOR with reasonable facilities and timely access to COUNTY data, information, and personnel.

**23.8** CONTRACTOR shall comply with all applicable Federal, State and local laws and regulations. CONTRACTOR will comply with all applicable COUNTY policies and procedures. In the event that there is a conflict between the various laws or regulations that may apply, the CONTRACTOR shall comply with the more restrictive law or regulation.

**23.9** CONTRACTOR shall comply with all air pollution control, water pollution, safety and health ordinances, statutes, or regulations, which apply to performance under this Agreement.

**23.10** CONTRACTOR shall comply with all requirements of the Occupational Safety and Health Administration (OSHA) standards and codes as set forth by the U.S. Department of Labor and the State of California (Cal/OSHA).

**23.11** This Agreement shall be governed by the laws of the State of California. Any legal action related to the performance or interpretation of this Agreement shall be filed only in the Superior Court of the State of California located in Riverside, California, and the parties waive any provision of law providing for a change of venue to another location. In the event any provision in this Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions will nevertheless continue in full force without being impaired or invalidated in any way.

**23.12** This Agreement, including any attachments or exhibits, constitutes the entire agreement of the parties with respect to its subject matter and supersedes all prior and contemporaneous representations, proposals, discussions and communications, whether oral or in writing. This Agreement may be changed or modified only by a written amendment signed by authorized representatives of both parties.

**23.13** 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 to 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. Civ. 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.

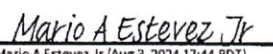
[Signature Page Follows]

IN WITNESS WHEREOF, the parties hereto have caused their duly authorized representatives to execute this Agreement.

**COUNTY OF RIVERSIDE**, a political subdivision of the State of California

**XSOFT SYSTEMS L.L.C.**, a California limited liability company, dba **E-CUSTOM SOLUTIONS**

By:   
Chuck Washington  
Chair, Board of Supervisors

By:   
Mario A Estevez Jr (Aug 3, 2024 17:44 PDT)  
Mario Alfonso Estevez, Jr.  
Manager/Member and Chief Executive Officer


Dated: 

Dated: 8/3/2024

ATTEST:  
Kimberly Rector  
Clerk of the Board

By:   
Deputy

APPROVED AS TO FORM:  
Minh C. Tran  
County Counsel

By:   
Danielle Maland  
Deputy County Counsel

AUG 27 2024 

**EXHIBIT A**  
**SCOPE OF SERVICES**

A. Background:

In 2014, Tyler Technologies was selected to implement a fully integrated Land Management System (LMS), called Public Land Use System (PLUS), that would replace the legacy system that was used to coordinate land use approvals and associated permits. Some of the objectives implementing the system were to:

- Improve customer access and transparency to plans, permits, inspections, and invoices.
- Provide users with access to application status.
- Accommodate increased workloads with existing staff.
- Enhance customer service capabilities.
- Convert manual paper processes.
- Improve accuracy of data.
- Improve data retrieval and reporting options.

Recent concerns have been raised about the effectiveness and reliability of the system to help meet business needs. An initial divide may exist between satisfied and unsatisfied stakeholders regarding the system's performance, technology, and functionality. There is no clear consensus on the possible causes of the disconnect among stakeholders. Therefore, an evaluation of key system functionality and process is necessary to identify issues of concern and develop fact-based recommendations to proceed, if needed.

B. Scope of Services:

In order to better understand the current situation regarding the PLUS system, CONTRACTOR shall evaluate different aspects of the system (such as performance, reliability, functionality, etc.), standard operating procedures, and relative business workflows to determine the system's ability to support key objectives and goals, while identifying areas of opportunities for improvement. The results of the evaluation process will help to determine if any system enhancements, upgrades, or other actions are necessary to improve the system's effectiveness. Some of the objectives of the evaluation include, but are not limited to, the following:

- Evaluate system performance and reliability.
- Review alignment of business processes with system functionality.
- Evaluate end-user perceptions and expectations.
- Determine proper administrative and end-user training is satisfied.
- Identify business processes related supported by PLUS system.
- Identify opportunities for system or business process improvement.
- Ensure PLUS system aligns with business strategies (Goals, vision, and objectives).
- Develop roadmap for suggested actions.

CONTRACTOR shall use an objective-oriented approach based on data collected to perform this evaluation and assess the effectiveness and success of the PLUS system and its ability to meet current needs. The methodology will include data collection through observations and interview with key COUNTY stakeholders and Tyler account representatives. Additionally, a hands-on evaluation of the system will help confirm performance and verify alignment with user feedback, as well as a review of maintenance support feedback activities to ensure continuous action and support has met expectations to provide a better overall assessment.

C. CONTRACTOR shall complete the following tasks and steps during this effort:

1. Define Assessment Objectives and Scope:
  - Clarify and confirm outlined objectives.
  - Define the scope, including review of key functionalities, user roles, and integration points.
2. Define Established Business Requirements:
  - Review the original business requirements used for system development.
  - Ensure adequate alignment of PLUS system to business processes to support organizational needs.
3. Collect End-User and Stakeholder Feedback:
  - Gather feedback from internal and external users.
  - Conduct interviews with key stakeholders to understand their expectations and challenges.
4. System Functionality:
  - Evaluate the system's features and functionalities.
  - Verify if business requirements documented address current needs.
  - Check system's functionality for feature redundancy/inefficiency.
  - Identify any performance bottlenecks.
  - Check response times.
  - Assess system reliability/uptime.
5. Usability and User Experience (UX) Evaluation:
  - Evaluate the system's user interface for ease of use/navigation.
  - Review for intuitive and efficient workflows.
  - Identify any areas for improvement from user experience.
6. Integration Points:
  - Identify and assess any other system integrations.
  - Ensure seamless data exchange and compatibility with third-party applications.
7. Documentation Review:
  - Review system documentation, including user manuals, technical documentation, and change logs.
  - Ensure that documentation is up-to-date and comprehensive.
  - Verify user and administrative documentation is current and accurate.
8. Reporting and Analytics:
  - Evaluate data analytics and reporting capabilities.
  - Ensure that stakeholder's reporting needs can be met with existing data and key performance indicators for reliable decision making.
9. Review Comcate Software:
  - Collect Code Enforcement's Requirements.



- Evaluate Requirements Against the PLUS System.
- Assess Requirements Against Comcate Software.

Throughout the evaluation process, CONTRACTOR shall conduct regular progress report meetings. The aim is to verify that the evaluation objectives are being achieved effectively.

D. Deliverables:

1. The primary objective of this endeavor is to gather sufficient data, information, and feedback to formulate recommendations based on facts rather than assumptions. A comprehensive report will be generated, presenting the results of the evaluation, including identification of areas currently aligned with business and operational objectives, as well as those that are not. Additionally, the report will offer recommendations for addressing deficiencies to enhance the system or streamline essential business processes for improved organizational efficiency. Specifically, the report will cover the following areas:
  - User Interface
  - Performance, Functionality, and Reliability
  - End user documentation, and system documentation
  - Training and Communication
  - Integration with Other Systems
  - Identification of Additional Opportunities
  - Assessment Results for the Review of Comcate Software
2. The report will prioritize areas for improvement based on their impact on the overall system and the urgency of implementing changes.

E. Access and Resources:

- CONTRACTOR will be given full access to the PLUS system, related systems, and any supporting documentation.
- CONTRACTOR will be allowed to hold meetings, request information, and work directly with stakeholders, system administrators, end users, and any other personnel interacting in any way with the PLUS system.
- CONTRACTOR will have access to non-confidential records pertaining to PLUS system upgrades, support tickets, etc.
- CONTRACTOR will have access to Comcate.
- CONTRACTOR will have access to trial version of Comcate.

F. Key Personnel:

The key personnel to provide services under this Agreement are Mario Estevez, Mark Salcido and Airta Estevez.

G. Schedule:

CONTRACTOR anticipates that the evaluation process may span approximately nine to twelve months. However, this timeframe is subject to various factors, including the availability of stakeholders from TLMA. Once the initial meetings are conducted with TLMA, CONTRACTOR shall provide a comprehensive and detailed project schedule to be approved by COUNTY.

**EXHIBIT B  
PAYMENT PROVISIONS**

CONTRACTOR shall complete the services described in Exhibit A on a per hour basis at a rate of \$195 per hour, not to exceed \$300,690 or 1542 hours.







# FINAL PSA#TLARC-91829-00006-0625 Consulting -pending signatures

Final Audit Report

2024-08-04

|                 |  |
|-----------------|--|
| Created:        | 2024-07-31                                   |
| By:             | Monica Rossow (mrossow@rivco.org)            |
| Status:         | Signed                                       |
| Transaction ID: | CBJCHBCAABAAe8pYudK7kTujc2P3WKcvAznMRtPb1FvG |

## "FINAL PSA#TLARC-91829-00006-0625 Consulting -pending signatures" History

-  Document created by Monica Rossow (mrossow@rivco.org)  
2024-07-31 - 9:57:33 PM GMT
-  Document emailed to mestevez@e-customsolutions.com for signature  
2024-07-31 - 10:04:19 PM GMT
-  Email viewed by mestevez@e-customsolutions.com  
2024-08-04 - 0:42:06 AM GMT
-  Signer mestevez@e-customsolutions.com entered name at signing as Mario A Estevez Jr  
2024-08-04 - 0:44:08 AM GMT
-  Document e-signed by Mario A Estevez Jr (mestevez@e-customsolutions.com)  
Signature Date: 2024-08-04 - 0:44:10 AM GMT - Time Source: server
-  Agreement completed.  
2024-08-04 - 0:44:10 AM GMT