

**RIVERSIDE COUNTY CHILDREN AND FAMILIES COMMISSION
PROFESSIONAL SERVICES CONTRACT
THIRD AMENDMENT**

Contractor: Sidekick Solutions LLC
Contract No.: CF25129 A3
Address: 403 South Lincoln Street Suite 4 PMB 15
Port Angeles, WA 98362

WHEREAS, the Riverside County Children and Families Commission ("Commission") has entered into a Contract for Professional Services ("Contract") with Sidekick Solutions LLC ("Contractor") for the provision of services, and the parties now wish to amend the Contract, with the Third Amendment to be effective as of **July 1, 2026**, subject to Commission approval and ratification of services and costs incurred prior to the date of approval.

Now, therefore, the parties agree to amend the Contract as follows:

- A. All references to the Contract term, start, and end dates shall be amended to: **July 1, 2025**, through **June 30, 2027**.
- B. The previous version of the Scope of Work has been deleted in its entirety and replaced as outlined in Attachment A-3.
- C. The previous version of the Budget has been deleted in its entirety and replaced as outlined in Attachment B-3. All references to the maximum reimbursable amount shall be amended from **\$186,626.00** to **\$381,621.00**.
- D. The previous version of the Payment Provisions is deleted in its entirety and replaced by Attachment C-3, attached hereto and incorporated herein by reference.

All other terms and conditions of the Contract, including prior amendments, shall remain in full force and effect.

[Signature Page Follows]

IN WITNESS WHEREOF, the parties hereto have caused their duly authorized representative to execute this Third Amendment.

Authorized Signature for COMMISSION:	Authorized Signature for CONTRACTOR:
Charna Widby Executive Director	Jeffrey Haguewood Owner, Managing Director
Date Signed:	Date Signed:
585 Technology Court Riverside, CA 92507-2423	403 South Lincoln Street Suite 4 PMB 15 Port Angeles, WA 98362
APPROVED AS TO FORM SIGNATURE:	
Kristine Bell-Valdez Supervising Deputy County Counsel	
Date Signed:	
ATTEST SIGNATURE:	
Lynn M. Stephens Executive Assistant IV	
Date Signed:	

ATTACHMENT A-3: SCOPE OF WORK

Contractor: Sidekick Solutions LLC
Program: Countywide Programs
Contract No.: CF25129 A3
Term: 7/1/2025 - 6/30/2027

Contractor shall, under the direction of the Commission's Executive Director or Designee, provide Services in accordance with the specifications and Scope of Work (SOW) as described in this Attachment A-3, incorporated herein by reference.

Purpose: To support the configuration, performance monitoring, workflow optimization, and automation of Bonterra's Impact Management software ('Apricot') through technical assistance aligned with Commission priorities and reporting needs.

Program Overview

First 5 Riverside County (the 'Commission') has implemented and will continue to expand data analytics and business process automation solutions for the Home Visiting Program (HVP) and Family Resource Centers (FRCs) during FY 2025/2026 and FY 2026/2027. For HVP, the program roadmap includes the transition to HVP 2.0, featuring new reporting products, a unified Salesforce data scorecard, and automated visit data exports. The FRC program focus involves re-implementing the data model and workflow in Apricot, deploying a Power BI reporting stack, and implementing web-based intake and inquiry solutions. Overall, these initiatives are designed to increase data quality, improve referral workflows, and reduce staff data processing tasks through event-driven integrations with external systems.

Procedural and Administrative Protocols

To ensure the skillful and professional delivery of services, the following protocols shall apply:

- **Administration:** The Executive Director of the Commission (or designee) shall administer this Contract.
- **Remote Delivery:** All work is performed remotely using virtual collaboration technology.
- **Points of Contact:** Commission shall identify Points of Contact responsible for attending meetings and making decisions regarding approval and acceptance.
- **Approval Process:** All major configurations or new features must receive written approval from Commission staff prior to deployment into the live system.
- **Session Recordings:** Virtual sessions may be recorded at Commission's request. Contractor shall limit the presentation of sensitive data during recorded meetings.
- **Change Requests:** Contractor shall provide time estimates and scope clarification for all change requests in advance of implementation.
- **Intellectual Property:** Reports and data compiled under Technical Assistance services are the property of the Commission. Software services and Data Processing Services remain the pre-existing intellectual property of the Contractor.
- **Data Security:** Contractor shall treat all PII, PHI, and NPI as protected data, adhering to de-identification/masking where feasible and enforcing Role-Based Access Controls.

A. Automation and Integration Software

Labor for these activities is covered by the pooled technical assistance hours in Section B.

Infrastructure Implementation Priorities for FY 2025/2026 (Completed):

- **Data Warehouse (DW):** Implementation of DW with Apricot pipeline restore (<2GB Database size).

- Proxy API: Setup of Apricot Private API in sandbox and production environments, including secure authentication, rate limits, and endpoint lists.
- Zapier Connector: Implementation and configuration of Zapier connector for Apricot.

New Deliverables and Priorities for FY 2026/2027:

- Expanded Data Warehouse: Maintenance of the DW with an increased database limit of <3GB.
- Software Renewals:
 - Annual renewal of software authorizations, incorporating a 3% annual fee increase for the Zapier connector.
 - Annual renewal of software authorizations for the Apricot Private API.

B. Technical Assistance and Implementation Support

The Technical Assistance hours are a pooled resource intended to cover all Time-based Services, including labor activities for Sections A and C.

FY 2025/2026 Technical Assistance hours:	625.0 Hours
FY 2026/2027 Technical Assistance hours:	596.5 Hours
Total Cumulative Contract Hours:	1,221.5 Hours

Baseline Services:

- **Governance & Planning:** Facilitate meetings, manage the visible backlog of work, and summarize action items.
- **Standard Configuration:** Ongoing design of forms, native/results reports, dashboards, and user access systems.
- **Completed Projects:** Maintenance of the FRC book distribution tracking mechanism and SFP report stack Power BI dashboards.

New Priority Initiatives for FY 2026/2027:

1. **SMS/MMS Outreach Campaigns:** Custom module using Twilio and Zapier for segmented text campaigns from Apricot audience lists.
2. **Salesforce Pipeline & HVP Scorecard:** Pipeline Salesforce data via REST API and develop a unified HVP scorecard in Power BI.
3. **Apricot to Salesforce Visit Data:** Automate the export of aggregate HVP visit data to Salesforce.
4. **IEHP Referral Integration:** Event-driven workflow to receive and close loops on IEHP referrals within Apricot.
5. **FRC WPHS Integration:** Integrate health scores and referral data into FRC case management.
6. **Web-Based Intake Forms:** Deploy three FRC solutions (Participant Intake, Inquiry/Follow-up, and Batch Import SOPs) using proxy forms and Zapier.
7. **Note Templates & Census Updates:** Configure selectable case note templates and update preliminary census questionnaires.
8. **FRC Power BI Reporting Stack:** Refine FRC data marts and finished BI products for user runtime.

C. Data Processing Services

Labor for these activities is drawn from the Technical Assistance pool in Section B.

Completed Data Marts:

- Data Marts (DM): Implementation of DMs for HVP19, HVP_SOW, HVP canned and KPI, and FRC SFP.
- ETL Automation: Implementation of recurring jobs for the DPSS opt-in list, incorporating a 3% annual fee increase for FY 2026/2027.

New Automated ETL Pipelines (FY 2026/2027 Deliverables):

- Salesforce API Extract-Load: Automated pipeline for Salesforce data to DWS.
- Apricot to Salesforce Export: Automated export pipeline for aggregate visit data.
- IEHP to Apricot Ingest: Integration pipeline for external referral data.
- WPHS to Apricot Ingest: Automated ingest pipeline for score and referral records.
- New Data Mart: Restoration and maintenance of the FRC SFP data mart.

[Remainder of Page Intentionally Left Blank]

ATTACHMENT B-3: BUDGET

Budget Start Date: 7/01/2025

Budget End Date: 6/30/2027

Total Amount: \$381,621.00

BUDGET TABLE

FISCAL YEAR 2025-2026		
Category	Description	Amount
Operational Expenses	Software	\$34,726.00
Operational Expenses	Consultant Hours 625 @ \$220/hr.	\$137,500.00
Operational Expenses	Data Processing Services	\$14,400.00
TOTAL:		\$186,626.00

FISCAL YEAR 2026-2027		
Category	Description	Amount
Operational Expenses	Software	\$33,237.00
Operational Expenses	Consultant Hours 596.5 @ \$220/hr.	\$131,230.00
Operational Expenses	Data Processing Services	\$30,528.00
TOTAL:		\$194,995.00

TOTAL CONTRACT BUDGET		\$381,621.00
------------------------------	--	---------------------

[Remainder of Page Intentionally Left Blank]

ATTACHMENT C-3: PAYMENT PROVISIONS

CONTRACTOR shall be compensated for services satisfactorily performed within the Scope of Work and within the Budget of this Contract. Total compensation shall not exceed **\$381,621.00**, inclusive of all fees, costs, and expenses.

- A. **Fee**: COMMISSION shall reimburse CONTRACTOR, upon submission by CONTRACTOR of an acceptable invoice for services rendered under the terms of this Contract. Payment shall be due to CONTRACTOR within thirty (30) days of RCCFC's receipt of invoice.
1. Payment shall be made monthly in accordance with satisfactory progress towards the Deliverables in the Scope of Work and upon receipt of an acceptable invoice to include:
 - a. Contractor's name, address, Contract number, an assigned invoice number, total payment amount due, and services rendered with supporting documentation (if applicable), itemized as follows:
 1. Software.
 2. Consultant Hours.
 3. Data Processing Services.
 2. CONTRACTOR shall submit invoices to the Riverside County Children and Families Commission, Accounts Payable, 585 Technology Court, Riverside, CA 92507, through the Commission's Invoicing-Portal, or via email to RCCFC-accountspayable@RIVCO.org.

[Remainder of Page Intentionally Left Blank]