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

Contractor: **Sidekick Solutions LLC**

Contract No.: CF25129 A2

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 Investment of Funds ("Contract") with Sidekick Solutions LLC ("Contractor") for the provision of services, and the parties now wish to amend the Contract, to be effective as of **January 21, 2026.**

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

A. This Second Amendment is effective January 21, 2026.
B. The contract term is unchanged and remains from **July 1, 2025 - June 30, 2026.**
C. Attachment A-1, Scope of Work ("SOW"), is deleted in its entirety and replaced by Attachment A-2, attached hereto and incorporated herein by reference.
D. Attachment C-1, Budget Table, is deleted in its entirety and replaced by Attachment C-2, attached hereto and incorporated herein by reference, which increases the Not-To-Exceed ("NTE") amount to **$186,626**, an increase of **$39,600.**
E. Except as expressly modified by this Second Amendment, all other terms and conditions of the Contract and prior amendments remain unchanged and in full force and effect.

Signature Page Follows

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

Authorized Signature for COMMISSION:	Authorized Signature for CONTRACTOR:
Charna Widby Executive Director	Jeffrey Haguewood Owner and Managing Director and Authorized Signatory
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: 1/13/26	
ATTEST SIGNATURE: Lynn M. Stephens Executive Assistant IV	
Date Signed:	

ATTACHMENT A-2: SCOPE OF WORK

Contractor:	Sidekick Solutions LLC
Program:	Countywide Programs
Contract No.:	CF25129 A2
Amendment Effective:	January 21, 2026
Term:	July 1, 2025 - June 30, 2026

Scope of Work Details

Contractor shall, under the direction of the Commission's Executive Director or Designee, provide Services in accordance with, but not limited to, the specifications and SOW identified in this Attachment A-2 and incorporated herein by reference.

Purpose: To support the configuration, performance monitoring, workflow optimization, and automation of Bonterra's Impact Management software, formerly Apricot 360 ("Apricot"), through technical assistance aligned with Commission priorities and reporting needs.

Services: Contractor shall provide ongoing support to maintain and improve the Apricot data infrastructure, including new configuration builds, reporting logic support, and workflow automation, based on Commission staff's requests. The Services, deliverables, timelines, tasks, responsibilities, assumptions, fee schedule, and any other details regarding Contractor's performance of Professional Services, or provision of data processing Services, are described in detail in this SOW. All Services under this SOW shall be combined into a collaboratively defined project plan and prioritized by Commission.

Time-based Services: Services provided on a time basis shall include all time accrued pursuant to the SOW, including:
- Time for scheduled and unscheduled meetings with Commission;
- Project management;
- Coordination;
- Internal peer review;
- Quality assurance; and
- Delivery of the Services.

Service Model: Contractor shall provide professional Services through both proactive continuous improvement and reactive support models.

Subject Matter Expertise: Contractor shall use subject matter experts to deliver technical assistance, consulting, customization, and enhancements to Apricot.

Session Recordings: Virtual sessions, scheduled and conducted as part of the Services, may be recorded at Commission's request and converted into a video file for Commission's retention. Contractor shall limit presentation of Commission's sensitive data during recorded meetings.

Change Requests: Contractor shall provide time estimates and scope clarification for all change requests in advance of implementation and shall track time by task and project area. Unless otherwise provided in an order form or SOW Amendment, Commission acknowledges that a request for Services during the Term of this Contract shall constitute acceptance of invoicing for the hours accrued in responding to such requests.

Requests for approval and acceptance: For any matter requiring approval or acceptance of a deliverable, or where Contractor determines that such approval shall support the quality of the

Services, all major configurations and new features shall receive written approval from Commission staff before deployment to the live system.

Third-Party Systems and Contractor software: Contractor may provide consultation on Third-Party Systems as directed by Commission. Any external platform integrations or subscriptions shall be implemented only with prior written approval by Commission staff, completion of User Acceptance Testing ("UAT"), and formal acceptance upon implementation.

Additional Details: The deliverables in the SOW shall be completed in a timely manner as outlined in this Contract, or according to a mutually agreed-upon timeline between Commission and Contractor.

Access to Materials: Commission staff shall provide Contractor timely access to detailed requirements and materials that are reasonably needed to provide the Services. Contractor may provide templates as part of the Services to help Commission develop such requirements and materials.

Points of Contact: Commission shall identify Points of Contact that Contractor shall work with to deliver the Services. Commission shall ensure that these Points of Contact attend relevant meetings. Points of Contact identified for Contractor are responsible for making decisions and answering questions, including requests for approval and acceptance.

Remote Service Delivery: Contractor shall perform all work remotely. If travel is needed for Services, Contractor shall first obtain Commission's approval. Contractor shall use virtual collaboration technology to facilitate Service Delivery. Commission is responsible for obtaining and maintaining any equipment, software, and ancillary services needed to use virtual collaboration technology. Contractor shall provide access to the assigned Project-Lead by phone and email.

Consultants: Unless otherwise specified in this SOW, Contractor shall assign a consultant to Commission based on availability. Although Contractor shall make every effort to assign the same consultant for the entire SOW, Contractor may reassign consultants to deliver the Services. Contractor's Managing Director, General Manager, and VP Professional Services are responsible for supervising the Services delivered in the SOW.

Data Security Requirements: Contractor shall treat all Personally Identifiable Information ("PII"), Protected Health Information ("PHI"), and Non-Public Information ("NPI") as protected data and adhere to data minimization principles. The Contractor must implement measures for de-identification/masking where feasible and enforce Role-Based Access Controls on a need-to-know basis across all systems and data. Systems must meet industry best practices, including mandatory encryption in transit and at rest. These technical obligations are governed by the Business Associate Agreement in Attachment D, and Data Sharing and Confidentiality clauses in Appendix I, incorporated herein by reference.

Amendments to SOW: The SOW may be amended with confirmation by the Commission's Executive Director or designee via email, or through a formal Amendment signed by both Commission and Contractor. If confirmation is given via email, all terms and conditions of this Attachment A-2 shall apply to the amended SOW. Last-minute change requests or additions to the Services that materially impact timelines and fees shall be agreed upon in advance through a revised SOW.

Activities: The cost items listed under A, B, and C below align with the definitions for Software (Exhibit A), Technical Assistance and Implementation Support (Exhibit B), and Data Processing Service (Exhibit C) as set forth in Appendix I of the original Contract, which remains unchanged by this Amendment. The activities associated with these categories are as follows:

A. Automation and Integration Software

All labor activities required for the execution of the Services in this section are covered by the Technical Assistance and Implementation Support Hours pool detailed in Section B.

Activities

- Implement Data Warehouse ("DW") with Apricot pipeline restore (<2GB Database size);
- Implement and configure Proxy Application Programming Interface ("API") for Apricot, including:
  - Setup of Apricot Private API in sandbox and production environments;
  - Setup of BI-scaling for DW including account level data segmentation;
  - Secure authentication methods for the Data Connector and Gateway for DPSS;
  - Configuration of rate limits and endpoint lists;
- Implement and configure Zapier connector for Apricot
- Document workflow specifications and endpoints;
- Conduct UAT/health-check; and
- Obtain formal acceptance.

Deliverables

- Implemented and tested automation workflows;
- Technical documentation and endpoint list;
- Proxy API enabled in Sandbox and Production instances of Apricot, including:
  - Endpoint list and technical notes;
  - UAT and Health-Check documentation;
  - Formal record of acceptance; and
  - Post-implementation support for 30 days after acceptance.

B. Technical Assistance and Implementation Support

The Technical Assistance and Implementation Support hours are a pooled resource intended to cover all of Contractor's Time-based Services described in this SOW, including labor activities for Sections A and C. Remaining hours may be reprioritized by mutual agreement to best support Commission's goals within the scope described in this SOW.

Activities

- Governance & Planning:
  - Facilitate stakeholder and planning meetings to set priorities and manage backlog;
  - Manage backlog of work and make it visible to Commission, including:
    - Creating a task for each request;
    - Framing requests as issue resolutions, change requests, or new user stories;
    - Tracking the work associated with each request; and
  - Set meeting agendas, document notes, and summarize action items.
- Configuration & Customization:
  - Provide technical assistance and consulting Services, and where agreed, complete development work in Commission's Apricot instance, including:
    - Facilitating meetings, coaching and consulting calls, and user/administrator trainings;
    - Developing new procedures and processes;
    - Drafting user guides and system documentation;
    - Recording video tutorials;
    - Designing and developing new forms;
    - Testing form design alternatives;

- Designing and developing reports in Apricot Native Reports or Apricot Results;
  - Deploying reports as dashboards and bulletins, where appropriate;
  - Maintaining and optimizing Apricot configuration;
  - Implementing core Apricot features: workflows, referrals, registration grids, batch-entry, Connect, intake forms, secure web forms;
  - Implementing dynamic fields, queries, and custom report expressions;
  - Designing and developing user access systems for sites/programs and permission sets for role-based and record-level access;
  - Supporting change management, feature deployment, and user onboarding;
  - Providing recommendations for Apricot best practices; and
  - Providing access to Contractor's Apricot Project Lead via phone and email.
- Data quality & migration:
  - Complete bulk data management tasks such as:
    - Data quality reviews;
    - Imports;
    - Data appends or updates;
    - Data migrations; and
  - Support testing and validation of data changes.
- Documentation & Training:
  - Draft and maintain user guides and system documentation;
  - Record video tutorials; and
  - Conduct user/administrator trainings and coaching sessions.
- Testing & acceptance:
  - Conduct UAT and obtain written approvals before deployment;
  - Track hours by project or initiative;
  - Maintain change logs for production updates; and
  - Document meeting notes, actions, and decisions.
- Post-implementation support & maintenance:
  - Provide ongoing support for newly implemented configurations or automations for 30 days post-acceptance;
  - Address user-reported issues and optimize performance after launch; and
  - Offer additional training and documentation updates based on post-launch feedback.

Deliverables

Priority Technical Assistance work items may include break-fixes/fine-tuning, deployment of an FRC book distribution tracking mechanism, and development of Power BI reporting/dashboards for the SFP report stack; these examples are non-exhaustive and do not expand the scope otherwise described.

- Approved configurations, reports, and workflows per accepted UAT;
- Implementation support and UAT documentation;
- Formal record of acceptance;
- Change logs for production updates;
- Monthly report of hours consumed, by project or initiative, delivered by the 10th of the following month; and
- Post-implementation support summaries and recommendations for improvement.

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C. Data Processing Services

All labor activities required for the implementation and data processing portion for the Data Warehouse, Data Marts ("DM"), and Business Intelligence ("BI") Services in this section are covered by the Technical Assistance and Implementation Support Services Hours pool detailed in Section B.

Activities

- Implement and maintain connectors for Microsoft Power BI and data workbench;
- Implement DMs for Home Visiting Program ("HVP"), Department of Public Social Services ("DPSS") HVP19 schema, and monthly Key Performance Indicators ("KPIs"); and
- Maintain recurring or scheduled Extract, Transform and Load jobs ("ETL"), including:
  o DPSS opt-in list;
  o Opt-out; and
  o Reverse referral.
- New automations beyond these DM's are scoped under Section B.

Deliverables

- Configuration Documentation;
- UAT documentation; and
- Formal acceptance record.

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ATTACHMENT C-2: BUDGET

Contractor: Sidekick Solutions LLC

Program: Countywide Programs

Contract No.:   CF25129 A2

Budget Start Date: 07/01/2025

Budget End Date: 06/30/2026

Total Amount: $186,626.00

BUDGET TABLE

PERFORMANCE PERIOD BUDGET		
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
SUBTOTAL:		**$186,626.00**

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