

September 1, 2026

Board of Supervisors
Kern County Administrative Center
1115 Truxtun Avenue
Bakersfield, CA 93301

**PROPOSED RETROACTIVE SOLE SOURCE AGREEMENT WITH JUST
APPRAISED INC., CONTAINING NON-STANDARD TERMS AND CONDITIONS FOR
ASSESSMENT WORKFLOW AND ADDITION OF FRONT DESK SOFTWARE
(Fiscal Impact: \$554,400 [FY26-27 \$189,800]: Budgeted; Discretionary)**

A request is being made for your Board's approval of the attached retroactive agreement renewal with Just Appraised, Inc. to provide workflow management software and the addition of Front Desk Cases Platform to support customer service case management for the Assessor and Recorder Departments. The product bundle continues Kern County's use of Just Appraised Deeds services and adds the Front Desk Platform with enterprise unlimited users constrained to the Assessor and Recorder Departments.

The Assessor's Office entered into agreement #445-2022 with Just Appraised Inc. on August 9, 2022. Just Appraised, Inc. provides a sales verification software-as-a-service application that aggregates various data sources about real estate transactions and creates a workflow that is designed to allow staff members to process real estate sales more quickly and accurately by streamlining the transfer of ownership and sales coding processes. The agreement was renewed most recently for the period of August 9, 2024, through August 8, 2025. Under the proposed order form effective August 8, 2026, the renewal structure is three consecutive one-year terms. The subscription will automatically renew annually thereafter unless either party provides at least (60) days' written notice of non-renewal. The Front Desk Cases Platform is a customer service oriented and case management system delivered as cloud-based software as a service solution. It will enable the Assessor to efficiently manage inquiries, requests, and interactions with the public through a structured online platform. The request is retroactive to August 9, 2026, due to a delay in receiving the renewal order form.

This proposed agreement renewal has been reviewed by County Counsel and is approved for the consent agenda as a low-risk contract. It is approved as to content by

Information Technology Services. The Purchasing Manager has reviewed our justification for sole source and concurs.

Therefore, **IT IS RECOMMENDED** that your Board approves the proposed retroactive sole-source agreement with Just Appraised, Inc. for the term of August 9, 2026, to August 8, 2029, in an amount not to exceed \$554,400 and authorize the Chairman to sign.

Sincerely,

A handwritten signature in blue ink that reads "Laura Avila".

LAURA AVILA
Kern County Assessor-Recorder

La:klm

Attachment

cc: County Administrative Office

JUST APPRAISED
SAAS SERVICES ORDER FORM (PRODUCT BUNDLE)

This Order Form is effective as of August 8, 2026 (the “Order Form Effective Date”) and is governed by the terms and conditions of the SaaS Services Agreement entered into by Just Appraised Inc. and the undersigned customer on August 9, 2022 (the “Agreement”). By signing this Order Form, Customer expressly agrees to be bound by the terms of conditions of the Agreement, which are incorporated herein by reference. Capitalized terms used herein but not defined herein shall have the meanings ascribed to them in the Agreement. If there is an inconsistency or conflict between the terms of the Agreement and the terms of this Order Form, the terms of this Order Form shall govern.

Customer: Kern County, CA	Contact: Laura Avila
Address: 1115 Truxtun Ave. Bakersfield, CA 93301	Phone: 661-868-3260
	E-Mail: avilal@kerncounty.com
License Fees: The fees for each term (the “License Fee”) to be invoiced in a single lump sum at the beginning of the Term and any subsequent Renewal Terms, and paid in accordance with the Agreement. License Fee (Term 1): \$182,300 / year License Fee (Term 2): \$182,300 / year License Fee (Term 3): \$182,300 / year Deeds Service Capacity will not exceed 39,000 documents per year. Front Desk Implementation Fees: \$7,500 Implementation Services Fees to be invoiced in a single lump sum on the Order Form Effective Date and paid in accordance with the Agreement. License Fees during any Renewal Term shall increase by five percent (5%) over the fees in effect during the immediately preceding Term, unless the parties mutually agree in writing to alternative pricing or a longer renewal term. Please reference Kern County Agreement # 445-2022	Term 1: August 9, 2026 through August 8, 2027 Term 2: August 9, 2027 through August 8, 2028 Term 3: August 9, 2028 through August 8, 2029 At the end of final term above, this subscription will automatically renew on an annual basis for one-year terms (each a “Renewal Term”) unless either party elects not to renew by giving the other party written notice at least sixty (60) days prior to the end of the Term or then-current Renewal Term, as applicable.

PRODUCT DETAILS AND INTEGRATIONS

Description
Deeds
Front Desk Cases Platform, Grow Plan - Enterprise Unlimited Users constrained to Assessor and Recorder Departments
Front Desk website scraping to build and automatically refresh content knowledge base.

INVESTMENT SUMMARY

Item	Term 1 August 9, 2026 through August 8, 2027	Term 2 August 9, 2027 through August 8, 2028	Term 3 August 9, 2028 through August 8, 2029
Bundle License Fees	\$182,300	\$182,300	\$182,300
Services Fees	\$7,500	-	-
Total	\$189,800	\$182,300	\$182,300

FRONT DESK SERVICES TERMS & CONDITIONS

- Services Overview.** Company's Front Desk Services are a suite of customer service-oriented software-as-a-service solutions offered through an online platform. The Services are designed to enable Customer to manage interactions with their end customers.
- Provision of Services.** Each Service is provided on a subscription basis for a set term designated on the Order Form (each, a "Subscription Term"). Customer will purchase and Company will provide the specific Services as specified in the applicable Order Form. Some Services may be subject to Additional Product Terms, which are incorporated into and form part of this Agreement.
- Seat Based Fees.** Company will charge Customer the subscription fee in advance of each billing period. The subscription fee will be based on the contracted quantity of charge-based seats purchased for the applicable service plan plus any upgrades, if applicable, and as specified on an Order Form. Customer may either subscribe to a i) per-seat pricing model, a ii) department-limited seat pricing model, or an iii) enterprise-wide unlimited seat pricing model, as indicated on the Order Form.
 - Per-Seat Pricing Model.** Customer agrees to pay for the number of seats specified in the Order Form regardless of the number of seats assigned by Customer to users during the Term. Customer's usage of the Platform shall not exceed the specified number of seats. Company will use commercially reasonable efforts to prevent Customer from exceeding its number of purchased seats.
 - Seat Additions.** During any prepaid Term, Customer may purchase additional seats at the per-seat rate specified in the Order Form. Fees for such additional seats shall be invoiced pro rata for the remainder of the then-current Term and shall be due in accordance with the Agreement
 - Seat Reassignments.** Customer may unassign any seat and then reassign said seat to a different authorized user at any time.
 - Seat Reductions.** Customer may decrease the number of seats only as of the commencement of a Renewal Term by providing written notice to Company at least sixty (60) days prior to the end of the then-current Term, unless a different notice period is specified on the Order Form.
 - Department-Limited Seat Pricing Model.** If the Order Form indicates Department Limited Seat pricing model, Customer may add an unlimited number of seats under a specified department or set of departments as listed on the Order Form.
 - Enterprise-Wide Seat Pricing Model.** If the Order Form indicates an Enterprise seat pricing model, Customer may add an unlimited number of seats across their agency at no additional charge.
- Additional Usage Charges.** In addition to the monthly subscription fee, if Customer uses any Services that are subject to additional usage charges and/or if Customer's actual usage exceeds Customer's contracted usage quantity (i.e., overages), Customer will be charged for such additional amounts calculated based on published list pricing and/or applicable unit price set forth in the Order Form, subject to any applicable discounts (if any). The Order Form will specify pre-purchased usage quantities, pre-purchase discounts rates, and overage rates, if applicable. Unless otherwise specified, pre-purchased usage quantities will expire at the end of the applicable term specified in the Order Form and shall not rollover to subsequent periods. For any Services that are subject to additional usage charges, the applicable charges will be calculated based on the actual amount of usage of each Service on a monthly basis. These additional usage charges will be billed in arrears in an invoice sent to Customer in the month following the date when the

charges were incurred.

5. **Integrated Tools.** Company's Front Desk platform has the ability to integrate into various other applications through APIs and other methods. The Order Form will specify what integrations are included. Unless specified otherwise under "Products and Integrations", this Order Form includes no other integrations or API access.

By signing below, the Parties acknowledge and agree to all of the terms and conditions of this Order Form.

IN WITNESS WHEREOF, authorized persons representing each Party have executed this Order Form as of the Order Form Effective Date.

JUST APPRAISED INC.

CUSTOMER: KERN COUNTY, CA

DocuSigned by:
By: Travis Noll
9815662F54114C6...

By: _____

Name: Travis Noll

Name:

Title: Chief Operating Officer

Title:

Date: 8/19/2026

Date:

APPROVED AS TO CONTENT:

APPROVED AS TO FORM:
Office of the County Counsel

Signed by:
By: Laura Avila
AA879FB4BF73429...
Laura Avila, Kern County Assessor-Recorder

Signed by:
By: Jeremy S. McNutt
481A4B36A91744E...
Jeremy S. McNutt, Deputy

APPROVED AS TO CONTENT:
Information Technology Services (ITS)

By _____
Pierson Jiu, Contracts Administrator