



# CHANGE ORDER

## INTRODUCTION

This Change Order document ("Change Order") is subject to all terms and conditions of the Software Services Agreement (or, if applicable, the Professional Services Agreement) between Infor and Licensee with an Effective Date of May 12, 2010 (the "Services Agreement") and constitutes a change to the Services Work Order identified below by Work Order Number ("Work Order"). All terms of the Services Agreement and Work Order are incorporated herein by reference. Capitalized terms not defined in this Change Order are defined in the Services Agreement or Work Order. In the event of a conflict, the terms of this Change Order control over the terms of the Services Agreement and Work Order.

## 1.0 CHANGE ORDER

<b>Licensee (customer)</b>	City of Franklin
<b>Project Name</b>	Hansen 8 Utility Billing Implementation
<b>Project Number</b>	32312211
<b>Project Manager</b>	Johna Youlio
<b>Project Phase</b>	Design
<b>Product(s)</b>	Utility Billing
<b>Work Order Number</b>	Franklin No. #001
<b>Change Number</b>	2
<b>Issue Number</b>	1
<b>Description</b>	Increase in hours to complete implementation
<b>Requestor</b>	Russell Truell/Fred Banner
<b>Identified Date</b>	August 15, 2013
<b>Prepared By</b>	Jim Jensen

### 1.1 Preliminary identification and assessment

Describe the change in detail:

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Hours included in this estimate are outside of the project hours included in the initial Work Order. Additionally, the original contract did not include development for multiple interfaces which have been included in this assessment.

**Reason for the change**

Initial project hours are close to depletion and Change Order estimates were discussed and reviewed with Licensee, additional hours are needed to complete the implementation.

**High level impact assessment**

Increases hours by 3,660 and budget by \$374,855.

## 1.2 Detailed impact analysis

**Impact on project plan (including estimated timelines)**

Project Plan has been separated for the two remaining initiatives (CDR and Utility Billing)

**Target date (for implementation)**

6/30/2014

**Impact on resource requirements**

Resources will include Senior Application Consultant, Technical Consultant and COE hours for interface development.

**Additional risk**

All resources need to be assigned according to project plan timelines in order to keep to the target date.



**Impact on project cost: Interface and Testing hours to complete the project.**

**Increase in project cost of \$374,855**

**Service Fee Estimate for Additional Services Provided under this Change Order**

<b>Resource/Activity/Task</b>	<b>Estimated Hours</b>	<b>Hourly Rate</b>	<b>Estimated Fee</b>
Project Manager	240	\$187.50	\$45,000.00
Business Consultant	878	\$187.50	\$164,625.00
Center of Excellence Consulting	2542	\$65	\$165,230.00
<b>Total</b>			<b>\$374,855.00</b>

Estimated time and costs listed in this Change Order represent an estimate only and are in addition to the estimates provided in the original Work Order. Actual project time and cost may vary from the estimates provided. Where a substantial variation from this Change Order is foreseen, both parties must agree in writing to the additional work and document the change in a subsequent Change Order.

**Other Projects Affected**

**None: This project is independent of the CDR implementation hours.**

**Who needs to be notified of the change**

**Comments**

## 2.0 CHANGE APPROVAL / PAYMENT

By signing below, Licensee authorizes Infor to proceed with the work set forth in this Change Order and bill Licensee per the payment terms set forth in the original Work Order for any additional Services fees. Please return a signed copy of this Change Order to Infor PSO.

THE PARTIES have executed this Change Order through the signatures of their respective authorized representatives.

**INFOR:**

**LICENSEE:**



Signature:

Signature:

Printed Name: Johna Youlio

Printed Name: Russ Truell

Title: Project Manager

Title: Project Sponsor

Address:

Address:

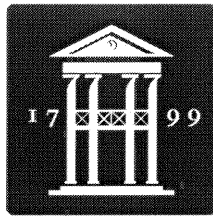
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Signature Date:





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H I S T O R I C  
F R A N K L I N  
T E N N E S S E E

August 26, 2013

To: Board of Mayor and Aldermen

From: Eric Stuckey, City Administrator  
Russell Truell, ACA Finance

**Subject:**

The purpose of this memorandum is to provide information to the Board of Mayor and Aldermen (BOMA) for consideration of a change order to COF Contract # 2010-0045 in the amount of \$374,855.00.

**Background:**

On May 11, 2010 the Board of Mayor and Alderman approved the award of a contract to Infor Systems for purchase and implementation of utility billing software. The software is intended to replace the current system whose origin dates back to the 1970's.

To avoid using the vendor's staff at contract rates for the full implementation, the City's IT staff, in combination with a third part consultant, agreed to work through major portions of the setup, data conversion and implementation. The Infor contract limits were reduced to reflect that. Earlier this year, the outside consultant and one key staff member left their position with the City, resulting in delays and additional work. To fill the gap and move the project to completion, much of the implementation has shifted back to Infor under the contract terms. A change order to the contract is required to cover the estimated cost of an additional 3,660 hours of work by Infor staff. It is possible, even likely, that the full number of hours will not be required.

City staff has not been able to locate a more efficient or timely alternative to the use of Infor professional staff which would guarantee completion of the project.

**Financial Impact:**

The full cost of the change order is \$374,855.00. A budget amendment will be required if all the hours are utilized.

**Recommendations:**

Staff recommends Board approval of the change order to complete the project.