



Change Order

Grand Rapid Public Utilities

Grand Rapids (GRPUC) - SpryCIS, SpryEngage,
SpryMobileMFS, SpryIDM - Implementation

Payment Processor - Wells Fargo Integration with
Cybersource v.02

Change Order#: 002530

January 13, 2025

1. Change Order Summary

Wells Fargo Integration	Pricing
Professional Services	\$60,000
Professional Services Discount	(\$20,000)
Descoping of Laserfiche Hours (Bill Print and Validation)	(\$6,000)
Grand Total Price	\$34,000

SOW Travel Budget	Reduction of Travel Budget
Travel Cost (\$25K)	\$15,625 will be used for Go Live travel. (\$9,375 reduction from SOW)

2. Change Order Details

2.1. Scope

Grand Rapids Public Utilities Commission has an existing integration with Invoice Cloud (customer portal & amp; payment processor). As part of the transition to replace Invoice Cloud with SpryEngage, an integration is required between Wells Fargo’s payment gateway, SpryCIS, and SpryEngage. Wells Fargo’s payment gateway is a white labeled version of Cybersource, so SpryCIS and SpryEngage will integrate directly with Cybersource’s APIs and hosted payment pages.

2.2. Details of Work

The integration between Cybersource, SpryCIS and SpryEngage must satisfy the following requirements:

Wallets: Allow customers to store payment methods for future use.

One Time Payments: allow customers to make a one time payment, whether logged in or not. If logged in, can make a payment with or without an existing wallet.

Autopay: allow customers to register for autopay, using a stored wallet. Autopay should be withdrawn based on the statement due date and amount.

Electronic Receipts: if an email address is provided during the one-time payment process, send a receipt to the customer. Do not send receipts for preauthorized payments.

The integration for Laserfiche under Section 5.1 Integrations, is descoped from the SOW listed above.

2.3. Assumptions

This Change Order is subject to the original terms and conditions of the SpryPoint Master Subscription Agreement, effective as of 02.29.2024 (“Effective Date”), is by and between SpryPoint Services, Inc. (“SpryPoint”) a Canadian Corporation with offices at 45 Queen Street, Charlottetown, PE C1A 4A4 and Grand Rapids Public Utilities Commission with offices at 500 SE 4th Street, Grand Rapids, MN 55744. If there are any conflicts in this agreement versus the Master Subscription Agreement, this agreement shall prevail.

1. SpryPoint will not assume any responsibility for being PCI compliant. Cybersource will be responsible for collecting, transmitting, storing, and processing any and all credit card information.
2. Currency is in USD.
3. Quote is valid until 2025-01-30
4. Any services are to be performed remotely.
5. If there is travel, it will be billed to Grand Rapids Public Utilities as per the terms of the SOW.

3. Additional Travel

Onsite Activity	# Resources	Days Onsite
No Travel	0	0

4. Estimated Project Schedule

Main Phase / Task	Start Date	End Date
Change Order #002530	2025-1-30	

** All dates are tentative and will not be confirmed until after the Change Order is signed.

5. Milestone Schedule

MS #	Milestone Desc	Description and Acceptance Criteria	Payment Amt
1	WellsFargo/Cybersource Analysis/Design	Complete the following deliverables: - Requirements signoff	\$17,000
2	WellsFargo/Cybersource Development, Testing, and Migration to Prod	<Complete the following deliverables: - Development to Staging - Development to Production	\$17,000
Total Milestones			\$34,000

Change Order

6. Approvals

SpryPoint

Title: _____ VP, Transformation and Customer Operations

Signed by:
Signature: Elizabeth Brozena
Elizabeth Brozena

Name: _____

Date: _____ 1/17/2025

<Client Name>

Title _____
Manager _____

Signature: _____

Name: _____

Date: _____

Title: _____

Signature: _____ Julie Kennedy