

City of Kingsport

Proposal for Go Live Cutover and Post-Live Implementation Management Support

March 23, 2026



SCOPE OF WORK

This scope of work is designed to provide continuing support through our go-live process on Hansen CIS. This will involve project management support to the City's implementation team during the final two UAT testing phases, end-user training, go-live, and post-live support.

User Acceptance Testing (UAT)

Raftelis is helping to manage all aspects of Hansen's two UAT test phases so that the desired functionality, data conversion, and integrations are adequately tested and ready for system go-live. The first UAT test phase is the final phase including changes and updates to conversion, configuration, and integrations. The second UAT test phase will serve as a regression test with extremely limited changes to reduce risk of introducing any new issues before go-live.

UAT Deliverables:

- ✓ UAT Test Plans and Test Reporting for UAT Phase 1 and Phase 2
- ✓ Work collaboratively with Hansen, City staff, and third-party vendors to help manage and execute the final system functionality, including integrations to various third-party systems

Mock Go-Lives & Go-Live Cutover

Once UAT is complete, there are two Mock Go Lives, which are practice conversions in preparation of our final go-live weekend. Raftelis will participate in two mock go-lives to simulate the tasks and timeline of the actual go-live.

Mock Go-Lives & Go-Live Cutover Deliverables

- ✓ Manage the adherence to the Cutover Strategy during two mock go-lives
- ✓ Manage the adherence to the Cutover Strategy during go-live
- ✓ Onsite management and support of go-live

Post-live Support

Once Go Live cutover is complete, there are two months of post-live support that Raftelis will help to manage to close out the project. We will work with the City's Project Manager to resolve open issues, finalize business processes and roles, and complete a project close report.

Post-live Deliverables

- ✓ Post-live Project Close Report

PROJECT SCHEDULE

Raftelis' schedule of providing services to the City is dependent on Hansen's project schedule. This proposal assumes go live during April of 2026, with post live support through June 30, 2026. Raftelis does not make any representations or warranties with respect to the operation or effectiveness of Hansen's software solution. Raftelis is not responsible for impacts and/or delays to Hansen's project schedule due to circumstances or actions by others outside of our control.

PROJECT FEES

The total estimated fees to provide the above scope of services within this proposal is \$79,660 and includes all professional fees and anticipated project expenses. Raftelis’ services will be billed to the City monthly on a time and materials basis up to the not-to-exceed contract limit.

The table below provides an estimate of the allocation of resources amongst the tasks outlined above. However, since there is uncertainty as to the actual level of support required within each task, Raftelis reserves the right to shift hours between tasks, phases, or projects.

It has been our pleasure working with Kingsport on the CIS implementation project, and we look forward to the opportunity to support the City in the final phase of this engagement. If the terms of this engagement are acceptable, please sign in the space below and return a copy of the letter for our files. Should you have any questions or concerns regarding the contents of this Scope of Services, please do not hesitate to contact me at 803-413-1455 or saukamp@raftelis.com.

Kingsport, TN
2021 Proposed Scope of Services for Rate and Financial Services

Tasks	Hours			Total Fees & Expenses
	LA	SA	Total	
1. UAT Support	88	36	124	\$31,140
2. Mock Go Lives and Go Live Support	72	32	104	\$26,240
3. Post-live Support	64	24	88	\$22,080
Total Estimated Meetings / Hours	224	92	316	
Hourly Billing Rate	\$225	\$275		
Total Professional Fees	\$50,400	\$25,300	\$75,700	
			Total Fees	\$75,700
			Total Expenses*	\$3,960
			Total Fees & Expenses	\$79,660

LA - Laurie Abrams - Senior Manager
SA - Stacey Aukamp - Vice President

We, at Raftelis, offer the terms of this Scope of Services:

Signature	Date
Title	Name of authorized agent

We accept the terms of this Scope of Services:

Signature	Date
Title	Name of authorized agent