HANSEN

BSOW-337-2 - Hansen CIS SaaS Implementation

Additional Onsite Conversion Testing Support

City of Kingsport

March 2026

Contents

Change Order 2

BSOW-337 - Hansen CIS SaaS Implementation

Additional Onsite Conversion Testing Support

City of Kingsport

Part I—Change Request Information	
Project Name: BSOW-337 - Hansen CIS SaaS Implementation	**Change Request #:** CO2
Change Request Name: CO2 - BSOW-337 - Hansen CIS SaaS Implementation – Additional Onsite Conversion Testing Support	**Customer #:**

Date Requested: 01-July-2025	**Requester:** Floyd Bailey	✓ Custom ❑ Base

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Project Phase / Reference Document #:

✓ Scope   BSOW-337 - Hansen CIS SaaS Implementation

❑ Project Definition   _____

✓ Functional Design   BSOW-337 - Hansen CIS SaaS Implementation

✓ Technical Design   BSOW-337 - Hansen CIS SaaS Implementation

✓ Construction   BSOW-337 - Hansen CIS SaaS Implementation

✓ Testing/QA   BSOW-337 - Hansen CIS SaaS Implementation

✓ Support   BSOW-337 - Hansen CIS SaaS Implementation

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Basis for Change:

❑ Scope

✓ Resource Allocation

❑ System Environment

❑ Subsystem Interface

❑ Procedure/Policy

❑ Resolution of Issues

❑ Project Assumptions

❑ Regulatory Requirements

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Description/ Justification:

This is a Change Order (CO) to the City of Kingsport Statement of Work "City of Kingsport Statement of Work" ("SOW") that was effective October 4th, 2024.

This CO is effective as of the last signature date in Part II - Approvals ("Effective Date") by and between Hansen Banner, LLC, a Delaware Corporation with a place of business at 700 Gervais Street, Suite 100, Columbia, SC 29210 ("Hansen") and the City of Kingsport ("the City" or "Client") whose registered office is at 415 Broad Street, Kingsport, Tennessee, 37660. In the event of any conflict in the terms between this CO and the SOW, the terms of this CO shall prevail. All capitalized terms not otherwise defined in this CO shall have the same meaning as in the SOW.

Scope of Work

Client has requested additional onsite support to assist with activities during its conversion testing efforts. Hansen resources will collaborate directly with Client staff to provide hands-on assistance and subject matter expertise. Key responsibilities will include:

- Analyzing and resolving testing-related issues

- Recommending and implementing business process refinements based on testing outcomes

- Assisting in the development and enhancement of Standard Operating Procedures (SOPs)

- Executing test cases as defined and provided by Client

- Offering consultation and guidance on existing Hansen CIS functionality

- Participating in meetings to review issues and facilitate timely resolution

- Attending and contributing to defect triage and prioritization sessions

Support will be provided onsite based on the proposed activities in the table below. Additional support may be arranged, provided that sufficient advance notice is provided.

Task Name	Duration	Start	Finish	Conversion Support (Starts first week of each pass)	Onsite / Remote	Notes
Conversion Pass 1 Mapping Changes/Corrections (Client Involvement) (6 weeks)	30 days	Mon 5/12/25	Mon 6/23/25	5 days	Onsite	Additional with this CO
Conversion Pass 2 Mapping Changes/Corrections (Client Involvement) (5 weeks)	35 days	Mon 6/30/25	Mon 8/18/25	10 days	Onsite	Additional with this CO
Conversion Pass 3 Mapping Changes/Corrections (Client Involvement) (4 weeks)	40 days	Mon 9/8/25	Fri 10/31/25	15 days	Onsite	Additional with this CO
Conversion Pass 4 Execution/Verifications	15 days	Mon 11/10/25	Tue 11/25/25	5 days	Onsite	Additional with this CO
TOTAL ADDITIONAL SUPPORT WITH THIS CO				**35 days**		
Mock 1 Execution Support (Pass 5)	9 days	Mon 12/1/25	Fri 12/12/25	5 days	Onsite	Provided in SOW
Mock 2 Execution Support (Pass 6)	9 days	Mon 1/5/26	Thu 1/15/26	5 days	Onsite	Provided in SOW
Go-Live Deployment/Support (Pass 7)	5 days	Mon 1/19/26	Mon 1/26/26	5 days	Onsite	Provided in SOW

Price and Payment

Section '10.1 Fees' of the SOW is deleted in its entirety and replaced with the following. (Cells highlighted in yellow represent changes from the previous schedules.)

10.1 Fees

The Fees for this SOW as detailed in the table below are fixed at $1,123,094 ("Services Fee"). The Services Fee is limited to the hours listed below and excludes any travel and living expenses. Notwithstanding the foregoing, Hansen will have no obligation to perform any Services beyond the total 10,215 capped hours unless the City authorizes additional funding for further continuance of effort.

Hansen will invoice the City for the Deliverables in accordance with the schedule at the completion of the payment milestones listed in the table that follows; an invoice for the payment milestone will not be generated by Hansen until the Deliverables associated with that milestone have been accepted by the City in accordance with this SOW.

The City shall pay the full amount of the invoice net 30 days from the invoice date.

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Payment Milestone	ISC	Description	Price	Discount
MIL01	ISC01	Project Initiation	$20,800	
MIL01	ISC02	Target Release Installs	$82,800	
MIL01	ISC03	Application Prep and Training	$59,200	
MIL02	ISC04	Configuration Workshops and Consulting	$84,800	
MIL08	ISC05	Organizational Change Management (OCM) Workshop, OCM Support, and Standard Operating Procedures Development	$294,000	-$275,000
MIL03	ISC06	Legacy Data Conversion (Pre-UAT)	$336,600	-$175,000
MIL05	ISC06.5	Legacy Data Conversion (Post-UAT)	$24,000	
MIL02	ISC07	UI Configuration, Implementation and Testing	$20,000	
MIL06	ISC08	Integration Workshops and Development	$367,200	-$187,906
MIL02	ISC08.5	Reporting	$28,000	
MIL04	ISC09	User Acceptance Support (UAT)	$122,800	
MIL04	ISC09.5	Performance Verification Test	$1,600	
MIL07	ISC10	End User Training	$34,800	
MIL07	ISC11	Hansen CIS Core Cutover Planning/Development, Mock Go-Lives, and Go-Live Cutover	$61,400	
MIL07	ISC12	Hansen Self Service Portal (HSSP) Deployment Planning, Mock Go-Lives, and Go-Live Cutover	$4,800	
MIL07	ISC13	Hansen Inventory Test (HIT) Deployment Planning, Mock Go-Lives, and Go-Live Cutover	$4,000	
MIL09	ISC14	Heightened Support	$66,200	
MIL09	ISC15	Project Oversight	$148,000	
			$1,761,000	-$637,906
			$1,123,094	

Milestone	Amount	Discount	Payment
MIL01	$162,800		$162,800
MIL02	$132,800		$132,800
MIL03	$336,600	-$175,000	$161,600
MIL04	$124,400		$124,400
MIL05	$24,000		$24,000
MIL06	$367,200	-$187,906	$179,294
MIL07	$105,000		$105,000
MIL08	$294,000	-$275,000	$19,000
MIL09	$214,200		$214,200
Totals	$1,761,000	-$637,906	$1,123,094
Travel Estimate*	$129,040	-$57,040	As incurred

*Includes expenses and travel time, Hansen is waving travel time fees.

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Part II—Approvals

☐ **Approve**   ☐ **Cancel**   ☐ **Defer**

Hansen Banner LLC	**Date**
City of Kingsport, Tennessee **Paul W. Montgomery, Mayor**	**Date**
Attest: **Angela Marshall, Deputy City Recorder**	
Approved as to form: **Rodney B. Rowlett, III, City Attorney**	

Part III - Impact Analysis – HansenCIS Services

Total Hours (Time and Materials):	280 Hours
Rate: USD	See rates in the Total Charges section below.

Total Charges (Time and Materials):

The number of hours of effort represents an estimate only. Actual service fees will vary according to the number of person-hours of services rendered. All services are provided on a time and materials basis.

Roles	Rate	Estimated Hours	Estimated Cost
Business Analyst	$225.00/Hr.	280 Hrs.	$63,000.00
Totals		**280 Hours**	**$63,000.00**

Impact of Change Request Denied: Services will not be provided as requested.

Last Updated: 11 March 2026