



# **BSOW-337-1 - Hansen CIS SaaS Implementation**

Miscellaneous Scope Changes

City of Kingsport

March 2026

# Contents

<b>Part I—Change Request Information .....</b>	<b>2</b>
<b>Part II—Approvals .....</b>	<b>5</b>
<b>Part III - Impact Analysis – HansenCIS Services .....</b>	<b>6</b>
<b>Part IV - Document Change Log.....</b>	<b>Error! Bookmark not defined.</b>

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**Change Order 1**  
**BSOW-337 - Hansen CIS SaaS Implementation**  
**Miscellaneous Scope Changes**  
***City of Kingsport***

Part I—Change Request Information		
<b>Project Name:</b> BSOW-337 - Hansen CIS SaaS Implementation	<b>Change Order #:</b> CO1	
<b>Change Request Name:</b> CO1 - BSOW-337 - Hansen CIS SaaS Implementation – Miscellaneous Scope Changes	<b>Customer #:</b>	
<b>Date Requested:</b> 28-March-2025	<b>Requester:</b> Micah Frick	<input checked="" type="checkbox"/> Custom <input type="checkbox"/> Base
<b>Project Phase / Reference Document #:</b>		<b>Basis for Change:</b>
<input checked="" type="checkbox"/> Scope      BSOW-337 - Hansen CIS SaaS Implementation	<input checked="" type="checkbox"/> Scope	
<input type="checkbox"/> Project Definition      _____	<input checked="" type="checkbox"/> Resource Allocation	
<input checked="" type="checkbox"/> Functional Design      BSOW-337 - Hansen CIS SaaS Implementation	<input type="checkbox"/> System Environment	
<input checked="" type="checkbox"/> Technical Design      BSOW-337 - Hansen CIS SaaS Implementation	<input type="checkbox"/> Subsystem Interface	
<input checked="" type="checkbox"/> Construction      BSOW-337 - Hansen CIS SaaS Implementation	<input type="checkbox"/> Procedure/Policy	
<input checked="" type="checkbox"/> Testing/QA      BSOW-337 - Hansen CIS SaaS Implementation	<input type="checkbox"/> Resolution of Issues	
<input checked="" type="checkbox"/> Support      BSOW-337 - Hansen CIS SaaS Implementation	<input type="checkbox"/> Project Assumptions	
	<input type="checkbox"/> Regulatory Requirements	

## 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 4<sup>th</sup>, 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

This CO provides for the following additional scope. There is no charge to Client for these additional hours.

### Incorporation of New Base Developments into Client Project

Hansen is developing four features that will be incorporated into the Hansen CIS base code under Hansen R&D. These features are:

- **HSSP – Core Integration with Paymentus:** Development of the integration with the Paymentus Electronic Bill Presentment and Payment software, and associated Hansen software changes under Hansen R&D.
- **ESRI – Additional Stormwater Layers:** Development of the ability to charge stormwater based on a tier that is determined by a customer's calculated Single-Family Unit (Hansen CIS: CCASERV Number of Units). The tiers require the use of a decimal on the Hansen CIS CTRSRAT Rate Step Unit fields and the development of additional mapping layers.
- **Pay by Text:** Development of the ability for HSSP and Hanen CIS to support the pay-by-text functionality provided by Paymentus, which sends customers a text message when their bill is due.
- **INT13A Water Meter Inventory - Test Data:** Development of the additional functionality for Water Meter Inventory (INT13). This includes new fields and processes for Low/Intermediate/High Fow Percentages, new rules and processing for meter test results within the Meter Management Upload Interface, and new user interface configurations for meter test results.

The effort to incorporate these R&D developments into Client's project is incremental scope and includes integration planning, configuration and environment preparation, project coordination and communication, deployment and release management, additional heightened support and additional project oversight support. This effort has been estimated at 245 hours.

**Additional Conversion Efforts Related to Financial Balancing**

During the completion of ISC06 (Legacy Data Conversion), Hansen determined that a General Ledger imbalance in Client's legacy system had been migrated to Hansen CIS. Client requested that Hansen determine and correct this General Ledger imbalance. This effort is incremental scope and includes identifying and validating the source of the imbalance, tracing the imbalance through migration mapping, reconciling transaction-level detail, assessing system configuration impacts, determining the correct accounting treatment, preparing and posting adjusting journal entries, validating the correction end-to-end, and documenting the issue and resolution. The effort has been estimated at 1,200 hours.

**Removal of Hansen Inventory Test**

The installation of Hansen Inventory Test (HIT) is removed from scope.

Delete the entirety of 'ISC13: Hansen Inventory Test (HIT) Deployment Planning, Mock Go-Lives, and Go-Live Cutover' from section '4.1 In Scope', and all other references to "Hansen Inventory Test" or "HIT" in SOW.

**Price and Payment**

In section '10.1 Fees' of the SOW, replace "total 8,490 capped hours" with "total 9,935 capped hours".

## Part II—Approvals

Approve       Cancel       Defer

**Hansen Banner LLC**

**Date**

**City of Kingsport, Tennessee**

**Date**

**Paul W. Montgomery, Mayor**

**Attest:**

**Angela Marshall, Deputy City Recorder**

**Approved as to form:**

**Rodney B. Rowlett, III, City Attorney**

## Part III - Impact Analysis – HansenCIS Services

<b>Total Hours (Time and Materials):</b>	<b>1,445 hours</b>			
<b>Rate: USD</b>	See rates in the Total Charges section below.			
<b>Total Charges (Time and Materials):</b> 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.	<b>Roles</b>	<b>Rate</b>	<b>Estimated Hours</b>	<b>Estimated Cost</b>
	Developer	\$0.00	1200 Hrs.	\$0.00
	Business Analyst	\$0.00	72 Hrs.	\$0.00
	Project Management	\$0.00	173 Hrs.	\$0.00
	<b>Totals</b>		<b>1,445 Hrs.</b>	<b>\$0.00</b>
<b>Impact of Change Request Denied:</b> Services will not be provided as requested.				