



BSOW-337-4 - Hansen CIS SaaS Implementation

Project Extension

City of Kingsport

March 2026

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Change Order 4
BSOW-337 - Hansen CIS SaaS Implementation
Project Extension
City of Kingsport

Part I—Change Request Information		
Project Name: BSOW-337 - Hansen CIS SaaS Implementation	Change Order #: CO4	
Change Request Name: CO4 - BSOW-337 - Hansen CIS SaaS Implementation – Project Extension	Customer #:	
Date Requested: 28-December-2025	Requester: Micah Frick	<input type="checkbox"/> Custom <input type="checkbox"/> Base
Project Phase / Reference Document #:		Basis for Change:
<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 type="checkbox"/> Functional Design BSOW-337 - Hansen CIS SaaS Implementation		<input type="checkbox"/> System Environment
<input type="checkbox"/> Technical Design BSOW-337 - Hansen CIS SaaS Implementation		<input type="checkbox"/> Subsystem Interface
<input type="checkbox"/> Construction BSOW-337 - Hansen CIS SaaS Implementation		<input type="checkbox"/> Procedure/Policy
<input 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 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

City has shifted the go-live period from 11/26/25-12/3/25 to 04/23/26-04/30/26, representing a delay of five months, due to the following reasons:

- Training and workshops proposed in SOW were based on a Monday to Friday schedule. This has been revised to be a Tuesday to Thursday schedule. This accounts for a two-month delay.
- Accommodation of additional effort required to align project delivery with a more detailed interpretation of the original high-level requirements, which evolved as the solution was further defined during implementation. This accounts for a three-month delay. This extension ensures the final outcome fully meets the intended business objectives and quality standards.

To support this new schedule, Hansen needs to extend existing 3 FTE resources for the incremental five months for a total of 2,400 additional hours. This effort is comprised of additional User Acceptance Testing support, project management, application support, technical support, and systems engineering.

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 \$1,307,894 ("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 12,615 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.

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)	\$382,800	-\$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	\$107,600	
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	\$112,400	
MIL09	ISC15	Project Oversight	\$194,200	
			\$1,945,800	-\$637,906
				\$1,307,894

Milestone	Amount	Discount	Payment
MIL01	\$162,800		\$162,800
MIL02	\$132,800		\$132,800
MIL03	\$382,800	-\$175,000	\$207,800
MIL04	\$124,400		\$124,400
MIL05	\$24,000		\$24,000
MIL06	\$367,200	-\$187,906	\$179,294
MIL07	\$151,200		\$151,200
MIL08	\$294,000	-\$275,000	\$19,000
MIL09	\$306,600		\$306,600
Totals	\$1,945,800	-\$637,906	\$1,307,894
Travel Estimate*	\$129,040	-\$57,040	As incurred

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

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

Total Hours (Time and Materials):	2,400 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
	Developer	\$77.00/Hr	800 hrs.	\$61,600
	Business Analyst	\$77.00/Hr	1,200 hrs.	\$92,400
	Project Management	\$77.00/Hr	400 hrs.	\$30,800
	Totals		2,400	\$184,800
Impact of Change Request Denied: Services will not be provided as requested.				