



Version 1

# Statement of Work

## Hansen CIS

BSOW-362

City of Kingsport GraceAI Pilot  
Implementation

August 2025



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# Revision History

Version	Revision Date	Author	Notes
1	07/02/2025	Hansen	

# 1 Introduction and Overview

This Statement of Work (“SOW”) between the City of Kingsport (“the City” or “Client”) whose registered office is at 415 Broad Street, Kingsport, Tennessee, 37660 and Hansen Banner, LLC whose primary place of business is 700 Gervais Street, Suite 100, Columbia, SC 29210 (“Hansen”) describes the respective obligations of the Parties for services to be provided by Hansen as described in this SOW (the “Services”) and is entered into pursuant to the Software Service Agreement entered into between the parties with an effective date of October 3, 2024 (the “Agreement”).

- Hansen will perform the services as described in this SOW as per Section 2, Scope of Work.
- The Deliverables in relation to the Services are set out in section 4.1 and are based on the Assumptions and Dependencies set out in sections 3 and 5 respectively.
- The Milestones in relation to the Services are set out in section 6 and the charges for the delivery of the Services are set out in section 10.1.
- Further general responsibilities of Hansen and Client are detailed in section 7 (Hansen and Client Responsibilities), and the governance to be applied in the conduct of this work is set out in Section 9.
- The Services only include the activities listed within this SOW. Any features, specifications, tasks, services or requirements not documented in this SOW are explicitly excluded from the Services.

## 2 Scope of Work

Under this SOW Hansen will implement an AI virtual call center agent customer service platform, GraceAI, supporting a defined set of use cases, as a pilot for the City's evaluation purposes ("Pilot"). This Statement of Work pertains solely to the Pilot implementation. A separate Statement of Work for the production rollout will be developed upon the City of Kingsport's approval of the Pilot and authorization to proceed.

### 2.1.1 IN SCOPE

ID	Scope Inclusions
ISC01	Project Initiation – Hansen will prepare project documentation, working with the Client Project Manager to finalize the initial project schedule and associated staffing plan, set up project accounting and reporting procedures, and conduct a project planning review meeting with Client management. This phase of the project will include the Project Kick-off meeting led by the Hansen Project Manager with participation from the City's project team.
ISC02	Environment setup on the non-production CIS-B SaaS server - <ul style="list-style-type: none"> <li>▪ Hansen will provide the City with a GraceAI test environment on the Hansen Cloud platform.</li> <li>▪ Hansen will install, configure, and verify the Hansen Integration Framework (HIF) component on the current CIS-B non-production SaaS server.</li> </ul>
ISC03	Use Case Workshops and Documentation - Hansen will conduct a demonstration of GraceAI to provide context for reviewing the use cases, and will conduct a series of collaborative workshops to assist the Client in defining and documenting the use cases covering the following two areas: <ul style="list-style-type: none"> <li>▪ Personally Identifiable Information (PII) Updates to the following:               <ul style="list-style-type: none"> <li>✓ Phone number</li> <li>✓ Mailing address</li> <li>✓ Billing Email address</li> <li>✓ Bill delivery method</li> </ul> </li> <li>▪ Payment Arrangement Creation               <ul style="list-style-type: none"> <li>✓ Present available payment arrangement options to customers</li> <li>✓ Confirm and apply selected arrangements upon customer approval.</li> </ul> </li> <li>▪ Payments               <ul style="list-style-type: none"> <li>✓ Make a Payment (current balance/custom amount) with/without wallet via Paymentus</li> <li>✓ Check Payment Status in Hansen CIS</li> </ul> </li> </ul>

ID	Scope Inclusions
	<ul style="list-style-type: none"> <li>▪ Account Inquiries               <ul style="list-style-type: none"> <li>✓ Account Status – Current Due Date, Amount Due, and Last Payment Received</li> <li>✓ Payment History – Return Payment Date and Amount of last x months of payments</li> <li>✓ Bill History – Returns Invoice Date, Total Amount Due and Due Date for last x months of invoices</li> </ul> </li> </ul>
<b>ISC04</b>	Train and Fine tune GraceAI Model - Hansen will train and fine-tune the GraceAI agent model using documented use cases and the client conversational patterns and terminology.
<b>ISC05</b>	<p>Integrate GraceAI agent with IVR - Hansen will support Client to enable them to integrate GraceAI agent via the following channels:</p> <ul style="list-style-type: none"> <li>▪ Inbound Voice: Via Cisco WebEx Contact Center, utilizing Twilio as the intermediary. This integration enables calls to be routed to GraceAI Agent based on IVR selections and allows calls to be transferred back to the call center if needed.</li> <li>▪ Payments: Integration of GraceAI to Paymentus payment application</li> </ul> <p>Hansen will perform the Site Integration Testing and provide the Site Integration Testing report to the City of Kingsport</p>
<b>ISC06</b>	<p>User Training Workshop - Hansen will provide Client training agenda and will conduct up to four (4) hours of training hours covering the following areas:</p> <ul style="list-style-type: none"> <li>▪ AI CSR interaction handling</li> <li>▪ Escalation procedures</li> <li>▪ Admin and analytics dashboards</li> <li>▪ HansenCIS application changes (screen pop, DialAI links)</li> </ul>
<b>ISC07</b>	<p>User Acceptance Testing (UAT) Support - Hansen will provide consulting services to assist Client in executing Client's acceptance test plan during Client's acceptance testing phase. This phase is scheduled for thirteen (13) Business Days. Activities included are:</p> <ul style="list-style-type: none"> <li>▪ UAT Artifacts Review/Follow-Up               <ul style="list-style-type: none"> <li>✓ Once the Client has completed drafts of the UAT test plan, test cases, and staffing plan, these will be provided to Hansen for review. Hansen will provide feedback or recommendations on any potential improvements.</li> </ul> </li> <li>▪ UAT Functional/Technical Support               <ul style="list-style-type: none"> <li>✓ Hansen will provide functional and technical support to help resolve questions and triage issues from UAT.</li> </ul> </li> </ul>

<b>ISC08</b>	<p>Pilot results report and production rollout plan</p> <ul style="list-style-type: none"> <li>▪ Hansen to develop a Pilot results report that outlines the objectives, approach, key findings, performance metrics, and outcomes of the Pilot.</li> <li>▪ Hansen will schedule one or more meetings with the Client to present and review the Pilot results.</li> <li>▪ Based on the feedback received during the Pilot review meetings, Hansen will develop a production rollout plan in consultation with the Client.</li> <li>▪ The Production rollout plan will be finalized jointly by Hansen and the Client to ensure alignment on objectives, responsibilities, and execution timelines.</li> </ul>
<b>ISC09</b>	<p>Project Oversight - Hansen will provide the Client with the following resources for the duration of the project implementation.</p> <ul style="list-style-type: none"> <li>▪ Project Management support</li> <li>▪ Functional support</li> <li>▪ Technical support</li> <li>▪ DevOps Support</li> </ul>

## 2.1.2 OUT OF SCOPE

The table below describes the scope of work that will not be provided under this SOW for the avoidance of doubt.

<b>ID</b>	<b>Scope Exclusions</b>
<b>EXC01</b>	Any activity, modification, business requirement, or deliverable not specifically identified as being In Scope is considered out of scope and subject to Change Management as outlined in Section 9.2 of this Agreement.
<b>EXC02</b>	The software deployment to production and go-live activities (production rollover).
<b>EXC03</b>	Errors resulting from product misuse, negligence, or improper utilization of any part of the Software or Services.
<b>EXC04</b>	Baseline HIF (APIs) shall be employed for the purposes of this pilot initiative. Any requests for additional data elements or functional enhancements shall be subject to Change Management procedures as outlined in Section 9.2 of this Agreement.



### 3 Assumptions

The table below describes assumptions provided by, or agreed to, by the City, and relied upon by Hansen to make planning decisions including estimates of resource, cost, time and quality. In the event an assumption proves to be incorrect or requires changing, Hansen will continue to provide the services described under this SOW but the Parties will meet and will follow the agreed change management process to ensure that the scope and assumptions are updated.

ID	Description
AS01	The Hansen Project Manager will coordinate all Hansen personnel and resources involved in performing the Services and will be the first point of contact for issues concerning the Services performed
AS02	All system settings, configurations, and integration development are considered accepted by the Client once User Acceptance Testing is complete.
AS03	Hansen can provide other ancillary support, including staff augmentation as a separate service via a Change Order.
AS04	Client will be responsible for the validation and approval of the results of each conversion run/test, including the analysis of any converted data issues during the test conversion runs as well as during the mock go-live run.
AS05	<p>Hansen will provide documentation related to "Cisco Call Manager Integration with GraceAI Agent". This document outlines the steps required for a company to integrate its Cisco Unified Communications Manager (CUCM) IVR system with an AI-powered call-handling solution via Twilio. This integration enables calls to be routed to GraceAI Agent based on IVR selections and allows calls to be transferred back to the call center if needed.</p> <p>Client will be responsible for integrating Cisco Unified Communications Manager (CUCM) IVR system with an AI-powered call-handling solution via Twilio.</p>
AS06	The timeline of the implementation project is estimated to be two (2) months, and the Services are scheduled to commence July 2025 (project kickoff) and continue until September 2025. A project schedule will be finalized as part of the Project Initiation.
AS07	All Services will be performed remotely or at Hansen office locations.

## 4 Deliverables and Acceptance

### 4.1 Deliverables

ID	Description	Deliverable Type
DEL01	Detailed Project Schedule	Document
DEL02	Hansen GraceAI test environment on the Hansen cloud platform and Hansen Integration Framework (HIF) install on non-production server	Software
DEL03	Final Use Case Documentation	Document
DEL04	Final Site Integration Testing Report	Document
DEL05	User Training	Service
DEL06	User Acceptance Testing Support	Service
DEL07	Pilot Results report and Production Roll Out Plan	Document

### 4.2 Acceptance

Deliverables are assumed to be accepted upon delivery.

## 5 Dependencies

The following dependencies have been identified as required for Hansen to perform the Services:

ID	Description
DEP01	Client will perform its obligations under Section 7.2 Client Responsibilities in a timely manner
DEP03	Implementation timeline and success is dependent on the Client's availability for workshops and deliverable acceptance
DEP03	Client is responsible to ensure that any third party that is working on their behalf responds to request in a timely manner. Any delays could impact project timeline

## 6 Project Milestones

The work under this SOW is to commence on execution of the SOW, and the project milestones are as set out below and based on business days.

ID	Description	Responsible Party	Planned Completion
MIL01	Detailed Project Schedule	Hansen	Day 5
MIL02	Use Cases Document	Hansen	Day 27
MIL03	Site Integration Testing Report	Hansen	Day 61
MIL04	User Training Completion	Hansen	Day 65
MIL05	User Acceptance Testing Completion	Client	Day 83
MIL06	Proof of Concept (POC) Result Report and Production Rollout Plan	Hansen	Day 88

## 7 Hansen and Client Responsibilities

### 7.1 Hansen Responsibilities

Hansen will provide a Project Manager with an appropriate level of project management skills and the available time (commensurate with the Services) to co-ordinate Hansen's activities throughout the SOW.

- Hansen will provide the resources required to perform the Hansen Services detailed in this SOW, in a timely manner and according to the agreed project schedule.
- All Project related tasks will be performed on various Hansen premises, unless specified to the contrary in this SOW. Any additional need for Hansen resources to be on-site will be subject to mutual agreement in writing.

### 7.2 Client Responsibilities

- If Client becomes aware of any deviations to the requirements, the project schedule or other deviations from the scope of this SOW, these will be confirmed promptly by Client in writing to Hansen and in such event the parties will mutually agree in good faith on how to proceed, in accordance with the Change Order procedure (see Change Management for further details).
- Client will provide sufficient staffing to enable successful completion of the Services.
- Client will provide a project manager with an appropriate level of project management skills and the available time (commensurate with the Services) to coordinate Client activities throughout the project.
- Client agrees that delays by Client regarding deliverables, approvals, feedback, etc. which the City of Kingsport is required to provide, may delay the project timeline and may impact project cost.
- Client will be responsible for developing and executing User Acceptance Testing test plans as outlined in Section 2.1.1 In Scope, Scope item ISC07.
- Client will be responsible for integrating Cisco Unified Communications Manager (CUCM) IVR system with an AI-powered call-handling solution via Twilio.
- Utilizing the Hansen-provided mechanism to log tickets for defects or enhancements. All defect requests should include detailed steps to reproduce the issue.

## 8 Representatives (Points of Contact)

**Client:**

Name	Kristen Steach
Title	Project Manager
Phone	
Email	kristensteach@kingsporttn.gov

**Hansen:**

Name	Micah Frick
Title	Service Delivery Manager
Phone	(803) 466 1799
Email	micah.frick@hansencx.com

## 9 Governance

### 9.1 Governance

Both Hansen and Client will use commercially reasonable efforts to deliver and implement the Services as detailed in this SOW. Any updates or changes to the project schedule will be managed as part of the Change Management process. Achievement of the Services is dependent upon Client's timely completion of Client dependencies and responsibilities set forth in this SOW and Client's timely delivery of information and any required deliverables to Hansen.

Both Hansen and Client will provide a project management Point of Contact (POC) with an appropriate level of technical and project management skills. The Client POC will have the available time to coordinate the Services with all parties involved through the SOW.

Client will provide staffing reasonably sufficient to meet its responsibilities (the "Client Responsibilities") outlined in Section 7.2 and otherwise in this SOW.

In addition to resources listed in Client Responsibilities, Client will need to identify the resources needed to meet their responsibilities to meet the timelines of the SOW.

Client's project management POC will have the authority to provide approvals or be able to facilitate the expedient approvals and acceptance for SOW milestones, deliverables, acceptance testing, etc. The POC will also have the authority to negotiate Change Orders on behalf of Client, and ensure all necessary parties execute approved Change Orders in a timely manner.

Client agrees that delays by Client regarding deliverables, approvals, feedback, etc. which Client is required to provide may delay the SOW timeline and may impact SOW costs.

### 9.2 Change Management

Any requests for delivery of additional features, specifications, services, or requirements not authorized within the scope of this SOW or other changes to the scope of this SOW (collectively, the "Additional Services") are explicitly excluded from the SOW.

In the event that Client requests Additional Services during the implementation or the course of this SOW, the Hansen Project Manager will develop a Change Order to this SOW to identify the requested services, corresponding costs and fees payable by Client, and the impact of the change on the SOW. Said Change Order will become effective only when signed by both parties (the "Change Order"). In certain circumstances, a separate SOW for such Additional Services may be required.

## 10 Cost

This is a no-cost Pilot with total effort for this SOW estimated to be 544 hours.

# 11Term

This Statement of Work will become effective as of the last date of signature below (Effective Date). Services shall commence upon the Effective Date, or such other date as mutually agreed by the Parties. This SOW will expire in six (6) months from the Effective Date unless otherwise extended in accordance with section 9.2 above.

# 12Signatures

This Statement of Work is agreed to and accepted on behalf of:

**City of Kingsport, TN**

**Hansen Banner, LLC**

By: \_\_\_\_\_  
Authorized Signature

By: \_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Print Officer’s name

\_\_\_\_\_  
Print name

\_\_\_\_\_  
Print Officer’s Title

\_\_\_\_\_  
Print Officer’s Title

Date: \_\_\_\_\_

Date: \_\_\_\_\_