



Version 2

Change Order 3

BSOW-337 - Hansen CIS SaaS Implementation

Staff Augmentation

City of Kingsport

August 2025

Contents

Part I—Change Request Information 2

Part II—Approvals 4

Part III - Impact Analysis – HansenCIS Services 4

Part IV - Document Change Log..... 5

Copyright © Hansen Technologies Ltd 2025, all rights reserved.

All information in this document is provided in confidence for the sole purpose of adjudication of the document and shall not be used for any other purpose and shall not be published or disclosed wholly or in part to any other party without Hansen’s prior permission in writing and shall be held in safe custody. These obligations shall not apply to information, which is published or becomes known legitimately from some source other than Hansen.

Many of the product, service and company names referred to in this document are trademarks or registered trademarks.

They are hereby acknowledged.

Change Order 3

BSOW-337 - Hansen CIS SaaS Implementation

Staff Augmentation

City of Kingsport

Part I—Change Request Information		
Project Name: BSOW-337 - Hansen CIS SaaS Implementation		Change Request #: CO3
Change Request Name: CO3 - BSOW-337 - Hansen CIS SaaS Implementation – Staff Augmentation		Customer #:
Date Requested: 01-August-2025	Requester: Floyd Bailey	<input checked="" type="checkbox"/> Custom <input type="checkbox"/> Base
Project Phase / Reference Document #: <div style="margin-top: 5px;"> <input checked="" type="checkbox"/> Scope BSOW-337 - Hansen CIS SaaS Implementation <input type="checkbox"/> Project Definition _____ <input checked="" type="checkbox"/> Functional Design BSOW-337 - Hansen CIS SaaS Implementation <input checked="" type="checkbox"/> Technical Design BSOW-337 - Hansen CIS SaaS Implementation <input checked="" type="checkbox"/> Construction BSOW-337 - Hansen CIS SaaS Implementation <input checked="" type="checkbox"/> Testing/QA BSOW-337 - Hansen CIS SaaS Implementation <input checked="" type="checkbox"/> Support BSOW-337 - Hansen CIS SaaS Implementation </div>		Basis for Change: <div style="margin-top: 5px;"> <input type="checkbox"/> Scope <input checked="" type="checkbox"/> Resource Allocation <input type="checkbox"/> System Environment <input type="checkbox"/> Subsystem Interface <input type="checkbox"/> Procedure/Policy <input type="checkbox"/> Resolution of Issues <input type="checkbox"/> Project Assumptions <input type="checkbox"/> Regulatory Requirements </div>

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 approved by the City of Kingsport's Board of Mayor & Alderman on October 1st, 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

Under this CO ("CO3"), Hansen shall provide the City with two or more Full-Time Equivalent (FTE) testing personnel from August 11, 2025, until no later than January 11, 2026, with the option to scale, maintain, or end services for each month with one-week prior written notice. Hansen personnel are provided to identify customer or other pertinent utility usage and billing information in AS400, confirm that data transfers into the new system (Hansen CIS) accurately, and to also confirm processes, calculations and functions of the new Customer Information System (CIS) are accurately produced and stored. This is the process of testing all information for all City billing functions.

Hansen's testing resources will execute existing test cases, identify and enhance new test cases, document test results, and log issues, all under the city's general direction. These resources alleviate the pressure of having to use internal staff as much for these necessary testing procedures

This support shall be performed remotely or at Hansen office locations.

Price and Payment

Beneath Section '10.1 Fees' of the SOW, add the following

10.1.1 Fees for CO3

Services for CO3 will be completed on a time and materials basis at a rate of \$150 per hour, with an estimated cost of \$49,500 for the first month for two Full Time Equivalent (FTE) persons. Future months are flexible with no obligation and are not to exceed the estimate of 1,650 hours, or \$247,500.00 over five months. Resource levels may be scaled up, scaled down, or maintained at the current level for the following month by providing one-week prior written notice which can be done via email.

The hours and fees for CO3 shall be additional to the Services Fee listed in the SOW.

Hansen will invoice the City for CO3 services at the end of each calendar month. The City shall pay the full amount of the invoice net 30 days from the invoice date.

Part II—Approvals

☐ Approve ☐ Cancel ☐ Defer

City of Kingsport

Date

Hansen Banner LLC

Date

Part III - Impact Analysis – HansenCIS Services

Total Hours (Time and Materials):

1,650 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. These assume two FTEs providing support for five months but, as noted under section 10.1.1, there is no obligation for future months beyond the first. Resource levels may be scaled up, scaled down, or maintained at the current level for the following month by providing one-week prior written notice. 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
Testing Resource	\$150.00/Hr.	1,650 Hrs.	\$247,500.00
Totals		1,650 Hours	\$247,500.00

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

Part IV - Document Change Log				
<i>Document</i>	<i>Assigned To</i>	<i>Date Due</i>	<i>Completion</i>	<i>Comments</i>
Technical Specification				
Functional Specification				
Project Definition				
Release Notes				
User Documentation				