

August 24, 2021

Kari Keeler-Madden
Network Operations Manager
City of Norman
P.O. Box 370
Norman, OK 73070

Dear Kari,

We are pleased to provide you with our proposed change order to continue to assist the City of Norman with project management services for the replacement of the Enterprise applications.

Background

The City of Norman awarded Sciens Consulting February 2018 to assist in the implementation of the following systems:

Finance/Accounting and Document Management	Utility Billing and Citizen Relationship Management	Community Development	Municipal Court
Payroll & Human Resources	Assets Management & Work Orders	Time and Attendance	

Since February 2018 all the above systems have been successfully deployed except for Community Development which is currently in process.

The original total project estimate was for 40-months. The project is currently at 41 months with an estimated additional 12 months required to complete the Community Development system. The primary causes for the time extension have been:

- Remote data conversion, configuration, testing and user training inefficiencies promulgated by Covid-19 requirements. This caused a six-month delay in the deployment of the Utility Billing System.
- Development of new Utility Billing / Asset Management System interface that has allowed the City to improve their efficiency by consolidating all of their operations into a single work order process that is integrated with the new Munis ERP system.

Scope of Work

Sciens Consulting is proposing a 12-month, 160 hour change order at a cost of \$36,800, to assist the City in reviewing:

- Vendor Discovery Document
 - o Assisting in determining which processes can be included in the vendor SOW, which ones will require customizations and the impacts to business practices and policies.
- Data Conversion Strategies
 - o Sources of the data and the impacts of various data conversion strategies on staffing and timelines
- Systems Integration
 - o Multi Systems cutover planning to include citizen facing systems (e.g., portal, MyCivic, IVR) and internal (e.g., GIS, Munis, EAM)
- On-Going vendor status



We hope that you find our proposal acceptable. Please feel free to contact me at (469) 854-2218 if you have any questions.

Sincerely,

A handwritten signature in dark ink, appearing to read "Ernest Pages", written in a cursive style.

Ernest Pages
Partner, Sciens LLC