DeKalb County
GEORGIA

User Department: Innovation & Technology	**From:** Angela Green
CPA No.: 1092092	**Title:** Gov Cx 311 Accelerator ServicesSoftware
Effective Date: 12/12/2017	**Expiration Date:** 12/31/2023
Contract APPROVED Amount: $850,000.00	

Contractor(s)	Contract No.	Amount Spent	
Speridian Technologies	1092092	$597,018.00	N/A

Total Amount Spent to Date: $597,018.00

User Department Recommendation: Renew ☐   Bid ☐

Justification:

Please see attachment.
Total Change Order Request: $336,760.00.

[signature]

Signed by: John ADM 14:44
Date & Time: 23 Aug, 2022 12:56:34 EDT

Department Director   Signature _____   **Date** _____

Funding: General ☐   Enterprise ☐   3 Digit Fund Code _____

CIP Line Item No. (if applicable): __60219/600796__

For Use by Purchasing and Contracting: Approve ☒   Deny ☐

Additional Comments:

Phyllis A. Head
Purchasing and Contracting Signature _____

10/10/2022
Date _____

Change Order Request: Speridian Technologies (CPA 1092092)

$77,680.00 SOW (311 Integration with Middleware): This includes the development and configuration to support the integration of Oracle 311 and DeKalb's Cityworks maintenance management and permitting software.

$50,000.00 SOW (CAT): As part of the Phase II of the GOV CX City 311 project, Speridian will update Oracle Service Cloud's Agent Console to expand citizen support for Elections, CEO and COO departments. This specific SOW is to implement the Categorize and Track (CAT) tool on the Oracle 311 platform.

$209,080.00 SOW (OIA): As part of the Phase II of the GOV CX City 311 project, Speridian will update Oracle Service Cloud's Agent Console to expand citizen support for Elections, CEO and COO departments. Speridian will also implement Customer Portal branding, styling and Oracle Intelligent Advisor to help streamline the citizen's inquiry process.

Total Change Order Request: $336,760.00