

**DeKalb County  
Department of Purchasing and Contracting  
Change Order Request Form**

**User Department: Department of Watershed**

**From: Reggie Wells**

**ITB No.: 17-500435**

**Title: Customer Billing System Replacement Project.**

**Effective Date: November 19, 2017**

**Expiration Date: December 31, 2023**

**Contract APPROVED Amount: \$5,141,358.10**

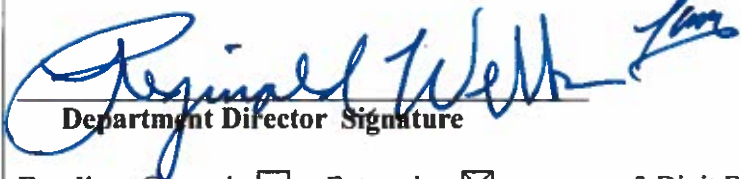
Contractor(s)	Contract No.	Amount Spent
Systems & Software, Inc.	1072167	\$ 2,748,103.61

**Total Amount Spent to Date: \$2,748,103.61**

**User Department Recommendation:**

Upon review of the project timeline and the business processes for the new billing system, it is the recommendation of the Department of Innovation and Technology to extend the project timeline and accommodate recommended system enhancements in the amount of \$1,795,040.61 to ensure a successful implementation.

- The RFP response indicated a twelve-month project timeline, based on DeKalb County's desire to implement this system as quickly but smartly as possible. DeKalb and S&S mutually agree that more time is needed for project implementation to ensure a successful go-live. The new mutually agreed upon go-live date is August 30, 2020. Associated cost \$942,750.
- There are 25 interfaces required that need to be written, 11 of which are brand new system integrations.
- Through the Business Process Analysis Review and re-engineering activities, it has been determined that there are seven software required functionality gaps. Associated cost \$253,166.56.
- Previous change order included costs for additional licensed instances that were required, but did not include the cost of the five years of maintenance required for these instances. This also will co-term and extend maintenance and support for the five years of the contract. Associated 5 year cost \$599,124.05.
- These items were not included as a requirement in the RFP Cost \$5,141,358.10

  
Department Director Signature

3/28/2019  
Date

Funding: General  Enterprise

3 Digit Fund Code 512

**DeKalb County  
Department of Purchasing and Contracting  
Change Order Request Form**

CIP Line Item No. (if applicable):   1   and   2  

<b><u>For Use by Purchasing and Contracting:</u></b>	Approve <input checked="" type="checkbox"/>	Deny <input type="checkbox"/>
<b><u>Additional Comments:</u></b>		
<i>Cathryn Horner</i>	4/2/19	
_____ <b>Purchasing and Contracting Signature</b>	_____ <b>Date</b>	

3/28/2019



## Change Request Form

<b>Project Name:</b>	CIS enQuesta v5.0 Implementation		
<b>Requestor:</b>	John Matelski	<b>Date Requested:</b>	03/05/2019
<b>Project Manager:</b>	Mary Green	<b>Priority:</b>	High
<b>Date Created:</b>	03/12/2019	<b>Revision Date:</b>	3/13/19

## Change Order Summary

Software Change Orders	Costs
CR-002 File Upload to Create Invoices for Human Services	\$7,280.00
Maintenance & Support	\$5,100.86
CR-003 Insufficient Funds Calculation	\$0.00
Maintain & Support	\$0.00
CR-005 Bi-Monthly Customer Installment Billing	\$14,980.00
Maintenance & Support	\$10,510.86
CR-008 AP Credit Refund Interface to Oracle	\$9,345.00
Maintenance & Support	\$6,491.99
CR-012 LIMS Pollution Upload	\$57,350.00
Maintenance & Support	\$40,850.98
CR-017 Project Extension & Added Travel	\$942,750.00
Maintenance & Support	\$0.00
CR-018 Viewing Legacy Bills in enQuesta & WebConnect	\$13,580.00
Maintenance & Support	\$8,965.15
CR-019 Support Bill Print Vendor in PDF Bill for Mailing	\$36,050.00
Maintenance & Support	\$4,637.14
<b>Software Change Orders Total</b>	<b>\$1,157,891.98</b>



Hardware Change Orders	Costs
CR-014 Maintenance True Up Nov 28,2018 thru Dec 31,2018	\$22,042.56
CR-015 Maintenance True Up from CR-001	\$15,982.02
CR-016 Maintenance for additional instances for 2020-2023	\$599,124.05
<b>Hardware Change Order Total</b>	<b>\$637,148.63</b>
<b>Total Software and Hardware Change Order Total</b>	<b>\$1,795,040.61</b>

1. *Payment Terms are 100% on Contract Amendment signing, for all Year 1 Costs.*
  - a. *Year 1 Maintenance will be prorated from Contract Amendment signing date to your Support renewal date.*
2. *Support renewal amounts above for 2020-2023, will be included on your 2020-2023 annual support renewals.*
3. *This Quotation was prepared under the guidelines set out in Contract No. 1072167.*

	Approval Signatures	Date
DCG PMO Manager – Paula Weems		
DCG Deputy CIO - Felicia Green		
S&S PM – Mary Green		