



# City of Everett V9 Upgrade Project

## Change Order CO-002

version 1.6

### Title

Re-allocate remaining Multi-Level Approval task hours for Year End Processing Review and re-allocate remaining Payment Processing hours for data refresh after project pause. Followed by completion of incident remediation and execution of remaining tests between Everett Finance and HR to be ready for go live.

### Background and Justification

- The client's Finance and HR teams will be starting their year end and auditing activities in December and will be unavailable until February 2024 for HR and July 2024 for Finance. They would like to implement project pauses for the time periods of 12/20/23 to 2/5/24 and 5/6/24 to 7/15/24.
- The client wants to add a task to the project for Year End Processing Review due to issues they noticed when running this workflow at the beginning of 2023. They will not be using the remaining hours for the Multi-Level Approval and Payments Processing tasks so they would like to re-allocate these hours. The 36 hours remaining for Multi-Level Approval will be used for the Year End Processing Review task. The 31 hours remaining for Payments Processing will be used for a data refresh after the project pause as part of the Year End Processing Review. The hours that have been used thus far for Multi-Level Approval and Payments Processing will be invoiced and closed out.
- There are a total of 33 test cases that remain to be run. 20 test cases remain for the Everett HR team and 13 test cases remain for the Everett Finance team.
- There are a total of 26 open incidents with 1 Priority One and 10 Priority Two incidents that need to be resolved for go live.

This Change Order and Amendment is made by and between Cayenta, a Division of N. Harris Computer Corporation and City of Everett and the Statement of Work made effective as of January 11, 2023.

### Contact & General Information

	City of Everett	Cayenta
Contact	Lucky Blue	Taylor Palacino
Email	lblue@everettwa.gov	tpalacino@cayenta.com
Date	12/7/2023	
Product	FMS, WMS lite, HCM lite, Connect Employee	

## Description of Changes / Additional Scope

- The client wants to add a task to the project for Year End Processing Review using the remaining 36 hours from the MLA Accounts Payable, MLA Purchasing, and MLA General Ledger tasks.
- The client wants to use the remaining 31 hours from Payments Processing to do a data refresh after their December to February project pause.
- For Year End Processing Review, Cayenta will provide the following:
  - Perform data refresh to bring over 2023 data from Everett's year end.
  - Review Everett's 2022 – 2023 year end business process document to provide.
    - Input on processes that may no longer be needed.
    - Recommendations on processes that can be improved.
    - Provide knowledge on specific Everett year end business processes.
  - Perform Financial year end.
    - Run the defined workflow and perform needed tasks per the workflow requirements.
  - Perform Payroll year end.
    - Run the defined workflow and perform needed tasks per the workflow requirements.
- For Year End Processing Review, the client will provide the following:
  - System access for Harris consultant.
  - Sign-off on completion of Year End Services.
- The 26 hours that have been used thus far for the MLA Accounts Payable, MLA Purchasing, and MLA General Ledger tasks will be invoiced for the hours used and closed out.
- The 11 hours that have been used thus far for the Payments Processing task will be invoiced for the hours used and closed out.
- The Payments Processing Maintenance deliverable will be de-scoped.

## Assumptions

- No customizations/modifications are included in the scope for Year End Processing Review.
- Everett Finance will not be available for testing until 7/15/24.

## Additional Scope Migration Costs

- No change in scope migration costs.

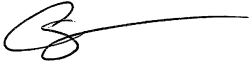
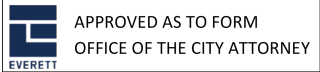


## Payment Milestones

The table below represents the existing fixed-price billing milestones. The line items highlighted in **Yellow** are the revisions to the Multi-Level Approval and Payments Processing milestones.

MP No.	Milestone Name	Original Payment Date	Original Payment Amount	Revised Payment Date	Revised Payment Amount
MP06	Testing Support – Month 4	9/29/23	\$36,520	12/31/23	\$36,520
MP07	Mock Go Live	9/29/23	\$17,600	5/31/24	\$17,600
MP08	Go Live Services	9/29/23	\$14,520	6/30/24	\$14,520
MP09	Support Transition and Project Close	10/31/23	\$17,600	6/30/24	\$17,600
MP14	Install and Configure Connect Employee	10/31/23	\$8,800	2/28/24	\$8,800
MP17	Multi-level Approval – Accounts Payable	6/30/23	\$4,400	2/28/24	\$1,084.26
MP18	Multi-level Approval – Purchasing	7/31/23	\$5,280	2/28/24	\$2,529.94
MP19	Multi-level Approval – General Ledger	6/30/23	\$5,280	2/28/24	\$1,084.26
MP20	Payments Processing Discovery and Configuration	7/31/23	\$3,960	2/28/24	\$1,987.81
MN-01	Payments Processing Maintenance at Go Live	10/31/23	\$1,250	N/A	\$0
T&M	Year End Processing Review & Data Refresh (67 hrs)	N/A	N/A	03/31/24	\$12,107.57
	Total		\$109,930		\$108,231.83

Project Impact	
<b>Budget</b>	Payments Processing Maintenance will no longer be included in the budget.
<b>Resources</b>	No additional effort required.
<b>Payment Milestones</b>	The changes to the milestones are reflected in the Payments Milestones Table.
<b>Schedule</b>	Project schedule is included in Appendix A.

## Approval

0 hrs	\$180.71	\$0.00
<b>Chargable Hours</b>	<b>Rate</b>	<b>Amount</b>
		03/18/2024
<b>Client Signature</b>		<b>Date</b>
<b>Cassie Franklin</b> <b>Mayor</b>		
	Attest:	
		03/16/2024
<b>Cayenta Signature</b>		<b>Date</b>
<b>Larissa Wong</b> <b>VP of Professional Services</b>		

Monetary change orders will be executed with the return of the signed change order. The remaining fees shall be invoiced after delivery of goods and services and due thirty (30) days from the date of invoice.

Any applicable travel and lodging expenses shall be billed monthly as the work is performed and due thirty (30) days from the date of invoice.

Your signature serves as an acceptance of the "Amount" listed above as it relates to the description of work contained in this Change Order. Your signature also indicates you have reviewed and agree to the scope of work as detailed in any accompanying enclosures or attachments. This signed document indicates that you have provided all the accurate information necessary to produce the work as stated in the above Change Order.

## Internal Use Only

Customer # \_\_\_\_\_ Application # \_\_\_\_\_ Originated by # \_\_\_\_\_ PO# \_\_\_\_\_ 0000000

## Appendix A: Revised Project Schedule

The Year End Processing Review tasks will be baselined in Smartsheets upon approval of this change order. The proposed schedule can be found here and changes have been highlighted in yellow below.

Task Name	Start Date	End Date
V9 Upgrade Schedule	01/18/23	07/16/24
Project start	01/18/23	01/18/23
Project Management	01/18/23	05/24/23
V9 Upgrade	01/18/23	02/09/24
Project Initiation	01/18/23	04/12/23
Project Kickoff	02/16/23	04/20/23
Environment Setup	03/15/23	05/12/23
Environments Ready	05/12/23	05/12/23
Customizations	04/17/23	07/12/23
Customizations Complete	07/12/23	07/12/23
Training and Discovery (SOW)	04/28/23	07/12/23
Training and Discovery Complete	07/13/23	07/13/23
Testing and Incident Remediation	05/10/23	12/18/23
<b>Project Pause &amp; Start Up</b>	12/20/23	02/09/24
Pause from December to February.	12/20/23	02/02/24
Project Start Up	02/05/24	02/09/24
<b>Year End Processing Review</b>	02/12/24	03/25/24
Year End Process Review Planning	02/12/24	02/16/24
Data Refresh to bring over FY23 year end data.	02/19/24	02/23/24
Post Refresh Audit	02/26/24	03/01/24
Year End Business Process Review	03/04/24	03/08/24
Perform Financial Year End	03/11/24	03/15/24
Perform Payroll Year End	03/18/24	03/22/24
Year End Processing Complete	03/25/24	03/25/24
<b>HR Testing and Incident Remediation</b>	03/26/24	04/22/24
Testing and Incident Remediation Week 1	03/26/24	04/01/24
Testing and Incident Remediation Week 2	04/02/24	04/08/24
Testing and Incident Remediation Week 3	04/09/24	04/15/24
Testing and Incident Remediation Complete	04/16/24	04/22/24
<b>Project Pause &amp; Start Up</b>	05/06/24	07/16/24
Pause from May to July.	05/06/24	07/15/24
Project Start Up.	7/15/2024	7/15/2024
<b>Finance Testing and Incident Remediation</b>	07/15/24	08/02/24
Testing and Incident Remediation Week 1	07/15/24	07/19/24
Testing and Incident Remediation Week 2	07/22/24	07/26/24
Testing and Incident Remediation Complete	07/29/24	08/02/24

<b>Mock Go-live (MGL)</b>	07/17/24	08/14/24
Create cutover checklist	07/17/24	07/30/24
Review and approve cutover checklist	07/31/24	07/31/24
Mock go live activities	08/06/24	08/08/24
MGL audit	08/09/24	08/09/24
MGL regression testing and remediation	08/12/24	08/14/24
Mock Go-live Completed	08/14/24	08/14/24
<b>End User Training (Customer Delivered)</b>	08/15/24	08/28/24
Training Preparation	08/15/24	08/21/24
Training Execution	08/22/24	08/28/24
End User Training Completed	08/28/24	08/28/24
<b>Go Live, Planning &amp; Preparation</b>	08/29/24	09/09/24
Finalize Go-live Planning	08/29/24	08/30/24
Review go live plan	09/03/24	09/04/24
Go/No-go decision	09/04/24	09/04/24
Execute go-live cutover (Friday and Saturday)	09/06/24	09/08/24
Go-live Complete	09/09/24	09/09/24
<b>Post Go Live Support &amp; Project Close</b>	09/09/24	09/23/24
Post go-live support	09/09/24	09/13/24
Transition to support	09/16/24	09/16/24
Project close activities	09/17/24	09/23/24
Project Complete	09/23/24	09/23/24
<b>Post Go Live</b>	09/24/24	10/22/24
FMS Business Process Review (T&M) PGL	09/24/24	09/30/24
FMS Business Process Review Report (T&M)	10/01/24	10/21/24
Post Go Live Complete	10/22/24	10/22/24

Notes for each of the highlighted sections:

- Project Pause and Start Up – These are the time periods where the project activities are put on hold for the Everett HR and Finance teams to do their internal business processes.
- Year End Process Review – These tasks are for the Everett HR team to review their current year end practices with the Cayenta team and learn how to best utilize the V9 system.
- HR Testing and Incident Remediation – This time period will be for Everett HR to run their 20 remaining test cases and have incidents remediated.
- Finance Testing and Incident Remediation – This time period will be for Everett Finance to run their remaining 13 test cases and have incidents remediated.
- Mock Go Live – This time period is a dry run for the go live activities that will be done during the cut over weekend.
- End User Training – This time period is for client delivered training on the V9 system.
- Go Live Planning and Preparation – This time period is for finalizing the go live plan and performing the cut over on the go live weekend.
- Post Go Live Support and Project Close – This is the time period after the go live where there will be one week of project team support before being transitioned over to Cayenta Support Services.

- Post Go Live – This time period will be used for conducting a FMS Business Process review to supply the Everett Finance team with a BPR document.












# 2024 Cayenta Change Order 20220307\_SD

Final Audit Report

2024-03-18

Created:	2024-03-14
By:	Marista Jorve (mjorve@everettwa.gov)
Status:	Signed
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-  Document created by Marista Jorve (mjorve@everettwa.gov)  
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-  Document e-signed by LARISSA WONG (lwong@cayenta.com)  
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-  Document emailed to Cassie Franklin (cfranklin@everettwa.gov) for signature  
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