

Hernando County Board of County Commissioners  
15470 Flight Path Dr.  
Brooksville, FL 34604

Construction Change Order

**Owner:** Hernando County Board of County Commissioners

**Owner's Representative:**

**Vendor:** SYSTEMS AND SOFTWARE INC

**Change Order No.** 1

**Change Order Date:** 12-03-2024

**Contract No.** 24000883

**Contract Date:**

**Project Description:**

Utilities Billing Software

**The Project is Changed as Follows**

Justification: Contract #: 22-R00067/PH Contract Name: Utilities Billing Software

CO #: 1 is to increase PO by \$262,625.00

Increase Line 02 \$131,312.50; New Line Total \$780,662.50

Increase Line 03 \$131,312.50; New Line Total \$780,662.50

Old PO Total \$1,690,806.00 New PO Total \$1,953,431.00

Dept 07098 Account 5606801 line #02 \$131,312.50

Dept 07101 Account 5606801 line #03 \$131,312.50

**Total Addition/Deduction this Change Order:** 262,625.00

**The Original Contract Sum was** 1,690,806.00

**Net Change by previously authorized Change Orders:** .00

**The Contract Sum prior to this Change Order was** 1,690,806.00

**The Net Amount of this Change Order is:** 262,625.00

**The new Contract Sum including this Change Order will be** 1,953,431.00

**The Contract Time will be changed by this Change Order (Days):**

**The Date of Substantial Completion as of the date of this Change Order therefore is:**

**Vendor Name/Address:**

SYSTEMS AND SOFTWARE INC  
10 E ALLEN ST STE 201  
WINOOSKI, VT 05404

**Owner or Owner's Representative:**

Hernando County Commission  
15470 Flight Path Dr.  
Brooksville, FL 34601

*Julie Hextell, EVP*

\_\_\_\_\_  
**Authorized Signature**

**Date:** 3 December 2024

\_\_\_\_\_  
**Chief Procurement Office**

**Date:** \_\_\_\_\_

**Distribution:**

- Vendor - Original
- Purchasing & Contracts
- Finance
- Requisitioning
- Contract File



**Hernando County Utilities Department  
Project Change Order**



<b>Project Name:</b>	enQuesta v6 Implementation Project	<b>Change Order:</b>	CO-01
<b>Requestor:</b>	Melissa Cosme	<b>Date Requested:</b>	11/25/2024
<b>Project Manager:</b>	Joseph Silisavage	<b>Priority:</b>	High
<b>Date Created:</b>	November 25 <sup>th</sup> 2024	<b>Revision Date:</b>	N/A
<b>Title</b>	Hernando Data Extraction Process with Project Timeline Extension, Account History for conversion 3 years to 5 years and System Modification for Write Off Owner Tenant Flag on Adjustments.		

**Summary of Business Requirements & Reason for Proposed Change**

- Hernando County Utility Department (Hernando) is requesting S&S to provide data extract and conversion services due to the limited availability of Hernando’s resources. These services were contracted to be performed by Hernando. a 3 Month timeline extension will be required to perform data extract and conversion services with Hernando assistance.
- Hernando is requesting some minor changes in the SOW to change the number of years for any item being converted from 3 years to 5 years. Descriptions of new changes to be inserted into the appropriate sections within the SOW.
- Hernando is requesting a system modification to enQuesta’s write-off process specifically write off owner tenant flag on adjustments.

**Proposed Resolution and Recommendation**

S&S will perform the scope defined in section 3.4.5 of the Statement of Work (SOW) Develop Legacy Data Extraction Process. This will entail developing a repeatable data extract process and completing the associated tasks originally contracted to be completed by Hernando County Utility Department as follows:

- Analysis of Legacy Data Source
- Develop an extraction process.
- Extract raw CommunityPlus data from legacy source and load into the S&S databases as Oracle tables.
- Create custom programs to populate staging tables (for tables already reviewed and in scope)
- Generate balancing / validation data from populated staging tables and reconcile to raw CommunityPlus data
- Modify conversion execution due to change in ETL strategy
- Perform the Hernando conversion tasks related to Conversion 1, Conversion 2, Conversion 3, Conversion 4 (Simulation) and the Go-live conversion.

This will require a project timeline extension of 3 Calendar months excluding weekend/holidays to perform services.



## Hernando County Utilities Department Project Change Order



- In recognition of the period of time that Hernando was most impacted by Hurricane Helene and Hurricane Milton, S&S is willing to forego the expense related to the Core Team SME's efforts for that 1 month period.

S&S will perform the scope defined in section 1.5 of the Statement of Work (SOW) Data Conversion Scope.

1. From Section 1.5 DATA CONVERSION SCOPE

a. Under Customer accounts – the following sentence will be changed

- i. From: S&S will convert accounts in category 3, but only those that have been inactivated in the past three (3) years.

To: S&S will convert accounts in category 3, but only those that have been inactivated in the past five (5) years.

2. From Section 1.5 DATA CONVERSION SCOPE

a. Under Payment History – the following sentence will be changed

- i. From: Payment History for converted accounts - three (3) years.

To: Payment History for converted accounts - five (5) years.

3. From Section 1.5 DATA CONVERSION SCOPE

a. Under Billing history for converted accounts

- i. From: Billing history for converted accounts – three (3) years.

To: Billing history for converted accounts – five (5) years.

4. From Section 1.5 DATA CONVERSION SCOPE

a. Under Service Order history

- i. From: Service order history for converted accounts – three (3) years

To: Service order history for converted accounts – five (5) years

The following services will be performed by S&S to complete a system modification of the write-off process in enQuesta to conform to Hernando's business requirements:

When a write-off account is selected the system will generate the following:

- 1. All tenant accounts regardless of the balance, these accounts have a "T" in the owner/tenant flag on the customer master.

2. All Owner accounts that have a balance less than 20.00, these accounts have an “O” in the owner/tenant flag on the customer master.
3. All Owner accounts that slipped through the cracks of Liens regardless of their balance. These accounts will be flagged with a report code to be included.
4. Report Export (Excel CSV and PDF file format) to provide to county board officials to approve write-offs before they can be written off in the system.

### Assumptions

- S&S will be responsible for all Data Mapping Extraction and conversion efforts outlined in this change order.
- Hernando county will provide guidance related to detailed data as it relates to their screens and how that data is used within the system. This will require some research from the Hernando team to determine which values are used or not used, and could also require screen shots when necessary. Hernando to confirm counts, and system value to the best of their ability to validate conversion numbers, using reports and tools within their ability to run.
- Hernando County will provide sample accounts that will allow S&S to validate specific variant data when requested. For examples: Commercial account vs a Residential account. Or a Compound meter, or a vacation rental example.
- Hernando County will to responsible for providing S&S with access to the Legacy system, CommunityPlus, and will make appropriate resources available to provide general assistance to S&S conversion team.
- S&S will provide conversion efforts for 5 years of account history from Hernando’s current CIS system CommunityPlus/Sunguard.
- The Change Order (CO) provided is a Statement of work Modifaction to increase account history from 3 years to 5 years.
- Any changes outside of what is stated in the Proposed Resolution and Recommendation section is deemed out of scope.



### Impact to Project Scope, Schedule, Costs, Deliverables and Identify Risks

#### Impact to Project Scope:

- Additional scope as defined within this CO.

#### Impact to Project Schedule:

- The impact for the current project Schedule will be affected, services perform will extend the overall project timeline an additional 3 months.
- A revised Gantt chart will be provided upon execution of this change order.
- The project cannot proceed to conversion 1 until an agreement is reached on the data extract and conversion process.
- There are no material impacts to the schedule except the runtime needed during conversions. Hernando will need to account for this especially during go-live weekend. If the runtimes are excessive and prohibit us going live in 3 days, we may need to make accommodation to convert the first 3 years at go-live and finish the transactional history the weekend after go-live.

#### Impact to Project Costs:

- See 'Summarized Cost and Breakdown' section below.

#### Impact on existing Deliverables and list any new Deliverables:

- Deliverable 16 that was a responsibility of Hernando County will become the responsibility of S&S, however it will still be tied to Milestone 9.



**Hernando County Utilities Department  
Project Change Order**



<b>Summarized Cost and Breakdown</b>	<b>Amount</b>
Software License Cost	\$0.00
Professional Services Cost	\$321,125.00
Development Cost	\$0.00
Discount	(\$58,500.00)
<b>Total Costs</b>	<b>\$262,625.00</b>
<b>Recurring Costs – Maintenance &amp; Support</b>	<b>\$0.00</b>

<b>MS #</b>	<b>Milestone Name</b>	<b>Milestone Acceptance Criteria</b>	<b>Amount</b>
MS-09	CO-01 Data Extract Process	20% Due on CO-1 Signing	\$52,525.00
MS-14	CO-01 Test Conversion 1	80% Due at completion of Conversion 1	\$210,100.00



## Hernando County Utilities Department Project Change Order



### Terms and Conditions

1. The labor rate that will apply to this scope change is defined in Section 3.0 of Change Order Rates of Exhibit A (Scope of Work) to the Professional Service Agreement Software No. RFP 22-R00067/PH. The current labor rate for Change Orders executed in 2024 is \$275 per hour.
2. All Total Costs, will be invoiced based upon the Milestone Acceptance Criteria defined above.
3. Recurring Costs, if applicable, will be invoiced starting from the Change Order signing date.

### Approval

This Change Order has been submitted, assessed, and approved by the Project Management Team and the Executive Sponsors. Signed Approval of this document indicates it will be executed as described.

Signed: \_\_\_\_\_  
Hernando Executive Sponsor: Gordon Onderdonk

Date: \_\_\_\_\_

Signed: \_\_\_\_\_  
Hernando County Project Manager: Melissa Cosme

Date: \_\_\_\_\_

Signed: \_\_\_\_\_  
S&S EVP: Julie Hextell

Date: \_\_\_\_\_