ROCK SOLID

CHANGE ORDER PHASE 2

Prepared for

The City of Columbus

Project

311 CRM

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Contributors
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Change Order Form

This Change Request Form to the contract is made pursuant to the project **Customer Relationship Management and Knowledge Base Solution** by the Contractor and the City of Columbus.

Task Requested			
Project/ Sub-project name:	Improved Reporting, Citizen Experiences and Servicing Department processes	**Project area affected:**	OneView – 311 CRM System
Date initiated:	09/06/2023	**Date required:**	
Name of Requestor:	Kelly Davis	**Contact phone:**	
Description of Change Request:	The purpose of this request is to include a series of software changes and features in the OneView system that will enhance the capabilities of the current CRM System. This Change Order is a supplement to the original contract signed by the Contractor and the City of Columbus. Changes Include: - Improved Reporting - Business process improvements for Servicing Departments - Improved Citizen Experiences This Change Order will also include the creation of User Acceptance Testing scripts, testing training and project management tasks such as planning, communications and documentation. These are the assumptions for this change order:		

Assumptions
No modifications will be made to the OneLink apps.
The scheduled date will be calculated using the same business rules defined for the bulk scheduling logic in the CRM system.
The bucket of hours for Item #4 would assume changes in Views/Dashboards/Training to improve access to Citizen information that already exists in Requests. As well as any configuration suggestions that may need to be done across the board for all Flex Field configurations. If anything falls outside this scope, like requiring custom code, is NOT covered by this bucket of hours.

These are the requirements for this change orders:

Requirements

	ID	Description
	1	Reporting / Exporting (#3 Printing Scenario A)
	2	Include Spanish Language for COLS Specific Workflows (I.e. Bulk Scheduling) (#10)
	3	Reporting / Exporting (#3 Printing Scenario B)
	4	Improve Current approach of having flex fields capture contact information (#15)
	5	

These are the resolution stipulated for this change order:

Resolution/Use Case		
ID	Description	
1	COLS would like to improve how they can report effort that their call center does when working emails in OneView. Current flow allows to track Emails that are converted to case and certain effort through the record's modification date but doesn't provide exactly who "Worked" the email initially.	
2	Update all Custom Emails implemented in OneView for COLS (Scheduled Date Email, Bulk Scheduled Closed/Cancel because of error email, and Snow Event Close Comments) to support the Spanish language.	
3	COLS would like a Report that contains all relevant Request information required for Public Records Requests. This means Request data like Reported By, Address, Request Type, but also Comments, Notes and Attachments.	
4	Pending Servicing department discussion on this. This will be considered if a clear path is found and if findings fall on Assumptions shared above.	

Justification for Change Request:	The changes provide improved reporting for 311 Admin Staff, improved citizen communications and streamlining DPS Scooter process.
Acceptance Criteria:	The scope of work will be considered complete once the city has tested the features against the requirements.

Project Impacts

Trade off Matrix	Impact on Project
Scope:	The scope of this project has increased. The city has requested the Contractor to increase the scope according to the following: • Improved Reporting • Business process improvements for Servicing Departments. • Improved Citizen Experiences

	• Project Management
Resources:	Rock Solid will add a new development resource to develop the changes.
Schedule:	As a result of these changes the overall timeline for this change is **144** hrs after the change order has been approved.

One Time Fees

Change Order Item	Project Task	Role	Hours	Rate x Hour	Total
Improved Reporting, Bulk Scheduling, Citizen Experiences and Servicing Department processses	Project Management	Senior Project Manager	15	$168	$2,520
	Development	Senior Software Developer	54	$168	$9,072
	User Acceptance Testing Support	Functional Lead	10	$125	$1,250
	Adjustments	Senior Software Developer	15	$168	$2,520
		Total	**144**		**$15,362**

Annual Recurring Fee*

Change Order Item	Project Task	Role	Hours	Rate x Hour	Total
Improved Reporting, Bulk Scheduling, Citizen Experiences and Servicing Department processses	**Reporting changes and COLS Workflow changes**				**$1,500**
		Total			**$1,500**

*This Annual Recurring Fee will be incorporated into the renewal in 2024

Approver Comments

By Signing below, the Contractor and the City agree to incorporate the changes summarized herein into the existing project definitions.

Approve/Reject

Change Request Disposition:	Approved	Rejected
	☐	☐

Approvals

For the City of Columbus:

_____   _____
Project Manager   Date:

For Rock Solid Technologies:

_____   _____
Project Manager   Date: 09/06/2023