

Change Request CC06 - IUSCQ00307042

Manatee County – Banner 4.4 Upgrade

Part I—Change Request Information	
Project Name: Manatee County Banner 4.4 Upgrade	Change Request #: CC06
Change Request Name: CWA Payment Integration Development – Development Effort Extension	Client #: N/A
Date Requested: March 25, 2016	Requester: Eileen Hansen
	<input checked="" type="checkbox"/> Custom <input type="checkbox"/> Base
Project Phase / Reference Document #: COMAN-300115-SOW-1.0	Basis for Change:
<input type="checkbox"/> Scope _____ <input type="checkbox"/> Project Definition _____ <input type="checkbox"/> Functional Design _____ <input type="checkbox"/> Technical Design _____ <input checked="" type="checkbox"/> Construction _____ <input type="checkbox"/> Testing/QA _____ <input type="checkbox"/> Other _____	<input checked="" type="checkbox"/> Scope <input type="checkbox"/> Resource Allocation <input type="checkbox"/> System Environment <input type="checkbox"/> Subsystem Interface <input type="checkbox"/> Procedure/Policy <input type="checkbox"/> Resolution of Issues <input type="checkbox"/> Project Assumptions <input type="checkbox"/> Regulatory Requirements
Description/ Justification:	
<p>This Change Request (“CR”) is made as of _____, 2017 (“Effective Date”) by and between Hansen Banner, LLC, with a place of business at 1180 West Peachtree Street, Suite 2460, Atlanta, Georgia 30309 (“Hansen”), and Manatee County, a political subdivision of the State of Florida, with offices located at 1112 Manatee Avenue West, Bradenton, Florida, 34205 (“Client”) who have previously executed a Statement of Work, for the purpose of documenting certain services to be performed for Client. The parties hereby agree to the additional or modified terms and conditions stated in this CR that address changes or additions to the SOW. This Change Request is governed by the terms and conditions of the Professional Services Agreement between the parties effective July 1, 2014 (“Agreement”) and the Banner 4.4 Upgrade SOW effective Aug 18, 2015 (the “SOW”). Any conflict amongst the terms of the Agreement, the SOW, and this CR shall be resolved in accordance with the following order of precedence: (i) this CR; (ii) the SOW; and (iii) the Agreement.</p> <p>Manatee County is requesting Hansen consultant staff to develop a new customization for their Banner 4.4 upgrade to accommodate required business functionality for customer payments.. Below are the summaries of customizations and estimates. The total estimated effort is 82 hours. These hours are in addition to the hours already committed under the SOW COMAN-300115-SOW-1.0 and other approved change controls.</p>	

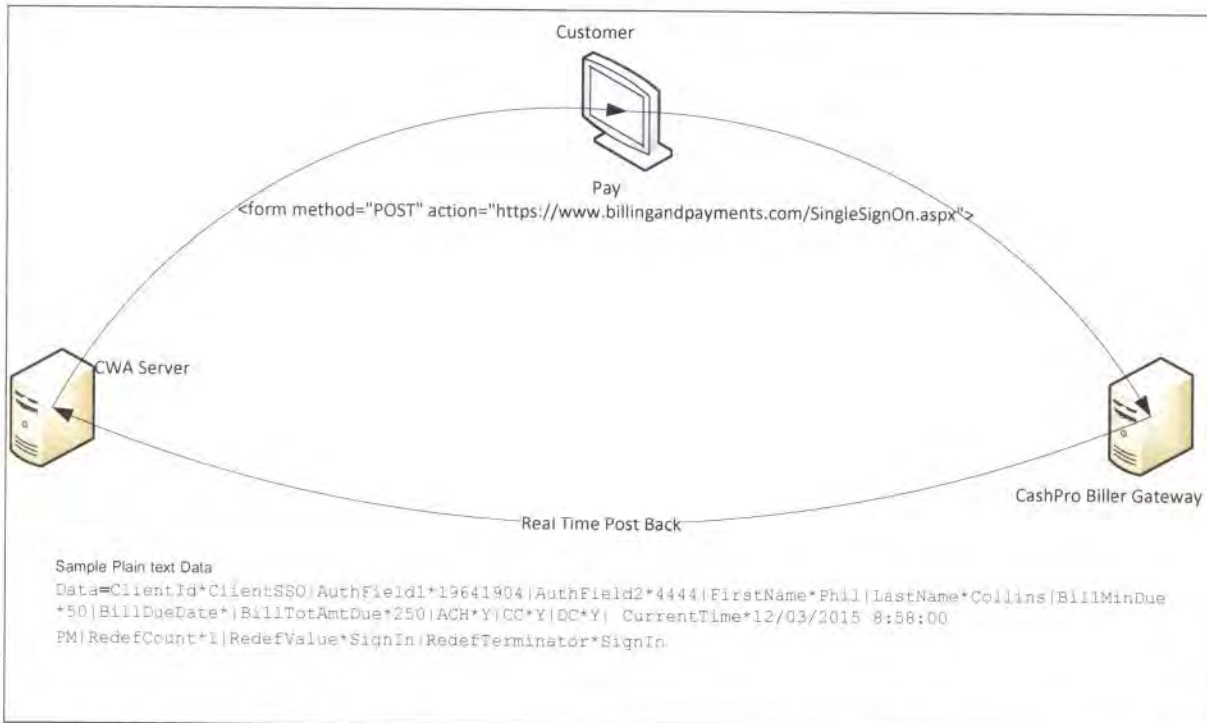
Items Added to Scope

Item 1: CWA Payment Integration Modifications for Banner 4.4.1 Upgrade (Case IUSCQ00307042): Scope hours - 82

- CWA will be replacing Manatee County's legacy customer web portal (Passport). A payment interface will need to be developed so that customers can access the payment site from CWA to make a utility payment. Originally the Change request CC02 - CWA Payment Integration IUSCQ00307042 was approved for 82hrs /\$14,760 including 24 hours just for development with the scope and assumptions below.

Original Developmental Effort: 24 Hrs

- Expecting IV and Encryption Key and algorithm will be provided.
- We coded based on the above consideration and were waiting for Post Back information to be provided.



The concept is still the same, we are now able to send request to Gateway, but don't know if Post back has been set or not.

Assumption:

- Encryption key and initialization vector will be provided by BoA. Hansen was only provided a passcode and required to use PBKDF2 (Password Based Key Derivation Function 2). PL/SQL did not have an implementation for that function,. Additional research and iterative testing was required by Hansen with BoA for implementation directly from RFC-2898 (<https://www.ietf.org/rfc/rfc2898.txt>).

Changes from original design and description of the extra hours:

- Hansen inquired with BoA about PL/SQL implementation and if IV and encryption key can be pre-generated and provided. This was not provided by BoA. Hansen developers had to implement PBKDF2

from scratch. This effort was 40 hours to implement. Afterwards we were able to encrypt and decrypt using the generated key and IV.

Issues:

- We spent 40 hours of iterative development with BoA to get the encryption and decryption working. We coded Java code to check the generated Key and IV and made sure it matched with what was produced by PL/SQL code. We also had to adjust the current time to send it in UTC time and not just format. We provided examples for BoA (from Fiserv) to get encryption and data getting decrypted correctly.

Cross Skilling and Self-Education: 38h (Non bill to Manatee)

- Implementation of RFC-2898 in PL/SQL
- Encryption's character set and issues related to translation from one character set to other (little/big endian).

Pending items to be clarified with BoA:

- Still some confusion over utility of registering a user using Username, and use of /co-relation with Authentication fields in SignIn request.
- On post back interface document there is no co-relation pass through field that can be used to identify payment on BoA site with those origination from CWA (CWA to BoA), this is especially true for Registration where we cannot send pass through information. We are planning to use Invoice and PO for pass through information.
- With BillLoad file interface it has to be seen if Authentication field used there is it same as that used in CWA. Once Manatee has their meeting with BoA it will be clearer what needs to be done.

Estimated Remaining Work: 50h

- Memo Payment
 - Insert record when Post-Back is received
 - Use PO or Invoice to pass account information.
- Sending Payment
 - Perform multiple payments.
 - Checking if payment Post back is received.
 - Checking if Memo Payment is inserted.
 - After UAPCRPI process is executed, checking if Memo payment/s are converted to regular payments and payment posted in Banner.

Actuals as of 8/17 - 94 hours

- 80 hours were actually expended on PBKDF2 implementation interaction with BoA to get encryption working. Ramp up and iterative communications to get correct responses from BoA site. From those hours, 38h won't be charged to Manatee and allocated to cross skilling and self-education.
- 14 hours for coding.

Items 2: IUSCQ00311053 UCACWAM - Reset Password Functionality: Work 5h

The CSR's can type a new password into UCACWAM, CWA User Maintenance but we have found that once the password is updated in Banner and the customer goes into CWA, there is no prompt for them to update the CSR given password. It is required for the odds the Reset Password field can be made to be like the Web Username and be protected against update.

Items 3: SOW-VCS-NA-140099 IUSCQ00308474 Creation of process for CashPro Biller load bill file: Work 7h

Item 4: Postback changes: Work 49h

Item 5: Update to CWA for generic success/fail page: Work 1h

Update the verbiage to read the following: Heading: You've returned to Manatee County Utilities Customer Web Access

Subtext: Please close this tab/browser window.

Item 6: AutoReg changes and update the verbiage for the pop up: Work 26h

Item 7: Next payment date issue to be added: Work 8h

BillDueDate field in the AutoReg call. Manatee also needs the BillDueDate field in the SSO call.

Item 8: CWA Down - Manatee fix on app server by Phil: Work 7h

Item 9: Manatee Change verbiage on CWA return page from BOA: Work 2h

Item 10: IUSCQ00311459 - CWA Backflow change: Work: 5h

Item 11: Payment Pop up implementation: Work 37h

Item 12: Post live support hours spent until July 31, 2017 not included in the approved SOW: Work 241.5h

Item 13: Hours spent after July 1,2017 to support questions and potential non-baseline tickets until the project is closed. Work 80h

Request Detail Estimates

Description of Hours Needed:	Hours	Rate	Cost
Original Change request for Development work	-24	\$180	-\$4,320
Actuals as of 8/17/2016	94	\$180	\$16,920
Learning curve	-38	\$180	-\$6,840
Extra effort for CWA Payment Integration Development left	50	\$180	\$9,000
Item 2 Reset Password Functionality/Item 2 Reset Password Functionality	5	\$180	\$900
Item 3 Creation of process for CashPro Biller load bill file	7	\$180	\$1,260
Item 4 Postback changes	49	\$180	\$8,820
Item 5 Update to CWA for Generic success/fail page	1	\$180	\$180
Item 6 AutoReg changes and update the verbiage for the pop up	26	\$180	\$4,680
Item 7 Next payment date issue to be added	8	\$180	\$1,440
Item 6: AutoReg changes and update the verbiage for the pop up	26	\$180	\$4,680
Item 7: Next payment date issue to be added	8	\$180	\$1,440
Item 8: CWA Down	7	\$180	\$1,260
Item 9: Manatee Change verbiage on CWA return page from BOA	2	\$180	\$360
Item 10: IUSCQ00311459 - CWA Backflow change	5	\$180	\$900
Item 11: Payment Pop up implementation	37.5	\$180	\$6,750
Item 12: Post live support hours not included in the approved SOW until July 31, 2017	181.5	\$180	\$32,670
Item 13: Hours spent after July 1,2017 to support questions and potential non-baseline tickets until the project is closed.	80h	\$180	\$14,400
TOTAL	491h	\$180	\$88,380

Part II - Impact Analysis

Total Hours (Time and Materials): 491 hrs

Rate:

This estimate includes the following activities.

- Coding/Unit Test

Role	Hours	Rate	Cost
Technical Consultant	422	\$180.00	\$75,960.00
Business Analyst	56	\$180.00	\$10,080.00
Project Management	12	\$180.00	\$2,160.00
Total Change Control Amount	491h	\$180	\$88,380.00

Total Charges (Time and Materials):

The following are the estimated hours and estimated cost. The number of hours of effort represents an estimate only. Actual fees for services will vary according to the number of person-hours of services actually rendered. All services are provided on a time and materials basis.

Pricing is subject to change at Hansen's sole discretion if not accepted by Client and returned to Hansen on or before October 1, 2017.

Estimated Additional Hours: 491h

Estimated Additional T&M Cost: \$88,380.00

Impact if Change Request is Denied: Manatee County will not have this change implemented for the Banner 4.4 upgrade project.

Document Change Log

<i>Document</i>	<i>Assigned To</i>	<i>Date Due</i>	<i>Completion</i>	<i>Comments</i>
Technical Spec	N/A			
Functional Spec	N/A			
Proj Definition	N/A			
User Doc	N/A			

Part III—Approvals

Approve

Cancel

Defer

Signature of acceptance

IN WITNESS WHEREOF, the parties have caused this SOW to be executed by their duly authorized representatives.

MANATEE COUNTY

Signature: *Theresa Webb*

Printed Name: Theresa Webb

Title: Purchasing Official

Date: 9/18/17

HANSEN BANNER/LLC

Signature: *Robert C. Slater*

Printed Name: Robert C. Slater

Title: Gen. Banner CIS

Date: 8/23/17

Manatee County Government Administrative Center
Commission Chambers, First Floor
9:00 a.m. - September 14, 2017

September 14, 2017 - Regular Meeting
Agenda Item #17

Approved in Open Session 9/18/17,
Manatee County
Board of County Commissioners

Subject

Change Order 7 to Professional Services Agreement Amendment 1, including Statement of Work: Banner 4.4 Upgrade

Briefings

None

Contact and/or Presenter Information

Contact: Jacob Erickson, Contracts Negotiator - Procurement Division, x3053

Presenter: Heather Dilldine, Utilities Fiscal Services Manager - Utilities Department, x4966

Action Requested

Authorization for County Administrator or his designee to execute Change Order 7 to Amendment 1, Statement of Work: Banner 4.4 Upgrade with Hansen Banner, LLC, in the amount of \$88,380.00 for a revised total amount of \$753,680.00.

Enabling/Regulating Authority

Manatee County Code of Laws

Background Discussion

The Utilities Department is in the process of upgrading their Customer Information and Billing Software with Hansen Banner, LLC, from version 4.2.1 to version 4.4. This software is responsible for Utilities billing which generates over \$140 million in annual revenue.

Change Order 7 to "Statement of Work: Banner 4.4 Upgrade" provides for additional hours towards the customization to the vendor's customer web access (CWA), which will replace the existing Passport website and also includes hours identified for post go-live support.

Procurement History

On August 25, 2015, the Board of County Commissioners approved a non-competitive award of Amendment No. 1 to the Professional Services Agreement with Hansen Banner, LLC, titled, "Statement of Work: Banner 4.4 Upgrade" for an estimated time and materials amount of \$565,260.00 not including travel and other expenses.

On June 6, 2016, the County approved Change Order 1 for an estimated time and materials amount of \$7,920.00 to add Customer Web Access Backflow Modifications which will allow customers to view their backflow device information as they are currently able to do so on the County's Passport website.

On June 16, 2016, the County approved Change Order 2 to allow Hansen to set up, install, and verify a test

environment for Banner Customer Information System at an estimated time and material amount of \$6,800.00

On July 15, 2016, the County approved Change Order 3 at an estimated time and material amount of \$14,760.00 to cover the cost to customize customer web access to allow utility payments online to Bank of America.

On July 15, 2016, the County approved Change Order 4 at an estimated time and material amount of \$19,980.00 to add a new field to the data file that would allow for additional information to facilitate the collections process.

On September 26, 2016, the County approved Change Order 5 at zero cost to create a query which will provide for tracking of memo payments.

On April 25, 2017, the Board of County Commissioners approved Change Order 6 at an estimated time and material amount of \$50,580.00 to extend the Go-Live date 180 days from November 14, 2016, to May 28, 2017, a supplementary 125 hours of Hansen staff support, and 156 hours to cover travel costs for all Hansen resources to be onsite through the life cycle of the upgrade.

County Attorney Review

Not Reviewed (No apparent legal issues)

Explanation of Other

Reviewing Attorney

N/A

Instructions to Board Records

Original to Board Records.

Copies of Change Order to:

Hansen Banner, LLC - Jonathan Pilouare (jonathan.pilouare@hsntech.com)

Utilities Department - Heather Dilldine (heather.dilldine@mymanatee.org)

Procurement Division - Jacob Erickson (jacob.erickson@mymanatee.org)

Distributed 9/19/17, RT

Cost and Funds Source Account Number and Name

\$88,380.00 / 75% from 401-008500 (Water / Sewer Customer Service Support) / 25% - 480-0008400 (Solid Waste Customer Service)

Amount and Frequency of Recurring Costs

N/A

Manatee County Government Administrative Center
Commission Chambers, First Floor
9:00 a.m. - September 14, 2017

Attachment: [Change Order 7 Department Memo.pdf](#)

Attachment: [Change Order 7 - Change Request CC06 - IUSCQ00307042.pdf](#)

MEMORANDUM

To: Dennis Wallace, Contract Manager
From: C. Mike Gore, Utilities Director 
Date: August 10, 2017
Subject: Hansen Banner 4.4 Upgrade
CO#7 to T1500304 for Development Effort Extension -
\$88,380



The Utilities Department Customer Information & Billing software, Banner CIS, which is responsible for maintaining customer information and generating over \$140 million in annual revenue, is currently in the process of upgrading from version 4.2.1 to version 4.4.

As the project has progressed, additional needs have been identified. The subject change order reflects the need for additional hours towards the customization to the vendor's customer web access (CWA), which will replace the existing Passport website. It also includes the hours identified for post go-live support.

The negotiated fee of \$88,380 has been reviewed by staff and found to be acceptable. The Department recommends moving forward with the above change order.

If you need anything further, please let me know and I'll be happy to assist you.

C. Mike Gore
CMG/eh

Utilities
Administration
4410 66th Street West, Bradenton, FL 34210
Phone number: (941) 792-8811