



Version 9

# Charlotte County Utilities Project Change Request

(BSOW-336) CR01 – Cityworks Cloud API Implementation

February 2026



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## Change Request Title

Part I - Change Request Information	
Project Name: BSOW-336 – Charlotte County Utilities - Hansen CIS / HIT / HSSP Implementation (BSOW-336)	Change Request #: CR01
Change Request Name: CR01 – Cityworks Cloud API Implementation	Client #: Charlotte County Utilities
Date Requested: November 3, 2025	Austin Gault <input checked="" type="checkbox"/> Custom <input type="checkbox"/> Base
Project Phase / Reference Document #:  <input checked="" type="checkbox"/> Scope _____ <input type="checkbox"/> Project Definition _____ <input type="checkbox"/> Functional Design _____ <input type="checkbox"/> Technical Design _____ <input type="checkbox"/> Construction _____ <input type="checkbox"/> Testing/QA _____ <input type="checkbox"/> Other _____	Basis for Change:  <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:  This is a Project Change Request (CR) to the Charlotte County Utilities Statement of Work (BSOW-336) Hansen CIS / HIT / HSSP Implementation that was effective July 1, 2025 between Hansen Banner, LLC, a Delaware limited liability company with a place of business at 700 Gervais Street, Suite 100, Columbia, SC 29210 ("Hansen") and the Charlotte County Board of County Commissioners ("Charlotte County Utilities" or "Client") whose registered office is at 18500 Murdock Circle, Port Charlotte, Florida, 33948 ("Client "). In the event of any conflict in the terms between this CR and the SOW, the terms of this CR shall prevail. All capitalized terms not otherwise defined in this CR shall have the same meaning as in the SOW.	

Charlotte County Utilities has requested removing the Cityworks VPN approach (CCU GAP - 59) so that the Cityworks Cloud can integrate directly to Hansen CIS SaaS without an On Prem component.

### In Scope

Hansen will implement the API Approach for integration between Hansen CIS and the Cityworks Cloud environment.

The following transactions are included within the scope of this change:

- Hansen CIS 2025+ SaaS will use Inbound/Outbound Rest APIs/Webhooks to communicate directly to the Cityworks cloud server for the following transactions:
  - CIS Outbound
    - 9012 – Send Service Order New
      - Initiates and transmits new service order records from CIS to Cityworks.
    - 9013 – Send Service Order Cancel
      - Communicates cancellation of previously transmitted service orders.
    - 9014 - Send Service Order Modify
      - Sends updates or modifications for existing service orders.
  - CIS Inbound
    - 9018 - Process Service Order Service Request Primary Completion
      - Accepts and processes primary completion updates from Cityworks.
    - 9021 - Process Service Order Final Completion
      - Accepts and processes final completion information for service orders.

### Out of Scope

Any additional API transactions, integration points, data exchanges, or operational use cases not explicitly listed above are considered out of scope for this change request. Any future needs outside this scope will require a separate evaluation and approval through the established change control process.

## High-Level Tasks

Below is a high-level set of tasks and estimates to implement this integration with the Full API Approach. These are Time and Materials estimates with actual hours only to be billed.

Hours	Role	Task
24	Training	Training
16	Training	Training Prep and Follow-Up (1 day prep, ½ day follow up)
48	Other	Functional/Technical Design
32	Other	Configuration Workshop – 4 day workshop
50	Other	Configuration Support
25	Other	Transaction/Data translation Mapping/Design (25 Hours Hansen R&D)
8	Other	Design/Review Approval
75	Other	Integration Transformation Layer Code/Unit Test (175 Hours Hansen R&D)
32	Other	Joint Integration Test (Round Trip and major touchpoints)
12	Training	Training Prep and Follow-Up (1 day prep, ½ day follow up)
16	Training	Integration Training
60	Other	UAT Test Support (2 months)
24	Other	Go-Live Support
30	Other	Post go-live support (2 months)
0	Travel	@12 Hours for 0 Trip*
48	Other	BA/TL Meetings
60	PM	Extra PM to include in Upgrade specific to Mobile Dispatch part of project (8 Mons)
560		
-90		Prior Included Cityworks VPN Approach
470		Grand Total (Net)

- NOTE: Travel was reduced from estimated 3 trips (Training, Workshops, and UAT Support) to zero trips per CCU request. Hansen strongly believes the Training session is best done in person and can be added back with a separate change request. These training topics are very detailed and are a basis of the remaining design and implementation.

## Part II – Approvals

Approve    Cancel    Defer

Hansen Technologies

*Marguerite Calabrese*

Date

2/12/2026

**Part III – Impact Analysis**

Total Hours (Time and Materials):	470 Net Hours																																																																		
Rate:	\$115.00 / Hour– Travel Time \$200.00 / Hour– Other = Developer, Technical, Functional, QA Consultants \$225.00 / Hour– Project Manager, Trainer																																																																		
<b>Total Charges (Time and Materials):</b>  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 rendered. All services are provided on a time and materials basis. The rates for Time and Materials outlined in this CR are valid for the Services listed herein the rates may change. Such change must be reflected in a new CR.	<table border="1"> <thead> <tr> <th>Roles</th> <th>Rate (USD)</th> <th>Estimated Hours</th> <th>Estimated Cost</th> </tr> </thead> <tbody> <tr> <td>Other</td> <td>\$200.00</td> <td>722</td> <td>\$144,400.00</td> </tr> <tr> <td>Trainer/Preparation</td> <td>\$225.00</td> <td>68</td> <td>\$15,300.00</td> </tr> <tr> <td>Travel Time</td> <td>\$115.00</td> <td>36</td> <td>\$4,140.00</td> </tr> <tr> <td>Project Manager</td> <td>\$225.00</td> <td>120</td> <td>\$27,000.00</td> </tr> <tr> <td>Travel Expenses</td> <td>--</td> <td>--</td> <td>\$7,500.00</td> </tr> <tr> <td><b>Subtotal New Scope</b></td> <td></td> <td><b>946</b></td> <td><b>\$198,340.00</b></td> </tr> <tr> <td>Prior Included Cityworks VPN Approach</td> <td>\$200.00</td> <td>-90</td> <td>-\$18,000.00</td> </tr> <tr> <td><b>Prior Version NET</b></td> <td></td> <td><b>856</b></td> <td><b>\$180,340.00</b></td> </tr> <tr> <td>Hansen R&amp;D Allocation</td> <td>\$200.00</td> <td>-200</td> <td>-\$40,000.00</td> </tr> <tr> <td>Reduce Travel and Expenses to Zero Trips</td> <td>\$115.00</td> <td>-36</td> <td>-\$11,640.00</td> </tr> <tr> <td>Reduce UAT Support</td> <td>\$200.00</td> <td>-60</td> <td>-\$12,000.00</td> </tr> <tr> <td>Reduce Post Go-Live Support</td> <td>\$200.00</td> <td>-30</td> <td>-\$6,000.00</td> </tr> <tr> <td>Reduce Project Management</td> <td>\$225.00</td> <td>-60</td> <td>-\$13,500.00</td> </tr> <tr> <td>Partnership Discount</td> <td></td> <td>0</td> <td>-\$20,000.00</td> </tr> <tr> <td><b>Grand Total (Net)</b></td> <td></td> <td><b>470</b></td> <td><b>\$77,200.00</b></td> </tr> </tbody> </table>			Roles	Rate (USD)	Estimated Hours	Estimated Cost	Other	\$200.00	722	\$144,400.00	Trainer/Preparation	\$225.00	68	\$15,300.00	Travel Time	\$115.00	36	\$4,140.00	Project Manager	\$225.00	120	\$27,000.00	Travel Expenses	--	--	\$7,500.00	<b>Subtotal New Scope</b>		<b>946</b>	<b>\$198,340.00</b>	Prior Included Cityworks VPN Approach	\$200.00	-90	-\$18,000.00	<b>Prior Version NET</b>		<b>856</b>	<b>\$180,340.00</b>	Hansen R&D Allocation	\$200.00	-200	-\$40,000.00	Reduce Travel and Expenses to Zero Trips	\$115.00	-36	-\$11,640.00	Reduce UAT Support	\$200.00	-60	-\$12,000.00	Reduce Post Go-Live Support	\$200.00	-30	-\$6,000.00	Reduce Project Management	\$225.00	-60	-\$13,500.00	Partnership Discount		0	-\$20,000.00	<b>Grand Total (Net)</b>		<b>470</b>	<b>\$77,200.00</b>
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**Part III – Impact Analysis**

- Half to be added to payment milestone – V ISC08 Integration Workshops and Development Complete
- Half to be added to payment milestone – VI ISC09 System Integration Test and ISC10 User Acceptance Support (UAT) Complete

Impact if Change Request is Denied: The original SOW approach of keeping the Integration Server on CCU Premises and using VPN connection too Hansen CIS SaaS AWS would be implemented. Note that the VPN is not the long term desired approach by Hansen or CCU.

**Document Change Log**

Document	Assigned To	Date Due	Completion	Comments
Technical Spec				N/A
Functional Spec				N/A
Proj Definition				N/A
Release Notes				N/A
User Doc				N/A