



Version 2

Charlotte County Utilities Project Change Request

(BSOW-336) CR04 – Project Timeline Extension Implementation

April 2026



Copyright © Hansen Technologies Ltd 2026, all rights reserved.

All information in this document is provided in confidence for the sole purpose of adjudication of the document and shall not be used for any other purpose and shall not be published or disclosed wholly or in part to any other party without Hansen's prior permission in writing and shall be held in safe custody. These obligations shall not apply to information, which is published or becomes known legitimately from some source other than Hansen.

Many of the product, service and company names referred to in this document are trademarks or registered trademarks.

They are hereby acknowledged.

Contents

Change Request Title	2
Part I - Change Request Information	2
Part II – Approvals	4
Part III – Impact Analysis	4
Document Change Log	4

Change Request Title

Part I - Change Request Information		
Project Name: BSOW-336 – Charlotte County Utilities - Hansen CIS / HIT / HSSP Implementation (BSOW-336)		Change Request #: CR04
Change Request Name: CR04 – Project Timeline Extension		Client #: Charlotte County Utilities
Date Requested: March 13, 2026	Jim Yates	<input checked="" type="checkbox"/> Custom <input type="checkbox"/> Base
Project Phase / Reference Document #: <input type="checkbox"/> Scope _____ <input type="checkbox"/> Project Definition _____ <input type="checkbox"/> Functional Design _____ <input type="checkbox"/> Technical Design _____ <input checked="" type="checkbox"/> Construction <u>GAP Development Timeline</u> <input type="checkbox"/> Testing/QA _____ <input type="checkbox"/> Other _____		Basis for Change: <input type="checkbox"/> Scope <input checked="" 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 "CCU") 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. Hansen and Charotte County Utilities project teams are jointly requesting extending the project timeline by two months to allow for the completion of the GAP requirements based on the reasons detailed later		

in this section. This will push out the start of the Integration Test, UAT, and Go-live by two months. Included below is the current and planned new timeline. The additional Hansen hours and cost for this extension are covered by the Cityworks Business Analyst, Technical Lead, and Project Manager time from CR01. An additional 90 hours of OCM support for the additional months will be covered by Hansen due to the Hansen resource constraint impact to the timeline.

Reasons for Needed Extension:

1. Hansen Resource Constraints - Hansen had allocated functional and technical resources to complete the GAP design documents and development by the end of March, but resources were extended on a prior project which has caused these tasks to be delayed. This prior conflicting project is closing out the intensive stage and resources are freeing up as now and these tasks are currently planned to complete by the end of May.
2. CCU Key Resource Losses/Constraints – CCU has lost two key resources during this project with one recently and during a key phase of reviewing/approving design documents for the GAPS. This is introducing some new thoughts on some of the designs. The loss of experience, new thoughts, and resource constraints are causing delays. Austin is working to resolve resource allocations and plans to be able to complete design/reviews so the GAP work by the end of April.
3. CCU Cityworks CR01 Definition and Approval Timing - Hansen Resource Constraints – The discussions and final design around the Cityworks cloud implementation with the Hansen CIS upgrade took longer than anticipated. Original analysis in December 2025 assumed we could start tasks in January and still meet the UAT start in June 2026. The approval of the CR was completed by the CCU board on 3/10/26. Now the current timeline with a start date in March requires an extended timeline as well.

Current High-Level Timeline

Start	End	Task
03/26/26	04/08/26	Hansen/Vendors E2E Testing All Touchpoints
03/01/26	05/06/26	PROD Build / Data Migration / ADM 2026.2 Patch / Verification
05/07/26	06/04/26	Integration Client Execution
06/11/26	07/31/26	UAT Execution (6 Weeks)
07/27/26	08/28/26	Mock Go-Lives
09/04/26	09/11/26	Cutover/Go-Live

New High-Level Timeline

Start	End	Task
--	06/30/26	Development Complete
05/21/26	06/30/26	Hansen/Vendors E2E Testing All Touchpoints (Parallel Test as other Development Completes)
04/01/26	06/30/26	PROD Build / Data Migration / ADM 2026.2 Patch / Verification
07/06/26	07/31/26	Integration Client Execution on PROD
08/10/26	09/25/26	UAT Execution
09/21/26	10/23/26	Mock Go-Lives
10/30/26	11/06/26	Cutover/Go-Live

Part II – Approvals	
<input checked="" type="checkbox"/> Approve <input type="checkbox"/> Cancel <input type="checkbox"/> Defer	
Hansen Technologies <i>Marguerite Calabrese</i>	Date 4/3/2026

Part III – Impact Analysis																																					
Total Hours (Time and Materials):	90 Net Hours																																				
Rate:	\$115.00 / Hour– Travel Time \$200.00 / Hour– Other = Developer, Technical, Functional, QA Consultants \$225.00 / Hour– Project Manager, Trainer																																				
Total Charges (Time and Materials): 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>90</td> <td>\$18,000.00</td> </tr> <tr> <td>Trainer/Preparation</td> <td>\$225.00</td> <td>0</td> <td>\$0.00</td> </tr> <tr> <td>Travel Time</td> <td>\$115.00</td> <td>0</td> <td>\$0.00</td> </tr> <tr> <td>Project Manager</td> <td>\$225.00</td> <td>0</td> <td>\$0.00</td> </tr> <tr> <td>Travel Expenses</td> <td>--</td> <td>--</td> <td>\$0.00</td> </tr> <tr> <td>Subtotal New Scope</td> <td></td> <td>90</td> <td>\$18,000.00</td> </tr> <tr> <td>Partnership Discount</td> <td></td> <td>0</td> <td>-\$18,000.00</td> </tr> <tr> <td>Grand Total (Net)</td> <td></td> <td>90</td> <td>\$0.00</td> </tr> </tbody> </table> <p>Payment Milestones Impact - Total \$0.00 / None, just related timing impacts.</p>	Roles	Rate (USD)	Estimated Hours	Estimated Cost	Other	\$200.00	90	\$18,000.00	Trainer/Preparation	\$225.00	0	\$0.00	Travel Time	\$115.00	0	\$0.00	Project Manager	\$225.00	0	\$0.00	Travel Expenses	--	--	\$0.00	Subtotal New Scope		90	\$18,000.00	Partnership Discount		0	-\$18,000.00	Grand Total (Net)		90	\$0.00
Roles	Rate (USD)	Estimated Hours	Estimated Cost																																		
Other	\$200.00	90	\$18,000.00																																		
Trainer/Preparation	\$225.00	0	\$0.00																																		
Travel Time	\$115.00	0	\$0.00																																		
Project Manager	\$225.00	0	\$0.00																																		
Travel Expenses	--	--	\$0.00																																		
Subtotal New Scope		90	\$18,000.00																																		
Partnership Discount		0	-\$18,000.00																																		
Grand Total (Net)		90	\$0.00																																		

Impact if Change Request is Denied: The original SOW timeline would mean not all GAP items are implemented with the go-live which would cause business operational and financial (e.g. payments, etc.) issues.

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

