

Regional Business License and Permits Program
Explanation of Change Order
Friday, December 18, 2015

Change Order Request

The amount of the change order to retain the Accela project resources to the revised go-live date is \$148,000. The specific roles to be retained are detailed in the actual Change Order request and takes into account the revised go-live date of August 21, 2016. The estimate includes all Accela support costs and has been significantly discounted by Accela for the following considerations:

- The project's Statement of Work (SOW) provides for completion of this project in 16 months; from 9/15/2014 to 1/15/2016. The revised go live date is targeted for 8/21/2016 and support would end eight months beyond the original go-live date. Support costs for the eight month extension are \$264,800.
- User Acceptance Testing (UAT) support provided in the SOW spanned five weeks. The current plan extends UAT to 8 weeks. Given the complexity of this project, the additional time for UAT is requested to ensure use case scenarios are properly tested. Total additional UAT costs are \$36,000.
- The SOW specified that go live would be with version 7.3. To support best practices and remove the cost of an upgrade shortly after go-live, Accela worked with the agencies to move to 8.0 immediately upon its availability. Cost to upgrade after go live is estimated to have been between \$26,000 and \$30,800 for development, Accela Citizen Access (ACA) training, UAT and support during the transition. Intangible costs avoided include retraining of staff (front line and administrative), updates to processes and documentation, and the impact of the additional changes to the users. This is a cost the Agencies would have needed soon after go-live.

Summary of considerations in reducing the Change Order from a total of \$331,600 to \$148,000:

- Accela has reduced the change order from charging for only five instead of eight months to reflect the business partnership going forward (\$116,800 reduction)
- Accela will waive costs for additional UAT support (\$36,000 reduction)
- Accela has waived the service costs of upgrading to version 8.0 (\$26,000 - \$30,800 savings)
- Accela accepted responsibility for all Core scripting above the 30 scripts included in the SOW

Agency Percentage Breakdown Based on Entities Initial Contribution, Implementation and First Year Subscription from the Interlocal Agreement are:

- Reno – 24.5%
- County (includes Health) – 45.7%
- Sparks – 29.8%