

# CHANGE ORDER

## INTRODUCTION

This Change Order document ("Change Order") is subject to all terms and conditions of the Software Services Agreement (or, if applicable, the Professional Services Agreement) between Infor and Licensee with an Effective Date of May 15, 2013 (the "Services Agreement") and constitutes a change to the Services Work Order ("Work Order") dated May 15, 2013. All terms of the Services Agreement and Work Order are incorporated herein by reference. Capitalized terms not defined in this Change Order are defined in the Services Agreement or Work Order. In the event of a conflict, the terms of this Change Order control over the terms of the Services Agreement and Work Order.

## 1.0 CHANGE ORDER

<b>Licensee (customer)</b>	City of Corpus Christi
<b>Project Name</b>	ERP Implementation
<b>Project Number</b>	32381430
<b>Project Manager</b>	Hank Suenkel
<b>Project Phase</b>	Establish
<b>Product(s)</b>	Full ERP Implementation
<b>Work Order Number</b>	Exhibit 10 to Master Contract
<b>Change Number</b>	3
<b>Issue Number</b>	1, 2
<b>Description</b>	<p><b>Issue 1</b> - Project Stage 3: Talent Management Project Phasing</p> <p><b>Issue 2</b> – Project Stage 1 and Project Stage 3: Additional Finance / Procurement and Talent Management support resources for acceptance test, system test and full scale test</p>
<b>Requestor</b>	Tracy Andreadis
<b>Identified Date</b>	2/27/14
<b>Prepared By</b>	Rebecca Langren – Hank Suenkel

## 1.1 Preliminary identification and assessment

### Describe the change in detail

#### Issue 1

Based on discussions and planning for the overall implementation it has been determined to modify the original deployment dates of the below applications from their originally planned dates as included in the Statement of Work. These changes result in the following modifications to the original contract/plan:

1. Change in project schedule to split the implementation of Stage 3: Lawson Talent Management (LTM) into two distinct segments. The first LTM implementation will include Global HR and Talent Acquisition and will take place concurrently with the Lawson HR/Payroll implementation. The new, second LTM implementation stage will begin approximately 2 months after the go live of HR/Payroll, Global HR and Talent Acquisition. This new project Stage 3a will implement Learning and Development, Performance Management, and Succession Planning. The project milestone payments will be split over these two stages as detailed below. The first Stage 3 LTM implementation is currently scheduled to go live January 2015. The second Stage 3a LTM implementation is anticipated to go live in phases with the last to go live in October 2015.
2. The implementation of Infor Expense Management (XM) will be changed to go live when the current Enterprise Financial Management (EFM) implementation goes live currently targeted for October 2014.
3. The implementation of Customer Performance Management (Budget and Planning) will be extended by one month. The target go live date is now January 15<sup>th</sup> 2015.
4. The go live for the EFM and XM applications will be extended by two months to October 1, 2014. This change is to address the change in the beginning of Licensee's fiscal year end from August 1 to October 1. Upon completion of the Full Scale Test scheduled for July, the EFM and XM resources will be off-site until the scheduled go-live prep to being September 1, 2014.

#### Issue 2

Based on discussions and planning for the overall implementation it has been determined the Licensee's project testing teams for Stage 1 Finance and Procurement and Stage 3 / 3a Talent Management project tracks are challenged supporting their day to day work duties and completing their project testing tasks. In addition, loss of two Licensee staff participating in the project has had impact as it may take a number of months to recruit, hire and train replacement staff for the two positions vacated. Additional Project Manager time, one (1) additional full time equivalent Infor Finance Business Consultant and one (1) part time equivalent Infor LTM Business Consultant are needed to bolster support for testing efforts and test team knowledge transfer for the associated project tracks. These additional resources will lower the risk of any slippage of testing tasks and deliverables. The additional resources result in the following modifications to the original contract/plan:

1. Additional Infor Project Manager time at 10 additional hours per week for 32 weeks. Additional travel and expense to support additional on-site time at Licensee location.



### Describe the change in detail

2. One (1) additional Infor Finance Business Consultant full time at 40 hours per week for 10 weeks to support Stage 1: Finance/Procurement track for acceptance test, system test and full scale test. The Finance Business Consultant will also assist with development of test scripts and end user training materials. Consultant will work on-site.
3. One (1) additional Infor LTM Consultant part time at 20 hours per week for 20 weeks and 10 hours per week for 20 weeks. Consultant will work remotely for the majority of support activities. Up to 5 on-site trips included in change order.

### Reason for the change

#### Issue 1

Changes to originally planned go-live dates have been modified based on discussions and being made aware of additional details and functionality that Licensee currently has in place on other systems. In order to not lose this functionality and impacting the end-users, dates have been extended for the items listed above to accommodate current system utilization.

In addition, the change in the Licensee's fiscal year end can most easily be addressed by delaying the go-lives of Infor Finance/Procurement and XM products.

#### Issue 2

The project team has evaluated current testing and identified the Licensee's project resources for Finance/Procurement and Talent Management are challenged with resource commitments and balancing their day to day work load. Additional test support resources and more on-site time for the Infor project team will assist in keeping the project test activities on-track and provide additional advise and guidance supporting knowledge transfer to the business teams.

### High level impact assessment

**Issue 1:** None

**Issue 2:** Reduce risk of test schedule slippage. Additional resources will increase project budget.

## 1.2 Detailed impact analysis

### Impact on project plan (including estimated timelines)

#### Issue 1

The project plan has been updated and extended based on the changes detailed above. The Infor and Licensee Project Managers have agreed to these changes and are reflected in the latest version of the



**Impact on project plan (including estimated timelines)**

overall project plan.

**Issue 2**

There is no impact to the project plan. The Infor and Licensee Project Managers have agreed to these additions and will reflect the additional resources and additional project management time appropriately in the project resource plan upon approval of the change order.

**Target date (for implementation)**

**Issue 1**

Target dates have been modified for those items identified above. All other products remain unchanged and scheduled as initially planned.

**Issue 2**

No modifications are identified to Target dates for Issue 2 items identified above.

**Impact on resource requirements**

**Issue 1**

There is no impact to project resource requirements.

**Issue 2**

Infor project resource requirements will be increased by a total of 1,320 hours.

**Additional risk**

**Issue 1**

No additional risk has been identified.

**Issue 2**

No additional risk has been identified.

**Impact on project cost**

**Issue 1**

There is no impact to the project cost for these changes.

**Issue 2**

Project Budget will increase a total of:



**Impact on project cost**

<b>Project Stage</b>	<b>Current Milestone Total</b>	<b>Change Order 003 Increase</b>	<b>Revised Milestone Total</b>
Stage 1 Finance / Procurement		\$203,100.00	
Stage 3/3a Talent Management		\$146,280.00	
Net Amount of Change Order		\$349,400.00	
	<b>Total Contract</b>	<b>Change Order 003 Increase</b>	<b>Revised Contract Total</b>
Net Amount of Contract	\$4,144,749.00	\$349,400.00	\$4,494,149.00

The targeted milestone payments and dates have been changed as reflected in Exhibit A.

Estimated time and costs listed in this Change Order represent a fixed fee offer and are in addition to the estimates provided in the original Work Order. Actual project time and cost may vary from the estimates provided. Where a substantial variation from this Change Order is foreseen, both parties must agree in writing to the additional work and document the change in a subsequent Change Order.

**Other Projects Affected**

None

**Who needs to be notified of the change**

Licensee and Infor Project Managers



<b>Comments</b>
None

**CHANGE APPROVAL / PAYMENT**

By signing below, Licensee authorizes Infor to proceed with the work set forth in this Change Order and bill Licensee per the payment terms set forth in the original Work Order for any additional Services fees. Please return a signed copy of this Change Order to Infor PSO.

THE PARTIES have executed this Change Order through the signatures of their respective authorized representatives.

<b><u>Infor (US), Inc.</u></b>	<b>LICENSEE: <u>City of Corpus Christi</u></b>
Signature:	Signature:
Printed Name:	Printed Name:
Title:	Title:
Address:	Address:
Address:	Address:
Signature Date:	Signature Date:



**Exhibit A: Revised Milestone Payment Table**

Payment Milestone Number	Payment Milestones	Projected Completion week	Original Milestone Amount	Holdback	Payment Amount	CO001	CO002	CO003
<b>Stage 1</b>	<b>Finance and Procurement</b>							
<b>Establish Phase</b>								
S1-1	Milestone - Project Initialization:	5/1/2013	\$321,514.44	\$32,151.44	\$289,363.00			
S1-2	Milestone - Install the In-scope Products in Project environment.:	6/1/2013		\$0.00	\$0.00			
S1-3	Milestone - Project Team Learning:	8/1/2013	\$192,908.66	\$19,290.87	\$173,617.80			
S1-4	Milestone - Initial Beta Prototype:	9/1/2013	\$214,342.96	\$21,434.30	\$192,908.66			
S1-5	Milestone - Final Prototype:	11/1/2013	\$321,514.44	\$32,151.44	\$289,363.00			
S1-6	Milestone - Acceptance Test	1/1/2014	\$278,645.85	\$27,864.58	\$250,781.26			
<b>Execute Phase</b>								
S1-7	Milestone - System Test:	4/15/2014	\$321,514.44	\$32,151.44	\$289,363.00			date
S1-8	Milestone - Full Scale Test:	6/15/2014	\$302,656.00	\$30,265.60	\$272,390.40			\$ 88,313.04
S1-9	Milestone - Production Readiness	10/1/2014	\$151,328.00	\$15,132.80	\$136,195.20			\$ 44,156.52
S1-10	Milestone - Complete Post-Go-Live Support:	11/1/2014	\$242,124.81	\$24,212.48	\$217,912.33			\$ 70,650.44
S1-11	Milestone - Close Project	1/1/2015		\$0.00	\$234,654.96			date
	<b>Total Payment Milestone Amount for this Stage 1</b>		<b>\$2,348,580</b>	<b>\$234,654.96</b>	<b>\$2,113,925.04</b>			<b>\$ 203,120.00</b>

**Exhibit A: Revised Milestone Payment Table (continued)**

Payment Milestone Number	Payment Milestones	Projected Completion week	Original Milestone Amount	Holdback	Payment Amount	CO001	CO002	CO003
<b>Stage I</b>								
<b>Finance and Procurement</b>								
<b>Stage I.1a</b>								
<b>Finance: Accounts Receivable</b>								
Establish Phase								
S1-1	Milestone - Project Initialization:	1/15/2014	\$12,060.00	\$1,206.00	\$10,854.00	\$12,060.00		
S1-2	Milestone - Acceptance Test	1/29/2015	\$9,980.00	\$998.00	\$8,982.00	\$ 9,980.00		
<b>Establish Phase</b>								
S1-3	Milestone - Full Scale Test:	3/12/2015	\$17,890.00	\$1,788.00	\$16,092.00	\$17,890.00		
S1-4	Milestone - Production Readiness	4/9/2015	\$5,820.00	\$582.00	\$5,238.00	\$ 5,820.00		
S1-5	Milestone - Complete Post-Go-Live Support:	5/22/2015	\$4,160.00	\$416.00	\$3,744.00	\$ 4,160.00		
S1-6	Milestone - Close Project	7/20/2015		\$0.00	\$4,990.00			
	Total Payment Milestone Amount for this Stage I.1a		\$49,900	\$4,990.00	\$49,900.00	\$49,900.00		
<b>Stage II</b>								
<b>Core HR/Payroll and Timekeeping</b>								
<b>Establish Phase</b>								
S2-1	Milestone - Project Initialization:	12/22/2013	\$118,713.02	\$11,871.30	\$106,841.72			
S2-2	Milestone - Install the In-scope Products in Project environment:	1/5/2014	\$0.00	\$0.00	\$0.00			
S2-3	Milestone - Project Team Learnings:	2/9/2014	\$71,227.81	\$7,122.78	\$64,105.03			
S2-4	Milestone - Initial Beta Prototype:	3/9/2014	\$79,142.02	\$7,914.20	\$71,227.81			
S2-5	Milestone - Final Prototype:	5/9/2014	\$118,713.02	\$11,871.30	\$106,841.72			
S2-6	Milestone - Acceptance Test	6/29/2014	\$102,884.62	\$10,288.46	\$92,596.16			
<b>Execute Phase</b>								
S2-7	Milestone - System Test:	8/24/2014	\$118,713.02	\$11,871.30	\$106,841.72			
S2-8	Milestone - Full Scale Test:	10/19/2014	\$79,142.02	\$7,914.20	\$71,227.81			
S2-9	Milestone - Production Readiness	12/28/2014	\$39,571.01	\$3,957.10	\$35,613.91			
S2-10	Milestone - Complete Post-Go-Live Support:	2/8/2015	\$63,313.61	\$6,331.36	\$56,982.25			
S2-11	Milestone - Close Project:	4/8/2015		\$0.00	\$79,142.02			
	Total Payment Milestone Amount for this Stage 2		\$791,420.16	\$79,142.02	\$791,420.16			





**Exhibit A: Revised Milestone Payment Table (continued)**

Payment Milestone Number	Payment Milestones	Projected Completion week	Original Milestone Amount	Holdback	Payment Amount	CO001	CO002	CO003
<b>Stage III</b>								
<b>Talent Management</b>								
<b>Establish Phase</b>								
S3-1	Milestone - Project Initialization:	10/12/2014	\$34,625	\$3,462.48	\$31,162.17			
S3-2	Milestone - Install the In-scope Products in Project environment:	10/12/2014	\$0	\$0.00	\$0.00			
S3-3	Milestone - Project Team Learning:	10/19/2014	\$20,775	\$2,077.48	\$18,697.30			
S3-4	Milestone - Initial Beta Prototype:	11/16/2014	\$23,063	\$2,306.31	\$20,724.78			
S3-5	Milestone - Final Prototype:	12/21/2014	\$24,625	\$2,462.46	\$22,162.17			
S3-8	Milestone - Acceptance Test	1/29/2015	\$80,051	\$8,005.10	\$72,045.91			\$ 50,043.00
<b>Execute Phase</b>								
S3-7	Milestone - System Test:	3/6/2015	\$82,381	\$8,238.88	\$83,128.97			\$ 57,742.00
S3-8	Milestone - Full Scale Test:	4/12/2015	\$81,578	\$8,157.61	\$85,420.28			\$ 38,495.00
S3-9	Milestone - Production Readiness	5/24/2015	\$11,542	\$1,154.15	\$10,387.39			
S3-10	Milestone - Complete Post-Go-Live Support:	6/21/2015	\$18,486	\$1,848.85	\$16,637.82			
S3-11	Milestone - Close Project:	8/23/2015	\$377,111	\$37,711.09	\$339,400.00			\$ 140,280.00
<b>Total Payment Milestone Amount for this Stage 3</b>								
<b>Stage IV</b>								
<b>Budget and Planning</b>								
<b>Establish Phase</b>								
S4-1	Milestone - Project Initialization:	7/27/2014	\$19,785.50	\$1,978.55	\$17,806.95			
S4-2	Milestone - Install the In-scope Products in Project environment:	7/27/2014	\$0.00	\$0.00	\$0.00			
S4-3	Milestone - Project Team Learning:	8/4/2014	\$11,871.30	\$1,187.13	\$10,684.17			
S4-4	Milestone - Initial Beta Prototype:	8/24/2014	\$13,180.34	\$1,318.03	\$11,871.30			
S4-5	Milestone - Final Prototype:	9/4/2014	\$19,785.50	\$1,978.55	\$17,806.95			
S4-8	Milestone - Acceptance Test	10/19/2014	\$17,147.44	\$1,714.74	\$15,432.69			
<b>Execute Phase</b>								
S4-7	Milestone - System Test:	10/12/2014	\$19,785.50	\$1,978.55	\$17,806.95			
S4-8	Milestone - Full Scale Test:	11/6/2014	\$13,180.34	\$1,318.03	\$11,871.30			
S4-9	Milestone - Production Readiness	1/15/2015	\$8,595.17	\$859.52	\$7,735.65			
S4-10	Milestone - Complete Post-Go-Live Support:	2/27/2015	\$10,552.27	\$1,055.23	\$9,497.04			
S4-11	Milestone - Close Project:	4/27/2015	\$131,903.36	\$13,190.34	\$118,713.02			
<b>Total Payment Milestone Amount for this Stage 4</b>								



**Exhibit A: Revised Milestone Payment Table (continued)**

Payment Milestone Number	Payment Milestones	Projected Completion week	Original Milestone Amount	Holdback	Payment Amount	CO001	CO002	CO003
<b>Stage V</b>								
<b>Establish Phase</b>								
	<b>On-Boarding</b>							
S4-1	Milestone - Project Initialization	3/30/2015	\$39,000.00	\$0.00	\$39,000.00			date
S4-2	Milestone - Define Phase Complete	4/30/2015	\$31,200.00	\$0.00	\$31,200.00			date
S4-3	Milestone - Initiate Testing	7/15/2015	\$7,800.00	\$0.00	\$7,800.00			date
	Total Payment Milestone Amount for this Stage 5		\$78,000.00	\$0.00	\$78,000.00			
<b>Stage Ia</b>								
<b>Establish Phase</b>								
	<b>Sympra</b>							
S4-1	Milestone - Installation and Training of Investment and Debt Software	6/1/2014	\$29,500.00	\$0.00	\$29,500.00			Date
S4-2	Milestone - Cash Management Configuration and Bank Interface Training	6/30/2014	\$14,750.00	\$0.00	\$14,750.00			Date
S4-3	Milestone - GL Interface	7/31/2014	\$14,750.00	\$0.00	\$14,750.00			Date
S4-4	Milestone - Project Initialization: Debt Conversion	6/30/2014	\$10,714.00	\$0.00	\$10,714.00			Date
S4-5	Milestone - Debt Data Conversion	7/31/2014	\$10,714.00	\$0.00	\$10,714.00			Date
	Total Payment Milestone Amount for this Stage Ia		\$80,428.00	\$0.00	\$80,428.00		\$21,428.00	
<b>Stage Ib</b>								
<b>Establish Phase</b>								
	<b>PCI</b>							
S4-1	Milestone - TBD	TBD	\$30,000.00	\$0.00	\$30,000.00			
S4-2	Milestone - TBD	TBD	\$15,000.00	\$0.00	\$15,000.00			
S4-3	Milestone - TBD	TBD	\$15,000.00	\$0.00	\$15,000.00			
	Total Payment Milestone Amount for this Stage Ib		\$60,000.00	\$0.00	\$60,000.00			

**Exhibit A: Revised Milestone Payment Table (continued)**

Payment Milestone Number	Payment Milestones	Projected Completion Week	Original Milestone Amount	Holdback	Payment Amount	CO001	CO002	CO003	
<b>Stage VI</b>									
<b>Expense Management (KM)</b>									
S4-1	Milestone - Project Initialization:	4/15/2014	\$31,573.35	\$3,157.34	\$28,416.02			date	
S4-2	Milestone - Install the In-scope Products in Project environment:		\$0.00	\$0.00	\$0.00				
S4-3	Milestone - Project Team Learning:	6/15/2014	\$18,944.01	\$1,894.40	\$17,049.61			date	
S4-4	Milestone - Initial Beta Prototype:	6/30/2014	\$21,048.90	\$2,104.89	\$18,944.01			date	
S4-5	Milestone - Final Prototype:	7/15/2014	\$31,573.35	\$3,157.34	\$28,416.02			date	
S4-6	Milestone - Acceptance Test	8/1/2014	\$27,363.57	\$2,736.36	\$24,627.21			date	
<b>Execute Phase</b>									
S4-7	Milestone - System Test:	8/31/2014	\$31,573.35	\$3,157.34	\$28,416.02			date	
S4-8	Milestone - Full Scale Test:	9/15/2014	\$21,048.90	\$2,104.89	\$18,944.01			date	
S4-9	Milestone - Production Readiness	10/1/2014	\$10,524.45	\$1,052.45	\$9,472.01			date	
S4-10	Milestone - Complete Post-Go-Live Support:	11/15/2014	\$16,839.12	\$1,683.91	\$15,155.21			date	
S4-11	Milestone - Close Project:	1/13/2015	\$210,489.00	\$21,048.90	\$210,489.00			date	
<b>Total Payment Milestone Amount for this Stage 4</b>									
<b>Stage VII</b>									
<b>CIS Utility Billing</b>									
<b>Establish Phase</b>									
S4-1	Milestone - Project Initialization:	7/6/2014	\$55,252.20	\$5,525.22	\$49,726.98				
S4-2	Milestone - Install the In-scope Products in Project environment:		\$0.00	\$0.00	\$0.00				
S4-3	Milestone - Project Team Learning:	7/27/2014	\$33,151.32	\$3,315.13	\$29,836.19				
S4-4	Milestone - Initial Beta Prototype:	8/31/2014	\$36,834.80	\$3,683.48	\$33,151.32				
S4-5	Milestone - Final Prototype:	11/2/2014	\$55,252.20	\$5,525.22	\$49,726.98				
S4-6	Milestone - Acceptance Test	12/21/2014	\$47,885.24	\$4,788.52	\$43,096.72				
<b>Execute Phase</b>									
S4-7	Milestone - System Test:	2/15/2014	\$55,252.20	\$5,525.22	\$49,726.98				
S4-8	Milestone - Full Scale Test:	4/19/2014	\$36,834.80	\$3,683.48	\$33,151.32				
S4-9	Milestone - Production Readiness	7/21/2014	\$18,417.40	\$1,841.74	\$16,575.66				
S4-10	Milestone - Complete Post-Go-Live Support	8/2/2014	\$29,467.84	\$2,946.78	\$26,521.06				
S4-11	Milestone - Close Project:	10/4/2014	\$0.00	\$0.00	\$0.00				
<b>Total Payment Milestone Amount for this Stage 4</b>									
<b>Original Milestone Amount</b>									
<b>Holdback</b>									
<b>Payment Amount</b>									
<b>CO001</b>									
<b>CO002</b>									
<b>CO003</b>									
Original Contract						\$4,494,149.00	\$49,900.00	\$21,428.00	\$349,400.00
CO_001 Contract						\$4,073,421.00			
CO_002 Contract						\$49,900.00			
CO_003 Contract						\$21,428.00			
Revised Contract						\$4,494,149.00			

