CityView®

CHANGE ORDER

DESCRIPTION			
Request Date:	Aug 7, 2018	**Change #:**	CO 2018-04
Client / Project:	Village of Oak Park, IL	**Valid Until:**	Sept 8, 2018
Requestor:	Tammie Grossman	**Created By:**	Branka Wilmshurst

Description of the Requested Change:

Background: The Village of Oak Park requires assistance with the configuration of the Adjudication process in the Code Enforcement module.

CityView recommends the following services to be provided:

- CityView will perform two (2) remote review sessions with the appropriate subject matter experts ("SMEs") to review and document the necessary configuration changes.

- Configuration of the "Adjudication workflow" as defined during the data collection session.

- Upon completion of the configuration changes, the CityView team will conduct two (2) remote validation and review sessions with the appropriate subject matter experts ("SMEs").

- Conduct two (2) hours of the remote training prior to go live

Impact Assessment: Estimated impact to budget

Total of $ 15,600 includes Project Management, Configuration, Refinements & QA, Remote Training and Environment Management.

Total Estimated Cost:	$15,600	**Planned Delivery Date:**	ASAP
Payment Terms:	50% Invoiced upon signing of change order and due net 30 days. 50% Invoiced on commencement of the validation review session and due net 30 days.		

CHANGE ORDER APPROVAL			
	PRINT NAME	**SIGNATURE**	**DATE**
Client Signatory:			
CityView Signatory:	Susan McCormick		

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Attachment 1

Inclusions:

1. Collect Village of Oak Park - specific data for the lookups, fees, letters, and workflow specific values.

2. Configure the Adjudication process in the Code Enforcement module using the data collected during the data collection sessions. This is envisaged to include the following:

   - Lookup table data.

   - Custom data fields for specific data capture requirements.

   - Configuration of the Custom workflow, including the assigned to, required dates, email notifications, responsible departments and resource groups. This task also includes connection and disconnection of the existing workflows in the Code Enforcement module.

   - Configuration of up to five (5) letter templates in the Code Enforcement module.

   - Configuration of four (4) scheduled process as follows:
     - 35 day is up, fee due date is yesterday and fee is unpaid.
     - 60 days after fee assessed (or, fee due date is yesterday minus 25 days) and fee is unpaid.
     - 90 days after fee assessed (or, fee due date is yesterday minus 55 days) and fee is unpaid.
     - 120 days after fee assessed (or, fee due date is yesterday minus 85 days) and fee is unpaid.
       - Also creates a property lien and/or additional activities, may also update case status.

     Alternatively, CityView can do one (1) scheduled process with four (4) different rules with different conditions. This configuration will require the same effort as creating four (4) individual processes.

3. Conduct two (2) remote validation and review session with the appropriate subject matter experts ("SMEs").

4. Update the Village's Test environment with the accepted configuration changes for the Adjudication Department, and update the existing Production environment in preparation for go live.

Exclusions:

   - Letters over and above five (5) included in the budget, unless agreed to through change order.

   - No Customizations, Data Conversion, Integrations or Custom Reports are included.

   - Non-standard configuration-standard configuration would be what is provided in the "Inclusions" above. Examples of non-standard configuration would include: modifying record-level security from what is pre-defined; defining organizational role security criteria other than those defined in the out the box organizational roles (e.g. read-only access to some sheets, read-write to others);