

Client	Fresno City Attorney's Office
Quote / Project:	Quote 117428 iManage On Premises Implementation
Change Request #	03
Date	7/10/2024

Summary of Change Request

The Change Order request aims to extend the project timeline to accommodate additional tasks beyond the original scope. These include addressing Out of Scope (OOS) items, providing post-support, and addressing unforeseen challenges with Fresno IT that were beyond our control.

While the initial quote specified adding one template as per the city's request, we ended up incorporating an additional 18 templates. During the go-live week, critical issues such as Single Sign-On (SSO) malfunction, global configuration errors, and role deletions were encountered, necessitating extra time to rectify these issues.

Furthermore, the Out-of-Scope items encompass requested modifications to WC and DC matters, as well as integrating the new Area of Law into the Litigation export process from ProLaw. This also includes Workspace changes that are being requested since go-live.

Post Support time is included as the requests have been abnormal in the amount of assistance needed.

Tasks	Estimated Hours	Hourly Rate	Cost
Troubleshooting with Trainer	3	\$ 250	\$750
Templates	18	\$ 250	\$4500
SSO and global settings	7	\$ 250	\$1750
OOS Items	23	\$ 250	\$5750
Working with IT	14	\$ 250	\$3500
Meetings	14	\$ 250	\$3500
Post Support	25	\$250	\$6250
Total Hours	104	\$250/\$350	\$26,000

Innovative Computing Systems, Inc.

Anthony Sorendo
Signature

Anthony Sorendo
Name

Project Manager
Title

7/10/2024
Date

Authorized Client Signature


Signature

Brandon M. Cellet
Name

Chief Assistant
Title

7/16/24
Date