Change Request Form

Change Request Form (CRF) Number: 001

Customer Name: Regional Transit Authority, City of New Orleans **Date:** 23 March 2023 **Functional Area:** Project Scope and Schedule **Purchase Order Number:** **Phase/Process:** Requirements **Terms:** Mythics, Inc. (further referenced as "Mythics") is submitting this change order in accordance to the fully executed SOW #: 144956 titled "Enterprise Resource Planning (ERP), Human Capital Management (HCM) and Enterprise Performance Management (EPM) NSID 144956", dated 31 May 2022 by and between Mythics and City of New Orleans Regional Transit Authority. In the event of any conflict between the terms of this change order and any other terms and conditions made a part of this order, including standard purchase order terms, the terms outlined herein shall govern. **Priority:** High	**Customer Request?** Yes **Requested by (Customer):** Doris O'Sullivan, dosullivan@rtaforward.org **Prepared by:** Laura Bond-Harris, lbond-harris@mythics.com

Reason for Change:
Mythics has been working with the RTA Finance, Purchasing, Maintenance and HR teams. Over the last 8 months, RTA has become familiar with the Oracle processes and industry best practices which are possible to implement within Oracle Fusion Cloud. In addition, Mythics has configured Oracle Fusion Cloud and held deep dive sessions in each module to allow RTA to evaluate the system in greater detail. As a result, RTA has requested changes to the implementation scope. This change request identifies the changes in scope, changes in timeline and the estimate level of effort to accomplish an early September 2023 go-live of HCM and ERP.

Details of Change:
Scope of Work:
RTA has determined they would like to make the following changes to the implementation scope:

- **Modules to be added:**
  - ERP
    - Projects will be implemented
    - Grants will be implemented
- **Module Extensions Added:**
  - Additional Reports HCM and ERP – 20 - Complexity (3 high, 5 medium, 12 low)
  - Workflows - One additional Approval Workflows identified going up to Chief level
  - HCM
    - Absence Management
      - Will be implemented solely to maintain vacation and sick balances for ATU and IBEW Union employees
    - Benefits
      - Benefit Plans – Expanded from 5 to 17 plans. (It is assumed LTD and STD are managed outside of Oracle)
    - Core HR
      - Moving Employee Self-Service from ADP to Oracle
        - W4 elections

- o Direct Deposit Changes
  - Payroll Elements – Expanded from 10 to 300 plus
- o ERP
  - General Ledger - Expanded to manage the Budgets. (This was originally to be managed under EPM which is no longer in scope)
  - Purchasing – 1 punch out, Coordination with the vendor by RTA must occur no later than Mid-May 2023
  - Accounts Receivable – AR Invoice modification more than standard + Logo change

- **Data Conversions**
  - o HCM
    - The worker conversion has significantly greater complexity due to no current system of record for HCM data (JDE, NeoGov and ADP all have various data points)
    - Added conversions to enabling Employee Self-Service Functionality
      - Employee Bank Details
      - Employee Tax withholding
    - Need to incorporate July Raises for Unions into the worker conversions
    - Need to incorporate Compensation Study Impacts into the worker conversions
  - o ERP
    - General Ledger – Challenges with data extracts, change or chart of account and reconciliations changed the conversion strategy
      - Convert GL balances (actuals) for December 31, 2022, which will provide a year-end trial balance for 2022
      - Convert monthly 2023 net GL account activity (actuals) up to go-live (Jan-Aug).
      - Convert Budget balances for 2022 and 2023
    - Conversion of additional supporting data
      - Suppliers
      - Customers
    - Additional Data Conversion added related to Projects & Grants implementation including
      - Active Grants
      - Active Projects
      - Active Project Budgets
      - Active Projects Costs
- **Interfaces Added**
  - o Single Sign-on – From RTA Active directory to Oracle only. (No additional links to any other systems from Oracle (e.g.., Tkd)
  - o HCM
    - NeoGov integrations (Oracle will remain Source of Truth System for HR information):
      - New Hire data from NeoGov to Oracle
      - Employee Status changes from Oracle to NeoGov (e.g. Terminations)
      - Assumes that NeoGov will be reconfigured to accept the data from Oracle, and send data to Oracle in the required format and values, if unable, the data exchange will be accomplished manually
    - Benefits – Up from 5 to 9 outbound integrations to Benefits Vendors (as of this CR it is anticipated that this integration work may be completed by 3rd party vendor named Known2U)
    - Time Keeping & Dispatch (TKD) – 1 Additional integration taking TKD Time from Oracle to ADP
    - Leave Usage Unions – Additional integration of Union Leave Usage from ADP for IBEW into Oracle (originally balance were to remain in ADP)
  - o ERP
    - Additional Ron Turley 4 interfaces
      - Inbound – Receipts, workorders/requisitions, Inventory Issuances
      - Outbound - PO's
    - Additional Salesforce 1 interface outbound (Invoices)
- **Modules to be removed:**
  - o HCM
    - Time and Labor – Will not be implemented. RTA will continue to use the ADP and TKD time clocks
    - Learn Management – Identified over 135 courses not hosted currently on NeoGov. RTA will be responsible for further implementation. Work completed prior to 3/17/23 will be packaged up and saved. No further work will continue.

- Talent Management:
  - At RTA's request, development of an additional 3 Performance Documents and 3 Performance workflows has been completed. Work completed to 3/17/23 will be packaged up and saved. No further work will continue
  - Talent Review - Removed during process familiarization based on RTA guidance
  - Profile Management – Work completed to 3/17/23 will be packaged up and saved. No further work will continue.
- Recruiting – Work completed to 3/17/23 will be packaged up and saved. No further work will continue.
- Onboarding – Work completed to 3/17/23 will be packaged up and saved. No further work will continue.
  - SCM
    - Procurement Cloud – Purchasing contracts removed. Not done today by RTA
    - Inventory will no longer be implemented in Oracle Fusion Cloud and will remain in Ron Turley

  - Maintenance Cloud
    - Maintenance Management will no longer be implemented in Oracle Fusion Cloud and will remain in Ron Turley
  - EPM:
    - Implementation will no longer be included
- **New Target Timeline:**
  - Original Go-live was 3/31/23
  - New Target Go-Live early September
  - Extension of staff will be needed to accomplish new target go-live

Customer Obligations

- **Staffing:**
  - RTA staff will be available to do the work on project efforts
  - RTA staff will be available to participate in the efforts during designated times including Build Validation Sessions and Testing
  - RTA staff is available over Labor Day Holiday weekend for Go-Live from 9/1 to 9/4
- **Integrations**
  - RTA will contact third party vendors and sign any needed contracts in time to keep on schedule
  - Third Party Vendors to provide documented interface specifications
  - RTA will set up meetings between Third Party Integration Technical SMES and Oracle Implementation team to 1) determine integration needs, 2) agree on implementation needs, 3) perform testing efforts.

Assumptions

To accomplish the scope changes and new timeline of HCM and ERP go-live early September the following assumptions will apply:

- **Data Conversions**
  - RTA will accurately extract data
  - RTA will verify that data imported into Oracle Cloud is accurate and correct
  - **Timeline**
    Build 3 Data Conversion and Validation Efforts
    - RTA will have all data exported/cleansed and prepared from 3/27/23 to 4/14/23
    - RTA will have Data Conversion extracts ready to be loaded into the environment by 4/14/23
    - RTA will participate in data conversion validation, fixes and remediation efforts from 4/17/23 to 5/5/23
    User Acceptance Testing Conversion and Validation Efforts
    - RTA will have all data exported/cleansed and prepared for loading by 7/17/23
    - RTA will participate in data conversion validation, fixes and remediation efforts from 7/17/23 to 7/31/23
    Go-Live Production Data Conversion Efforts
    - RTA will have all data exported / cleansed and prepared for loading by Friday 8/25/23
    - RTA will participate in data conversion validation, fixes and remediation efforts from 8/28/23 to 9/1/23 (1 week right before go-live)

- **Build Validations and Testing**:
  - o Build 2 Validation Sessions and Remediations Complete: 3/24/23
  - o RTA Staff will be available to participate in Build 3 Validation Sessions and remediation efforts from 5/8/23 to 5/19/23
  - o System Integration Testing (SIT) will be using the data from Build 3 so if the data is not good this may create risk.
  - o RTA will be available to participate in SIT 5/29/23 through 6/30/23
  - o RTA will be available to participate in User Acceptance Testing (UAT) 8/7/23 through 8/25/2023

- **Integrations**
  - o Third Party Vendors will have integration development efforts completed and internally tested by 2 weeks before SIT begins 5/15/23
  - o Third Party Vendors will be available to verify they have connectivity to RTA Oracle 1 week before SIT testing begins 5/15/23 -5/19/23
  - o Third Party Vendors Technical team will be available to participate in Integration testing and remediation between 5/29/23 and 6/30/23
  - o Third Party Vendors will be available to verify that have connectivity to RTA Oracle Production week of Go Live (8/28 to 9/1 (1 week right before go-live)
  - o Third Party Vendors will be available during cut-over weekend in case of issues with integration connectivity or functionality.
- **Go Live on approximately** 9/01/23 – 9/03/23
- **Post Go-Live Support**: 9/04/23 to 9/30/23

Impact of Change

- Staffing Projections – The Mythics staff will need to be extended through September 2023 to support this effort. Below is the estimated staffing forecast to complete the project. This assumes an early September (1-3) 2023 go-live with break fix support through the end of September 2023. Mythics will adjust the labor mix based on the adjusted scope. The estimated labor categories and level of effort to complete the identified scope, objectives and timeline is listed in the table below.

Role Labor Category	Labor Category	Estimated Hours	Hourly Rate	Total
Program Manager	Program Manager	728	$ 216.79	$ 157,823.12
Core HR	Principal Consultant II	546	$ 202.00	$ 110,292.00
Benefits	Principal Consultant II	728	$ 202.00	$ 147,056.00
Time & Labor, Payroll	Sr. Principal Consultant	728	$ 222.00	$ 161,616.00
HCM Tech Lead	Sr. Principal Consultant	728	$ 222.00	$ 161,616.00
HCM Tech Developer	Principal Consultant I	728	$ 160.00	$ 116,480.00
GL / Expense, AP	Sr. Principal Consultant	728	$ 222.00	$ 161,616.00
AR / Projects & Grants	Principal Consultant II	728	$ 202.00	$ 147,056.00
Procurement, Supplier Portal	Principal Consultant II	728	$ 202.00	$ 147,056.00
ERP Tech Lead	Principal Consultant II	728	$ 202.00	$ 147,056.00
Trainer	Principal Consultant I	696	$ 160.00	$ 111,360.00

Total Labor Estimate: $1,569,027.12

Travel Estimate: $35,000

Estimated Date of Completion

The new estimated date of completion is with changes is September 30, 2023

Financial Impact: USD $1,604,027.12

Notice: Mythics has made every reasonable attempt to ensure that the information contained within this Change Request is correct, current and properly sets forth the requirements as have been determined to date. The parties acknowledge and

agree that the other party assumes no responsibility for errors that may be contained in or for misinterpretations that readers may infer from this document.

Recommendation Acknowledged by: City of New Orleans Regional Transit Authority acknowledges and agrees that the above pricing and other terms set forth in this change request be valid for thirty (30) days from the date set forth above. The offer of pricing and other terms set forth in this change request shall become effective and binding upon the execution of both parties.

_____**(New Orleans RTA)_____(Date)**

_____ **(Mythics) _____(Date)**
Deonte Watters, Director of Contracts