



**CAN/AM**  
**TECHNOLOGIES**

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## **Change Request 2025-2**

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**City of Sunnyvale, CA**

**Teller Implementation Project**

Requestor:

**Nancy Grove**

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408-730-7655

Date: **11/25/2025**

Priority: **High**

## Change Description

The City of Sunnyvale, CA is expanding the scope of the Teller project to include Teller Online with Elavon integration for payment processing and acceptance of Oracle A/R payments. There will be 2 Teller forms created and redirects from 11 Formstack Forms.

## Implementation Services

Change	Change Scope	Acceptance Criteria	Invoice Amount
<b>Change Execution</b>	50% of services fees upon Change Request execution (does not include Project Management).	Execution of Change Request.	\$32,085
Teller Online	<p>Configure and brand Teller Online for the City of Sunnyvale, including:</p> <ul style="list-style-type: none"> <li>• Oracle A/R Interface</li> <li>• Elavon Credit and ACH Payments</li> <li>• Develop TOT and UUT forms</li> <li>• Redirects from 11 Formstack forms</li> </ul> <p>Can/Am assumes the TOT form will adhere to the existing standards of the current California calculations and formatting. It is also assumed that Can/Am will not need to modify the core Teller Online product functionality to work with Formstack forms. Any new product modifications will require further analysis.</p>	CanAm has demonstrated initial Teller Online Configuration, and the City has reviewed and either accepted or approved this change.	\$23,920
Internal Testing and UAT Support	CanAm Internal Testing and User Acceptance Testing support for the items outlined in CR 2025-2.	CanAm has completed additional internal testing and UAT support for the CR 2025-2 changes.	\$4,083
Go-Live and Post Go-Live Support	CanAm Go-Live and Post-Go-Live support for the items outlined in CR 2025-2.	CanAm has completed Go-Live and Post-Go-Live support for the CR 2025-2 changes.	\$4,083
<b>Total Services</b>			<b>\$64,171</b>

**Project Management**

Description	Monthly Base Amount
Plan and oversee the Teller project to meet Client project goals, including status calls and status reports. Estimated 4 months, with potential extension if the city continues to require CanAm Project Management services.	\$2,300

**Licensing (SaaS)**

License	Description	Quantity	Monthly Base Amount
<b>Teller Online</b>	Online portal for citizen payment through Teller for up to 50,000 payments per year including TOT, UUT and 11 Formstack redirects.	1	\$1,520
<b>Monthly Total</b>	This will be billed annually in addition to the existing annual SaaS pricing.		<b>\$1,520</b>

Note that Teller services are one-time, deliverable-based payments, whereas the Licensing/SaaS costs will be prorated and billed to the current contract year upon Change Request execution and incorporated into the Annual SaaS renewal fees going forward. These costs will be adjusted based on any applicable contracted escalation rate. This change request pricing is valid for 6 months from 11/25/2025.

## Change Acceptance

This change request comprises the scope of the change required for Change Request 2025-2 for the Teller implementation. No other understandings or agreements, verbal or otherwise, exist for the delivery of the change request. Can/Am Technologies, Inc. and Client agree not to change this agreement except by written agreement.

**Can/Am Technologies, Inc.**

**City of Sunnyvale, CA**

**APPROVED:**

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