



City of Aurora

Microsoft Teams Room Deployment & Fire Department Phase 1

Prepared by:

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- 10/21/24 by Brad Schmidgall
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1 Project Approvals

Signatures below represent approval of both parties to execute this Proposal for Services according to the Scope, Deliverables, Approach, Schedule, Assumptions, and Cost described in this document. Please view *Section 11: Professional Fees and Expenses* for a detailed description of billing arrangements.

Accepted by:

City of Aurora


By _____
Authorized Signature

Name (print or type)

Title

On _____
Date

Burwood Group, Inc.

By 
Authorized Signature

Kevin Stewart

Name (print or type)

Vice President

Title

On 8/7/2025

Date



2 Executive Summary

City of Aurora Need			
The City of Aurora is looking to modernize their city-wide conference room footprint to a more Microsoft Teams compatible conference room solution.			
Solution			
Burwood Group will implement Microsoft Teams enabled conference rooms throughout the City of Aurora through a phased migration approach including building room standards and design templates, enabling M365 environment remediations, providing end user reference guides and nine AV room deployments.			
Approach		Investment	
Phases	3 Phases	Structure	Fixed Fee
Duration	12 Weeks	Total Cost	\$280,000*
Critical Personnel	Burwood Project Manager Burwood Technical Architect	Payment Schedule	\$93,333.33 due on signing
			3 invoices

*Price includes \$44,253 Local Government Discount

3 Project Background

Burwood Group is pleased to present this proposal to City of Aurora for the Microsoft Teams Room Deployment & Fire Department Phase 1. We are excited about this opportunity and look forward to working with City of Aurora as a strategic partner. This proposal is valid for 45 days from 8/7/25. Burwood reserves the right to reprice open proposals after 45 days.

4 Objectives

We understand the objectives of the Microsoft Teams Room Deployment & Fire Department Phase 1 Fire Department is to:

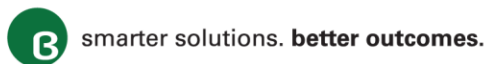
- Review the M365 environment
- Define best practices and recommend changes to support Microsoft Teams Rooms
- Deploy 10 Microsoft Teams Rooms

5 Scope of Services

5.1 In-Scope Tasks and Deliverables

We understand the scope of Burwood Group's involvement in the Microsoft Teams Room Deployment & Fire Department Phase 1 to include:

- **M365 Environment Review (for MS Teams Only)**
 - Current State Workshops
 - Licensing Review & Recommendations
 - Intune Policy Review
 - Conditional Access Policy Review
 - Compliance Policy Review



- Teams Admin Portal Review
- Network/QoS/Firewall Workshop (2-hour workshop)
- Exchange365 / Calendar Requirements
- Resource Accounts
- **M365 Change Assistance (for MS Teams only)**
 - Conditional Access Policy Change Assistance
 - Compliance Policy Change Assistance
 - Exchange365 Change Assistance
 - Customization (Background Image & Templates)
- **AV Room Deployments**
 - Central FD, Classroom Training Room
 - Notes:
 - Main equipment goes in Podium
 - Podium must stay fixed
 - Blu-ray player to be removed
 - Re-use the following equipment:
 - TV Cart in rear of room
 - Rear TV
 - Remove existing AV equipment
 - Install 85" LCD Screens w/ Wall Mounts (x2)
 - Install Microsoft Teams Room Compute
 - Install QSC NV-32 (x2) / NV-21(x1) Video Distribution and QSYS Core
 - Install QSC PTZ Cameras (x2)



- Install QSC Ceiling Speakers (x8) w/ Amplifier
- Install Shure MXA920W Ceiling Microphone
- Install Netgear AV Switch
- Install Wattbox Networked PDU
- Programming of System using 2nd page experience on Microsoft Teams Touch Panel
- Register system to Microsoft Teams
- Central FD, Conference Room
 - Remove existing AV equipment
 - Install 85" LCD Screens w/ Wall Mounts (x2)
 - Install Neat Bar Pro
 - Install Neat Pad
 - Install one HDMI Cat6 extender for HDMI input at table
 - Register system to Microsoft Teams
- Station 7
 - Remove existing AV equipment
 - Install 65" LCD Screens w/ Wall Mounts (x2)
 - Install Neat Bar Pro
 - Install Neat Pad
 - Install one HDMI Cat6 extender for HDMI input at table
 - Register system to Microsoft Teams
- Station 10
 - Remove existing AV equipment
 - Keep Center TV, Place Left/Right



- Re-use existing wall mounts
- Install 55" LCD Screens (x2)
- Install Neat Bar Gen2
- Install Neat Pad
- Register system to Microsoft Teams
- Station 3
 - Remove existing AV equipment
 - Re-use existing wall mounts
 - Install 55" LCD Screens (x2)
 - Install Neat Bar Gen2
 - Install Neat Pad
 - Register system to Microsoft Teams
- Station 4
 - Remove existing AV equipment
 - Install 85" LCD Screens w/ Wall Mounts (x2)
 - Install Neat Bar Pro
 - Install Neat Pad
 - Register system to Microsoft Teams
- Station 9
 - Remove existing AV equipment
 - Re-use existing wall mounts
 - Install 50" LCD Screens (x2)
 - Install Neat Bar Gen2



- Install Neat Pad
- Register system to Microsoft Teams
- Station 8
 - Remove existing AV equipment
 - Re-use existing wall mounts
 - Install 43" LCD Screens (x2)
 - Install Neat Bar Gen2
 - Install Neat Pad
 - Register system to Microsoft Teams
- Station 12
 - Remove existing AV equipment
 - Re-use existing wall mounts
 - Install 43" LCD Screens
 - Install Neat Bar Gen2
 - Install Neat Pad
 - Register system to Microsoft Teams
- Station 5
 - Remove existing AV equipment
 - Re-use existing wall mounts
 - Install 50" LCD Screens (x2)
 - Install Neat Bar Gen2
 - Install Neat Pad
 - Register system to Microsoft Teams



5.2 Out-of-Scope

Burwood Group understands that the following items are not within the scope of our responsibilities:

- Anything listed in the Client Responsibilities section
- Client required to perform any ceiling work related to the project install/de-install
- Room Remediation related to Power, Network, Conduit, Cable pathways, Wall-Backing
- M365 Licensing
- Union Labor
- Printing or Distribution of Reference Materials
- Network drops, construction (including wall backing), carpentry, electrical or conduit work of any kind
- No infection control or protections of any kind are included
- Attending any Infection Prevention/Safety Training or similar required activities. If this is a requirement, Burwood will charge any time and travel time and expenses back to the client
- Integration with any room automation (lighting, HVAC, blinds, screen, etc.) unless specifically called out in-scope
- Cable pulls and terminations outside of what is defined in the in-scope section
- VGA connectivity for content sharing unless specifically called out in-scope
- Configuration of any existing Owner Furnished Equipment (OFE) unless specifically called out in-scope
- Extensive documentation such as Run Book, Step-by-Step Instruction Guide, or Admin/User Manual
- Burwood is not responsible for any work delays outside of the control of Burwood. This is to include but not limited to work covered by other contractors including furniture, electrical, data, and general construction
- Burwood is not responsible for delays incurred by Owner Furnished Equipment or the lack for readiness by the owner in such services as IT. Burwood reserves the right to enact a change control due to client delays
- Burwood is not responsible for the functionality or warranty of any Owner Furnished Equipment (OFE)
- Ongoing support of room/unit after successful room deployment



- End User Communications Adoption Plan (can be added in scope w/ appropriate scale/project)
- Travel expenses are not included and will be billed as actual

Any changes to the scope outlined or assistance with other City of Aurora initiatives will require a separate arrangement. Burwood Group will utilize the Project Change Control Document in Appendix B if changes are required.

5.3 Deliverables

Burwood Group understands the deliverables for the Microsoft Teams Room Deployment & Fire Department Phase 1 to be:

- M365 Environment Review (for Teams Only)
- M365 Change Assistance
- AV Room Deployments (x10)
- One 1-hour Training Sessions per room (10 1-hour sessions total)
- Design Drawings
- Q-SYS Design Programming Files (where applicable)

6 Assumptions

Burwood Group understands the assumptions for the Microsoft Teams Room Deployment & Fire Department Phase 1 to be:

- Burwood will group Fire Departments across an entire week. All Fire Department locations will need to be completed during this single week (exclude Central FD, Classroom Training Room).
- All room installations must take place within 3 months of the start of the room installation phase. The room installation phase will start once all equipment has shipped or the first room installation begins, whichever is first.
- All Burwood labor is presumed to be at Burwood standard non-union rates. Request for work in union-controlled environments or under a prevailing wage contract will be subject to increased rates. Burwood reserves the right to sub-contract Union labor if client requests Union labor.
- Unless otherwise agreed, Burwood Group, Inc. reserves the right to subcontract any or all portions of the Services contemplated.
- All work will be performed during normal working hours of 8:00 AM – 5:00 PM Monday – Friday excluding holidays.
- If a cable or adapter is damaged or removed from the room, Burwood is not required to provide replacement cables free of charge.
- Cabling Standard
 - If Burwood is providing speaker wiring, speaker wire will be 16/2 CMP unshielded unless client requests otherwise.
 - If Burwood is providing analog microphone wiring, Burwood will provide 22/4 CMP F/UTP solid core unless client requests otherwise.
 - If Burwood is providing HDBaseT wiring, HDBaseT cabling will be CAT6A CMP 23AWG F/UTP solid core unless client requests otherwise.
 - If Burwood is providing digital microphone wiring, CAT6 CMP F/UTP solid core unless client requests otherwise.
- Some high-definition device's content may be digitally protected and may not display during some instances, such as during a video conference. Burwood cannot control HDCP compliance, therefore cannot be accountable for content not displaying in non-compliant situations.



- Video codecs of any kind do not support transmitting HDCP content over the content share.
- For T&M agreements, any travel exceeding two hours round trip time will be billed to the client at the rate specified in the T&M agreement.
- For all work completed under this SOW that is subject to the Illinois Prevailing Wage Act, Burwood will provide Certified Transcripts of Payroll to the Illinois Department of Labor and to the City.
- Regular project management “best practices” will be incorporated throughout the project (e.g., weekly status reporting, issues management, etc.).
- Burwood Group will provide the client with a weekly status report, describing work that was performed during the past week, work to be performed the next week, key issues, and items for management attention.
- Burwood Group is not responsible for manufacturer products (hardware or software) that do not perform as specified. Burwood Group time and effort involved in identifying, supporting, and resolving such manufacturer hardware and/or software issues is outside the scope of services as outlined in this proposal. The manufacturer is expected to solve defects in the hardware and/or software they supply. Any additional effort required by Burwood Group to assist in resolution will require a Change Request.
- The client will diligently work with Burwood Group to accomplish signoff within 10 working days upon successful completion of this engagement.
- The client will align the incentives and objectives of employees and other vendors to cooperate with Burwood Group resources; and will provide the appropriate staffing levels to ensure the success of the project.
- Work may be performed onsite, remote or a hybrid of both based on the requirements of the engagement. It is the responsibility of the client to provide Burwood Group personnel adequate access and resources to complete the obligations of this proposal. Resources include, but are not limited to, remote access, office space for staff as needed, internet connectivity, conference rooms for meetings / workshops, and access to building areas necessary to complete this project.
- Burwood Group will work with the client to define all critical path items and time sensitive resource requirements prior to project kickoff.
- Burwood Group and the client will agree on a start date and end date for this project. Any delays caused by the client, that extend the project timeline, will be assessed for impact to scope and project costs. Any impact to project scope or cost will be assessed and presented to the client as a Project Change Request. Burwood will be responsible for documenting the delay and presenting that documentation to the client.
- The client will designate a responsible party to act as a liaison for the duration of this engagement. This liaison will be the primary contact for issue resolution and logistical support for the life of this project.
- The client will provide Burwood Group consultants with appropriate access to the systems as necessary to include but not limited to, reviewing configurations, performing design and implementation work.



- Any changes to project requirements and these assumptions may impact project scope, duration, cost, and deliverables, resulting in issuance of a Change Control (see section Appendix A – Legal Terms and Conditions and Appendix B – Change Control Document).
- The client will approve Burwood Group's partner relationship as a Microsoft indirect reseller and/or Microsoft services provider. Burwood Group will reach out to organizations signer to approve partner relationship post signature.

7 Client Responsibilities

City of Aurora understands that the following items are within their scope of responsibilities:

- City of Aurora to fully review the Assumptions, Client Responsibility, and Warranty sections of this document and notify Burwood prior to signature if any changes are required.
- Client Preparation Responsibilities
 - City of Aurora is responsible for ensuring all licensing for Microsoft Teams Rooms are available (per Room):
 - Microsoft Teams Room Pro License
 - Microsoft Calling Plan License (if using voice)
 - Microsoft Phone Number is available
 - City of Aurora to confirm and test network connectivity prior to Burwood on site arrival. Any delay due to network misconfiguration will result in an additional professional services fee via the change request process.
- Client Regulatory/Compliance Responsibilities
 - Typical wall mounted LCDs will protrude approximately 7 inches from the wall (in a non-recessed deployment). City of Aurora understands that this may not meet ADA requirements.
 - City of Aurora is required to obtain Local Permits and/or plan approvals as well as required local inspection and compliance procedures.
 - City of Aurora is to inform Burwood of any required certificates, documentation, training and/or any other requirements in a timeframe that provides Burwood a reasonable amount of time to complete.



- City of Aurora is to promptly notify Burwood of any unsafe condition about which Customer has knowledge and to which Burwood resources could be exposed.
- City of Aurora is to promptly notify Burwood of any accidents or injuries involving Burwood employees or subcontractors.
- Client Logistical Responsibilities
 - City of Aurora will need to inform Burwood if infection control or protections are required. Burwood is not liable for any violations due to not being informed of this requirement.
 - City of Aurora must notify Burwood at least 4 weeks prior to construction start. This will allow Burwood to order the equipment, schedule kickoff calls and provide final drawings to the client and construction teams.
 - Depending on product availability, procurement could take 4 – 6 weeks. Equipment is not ordered upon receipt of PO. Equipment will be ordered once City of Aurora provides confirmed construction timeline to Burwood.
 - City of Aurora is responsible for providing access to a dumpster for disposal of all boxing material.
 - City of Aurora is responsible for disposal of any existing equipment Burwood will de-install.
 - City of Aurora will provide appropriate access to the facility with no charge to Burwood Group employees.
 - City of Aurora is to provide secure receiving and storage of equipment shipped to the location for the project.
 - City of Aurora is to provide access to the loading dock and elevator, during regular business hours, to facilitate the delivery of parts and materials as well as the removal or trash and refuse.
 - City of Aurora will be able to receive direct shipment of equipment and store until it is time for the installation.
- Client Documentation Responsibilities
 - Burwood may provide the City of Aurora with a Site Information document. The document provides Burwood with the information we need to ensure a smooth installation of equipment. This document should be returned fully complete, to Burwood at least one week before the installation date.
 - Burwood may provide the client with an Equipment Sign-off Document and Room Sign-off Documents. A City of Aurora resource will be required to be on-site during installation to initial and sign-off on all of all forms prior to Burwood leaving the site the day of installation.
- Client Day of Install Responsibilities



- City of Aurora is responsible to have rooms/work areas where work is to be performed clear of any equipment, chairs, cabinets etc. that will impede the installation of equipment. Burwood assumes that we have full access to the rooms during the installation window. Client is responsible for moving any meetings and notifying employees. This also includes any area that Burwood may need to access to pull cable (e.g. floor below). If Burwood is delayed because of a meeting, construction, painting, etc. a change control will be issued, and additional time will be required.
- Client Post-Install Responsibilities
 - City of Aurora will be responsible for patching and painting and replacing any wall plate from existing equipment de-installation
 - City of Aurora is responsible for repair and/or replacement of any ceiling materials modified or damaged during installation of any ceiling mounted equipment. City of Aurora is responsible for the installation of required substructures to support and align this equipment to ensure proper functionality.
- By signing of this proposal City of Aurora agrees to the Warranty outlined in the following "Warranty Statement" section.

8 Warranty Statement

- All Burwood provided equipment is to be free of defects in workmanship for a period of 90 days. If during that time, the system fails to perform as specified, Burwood will correct the problem at no additional charge.
 - Burwood will not support, cover, or replace equipment past the 90-day period unless an additional BMS support contract is purchased.
 - Burwood is never responsible for any damages caused my misuse or abuse of any equipment. This includes inadequate cooling of equipment. Burwood will provide BTU heat loads. City of Aurora is responsible for ensuring cooling is adequate to support these heat loads.
 - This support period does not include design or programming changes request by the customer after room sign-off has been completed.
- All materials contained in this system come with complete manufacturer's warranties against defects in parts and workmanship. Please reference the manufacturer's warranty information for each individual product as duration's due vary. A copy of all manufacturers' warranties will be included in the product's User Manual.
 - An exception would be the use of consumer grade electronics (e.g. consumer LCDs) in a commercial environment. Consumer grade LCDs used in a commercial environment will void the manufacturer's warranty.



- Burwood will not be responsible for “image burn” as a result of prolonged periods of static images being displayed on certain devices.
- Burwood is not responsible for any end-user or administrative support for the rooms unless an additional BMS support contract is purchased. If Burwood is dispatched to the room to diagnose a suspected equipment issue but the issue is deemed an end-user issue or that out of Burwood’s control (not related to equipment/programming defects and not covered under workmanship guarantee) the client will be charged a \$150 trip charge and an hourly rate of \$175 at a minimum of 2 hours).

9 Approach and Schedule

Burwood Group will apply a phased approach to the Microsoft Teams Room Deployment & Fire Department Phase 1. We expect the project to take approximately 12 Weeks.

10 Project Organization and Roles

Burwood Group project manager and consultants will obtain direction from Michael Pegues at City of Aurora. The Burwood Group team proposed for City of Aurora is experienced in all aspects of the execution of this project, both technically and from a project management perspective. The team structure represents how our team will work with you and align to your business, technology, and technical stakeholders. We are passionate about developing relationships with you as partners through this project, and by teaming at all levels of the project structure, we facilitate enhanced knowledge transfer to enable your ability to sustain the operation after the consultants have gone. Other Burwood Group resources will be utilized as necessary to meet the objectives of this arrangement and to deliver the value expected from our organization.

A Burwood Group Project Manager (PM) will act in the capacity of project team leader and as liaison to your team's project management team lead. In this capacity, the PM is the Burwood Group primary point of contact for day-to-day project activities, issue resolution, escalation, resource management, scope, and logistical support for the life of the project. The PM's Burwood team counterpart will be the Burwood Technical Lead, responsible for executing the technical scope of work. While not all resources may be committed at this time, Burwood Group will work with City of Aurora to confirm staffing, start dates and timing or key project milestones.



11 Professional Fees and Expenses

Thank you for our recent conversations and for providing the Burwood Group the opportunity to propose our services. The following sections outline the professional fees for Burwood Group's participation in Microsoft Teams Room Deployment & Fire Department Phase 1.

This project is bid on a fixed price/fixed time basis. The total cost for this engagement will be \$280,000. Burwood Group, Inc. estimates this project will be a duration of 12 weeks. Burwood requires 33% of the project's total cost, or \$93,333.33 at signing. The remaining balance will be paid over two invoices at the midpoint and the close of this project.

Start date will be mutually agreed to prior to project kick-off and upon final approval, readiness, and staffing of this project, at which time a letter of engagement with mutually agreed start and completion dates will be approved.

Please note Burwood Group will assign all staff resources as to best-fit the total requirements, and no individual employee is being specifically promised or quoted for this project or specific tasks. Any significant changes to the scope and assumptions outlined above or the anticipated level of effort will require a separate arrangement and additional professional fees.



SERVICES	FEES
M365 Environment Review & M365 Change Assistance (for MS Teams Only)	\$67,152.00
AV Room Deployments	
Central FD, Classroom Training Room	\$32,000
Central FD, Conference Room	\$12,650
Station 7	\$12,650
Station 10	\$11,000
Station 3	\$11,000
Station 4	\$12,650
Station 9	\$11,000
Station 8	\$11,000
Station 12	\$11,000
Station 5	\$11,000
Total Professional Services Fee	\$203,101.89
Hardware	\$121,151.11
Local Government Discount	-\$44,253
TOTAL	\$280,000

Travel costs are not included and will be billed as actual costs.

If the project duration extends beyond the agreed-upon timeframe from the date of project commencement the project change control process will be executed. Utilizing this change process, Burwood will re-bid the remaining effort to complete the affected work streams. Both parties must approve the change with respect to scope and charges before completion of the work streams.



Appendix A - Legal Terms and Conditions of Engagement

Services Payment Procedures

Burwood will provide an invoice to the Customer for services rendered and the Customer shall approve and thereafter pay any undisputed portions thereof in accordance with the Illinois Local Government Prompt Payment Act (50 ILCS 505/1 et. seq). Approved, but unpaid invoiced amounts shall accrue interest in the manner and to the extent authorized by the Act.

In addition to the terms and conditions of any Master Services Agreement, the services described in this proposal for services will be provided subject to the following terms and conditions. Finance charges of 2% per month may be assessed for past-due accounts.

The invoicing process will be broken down as follows:

INVOICE #	DESCRIPTION
Invoice One	33% of the Fixed Price Cost upon proposal signature
Invoice Two	33% of the Fixed Price Cost at the midpoint of the project
Invoice Three	The remaining 34% of the Fixed Price Cost will occur upon completion of the Project. The client will diligently work with Burwood Group to accomplish signoff within 10 working days of completion.

Either the client or Burwood Group may request a change to scope or manner of provision of the Services, subject to the following change order process:

- a. All requests for a change to the services shall be submitted using the form listed in Appendix A by the requesting Project Manager (a "Change Order"). Change Orders shall not be required for services that are inherent, necessary, or customarily part of the services required by Burwood Group to meet the Acceptance Criteria.
- b. The Change Order will describe at a reasonable level of detail the change, the rationale for the change and the impact the change may have on the services both if it is accepted and if it is rejected.
- c. The Project Manager will review the Change Order with the client Project Lead and Service Delivery Director/Client Executive either:



- i. Approve it in writing. Upon such approval, the change will be implemented through a written authorization that may only be signed by the authorized representatives of client and Burwood Group; or
 - ii. Agree in writing to submit the Change Order for further investigation. Such investigation will determine the technical merits and the effect on price, schedule, and other terms and conditions that may result from the implementation of the Change Order.
- d. Client and Burwood Group will then agree to mutually approve or reject the Change Order. If client and Burwood Group do not agree, the parties shall attempt to resolve the disagreement in the manner set forth in the Agreement; or
 - i. Reject it. If rejected, the Change Order will be returned to the requesting Project Manager along with the reason for rejection.

Once agreed to by the parties (and executed by an authorized representative of client and Burwood Group), a Change Order shall be incorporated into and become part of this SOW.

Out-of-pocket Expenses

Additional out of pocket expenses for travel, accommodations, project supplies, etc., will be billed directly back to the client at cost. Burwood understands that all expenses require prior client approval.

Microsoft Association

The client must agree and grant permission via signed Proof of Execution to allow Burwood Group to claim CPOR (Claiming Partner of Record) for any Microsoft 365 and/or Business Applications workload that the client deploys internally or consumes as part of their Microsoft partner internal use rights benefits where Burwood Group has provided design/deployment/configuration guidance and/or knowledge transfer to use said benefit internally. Burwood Group will associate with client's internal Microsoft 365, Azure, Dynamics 365 tenant. Burwood Group will be working on the following workloads:

- Intune, Exchange Online, Microsoft 365 Apps, SharePoint Online, Teams Platform, Teams Meetings, Teams Phone System, Teams Phone Enabled Users, Teams Phone Calling, Teams Apps, Teams for Frontline Workers, Teams Rooms, VivaEngage, VivaInsights, VivaTopics, VivaLearning, Viva Goals, VivaConnections, Azure Active Directory Premium, Azure Active Directory Premium 2, Microsoft Defender for Office 365, Microsoft Defender for Endpoint, Microsoft Defender for Cloud Apps, Microsoft Defender for Identity, Microsoft Information Protection, Windows 365, Outlook Mobile, Insider Risk Manager"

The client acknowledges that Microsoft may provide Burwood Group with monetary fees, commission, or compensation in connection with the services provided to client.



Room Deployment Phase 1: Fire Department
City of Aurora

Purchase Orders and Remittance Information

Purchase Order Address

Burwood Group, Inc.
1515 W 22nd St Suite 200W
Oak Brook, IL 60

State Tax ID 2861-2671
Federal Tax ID 36-4180073

Remittance Address

Burwood Group, Inc.
Attn: Accounts Receivable
8582 Solutions Ctr
Chicago, IL 60677-8005

Responses

Any responses or questions regarding
this proposal should be directed to:
Brad Schmidgall

At bschmidgall@burwood.com
(312) 327-4633

Invoices

Invoices shall be sent to:
Michael Pegues
City of Aurora
44 E Downer Pl
Aurora, IL, 60505



Appendix B - Project Change Control Document

REQUEST (COMPLETED BY REQUESTER)	
AUTHOR:	
DATE OF REQUEST:	
CHANGE #:	
TITLE OF CHANGE:	
DESCRIPTION OF CHANGE:	
REASON FOR CHANGE:	
HARDWARE REQUIRED:	
SOFTWARE REQUIRED:	
ACTION REQUIRED:	
TARGET COMPLETION DATE:	
CHANGE REQUESTED BY:	

IMPACT (COMPLETED BY PROJECT MANAGER)	
TIMELINE IMPACT:	
COST IMPACT:	
OVERALL IMPACT:	
PM COMMENTS:	
PROJECT MANAGER (Burwood):	
SERVICE DELIVERY DIRECTOR / CLIENT EXECUTIVE (Burwood):	
(BURWOOD SIGNATURE/DATE):	
CHANGE APPROVER (Client):	
(CLIENT SIGNATURE/DATE):	