

## **Statement of Work**

**For the Fixed Price Kronos Workforce Solution  
Upgrade and Add-on for 6.3**

**Prepared for City of Fort Lauderdale**

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## TABLE OF CONTENTS

<b>1</b>	<b><u>EXECUTIVE SUMMARY</u></b>	<b>4</b>
	<b>1.1 DOCUMENT PURPOSE</b>	<b>4</b>
	1.1.1 PROJECT SUMMARY STATEMENT	4
	1.1.2 INVESTMENT SUMMARY	4
	<b>1.2 FIXED FEE</b>	<b>4</b>
	1.2.1 FIXED FEE GUIDELINES	4
	1.2.2 TRAVEL EXPENSES	5
	1.2.3 MATERIAL CHANGE IN SCOPE	5
	1.2.4 PROJECT DURATION AND IMPLEMENTATION APPROACH	6
	<b>1.3 SIGNATURES AND APPROVALS</b>	<b>7</b>
<b>2</b>	<b><u>STATEMENT OF WORK DETAILS</u></b>	<b>8</b>
	<b>2.1 SOLUTION ASSUMPTIONS</b>	<b>8</b>
	2.1.1 GENERAL IMPLEMENTATION INFORMATION	9
	2.1.2 EXISTING SYSTEMS LIST	9
	2.1.3 WORKFORCE UPGRADES	9
	2.1.4 WORKFORCE TIMEKEEPER	10
	2.1.5 WORKFORCE ANALYTICS	11
	2.1.6 WORKFORCE INTEGRATION MANAGER	12
	2.1.7 INTERFACES	12
	2.1.8 TECHNOLOGY	15
	<b>2.2 PROFESSIONAL SERVICES</b>	<b>16</b>
	2.2.1 PROJECT MANAGEMENT LEVEL OF SERVICE / ESTIMATED SERVICES	16
	2.2.2 CONSULTING SERVICES	16
	2.2.3 ENGAGEMENT PRINCIPAL	16
	<b>2.3 EDUCATIONAL SERVICES</b>	<b>17</b>
	2.3.1 EDUCATIONAL SERVICES SUBSCRIPTION - KNOWLEDGEPASS™	17
	2.3.2 SELECTED TRAINING	18
	2.3.3 EDUCATIONAL PRODUCTS	19
<b>3</b>	<b><u>IMPLEMENTATION PHASE DELIVERABLES</u></b>	<b>20</b>
	<b>PLAN PHASE DELIVERABLES</b>	<b>20</b>
	<b>ASSESS PHASE DELIVERABLES</b>	<b>20</b>
	<b>SOLUTION BUILD PHASE DELIVERABLES</b>	<b>21</b>
	<b>TEST AND CERTIFY PHASE DELIVERABLES</b>	<b>22</b>
	<b>DEPLOY AND SUPPORT PHASE DELIVERABLES</b>	<b>22</b>
<b>4</b>	<b><u>APPENDIXES</u></b>	<b>24</b>
	<b>4.1 ADDITIONAL REFERENCE DOCUMENTS</b>	<b>24</b>
	4.1.1 ENGAGEMENT GUIDELINES	24
	4.1.2 CUSTOMER IMPLEMENTATION GUIDE	24

<b>4.2</b>	<b>PROFESSIONAL SERVICES INVOICING SCHEDULE</b>	<b>24</b>
<b>4.3</b>	<b>SERVICE DELIVERABLE ACCEPTANCE PROCESS</b>	<b>24</b>
4.3.1	PROJECT COMPLETION	25
4.3.2	EXHIBIT 2 SERVICE DELIVERABLE ACCEPTANCE FORM	25
4.3.3	DELIVERABLE SUBMISSION	26
4.3.4	DELIVERABLE ACCEPTANCE	26
4.3.5	CONDITIONS FOR ACCEPTANCE (IF REJECTED)	26

# 1 EXECUTIVE SUMMARY

## 1.1 DOCUMENT PURPOSE

This document defines current understanding by Kronos of the engagement’s objectives, scope, assumptions, risks and constraints and is based upon information gathered during conversations with City of Fort Lauderdale (hereafter may be referred to as “customer”) during the sales cycle, with the key assumption that Kronos and customer will jointly staff the project team during the project lifecycle. This Statement of Work provides a documented basis for making future decisions and for confirming or developing a common understanding of project scope among the stakeholders.

### 1.1.1 PROJECT SUMMARY STATEMENT

City of Fort Lauderdale is an organization in the Public Sector industry and has approximately 800 employees across 1 site(s) on Kronos version 5.2 and will be upgrade to 6.3. Another 1350 employees will be added on to the existing system. No analysis will be done by Kronos. The customer will hand out their policies and Kronos will configure them into the existing system.

This project will be focused on upgrading and expanding its Kronos workforce management solution in 34 weeks.

This proposal anticipates that the solution will be fully operational in a production environment based upon the project scope detailed in this document and the mutually agreed solution design documentation completed collaboratively during the project.

### 1.1.2 INVESTMENT SUMMARY

The investment included in this Statement of Work is quoted in USD\$:

Item	\$
Professional Services (Fixed cost)	\$238,896.00
Educational Services Offerings	\$30,250.00
<b>Estimated Investment for This Implementation</b>	<b>\$269,146.00</b>

## 1.2 FIXED FEE

### 1.2.1 FIXED FEE GUIDELINES

Notwithstanding anything to the contrary contained in the Sales, Software License and Services Agreement for the professional services set forth in this Statement of Work (and on the corresponding Order Form for such services), Kronos agrees to complete the services described herein for the fixed fee set forth herein, unless additional hours are required to complete the services described herein due to a material change in the scope of the project, Customer’s delay in fulfilling its obligations, or as a result of a change in the complexity of the original scope of services based on information unknown at the time the parties entered into this SOW. Any such additional hours shall be agreed upon by the parties pursuant to the Change Order process described in this SOW and the fixed fee amount described herein shall be amended as provided in such Change Order. If Kronos has not invoiced for the entire fixed fee amount as set forth in this SOW (or a Change Order, if applicable) prior to completion of the services described herein, upon completion of the services, Kronos will invoice for any remaining fees up to the fixed fee amount and customer shall pay such fees upon the payment terms agreed upon by the parties.

Professional Services will be invoiced as defined in the appendix of this SOW.

### 1.2.2 TRAVEL EXPENSES

Billable travel expenses will be charged pursuant to the terms and conditions of the Kronos Sales, Software License and Services Agreement. Resources may be used for the project that require the payment of airfare, lodging and other related travel expenses. For additional information, see the Engagement Guidelines link in the Appendixes section of this document.

Estimated travel for this project is \$37,000.

### 1.2.3 MATERIAL CHANGE IN SCOPE

Any change to the assumptions in Statement of Work or the discovery of increased complexity during the engagement will be considered a change in the scope of the professional services, and will be managed through the Kronos standard change control procedures.

A Material Change in Scope may be the result of one or more of the following:

- Newly discovered information regarding the implementation conditions that would impact scope or timeline such as changing the number of work rules, interfaces, or significantly increasing the amount of configuration to be completed.
- Addition of software licenses
- Addition of new sites/locations
- Addition of a new interface or new functionality
- Extending / surpassing the agreed upon timeline solely due to Customer's actions.
- Customer's inability to staff the project with appropriate resources, skills and availability (this includes a change in resources) that specifically results in extending / surpassing the agreed upon timeline and Project Plan as agreed to during the Plan phase of this project.
- Customer's repeated inability to meet deadlines that create a material change in scope.
- Customer's inability to proactively manage the change necessary for its end-users to readily accept an automated business system

The Professional Services estimated are based on the following buying scenario:

### SOFTWARE AND INTERFACES

Software and Interfaces	Service Type	Optional features to be implemented
Workforce Timekeeper and Managers (800 ees)	Upgrade v5.2	Cascading Accruals and Pay Codes Alerts ESS Time-Off Requests (via My Requests)
Workforce Connect (800 ees)	Upgrade v5.2	
Workforce Integration Manager (800 ees and adding on 1,350 ees)	New v6.3	
Workforce Timekeeper 1350 ees	New v6.3	Cascading Accruals and Pay Codes Alerts ESS Time-Off Requests (via My Requests)
Workforce Manager WTK	New v6.3	
Workforce Employee WTK	New v6.3	
Workforce Analytics (2,150 ees)	New v6.3	

## PROFESSIONAL SERVICES

The professional services estimate is based on the extensive experience that Kronos has in implementing human capital management solutions using our proven Momentum™ implementation and project management methodologies and tool sets. These methodologies are adaptable and responsive to an individual project's requirements while still providing repeatability and a consistently high quality customer experience.

## EDUCATIONAL SERVICES

During the project, by means of education and consulting services, a solid knowledge transfer will occur between Kronos and City of Fort Lauderdale. This knowledge transfer will allow you to take ownership of your new Kronos application.

### 1.2.4 PROJECT DURATION AND IMPLEMENTATION APPROACH

The project costs provided in this Statement of Work are based on a deployment that consists of Phases by Deployment Group with 4 phase(s) and 3 Deployment Instance(s) (or Go-Lives). The proposed solution as proposed shall not exceed a total duration of 34 weeks.

It is assumed that a high level executive will be assigned as an Executive Sponsor and will remain engaged during the full lifecycle of the implementation. The Executive Sponsor will secure resources to support the defined duration of the project, take active part in Project Kick-off and Solution Overview, Phase Reviews and completing Milestone sign-offs. This level of Executive involvement will allow for cost containment resulting in an increased Return on Investment (ROI) and avoid unnecessary delays.

A Blended delivery method will be used for this implementation. A blended delivery method is a combination of both onsite and remote implementations. These are the benefits of this approach;

- Minimal impact on your business due to staffing resources based on the needs of our customer which incorporate the best use of onsite and virtual interaction
- An efficient implementation process won't waste your time with starts and stops. We'll deliver a solid plan using a seasoned team of experts who get it right the first time
- We offer a variety of convenient training options to fit any budget - at your desk, at our offices, or at your location
- There will be a greater visibility and integration of the Kronos team into City of Fort Lauderdale's business operations
- We offer a consultative, collaborative approach to designing and implementing solutions that solve your critical business issues
- Direct person to person interaction provides greater opportunity for knowledge sharing

The project estimates provided in this Statement of Work are based on a multi-faceted deployment consisting of a centralized design and solution build followed by design, build and go-lives.

### 1.3 SIGNATURES AND APPROVALS

SUBMITTED AND APPROVED BY KRONOS REPRESENTATIVE

By: \_\_\_\_\_ Date: \_\_\_\_\_

This Statement of Work is subject to City of Fort Lauderdale's agreement with Kronos governing Professional and Educational Services. By signing below, City of Fort Lauderdale's authorized representative agrees to purchase the services described herein.

Very truly yours,

Kronos Incorporated

ACCEPTED AND AGREED

City of Fort Lauderdale

By: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

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## 2 STATEMENT OF WORK DETAILS

### 2.1 SOLUTION ASSUMPTIONS

1. Customer is responsible for developing their workforce management policies and for documenting and disseminating business procedures and policy changes to support the Kronos system prior to Kronos implementing the policies.
2. Customer Project Team will attend appropriate Kronos training prior to and while participating in the implementation and properly support the application post-implementation.
3. Customization of any delivered system reports or development of new custom reports code or any system code will be considered outside the scope of this project unless identified in this Statement of Work.
4. Historical time and attendance data will not be loaded into Workforce Timekeeper.
5. Customer will be responsible for the configuration of data collection time clocks beyond those defined in the scope section. Customer is responsible for the physical installation of the devices and is responsible for providing a dedicated power source and data networking cabling to the device's physical location.
6. Device communication configuration does not include using SSL (Secure Sockets Layer), or NAT (network address translation).
7. Device configuration does not include standard Smart View configuration
8. Kronos will install the Workforce Integration Manager™ module on all Workforce Central application servers and will install Workforce Integration Manager – Interface Designer on 2 Windows machines
9. When Kronos provides data via an interface to a non-Kronos system, Kronos will provide an export file. The data will consist of elements contained within the database. It is customer's or the third-party's responsibility to import that data file to update the appropriate database. Customer will work directly with all third-party vendors during assessment and testing. If Kronos is to lead these conversations for customer, additional effort and scope will be required. The export will not require complex derivation or mapping.
10. When a non-Kronos system provides data via an interface to Kronos, it is customer's responsibility to get a file created that can be imported to the Kronos system. The import will not require complex derivation or mapping.
11. The source and/or destination systems support available ODBC connections.
12. Customer will provide test data and all necessary interface file layouts/interface formats. The customer will also be responsible for testing all interfaces, including testing the results to/from third-party providers. The test results will be shared with Kronos.
13. Undocumented changes to workforce management policies or business procedures may require additional professional services.
14. The project will be considered complete, when any of the following are met:
  - All of the service deliverables identified within this SOW have been completed, delivered and accepted or deemed accepted, including approved Change Request Forms;
  - The fee provisions of the Work Order have been met; or
  - This agreement is terminated pursuant to the provisions of the agreement.



### 2.1.1 GENERAL IMPLEMENTATION INFORMATION

Item	Total	Kronos to Implement
No. of Employees	800 ees upgrading to 6.3 and Adding on 1350 ees	800 ees upgrading to 6.3 and Adding on 1350 ees

### 2.1.2 EXISTING SYSTEMS LIST

#### 2.1.2.1 Kronos Products

Product	Version	Features
Workforce Timekeeper	v5.2	
Workforce Employee WTK	v5.2	
Workforce Connect	v5.2	

### 2.1.3 WORKFORCE UPGRADES

Item	Scope and Assumptions
Existing Modules / Features	Existing modules and features will be upgraded and tested applicable to the version purchased.
Existing Configuration	Existing configuration will be upgraded applicable to the version purchased. Any changes to pay/work rules or other configuration are not included in a standard upgrade estimate; however, additional consulting services may be purchased to perform this and will be shown later in this document if included in project scope.
New Features	Only features listed in the Software and Interfaces table in the Executive Summary are included in this project.
Interfaces	City of Fort Lauderdale has 6 interface(s) that require upgrading as described in section 2.1.7.
Terminals	City of Fort Lauderdale has 0 terminal(s) that will be utilized with the upgraded software. Kronos will be responsible for upgrading/testing 0 of these terminals in conjunction with City of Fort Lauderdale, and the remainder of the terminals will be upgraded/tested by City of Fort Lauderdale resources.
Group Schedules	City of Fort Lauderdale is using Group Schedules that requires upgrading.
Business Procedures and Policies	City of Fort Lauderdale is responsible for reviewing all new functionality of the solution, determining the impact on the organization and developing and communicating any new workforce management policies or business procedures to support the Kronos solution.
Custom Reports	Upgrades to custom reports are not included as part of a standard upgrade.
Navigators	Kronos will implement Kronos Recommended navigators for up to 5 workforce management roles in City of Fort Lauderdale's organization. Limited changes to the default configuration of these Kronos Recommended navigators is included, such as updating the configuration of a navigator to include customer-specific Workforce Central configuration and the renaming of individual items in a navigator. Additions of new content or changes in layout/design are not included.

## 2.1.4 WORKFORCE TIMEKEEPER

### CORE FUNCTIONALITY

Item	Scope and Assumptions
Functional Group Analysis	<p>City of Fort Lauderdale is adding 3 functional group(s), and Kronos is to implement 3 of these. Any remaining functional group(s) will be configured by customer resources.</p> <p>In order to clearly define the pay/work rules configuration for the implementation, Kronos will perform 0 analysis (Product Design) for the Workforce Timekeeper™ application.</p> <p>City of Fort Lauderdale is responsible for all identification of, interpretation of, and compliance with any applicable laws, regulations, and statutes that affect the project and configuration.</p>
Pay/Work Rules Configuration	The number of pay/work rules to be added is 50 and Kronos is to implement 50 of these. Any remaining pay/work rules will be configured by customer resources.
Basic Accrual Policy Configuration	The number of basic accrual rules to be added is 15 and Kronos is to implement 15 of these. Any remaining basic accrual rules will be configured by customer resources.
Overtime Rules Configuration	The number of overtime rules to be added is 6 and Kronos is to implement 6 of these . Any remaining overtime rules will be configured by customer resources.
Shift Differentials Configuration	The number of shift differentials to be added is 4 and Kronos is to implement 4 of these . Any remaining shift differentials will be configured by customer resources.
Navigators	

### OPTIONAL FEATURES TO BE IMPLEMENTED

Item	Scope and Assumptions
Workforce Employee™ Configuration	<p>No custom or tailoring work will be required in this implementation.</p> <p>Product will be configured according to the mutually-agreed upon solution design during the Implementation to:</p> <p>Allow employees to complete a standard online timecard with in and out times;</p> <p>Allow employees to enter pay code edits, duration of time and work rule transfers; and</p> <p>Allow employees to view their time details, schedules, accrual information (if accrual balances will be imported) and pay stub reports/pay slips.</p>
ESS Time-Off Requests (via My Requests)	<p>At the PC:</p> <ul style="list-style-type: none"> <li>The employee Time off request is a calendar view using a preconfigured form format.</li> <li>Time Off Requests can be configured for automatic approval.</li> <li>Time Off Requests can have multiple levels of approvers.</li> <li>Notification of request status can also be sent to managers that are interested in the requests, but are not approvers</li> <li>Managers can be alerted to Time Off Requests that require action and directed to the Request Manager.</li> <li>The ability to cancel Time Off Requests is a configuration option.</li> </ul> <p>At the terminal:</p>

Item	Scope and Assumptions
	<ul style="list-style-type: none"> <li>The employee Time Off Request uses a preconfigured form format.</li> <li>Cancellation of Time Off is also available at the terminal.</li> <li>Acknowledgement messages indicate the status of the request as "Submitted", "Approved", "Rejected" or "Cancelled".</li> </ul> <p>These hours do not include configuration of the navigator, those hours are called out separately.</p> <p>Customizations or changes to this functionality and/or workflow may require additional implementation hours.</p>
Cascading Pay Codes	Hours are included for cascading pay codes (the ability to draw hours from one or more accrual balances in a predetermined order). Hours are also included for the modification of the person interface for the assigning of cascading profiles to the employees.
Alerts	The estimated number of alert conditions is 2 and Kronos is to implement 2 of them. Any remaining alerts will be configured by customer resources. Each alert can be composed of both a "warning" and a "threshold" notification. Hours are included for the modification of the Person Interface for the assigning of cascading profiles to the employees.

## 2.1.5 WORKFORCE ANALYTICS

### CORE PRODUCT

Item	Assumptions
General Assumptions	<p>Kronos will:</p> <ul style="list-style-type: none"> <li>Install Workforce Analytics Web Server on Workforce Central application server</li> <li>Install Workforce Analytics Engine Server</li> <li>Install Workforce Analytics Application Server</li> <li>Provide standard Metadata and reports</li> <li>Consult up to 40 hrs to design and configure analysis documents derived from standard Analytics metadata. Complexity of selected documents determines actual number of documents implemented</li> <li>4-6 Months of history loaded from WFC</li> <li>2 Deployment environment(s)</li> <li>One System Administrator mentoring session for up to 2 participants</li> <li>Project hours reflect 1 iteration of data exchange with City of Fort Lauderdale</li> </ul>
Client Responsibilities	<p>City of Fort Lauderdale has responsibility for all data cleansing and flat file creation to support interfaces with integrated systems. Implementation hours support up to 2 iterations of the file.</p> <p>City of Fort Lauderdale has responsibility for all pay code configuration within their timekeeping application to support analysis and reporting. Implementation hours support up to 1 iteration of the pay code configuration.</p>
Technology Environment	<p>This engagement will <u>NOT</u> leverage a hosted model.</p> <p>Leveraging a hosted environment will require additional services and unless otherwise noted in this Statement of Work with additional incremental analytics service hours is <u>NOT</u> in scope for analytics in this statement of work.</p>

Item	Assumptions
Workforce Central Data	<p>Workforce Analytics is dependent upon the completed configuration of parts of the Workforce Central Suite. For example:</p> <ul style="list-style-type: none"> <li>Schedule data is extracted from Workforce Scheduler. This means the population of schedules, whether accomplished manually, via import or with the assistance of Workforce Scheduler is necessary for Workforce Analytics to provide metrics related to deficient punches, schedules, scheduled overtime, and absenteeism</li> <li>The use of employee wages is critical for all cost-based metrics defined in Workforce Analytics. Employee wage information must be stored in Workforce Central in order to generate cost-oriented key performance indicators</li> <li>The current installed version of Workforce Central is version 6.3 and is in one centralized database instance/environment</li> <li>City of Fort Lauderdale has responsibility for all pay code configuration within their timekeeping application to support analysis and reporting</li> </ul>
Knowledge Transfer	<p>Workforce Analytics Consultants provide knowledge transfer in a train the trainer approach. End user training or knowledge transfer is <u>NOT</u> in scope for analytics in this statement of work.</p> <p>Knowledge Transfer topics include:</p> <ul style="list-style-type: none"> <li>Setup / Configure Auto-Jobs</li> <li>Review Load Configuration</li> <li>Test and Review ETL Processes &amp; Operational Issues</li> <li>Conduct operational readiness task review</li> <li>Conduct Workforce Analytics administrator training session and recommended practices</li> <li>Review capacity planning document</li> <li>Review Kronos Global Support process and best practices examples</li> </ul>

## 2.1.6 WORKFORCE INTEGRATION MANAGER

### CORE PRODUCT

Item	Scope and Assumptions
General Assumptions	<p>Kronos will:</p> <ul style="list-style-type: none"> <li>Install the Workforce Integration Manager™ module on all Workforce Central application servers</li> <li>Install Workforce Integration Manager – Interface Designer on 2 Windows machines</li> <li>Assess and configure generic data access profiles and functional access profile to accommodate Workforce Integration Manager users</li> </ul>
Mapped Folder/Connections Configuration	Hours are included for Kronos to configure Mapped Folder/Connections.

## 2.1.7 INTERFACES

Interfaces	Scope and Assumptions
Type	Accrual Balance Import

Interfaces	Scope and Assumptions
From To Interface Name	Cyborg Workforce Timekeeper Cyborg To WTK AccBal
Type From To Interface Name	Labor Level Entry Import Cognos Workforce Timekeeper Cognos To WTK LabLvl

### 2.1.7.1.1 Telestaff Gateway manager Configuration

In order to enable the 4 interfaces to facilitate integration the Gateway Manager will be configured for the standard Workforce Central/TeleStaff feeds.

### 2.1.7.1.2 Telestaff Product/Solution Description

In order to integrate the TeleStaff Solution with Workforce Central v6.3, 4 interfaces are designed to move data between the two systems. The table below the direction of the information flow between the systems and the components of each interface in the solution. These interfaces apply to both Police and Fire TeleStaff databases.

Interface	Information Flow	Components
Person Data Export	WFC - > TeleStaff	
Punch Export	WFC - > TeleStaff	
Accruals Export	WFC - > TeleStaff	Accrual Balance Export Accrual Grants Export
Schedule Import	TeleStaff -> WFC	Daily Schedule Import Per Pay Period Schedule Import

Configuration Services		
Interface	Configuration Task	Task Description
Person, Schedule, Accrual	Match person ID	Configure TeleStaff general person tab to match the payroll ID (or employee ID) with the WFC person ID.
Schedule	Labor Account Code Setup	Determine which TeleStaff Organization Structure level the WFC Labor account code needs to be updated. Retrieve all the Labor Account Codes from WFC for people that are common to TeleStaff
Schedule	Work Code Lookup	Compare the Work Code payroll code fields in TeleStaff with the WFC pay codes.

Configuration Services		
Interface	Configuration Task	Task Description
Accrual		Compare the Accrual Work Code abbreviation in TeleStaff to the accrual codes in WFC.

### 2.1.7.1.3 Assumptions

<p>Workforce Central 6.3 Integration for TeleStaff 2.7</p>	<p>City of Fort Lauderdale must ensure that TeleStaff v2.7 or higher is installed and configured, including Gateway Manager. City of Fort Lauderdale must also ensure that Workforce Central v6.2.6 or higher is installed.</p> <p>In order for data to transfer successfully between Workforce Central and TeleStaff, the TeleStaff Employee ID and the WFC Person Number must match. If they do not, City of Fort Lauderdale must resolve any mismatches prior to implementation.</p> <p>If the Punch interface will be used, City of Fort Lauderdale should use restriction margins for in-punches to ensure the correct punches are exported to TeleStaff, otherwise every punch will be exported. The configuration of punch restrictions is outside the scope of the integration implementation.</p> <p>If the Accrual Balance and Accrual Grants interfaces will be used, the customer must be using Workforce Accruals. The Accrual Reporting Period must be set to January – December. If an alternative timeframe is used, additional time will be required to configure the Accruals interfaces.</p> <p>If the Daily and Pay Period Schedule Import interfaces will be used, the customer must be using the basic scheduling features in Workforce Timekeeper or using Workforce Scheduler. Also, for this integration, TeleStaff Jobs must contain the corresponding Workforce Labor Account names in one of the ExternalID fields.</p> <p>Changes to the data mappings in the interfaces are out of scope.</p>
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## CORE PRODUCT

Item	Scope and Assumptions
Data Files	<p>When Kronos provides data via an interface to a non-Kronos system, Kronos will provide an export file. The data will consist of elements contained within the database. It is City of Fort Lauderdale's or the third-party's responsibility to import that data file to update the appropriate database. City of Fort Lauderdale will work directly with all third-party vendors during assessment and testing. If Kronos is to lead these conversations for City of Fort Lauderdale, additional effort and scope will be required.</p> <p>When a non-Kronos system provides data via an interface to Kronos, it is City of Fort Lauderdale's responsibility to get a file created that can be imported to the Kronos system. If the import interface is listed above, then Kronos will complete the import to the Kronos system. If the import interface is not listed above, additional hours can be arranged through the Kronos change control procedures.</p>
ODBC Connections	The source and/or destination systems support available ODBC connections.
Test Data and Testing	City of Fort Lauderdale will provide test data and all necessary interface file layouts/interface formats. The customer will also be responsible for testing all interfaces, including testing the results to/from third-party providers. The test results will be shared with Kronos.

### 2.1.8 TECHNOLOGY

Item	Scope and Assumptions
Technology Resources	<p>City of Fort Lauderdale is responsible for providing and installing all hardware, operating system software, database software and non Kronos-provided software necessary for the operation of the Kronos application. City of Fort Lauderdale should provide appropriate technical resources to minimize any technology risks identified throughout the implementation.</p>
Database	<p>The database will be installed on SQL Server. If the database is Oracle RAC additional services may be required.</p> <p>City of Fort Lauderdale is responsible for installation of the database software such as Oracle or SQL Server with the recommended service packs.</p>
Application Server Software	JBOSS - Kronos Provided on 1 server(s) or images. If the application server is Oracle, WebLogic, or WebSphere, additional services may be required.
Operating System	Microsoft Windows
Supported Systems	Not all operating systems, application server software, Web browsers, etc., are supported for all Workforce products and features. Please contact your Kronos technical representative for detailed information.
Environments to Be Utilized During Implementation	<p>Production</p> <p>Test</p> <p>City of Fort Lauderdale understands that Kronos recommends a minimum of two environments i.e., Test and Production</p>
Additional Technology Factors	<p>LDAP (Lightweight Directory Access Protocol) will not be used as a security authentication method.</p> <p>A load balance configuration is recommended if two or more application servers are implemented.</p>

Item	Scope and Assumptions
	<p>City of Fort Lauderdale has advised that they will not utilize load balancing.</p> <p>City of Fort Lauderdale will not be utilizing a DMZ (demilitarized zone) for security purposes.</p> <p>Single sign-on will not be setup to have user's network login credentials be used to access the Kronos application(s).</p> <p>SSL (Secure Sockets Layer) will not be utilized to encrypt information passing back and forth from the Kronos application.</p>
Server Specifications	<p>City of Fort Lauderdale will provide hardware server specifications to Kronos resources for all servers that will be involved in the implementation, based on the Kronos' Hardware Recommendations Report.</p>
Remote Connectivity	<p>When Kronos resources are working remotely, they will have access to City of Fort Lauderdale's Kronos system via a mutually agreed-upon standard.</p>

## 2.2 PROFESSIONAL SERVICES

### 2.2.1 PROJECT MANAGEMENT LEVEL OF SERVICE / ESTIMATED SERVICES

The project management service offerings; project support, project management and program management have been reviewed and based on discussions regarding the solution and technology complexities, as well as on the customer internal dynamics, the "Project Management" level of service will be used for this project.

The Customer Project Manager under this level of support will partner with the Kronos Project Manager to align the desired project outcomes, producing key results related to the critical Workforce Management business needs. The Customer Project Manager assists the Kronos Project Manager by managing Customer Team member responsibilities as necessary for success in the overall implementation process; however, Kronos leads the Kronos Team members and the overall implementation process.

This level of support is suggested when the Customer Project Manager has experience leading by directing, coaching, and facilitating Customer Team resources. Usually having a background in resource evaluation and staffing, change management, and team building, the Customer Project Manager monitors the progress and completion of project milestones towards achieving the project completion date. He or she also helps resolve any surprises or concerns that may arise during the implementation.

Should the level of required project management services increase, or should there be an extension to the project duration, additional services can be purchased through the Kronos standard change control procedures. For Workforce Central implementations and more information regarding project management services, please refer to the Customer Implementation Guide in the Appendixes section.

### 2.2.2 CONSULTING SERVICES

### 2.2.3 ENGAGEMENT PRINCIPAL

The **engagement principal** is a senior Kronos service executive who performs program management and project oversight on the Kronos implementation and is responsible for the overall quality and customer satisfaction of the engagement. Activities include some or all of the following:

- Establishes and maintains formal communication with the customer executive sponsor
- Advises customer on recommended solution implementation strategy
- Oversees engagement planning and performance
- Performs formal executive sponsor reviews at the end of each key implementation milestone



- Re-engages with the customer to oversee post implementation system utilization and optimization reviews

## 2.3 EDUCATIONAL SERVICES

Kronos Educational Services offers a full schedule of classes in the virtual classroom to give guided instruction on how to best utilize the software. More advanced and technical courses are offered in the traditional classroom at locations across the country. All Kronos courses are designed with extensive hands-on practice exercises to reinforce new skills and concepts.

Training points allow you to plan and budget training for your organization, yet give you flexibility to select specific courses to meet your implementation and continuing education needs. Training points can be used toward instructor-led training in the virtual classroom, in the traditional classroom, and for customer exclusive training. Pricing for public classes, both virtual and in a Kronos classroom, is based on one student per paid seat. Pricing for each private event is based on a daily rate for the number of planned attendees. If additional students attend training, additional fees may be incurred.

Kronos recommends the best practice of having at least two individuals from your organization receive training on the Kronos solution. Selecting one primary and one backup resource from within your functional and technical teams ensures adequate coverage in the event of an urgent change or support request or employee turnover.

For complete course descriptions, objectives, and pre-requisite information, please see the Kronos Education learning paths that your Kronos salesperson will provide, or visit <http://www.kronos.com/Support/Education.htm>.

Kronos provides training on the most recent version of the applications so some content may differ from the installed version.

### 2.3.1 EDUCATIONAL SERVICES SUBSCRIPTION - KNOWLEDGEPASS™

KnowledgePass is an online educational portal that provides 24/7 anytime-anywhere access to in-depth training content to help your employees maximize productivity and achieve their goals: from implementation to optimization. Gain instant access to helpful tutorials, job aids, in-depth, hands on tools, webinars, and educational documents to help your team succeed. Use KnowledgePass to:

- Prepare for, practice and reinforce what you learned during implementation training
- Assess new features and prepare for upgrades
- Prepare your end users for the deployment of your Kronos solution
- Train new hires
- Reinforce and refresh skills

Note: New features and upgrade training for the project team is now available in KnowledgePass. A subscription to KnowledgePass is required to access this training. Standard release courses are available if KnowledgePass is not purchased.

KnowledgePass offers the convenience of online learning with the cost savings of a subscription service and unlimited access to all components and content included in KnowledgePass, including:

- **Interactive hands-on simulations:** to refresh your skills and reinforce those that you learned in your Kronos classes
- **Sandbox:** to practice on a live system what you learned during your implementation classes and to test drive new features
- **Tutorials:** to onboard new users
- **Job aids:** to quickly reference when performing common tasks
- **Step/Action Tables:** to provide you extra support when performing your tasks
- **Concepts:** to learn or review key Kronos product concepts

- **Training kits:** to tailor your own end user training
- **Ask-the-instructor:** to connect with one of our expert Kronos instructors

KnowledgePass offers tools for end users to easily build the learning path that meets their needs. Training managers can use the KnowledgePass tools to define learning paths for their end users and track their progress. And, you can manage your users' profiles, adding and modifying them as you need.

### 2.3.2 SELECTED TRAINING

Course Name	# of Seats/Qty	Points	Total Points
<b>Workforce Timekeeper Upgrade</b>			
Preparing to Upgrade a Workforce Timekeeper Environment (included in KPASS)	1	0	0
Preparing to Upgrade to WFC 6.3 (included in KPASS)	UNLIMITED	0	0
Upgrading to WFC 6.3	1	1200	1200
WFC 6.2 to 6.3 New Features Overview – Project Team & Admin (Included in Kpass)	UNLIMITED	0	0
WFC 6.3 Configuring Navigators (Included in Kpass)	UNLIMITED	0	0
WFC 6.3 Manager and Employee Navigator Training Kit (Included in Kpass)	UNLIMITED	0	0
WTK 6.0 to 6.3 New Features Overview – Project Team & Admin (Included in Kpass)	UNLIMITED	0	0
WTK 6.1 to 6.3 New Features Overview – Project Team & Admin (Included in Kpass)	UNLIMITED	0	0
<b>Workforce Integration Manager</b>			
WIM 6.1/6.2/6.3 Basic Interface Programming	1	3250	3250
<b>Workforce Timekeeper</b>			
WFC 6.3 Administering the Application	2	1200	2400
WFC 6.3 Architecture & Technology	1	1300	1300
Writing & Integrating WTK 6.3 Operational Reports	1	2600	2600
WTK 6.3 Configuring & Managing Pay Rules	2	2400	4800
WTK 6.3 Managing Timecards & Preparing for Payroll	2	1000	2000
<b>Workforce Integration Manager Upgrade</b>			
WIM 6.3 Upgrading from Connect 6.0 to WIM 6.1/6.2/6.3	1	500	500
<b>Workforce Analytics</b>			
WFAN 6.3 Administering the Application (included in Kpass)	1	0	0
WFAN 6.3 Ad Hoc Reporting and Analysis	1	500	500
WFAN 6.3 Project Team Fundamentals	1	500	500
<b>Workforce Timekeeper</b>			
WTK 6.3 Onsite Standard Train-the-Trainer (up to 5 partpts) (3 Days)	1	7000	7000

### TRAINING POINT SUMMARY

Part Number	Total Points	Price Per Point	Extended Price
TRAINPTS	26050	\$1.00	<b>\$26,050.00</b>

### 2.3.3 EDUCATIONAL PRODUCTS

Product Name	Part Number	Qty	Price	Total Price
Educational Services Subscription - KnowledgePass	8602748-001	N/A	\$4,200.00	\$4,200.00
<b>Total</b>				<b>\$4,200.00</b>

### 3 IMPLEMENTATION PHASE DELIVERABLES

Each project phase is marked by completion of one or more deliverables. These are the output of the activities and tasks assigned during that phase. The following tables list the general deliverables associated with the phases of the Kronos implementation. The responsibility of each deliverable will be determined based on the professional services and level of project management your organization has contracted with Kronos.

#### PLAN PHASE DELIVERABLES

Deliverable	Description	Comments
Project Initiation Package	Key customer and project information gathered throughout the sales cycle including the final statement of work agreed upon by Kronos and the customer.	<b>This is an internal deliverable</b> – used to ensure an understanding of the solution purchased, project background and expectations set prior to the commencement of the implementation lifecycle.
Assessment Readiness Checklists <ul style="list-style-type: none"> <li>• General</li> <li>• Technical</li> </ul>	A checklist to be provided to the Customer following the assessment readiness meeting, listing items required for the Assess Phase of the implementation from product and technical perspectives.	
Pre-Assessment Learning	Delivered through various educational courses; customer project team members will receive worksheets to use to gather key data in preparation for the Assess phase and participant workbooks that can be used as reference materials throughout the implementation lifecycle.	This information ensures the customer project team members have timely information to enable them to effectively collaborate with the Kronos implementation team.
Baseline Project Plan	Based on discover to date, a baseline project plan, including a project workbook, schedule, change management, communications, change control, resource and risk plans.	Actual level of plan details are based on the level of project management services contracted with Kronos.

#### ASSESS PHASE DELIVERABLES

Deliverable	Description	Comments
Solution Design <ul style="list-style-type: none"> <li>• Architecture Design</li> <li>• Product Design</li> <li>• Interface Design</li> <li>• Custom Design</li> </ul>	The information contained within this document will detail the configuration that is to be implemented and is based on information gathered during design discussions/workshops.	The major goal is to design and document a solution that solves critical customer business issues, and is able to be understood and approved by the collective Project Team (both Customer and Kronos representatives) prior to the Solution Build Phase.

Deliverable	Description	Comments
Testing Strategy <ul style="list-style-type: none"> <li>Testing Strategy</li> <li>Test Cases/ Testing Workbook</li> </ul>	Provides the testing strategy for each product agreed with the customer and is supported by a workbook that captures the specific test cases that will be used in testing the configuration of the solution.	Kronos and the customer will work together to determine the appropriate approach and level of testing. Kronos will look to the customer to provide specific test case scenarios to be used throughout the testing cycles.
End User Education Recommendations	Captures the educational needs of the customer and presents recommendations to address the customer needs and requirements.	
Education Strategy	Provided to capture the final approach and activities to be deployed throughout the implementation lifecycle.	
Updated Project Plan	Updates to the baseline project plan, including; project workbook, schedule, change management, communications, change control, resource and risk plans.	Actual level of plan details are based on the level of project management services contracted with Kronos.
Phase Review Report	A report provided at the conclusion of the phase, capturing work results, customer feedback, lessons learned and next steps.	Phase Review reports are provided with Project Management and Program Management service levels.

## SOLUTION BUILD PHASE DELIVERABLES

Deliverable	Description	Comments
Installation Report	A report providing key details of the Kronos applications installed in the customer environment.	
Configured Solution <ul style="list-style-type: none"> <li>Product Configuration</li> <li>Interface Development</li> <li>Custom Development</li> </ul>	The application configured based on the based on the solution requirements as per the agreed Solution Design documentation.	
Solution Validation Workbook	Provides documented results of the unit testing completed prior to delivery to the customer.	These deliverables are used to ensure the highest quality product is being delivered.
Testing Criteria Document	Supporting document to capture the specific testing criteria. This document complements the Solution Validation Workbook.	Population of this document is the responsibility of the customer.
Participant Workbooks from Training for Testing Team	Supporting materials provided as part of the training delivered to the testing team.	These materials can be used as references as the team completes their testing responsibilities.
Updated Project Plan	Updates to the project plan, including;	Actual level of plan details are based

Deliverable	Description	Comments
	project workbook, schedule, change management, communications, change control, resource and risk plans.	on the level of project management services contracted with Kronos.
Phase Review Report	A report provided at the conclusion of the phase, capturing work results, customer feedback, lessons learned and next steps.	Phase Review reports are provided with Project Management and Program Management service levels.

## TEST AND CERTIFY PHASE DELIVERABLES

Deliverable	Description	Comments
Product Unit Test Results	Testing results and actions for resolution based on product unit testing activities defined in the testing strategy.	This is a customer responsibility. Results can be captured in the Solution Validation Workbook.
Integration Test Results	Testing results and actions for resolution based on integration testing activities defined in the testing strategy.	This is a customer responsibility. Results can be captured in the Solution Validation Workbook.
Operational Test Results	Testing results and actions for resolution based on operational testing activities defined in the testing strategy.	This is a customer responsibility. Results can be captured in the Solution Validation Workbook.
Validated Education Strategy <ul style="list-style-type: none"> <li>Updated Education Strategy</li> <li>End User Education Materials</li> </ul>	An updated Education Strategy document following further customer knowledge gained through testing.	
Technical Review Report	A report providing details of the results of the technical review – used to ensure the test environment is ready to move into a production environment.	
Updated Project Plan	Updates to the project plan, including; project workbook, schedule, change management, communications, change control, resource and risk plans.	Actual level of plan details are based on the level of project management services contracted with Kronos.
Phase Review Report	A report provided at the conclusion of the phase, capturing work results, customer feedback, lessons learned and next steps.	Phase Review reports are provided with Project Management and Program Management service levels.

## DEPLOY AND SUPPORT PHASE DELIVERABLES

Deliverable	Description	Comments
Deployment Readiness	A checklist provided to ensure key	This is part of the Solution Validation

Deliverable	Description	Comments
Checklist	customer activities have been completed prior to moving into the deployment activities.	Workbook
Deployment Validation Summary	Provides the results of the deployment validation efforts and is used to finalize decisions to move from a test environment to a production environment.	This is part of the Solution Validation Workbook
Production Solution	Moving the Kronos solution in a production environment.	
Updated Project Plan	Updates to the project plan, including; project workbook, schedule, change management, communications, change control, resource and risk plans.	Actual level of plan details are based on the level of project management services contracted with Kronos.
Phase Review / Project Close Report	A report provided at the conclusion of the phase and project, capturing work results, customer feedback, lessons learned and final transition to Global Support steps.	Phase Review / Project Close reports are provided with Project Management and Program Management service levels.

## 4 APPENDIXES

### 4.1 ADDITIONAL REFERENCE DOCUMENTS

#### 4.1.1 ENGAGEMENT GUIDELINES

For information related to Kronos' Engagement Guidelines, please point your browser to

<http://www.kronos.com/Support/ProfessionalServicesEngagementPolicies.htm> for information relating to:

- Professional Services and Educational Services Policies
  - Cancellation Policies
  - Change Order Process
  - Travel

#### 4.1.2 CUSTOMER IMPLEMENTATION GUIDE

For Workforce Central implementations please refer to the Kronos Customer Implementation Guide for information relating to:

- Implementation Methodology Tasks and Preparatory Information
- Detailed Project Resourcing Outlines
- Project Management Services and Processes
- Kronos Education
- Professional Services Policies and Procedures including non-business hour rate structure

Note: If the Kronos Customer Implementation Guide was not provided with this Statement of Work, please contact your Kronos sales executive for a copy.

### 4.2 PROFESSIONAL SERVICES INVOICING SCHEDULE

Professional Services are fixed and invoiced on a milestone basis in 5 equal payments.

Services will be invoiced, following mandatory customer sign-off, based upon the following schedule:

- 20% - Plan Phase Sign-off (\$47,779.20)
- 20% - Assess Phase Sign-off (\$47,779.20)
- 20% - Solution Build Phase Sign-off (\$47,779.20)
- 20% - Test and Certify Phase Sign-off (\$47,779.20)
- 20% - Deploy and Support Phase Sign-off (\$47,779.20)

### 4.3 SERVICE DELIVERABLE ACCEPTANCE PROCESS

At specified milestones throughout the project, we will deliver completed project service deliverables for review and approval. Service deliverables shall be accepted or rejected within 7 consecutive business days from the time of submittal for acceptance. Service deliverables shall be deemed accepted in the absence of review or response of acceptance within this specified time. The use or partial use of any service deliverable constitutes acceptance of that service deliverable. Feedback supplied after the review period will be evaluated as a potential change of scope and shall follow the Change Management Process outlined in this SOW.



The Service Deliverable Acceptance Process is described below.

- **Submission of Service deliverables**  
The Kronos Project Manager, or his designee, will prepare a Service Deliverable Acceptance Form (see Exhibit section) and forward with the respective service deliverable to the Customer Project Manager, or Customer designee, for consideration.
- **Assessment of Service Deliverables**  
No Assessment will be performed as part of this SOW.
- **Acceptance / Rejection**  
After reviewing, the Customer will either accept the service deliverable (by signing and dating the Service Deliverable Acceptance Form) or will provide a written reason for rejecting it and will return the Service Deliverable Acceptance Form to the Kronos team. If feedback from multiple Customer representatives is received, then the Customer Project Manager, or Customer designee, will consolidate that feedback before delivering it to the Kronos team.
- **Correction of Service Deliverables**  
Kronos will correct in-scope problems found with the service deliverable and will address the correction of out-of-scope changes according to the Change Management Process. Kronos will submit a schedule for making changes to the service deliverable within two (2) business days of receiving a rejected Service Deliverable Acceptance Form. Once Kronos corrects all previously identified in-scope problems, the service deliverable will be deemed accepted.
- **Monitoring and Reporting**  
The Kronos project team will track service deliverable acceptance. Updates on service deliverable acceptance will be included in the status report and discussed in the status meeting. Service deliverable acceptance issues that cannot be resolved will be elevated to the Project Steering Committee.

### 4.3.1 PROJECT COMPLETION

The project will be considered complete, when any of the following are met:

1. all of the service deliverables identified within this SOW have been completed, delivered and accepted or deemed accepted, including approved Change Request Forms;
2. the fee provisions of the Work Order have been met; or
3. this agreement is terminated pursuant to the provisions of the agreement.

### 4.3.2 EXHIBIT 2 SERVICE DELIVERABLE ACCEPTANCE FORM

Submitted to	Submitted by	Submission date	Acceptance deadline
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Note: The deliverable on this form must be reviewed by the client within five (or fewer) business days of its submission by the project team, and either accepted or rejected by the client. If the deliverable is not accepted or rejected within five business days of submission, the project team will consider the deliverable to be accepted by the client.

### 4.3.3 DELIVERABLE SUBMISSION

Name	
Reference # (WBS #)	
Description	
Acceptance criteria	
Test results (only if applicable)	
Comments	

### 4.3.4 DELIVERABLE ACCEPTANCE

Deliverable acceptance	<input type="checkbox"/> <b>Accept Deliverable</b> <input type="checkbox"/> <b>Reject Deliverable with Reason</b>
Date reviewed	
Name of acceptor	
Acceptor signature	

### 4.3.5 CONDITIONS FOR ACCEPTANCE (IF REJECTED)

Reason for rejection (if rejected)	
Conditions for acceptance	