

Statement of Work for CITY OF REDMOND

Workforce Dimensions New Implementation

Sales Executive	Daniel Crabtree
Author	Tammy Hilsgen
Expiration Date	9/30/2019
Quote Number	2019-52055
Revision #	4
Opportunity ID	Opp-281791
Status	Approved
Customer SID	6115682

Overview

This Statement of Work ("SOW") provides an overview of the project including scope, approach, costs, and how the project will be managed. To support a successful onboarding to the Workforce Dimensions™ platform, the customer will provide the required internal project resources.

Customer Goals

City of Redmond is looking for a time & labor solution to help control labor costs, minimize compliance risk, and improve workforce productivity. The Workforce Dimension solution will be used to tackle each of these workforce management challenges with a single solution, on a single, easy to maintain platform. Kronos will provide professional services to implement Workforce Dimension solution.

City of Redmond has requested a single deployment of all outcomes of Workforce Dimensions (Time & Attendance, Human Resources as well as Payroll) for all 900 employees.

Professional Services Cost leveraging WF Dimensions Sales Promotion valid through September 30, 2019.

Project Outcomes

Kronos will deliver a solution whereby the customer can expect the following outcomes:

Time Capture and Workflow Automation

Proactive exception Management

Adherence to policy through automated pay calculations

- Visibility to time off balances
- Automated time collection
- Visibility into labor tracking and accounting
- Mitigation of Risk

Absence Management

- Automated accrual policies
- Efficient and accurate leave management
- Consistent enforcement of attendance policies

Manage the employee life cycle

- Automated HR processes
- Automated Benefits Administration
- On/Off-boarding workflow automation
- Access to employee HR information and self-service workflows
- Manager visibility to direct report HR information
- Improved compliance with government and/or union regulations

Manage ACA compliance across the workforce

- Policy automation
- Employee workflow notification of benefit eligibility
- IRS forms reporting

Automate compensation planning for improved visibility and governance

- Visibility to compensation planning phases



- Automated enforcement of compensation guidelines
- Information to enable equitable compensation decisions

Maximize automation of all payroll related processes

- Balancing and auditing controls
- Quarterly legislative update pushes
- Enable a paperless pay practice
- Compliant pay calculations, tax deposit and tax filing management processes
- Payroll journal automation
- Year-end processing capabilities
- Enable employee self-service to reduce payroll inquiries

Proposed Solution

Entitlement	Project Type
Workforce Dimensions Timekeeping Salaried	Net New
Workforce Dimensions Timekeeping Hourly	Net New
Workforce Dimensions Accruals	Net New
Workforce Dimensions Leave	Net New
Workforce Dimensions Absence	Net New
Workforce Dimensions Human Resources	Net New
Workforce Dimensions ACA	Net New
Workforce Dimensions Compensation Management	Net New
Workforce Dimensions Payroll	Net New

Project duration is expected to be 52 working weeks, based upon our experience with our customers and solutions. Depending upon the preparation and engagement of your organization, there may be opportunity to complete the project in a compressed duration. However, if project resources are unprepared or unavailable, the duration of the project may need to be extended, increasing the budget required to successfully complete this scope of work. Requests for additional scope or activities outside of this planned project scope may be accommodated through the change process. In this circumstance, Kronos may issue a change order to ensure the appropriate budget is available.

Kronos will deliver the scope of this project utilizing a blended approach. A blended approach combines onsite and remote resources. For this project, Kronos is estimating 8 onsite visits at mutually agreed upon points of the project timeline. An onsite visit is defined as a single resource at the customer location for up to 5 consecutive business days. Throughout the project, Kronos will make recommendations for work mix based upon project objectives and deliverables.

Educational Services

Kronos KnowledgeMap™

Targeted self-paced training is included within Kronos KnowledgeMap™ to get the customer team knowledgeable quickly and to maximize solution adoption. Kronos KnowledgeMap™ is an online education portal providing anytime, anywhere access to Workforce Dimensions learning.



Kronos KnowledgeMap™ Live

Onboarding is accelerated with instructor-led training delivered via Kronos KnowledgeMap Live. A Kronos KnowledgeMap Live pass provides progress tracking with the flexibility to send team members and new users to virtual webinar and hands-on instructor led training. Classes are offered by job role on a rotating course schedule to ensure the right training at the right time, including:

Core Team training to help key functional and technical users make informed solution design and configuration decisions, and to provide fundamental product knowledge.

Application Administrator training to prepare functional super users to perform daily and periodic system administration tasks.

IT Specialist training to prepare technical super users to perform tasks in areas such as security, device management and integration.

The following Kronos KnowledgeMap™ Live Passes are proposed:

Number	Year
10 passes for core project team members	1
5 passes for key functional and technical team members, renewable	2+

User Adoption Consulting

A critical component of success is dependent on users. A Kronos User Adoption Consultant will help empower designated customer resources to support the delivery of change management and user training for managers and employees by providing:

- A structured change management and training framework
- Preparing for Change and User Training Workshop
- User Training Toolkit including Task Matrix and Job Aids

Project Approach

The Kronos onboarding process is driven by value and enabling business outcomes. This approach, focused on accelerated time to value uses tools and techniques, such as industry and region-specific configuration, Kronos process recommendations, dynamic documentation, and accelerated testing processes. All project information is available online to allow project team members access to project status, contact information, issues log, test case tracking, training plan, etc. at any time.

The onboarding process will be completed in three iterative phases: Initiate, Collaborate, and Adopt.


Project Leadership

Kronos will provide guidance through the life cycle of the project and provide best practices to implement the solution. As the main point of contact, the Kronos Project Manager will partner with the customer project leadership to develop the project plan to ensure objectives are achieved. The Kronos Project Manager will also deliver a collaborative workspace, which will serve as the dashboard for all aspects of the onboarding process.

Initiate

This first phase of the project lays the foundation for the project.





During this phase, the Kronos team will work together with the customer team to review goals and success criteria and share project assumptions. Teams will set and understand expectations, share project plans and agree upon the process of working together. The Kronos team will gather information and establish baseline configuration according to recommendations by industry and refine to meet customer-specific policy and practice requirements. The Kronos Project Manager will also introduce the concepts of change management, testing, and end user education.

Once these items are complete, the Collaborate phase will begin.

Collaborate

As the project moves into Collaborate, both teams will partner to create the best solution for the customers' organization. Kronos will recommend practices and configuration based on industry and geography and fine tune those recommendations iteratively, to meet customer-specific needs and desired outcomes. This approach helps to define and refine the final solution. During this phase, the Kronos team will share the solution in action, which better allows informed decisions about the processes to be instituted. In turn, there is a better understanding of the specific scenarios to include in testing and end user training. As the solution is being finalized, both teams will focus heavily on testing efforts to ensure that the solution is well-prepared for adoption.

The project transitions into acceptance testing leveraging the Accelerated Testing Process. As part of the Solution Quality Assurance – Select Services included in scope, Kronos will create custom rule-based manual and automated tests to validate your Kronos product, as well as guidance to the customer-side team to prepare relevant use cases, integrations, and unique business process tests. The customer team will execute these tests, record the result, reporting successes and issues. To maximize effort and execution of acceptance testing, Kronos will provide leadership and counsel during the initial weeks of testing. The teams will work collaboratively in the testing workspace which will provide up to date information and metrics on the status of testing.

Adopt

The final phase is Adopt – when both teams realize the outcomes of the previous phases. It is at this stage that the solution is measured against the goals and objectives this project set out to achieve. Here the goals, success criteria, change management, and risk management efforts culminate as both teams work collaboratively to deploy the solution to end users.

Kronos will oversee 1 deployment group(s). After which the Kronos project manager will transition the completed scope to Kronos Global Support for post-implementation support.

Project Team Responsibilities

Customer team participation is key to the success of the project. Early on, it is important to select a well-suited project team. Selecting the right project team and ensuring availability to work with various project team members and end users will ensure project success.

In the instance an organization is comprised of multiple businesses and/or locations, it will be important to select team members who are knowledgeable of the policies and practices utilized within each of those groups.

The information below will help with planning the team's responsibilities and time commitments.



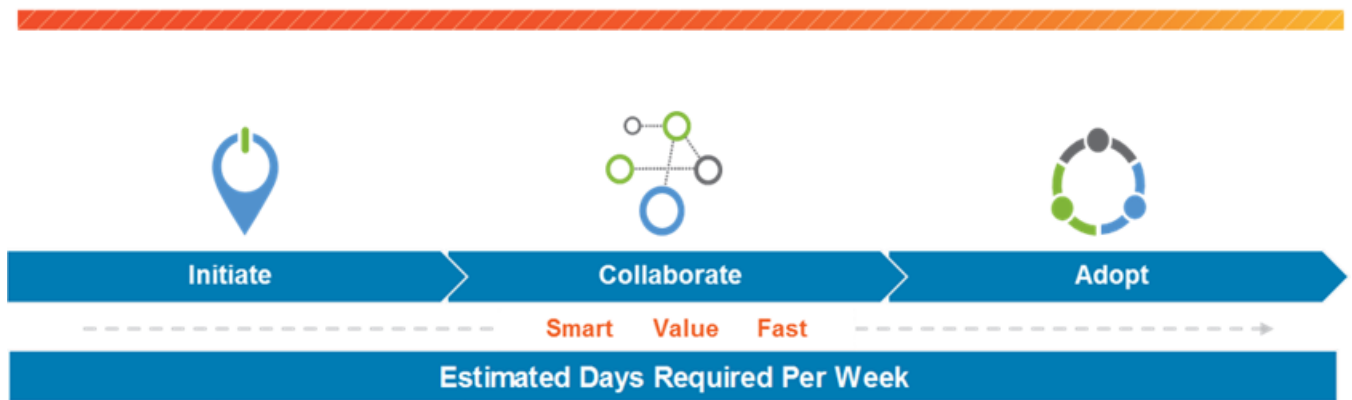
Roles/Responsibility	Executive Sponsor	Project Manager	Subject Matter Experts	Technical Experts
Overall success of the implementation	•	•		
Internal communications to endorse the project and prepare resources/end users for upcoming changes	•	•		
Completion of customer tasks and deliverables		•		
Schedules resources, mitigates risks, and works within the project schedule		•		
Gathers and defines business rules and policies		•	•	
Attends standard weekly or bi-weekly status meetings		•	•	•
Identifies and supplies interface/integration information		•	•	•
Attends all defined Kronos product training		•	•	
Helps create and execute test plans to ensure a successful implementation		•	•	
Provides network related information, helps configure Kronos clocks and any browser settings, if applicable		•		•
Attends important meetings including milestone meetings and phase reviews	•	•	•	•
Endorses the Kronos system to other managers/departments	•	•	•	•

Project Team Availability

The chart below outlines the commitment for each of the customer team resources in the project. Keep in mind that more than one Subject Matter Expert may be needed, or there may be one Expert with experience in multiple areas. Customer resource requirements may need to be scaled based on the size and complexity of the project.

There may also be occasion throughout the project to engage Subject Matter Experts from select businesses/locations as determined by the customer, as a supplement to the project team.





Executive Sponsor	>1 day	>.5 day	.5 day
Project Manager	3+ days	3+ days	3+ days
Subject Matter Expert1	1.5 - 2 days	3+ days	3+ days
Subject Matter Expert2	1.5 - 2 days	3+ days	3+ days
Technical Expert	> .5 day	> .5 day	1 day

Solution Assumptions

Workforce Dimensions

- 2 tenants included in this deployment
- The Authentication method will be Single Sign On
- Number of Solution Development Workshops
 - 1 Business Structure
 - 1 Timekeeping Salaried
 - 1 Timekeeping Hourly
 - 1 Accruals
 - 1 Leave
 - 1 Absence
 - 1 Workforce HR
 - 1 Compensation Management
 - 1 Workforce Payroll
- Workforce Dimensions will support project tracking requirements with the following criteria and scope:
 - Maximum 90 active projects at a time
 - New Projects are being added less than 10 times a month
 - Project updates typically happen seasonally (around year end and beginning of construction)
 - Projects have a 1:1 relationship with a GL Account Number
 - Projects will be configured as Labor Category Entries with the GL information as part of the Entry
- Customs are not anticipated and excluded from this scope.
- Kronos will lead project coordination with Cornerstone around the integration between the two solutions. The City of Redmond will remain engaged and authority over decisions as Cornerstone is the City's vendor.



Workforce Dimensions Timekeeping

- Number of Employee Groups (A group of employees who are governed by a set of similar workforce management policy rules.)
 - 10 for Timekeeping Hourly (includes 7 unions)
 - 2 for Timekeeping Salaried

Workforce Dimensions Accruals

- 30 Accrual policies

Workforce Dimensions Leave

- 1 Leave Pay Group(s) included
- 1 State Leave Group(s) included

Workforce Dimensions Absence

- 1 Attendance Group(s) included

Workforce Dimensions HR

- 1 Federal Employer Identification Numbers (FEINs) included
- 20 checklists, workflows and custom forms
- 2 plan years for complete benefits build including open enrollment
- Position Management enabled
- Will be deployed with a 3rd party Talent Suite

Workforce Dimensions HR Data Conversion Services

Data conversion services provide a one-time HR data load into Workforce Dimensions using customer-supplied data in a standard Kronos-supplied template, or legacy reports if available. This service includes loading HR employee demographics and benefits for the current year for active and terminated employees by means of:

- Cost centers/business structure & jobs
- Termination details, base pay compensation & employee job history
- Employee benefits, dependents, beneficiaries & emergency contacts setup using up to three customer-provided benefit carrier census reports
- Loading up to three (3) types of HR optional data, for example: training, skills, certifications, etc.
- 1 additional HR data load(s) -- Full Overlay

Workforce Dimensions Payroll

- Payroll setup for 1 EINs
- 2 unique pay cycles included
- Payroll deployment at the start of Q4
- Tax Deposits and Filing using BSI (In-House)
- 1 G/L account structure(s) included
- 2 Kronos-led parallel testing cycles included
- Support for 2 production payroll cycles included

Workforce Dimensions Payroll Data Conversion Services

Data conversion services provide a one-time load of Payroll data into Workforce Dimensions using customer-supplied data in a standard Kronos-supplied template or legacy reports if available. This service includes loading Payroll setup data and paycheck history for up to 1 EINs for the following:

- Employee setup for taxes, earnings, deductions & direct deposit



- Paycheck history
- 1 additional Payroll employee setup data load(s) -- Full Overlay
- 1 prior year(s) of Paycheck history in addition to the current year

Product Link Standard Integration

- Kronos Workforce Dimensions/TeleStaff Link
 - WF TeleStaff must be on version 7 for integration with WF Dimensions. Services to implement or upgrade existing WF TeleStaff solution to v7 is excluded from this scope.

Real-Time Standard Integration Templates

- Microsoft Outlook Office 365 Integration (hosting required)

Scheduled Workforce Dimensions Integration Templates

Kronos will deliver the following integrations using the Dell Boomi™ Workforce Dimensions Integration Platform. All integrations listed in this section are assumed to be low to medium complexity. Interfaces are scheduled via Workforce Dimensions and transferred to the Workforce Dimensions secure FTP (SFTP) environment.

- 1 Employee Data Import (NeoGov to Kronos)
- 1 Skills and Certifications Import (Cornerstone to Kronos)

Scheduled Workforce Dimensions HCM Integration Templates

- 2 Benefit Enrollment Export (834 standard format)
 - City of Redmond responsible for the remaining 11 Benefit Enrollment Exports.
- 2 Employee Deduction Election Import
 - City of Redmond responsible for the remaining 11 Employee Deduction Election Imports
- 4 Employee Demographic Export (1 - NeoGov, 1 - Cornerstone, 2 - Dynamic AX)
- 1 Positive Pay Export
- 1 Payroll Journal Export to G/L, 1 Account Structure
- Kronos Standard Template for ACH Integration
- 1 Performance Evaluation Import (Cornerstone to Kronos)

One-Time Data Loads

- 1 Leave Case Import
- 1 Leave Hours Taken Import
- 1 Accrual Balance Import
- 1 Employee Data Import

Additional integrations not listed in this document are excluded from scope and if required may be completed by City of Redmond or trigger a Kronos change order request for additional billable services.

Data Extraction Toolkit

This toolkit permits extraction of data which enables sharing Workforce Dimensions data with other key business systems, such as Customer Relationship Management, Enterprise Data Warehouse, Enterprise Resource Planning, Point of Sale, Finance, and other solutions. Data can be extracted in the following standard views as needed: Timecard, Person, Schedule, Schedule Group and Totals.

Core API Empowerment



This engagement includes 5 days of consulting services for assistance with troubleshooting the Workforce Dimensions API's and provide best practice guidance to achieve optimal application performance.

Services Investment Summary

This SOW represents a fixed fee engagement. Travel expenses will be invoiced as incurred and not included in the services in this statement of work. Travel expenses are estimated to be \$1,500 per trip for 1 resource, up to 5-consecutive business day visit. Additional trips and/or resources may impact the budget. 8 individual trips are anticipated for this project for a total travel estimate of \$12,000. The City of Redmond required advanced notice of travel and actual receipt will be submitted following GSA guidelines.

Service Type	
Professional Services	\$434,720.00
Educational Services	\$7,800.00
	\$442,520.00

Fixed-Fee Invoice Schedule

Project Phase	Milestone #	Deliverable	Invoice Amount
Initiate	1.1	Delivered Project Plan	\$ 22,076.00
	1.2	Delivered Training Plan	\$ 22,076.00
	1.3	Test URL Provided and Access Validated	\$ 22,076.00
	1.4	Complete Project Team Fundamentals Training	\$ 22,076.00
	1.5	Sign Authorization to Proceed to Solution Development Milestone Document	\$ 44,152.00
Initiate Phase Total			\$ 132,456.00
Collaborate	2.1	Complete First Solution Development Workshop	\$ 44,152.00
	2.2	Complete First Integration Development Workshop	\$ 44,152.00
	2.3	Final Solution Walkthrough	\$ 22,076.00
	2.4	Complete Interface Build	\$ 22,076.00
	2.5	Sign Authorization to Proceed to Testing Milestone Document	\$ 22,076.00
	2.6	Completion of User Acceptance Testing	\$ 44,152.00
Collaborate Phase Total			\$ 198,684.00
Adopt	3.1	Sign Authorization to Proceed to Configuration Cutover Milestone Document	\$ 44,152.00
	3.2	Sign Authorization to Proceed to Go live Milestone Document	\$ 44,152.00
	3.3	Deployment - Transition to KGS	\$ 22,076.00
Adopt Phase Total			\$ 110,380.00
Fixed Fee Services Total			\$ 441,520.00

Education Subscription will be invoiced per the Sales Order and Travel expenses will be invoiced as incurred.



Service Deliverable Acceptance Process

At the specified milestones described in the Fixed Fee Invoice Schedule, we will deliver completed project service deliverables for review and approval. Service deliverables shall be accepted or rejected within 10 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.

The Service Deliverable Acceptance Process is described below.

- **Submission of Service deliverables**
The Kronos Project Manager, or designee, will prepare a Service Deliverable Acceptance Form (see example below) and forward with the respective service deliverable to the Customer Project Manager, or Customer designee, for consideration.
- **Assessment of Service Deliverables**
The Customer representative will determine whether the service deliverable meets the requirements as defined in this SOW and that the service deliverable is complete. Additional work on, or changes to, an accepted service deliverable that are requested by the Customer will be managed through the Change Management Process.
- **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.



Signatures and Approvals

SUBMITTED AND APPROVED BY KRONOS REPRESENTATIVE

By: _____ Date: _____

Title: _____

This Statement of Work is subject to the CITY OF REDMOND's agreement with Kronos governing Professional and Education Services. By signing below, the authorized CITY OF REDMOND's representative agrees to purchase the services described herein.

ACCEPTED AND AGREED
CITY OF REDMOND

By: _____ Date: _____

Title: _____

CITY OF REDMOND may make necessary copies of this document for the sole purpose of facilitating internal evaluation and/or execution of proposed project. Otherwise, the document or any part thereof may not be reproduced in any form without the written permission of Kronos Incorporated. All rights reserved. Copyright 2019.



Appendix A – Hourly Rates

The City of Redmond may request additional services beyond the scope of this SOW on a Time & Materials basis. The purchase of additional services will be billable based on the following hourly rates.

Professional Services Role	Hourly Rate
Workforce Dimensions Onboarding Services	\$180.00
Workforce Dimensions Advisory Services	\$225.00
Workforce Dimensions Advanced Testing Services	\$180.00
Workforce Dimensions Education Consulting	\$180.00
Workforce Dimensions User Adoption Services	\$180.00

