

## Statement of Work

City of Corpus Christi - 6004003

SaaS Conversion – Educational Services

Sales Executive	Sandy Martin	Presales Consultant	
Expiration Date	9/30/2015	Service Portfolio Consultant	Debra Darby
Customer Name	City of Corpus Christi	File Name Control ID	2015-17865
SOW Create Date	4/28/2015	Revision #	7
Project Type	Educational Courses	Status	Pending

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## 1. PROJECT SCOPE

This Statement of Work (also known as the "SOW") documents the agreement between Kronos Incorporated and City of Corpus Christi concerning the services to be performed by Kronos, including the deliverables, the costs of the project, the responsibility of each party and how the project will be managed.

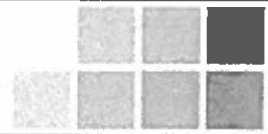
### 1.1. PROJECT OVERVIEW

City of Corpus Christi will be migrating to the Kronos Private Cloud as a Software-as-a-Service ("SaaS") customer. This migration to the Kronos Private Cloud requires the version of the software to be on a more current release. This estimate outlines the anticipated billable services necessary to complete the upgrade of the existing system, but is not part of the SaaS program inclusion. As a part of a current SaaS promotional program, certain costs of the upgrade are absorbed by Kronos, and those services have been outlined in a separate SOW. The items that required services beyond the inclusions of the program have been included within this SOW.

### 1.2. PRODUCT SUMMARY

The following products are considered in scope for the services and fees defined within this document, unless otherwise noted below. Additional products and/or licenses may incur additional fees.

Product	Implementation Type	Version
Workforce TeleTime IP	New	8.0



## 2. PROJECT GUIDELINES

### 2.1. CHANGE CONTROL

If the Scope of Services defined in this document changes at any time during the course of this project, Kronos and City of Corpus Christi will review and adjust the scope and budget of services through standard Kronos change control procedures.

Please review the Kronos Change Control Policy:

<http://www.kronos.com/professionalservicesengagementpolicies.aspx>

### 2.2. CUSTOMER APPROVAL OF SERVICE DELIVERABLES

As part of the project, service deliverables may be provided to City of Corpus Christi for approval and/or acceptance. Delays in customer approval/acceptance of deliverables will result in an extension of the project timeline and may result in additional services being required. To avoid project delays and increased costs, City of Corpus Christi should expect to approve/accept deliverables or provide written notification of errors to Kronos within five (5) business days after receipt of the deliverable. Following the receipt of a revised deliverable, City of Corpus Christi will then have an additional five (5) business days to report that all errors have been resolved and provide deliverable acceptance.

### 2.3. ENGAGEMENT RECOMMENDATIONS

City of Corpus Christi 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. The City of Corpus Christi Project Team will attend appropriate Kronos training prior to and while participating in the implementation. City of Corpus Christi understands that Kronos recommends setup of both a DEVELOPMENT and PRODUCTION environment.

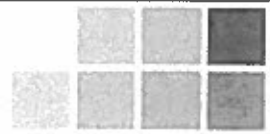
Commitment from City of Corpus Christi upper management is crucial to the success of the project. Kronos assumes City of Corpus Christi will assign a Project Executive Sponsor. The Executive Sponsor is responsible for implementing the necessary change management for City of Corpus Christi to embrace using an automated Workforce Management system and for ensuring the Project Team is appropriately staffed, made available and is executing their tasks according to the Project Plan.



### 3. PROJECT SCOPE DETAIL

#### 3.1. APPLICATION BUILDING BLOCKS

General Information	
Number of Employees in Project Scope	3300
Number of Sites (facilities, locations etc.)	1
Decentralized	No
Number of Managers that will be supported	330
Workforce TeleTime IP	
This product will be implemented in phase	1
Number of Employees within Scope	3300
Workforce TeleTime IP Professional Services Scope	
• Workforce TeleTime IP – 3 <sup>rd</sup> Party Provider Services	



## 4. EDUCATIONAL SERVICES

### 4.1. INTRODUCTION

As part of your overall solution, Kronos Educational Services are included to help secure maximum user adoption. Kronos Educational Services has included an education strategy to train the implementation, functional and technical project team members and end users. The curriculum is structured by employee job role to ensure that each member of your team who interacts with the application has a clear learning path designed to develop knowledge in a logical sequence.

### 4.2. PROJECT TEAM TRAINING

Course Name	# of Seats/Qty	Unit of Measure	Points	Total Points
WFC Administering Navigators	2	Seat	600	1200
WFC Administering the Application	2	Seat	1200	2400
WIM Upgrading from Connect 6.0 to WIM 8.0	1	Seat	500	500

### 4.3. END USER TRAINING

Service Name	Quantity	Unit of Measure
WFC Employee User Adoption Kit	1	Unlimited
WTK Train-the-Trainer 1501-2500, 1 participant	1	Program



## 5. PROJECT COSTS AND RATE SCHEDULES

All estimates are quoted in USD.

### 5.1. PROFESSIONAL SERVICES - BY ROLE

Role	Quantity	Unit of Measure	Part Number	Rate	Total
Third Party Provider – WF TeleTime IP	11	HR	9990113-PRO	\$185.00	\$2,035.00
<b>Total</b>	<b>11</b>				<b>\$2,035.00</b>

### 5.2 EDUCATIONAL SERVICES

Product Name	Part Number	Quantity	Unit of Measure	Rate	Total
KnowledgePass™	8602748-001	1	EA	\$4,162.50	\$4,162.50
Bill-As-You-Go Instructor Lead Training	BAYG-ILT	4100	PTS	\$0.90	\$3,690.00
WTK TTT - 1501-2500 (1 participant)	9999716-2	1500	PTS	\$0.90	\$1,350.00
<b>Total Estimated Educational Services</b>					<b>\$9,202.50</b>

### 5.3. SOLUTION SUMMARY

Service Type	Estimated Cost
Professional Services	\$2,035.00
Educational Services	\$9,202.50
<b>Total Estimated Investment</b>	<b>\$11,237.50</b>



## 6. SIGNATURES AND APPROVALS

### SUBMITTED AND APPROVED BY KRONOS REPRESENTATIVE

By: Julia Dunn Date: 9/1/15  
Title: Director, Sales Operations

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

### ACCEPTED AND AGREED

City of Corpus Christi

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

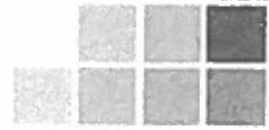
Title: \_\_\_\_\_

Approved as to form: 9/2/15

Elizabeth Hundley

Assistant City Attorney  
For City Attorney

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## APPENDIX A

### 1.1. ENGAGEMENT GUIDELINES

Please review the Kronos engagement guidelines:

<http://www.kronos.com/professionalservicesengagementpolicies.aspx>