

Statement of Work

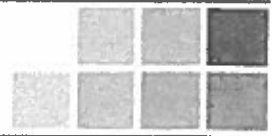
City of Corpus Christi - 6004003

SaaS Conversion - Workforce Central Upgrade to v8

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	2015-17858
SOW Create Date	4/28/2015	Revision #	3
Project Type	Upgrade	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 services necessary to perform a like-for-like upgrade of the existing system. As a part of a current SaaS promotional program, certain costs of the upgrade will be absorbed by Kronos. Any items that may require services beyond the inclusions of this program will be outlined in a separate SOW, which will reflect the appropriate costs. The services listed within this SOW are provided at no cost to the City of Corpus Christi as part of the current SaaS program.

1.2. PRODUCT SUMMARY

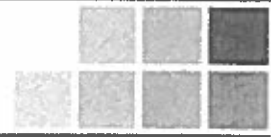
The following products are considered in scope for the services and fees defined within this document, unless otherwise noted below. Additional products and/or licenses may incur additional fees.

Product	Implementation Type	Version
Workforce Timekeeper	Upgrade	8.0
Workforce Manager	Upgrade	8.0
Workforce Integration Manager	Upgrade	8.0
Workforce TeleTime IP	Upgrade	8.0
Data Collection	Upgrade	N/A

1.3. PROJECT DURATION

Depending upon City of Corpus Christi resource availability and project task capability, the duration of the project may need to be extended. This will increase the number of hours required for tasks that are performed on a weekly basis such as managing project communications, managing/updating project plans, facilitating project meetings and updating project status reports.

Estimated Duration of Project	12 Weeks
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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>

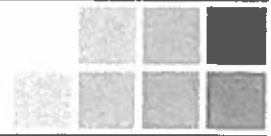
2.2. CUSTOMER APPROVAL OF SERVICE DELIVERABLES

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.

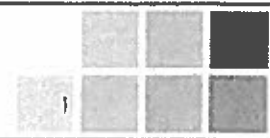


3. PROJECT MANAGEMENT

3.1. PROJECT PLANNING AND MANAGEMENT

Kronos will deliver a project workbook or checklist and facilitate periodic status meetings.

Project Management Description	
Remotely Delivered Project Support Services	Average 2 Hours Per Week



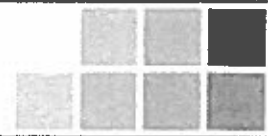
4. KRONOS UPGRADE PROCESS

4.1. UPGRADE PHASES AND ACTIVITIES

Below is a high-level summary of general upgrade phases and activities, including Kronos and City of Corpus Christi responsibilities. The Kronos and City of Corpus Christi Project Managers will work to coordinate and schedule these and any additional project-specific activities as part of the Plan phase of the project.

Plan Phase Activities	Resource Responsible
Project Initiation Call/ Sales to Service Call	Kronos PM
Introduction Call with the Customer	Kronos PM, Kronos Lead TC, Customer
Technical Environment Discover (part of Intro Call)	Kronos PM, Kronos Lead TC, Customer
Provide Technical Readiness Call Agenda and Finalize Date	Kronos PM
Provide Interface Assessment Agenda and Finalize Date	Kronos PM
Provide KnowledgePass™ Upgrade Learning Path	Kronos PM
Engage Education Services for End User Upgrade Education Package	Kronos PM
Review Training Schedule based on Classes outlined in SOW (if applicable)	Kronos PM
Create Initial Project Schedule	Kronos PM
Milestone: Customer Assessment Readiness	

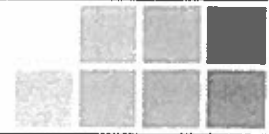
Assess Phase Activities	Resource Responsible
Server environment available and Pre-Requisites have been installed	Customer IT
Schedule Technical Readiness Call with Lead TC	Kronos PM
Schedule Interface Assessment with Interface AC	Kronos PM
Conduct Technical Readiness Call with Customer <ul style="list-style-type: none"> Discuss Test Upgrade Date Verify Software Downloads Verify Licenses 	Kronos Lead TC, Customer
Conduct System Check (may be part of TRC)	Lead TC, Customer
Conduct Interface Assessment	Kronos IC, Customer
Confirm Test Upgrade Date	Kronos PM, Customer PM
Review Project Schedule (and Training Plan, if applicable)	Kronos PM, Customer PM
Enroll Customer in Courses based on agreed-upon Training Plan	Kronos PM
Assessment of New Features (if applicable)	Kronos AC



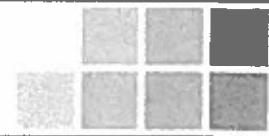
Solution Build Phase Activities	Resources Responsible
Perform Test Upgrade	Kronos TC
Test Clock Communications	Kronos TC
AC Configuration Test Upgrade <ul style="list-style-type: none"> Implement new features, if applicable Configuration of Clocks and Testing Configuration of Standard Navigators, if applicable Validation of Test Upgrade 	Kronos AC
Interface Test Upgrade <ul style="list-style-type: none"> Upgrade and deploy interfaces 	Kronos IC
Kronos Unit Testing	Kronos Team
Attend Training Courses based on agreed-upon Training Plan	Customer Testing Team
Review Project Schedule	Kronos PM

Test and Certify Phase Activities	Resources Responsible
Test Workshop & System Overview <ul style="list-style-type: none"> Review New Features (ex. Navigator) Review Testing Checklist 	Kronos AC, Customer
Validate Test Clock with Upgraded System	Customer, Kronos AC
Customer Validation	Customer
Interface Testing Workshop	Kronos IC, Customer
Kronos Unit Testing	Kronos Team
Attend Training Courses based on agreed-upon Training Plan	Customer Testing Team
Review Project Schedule	Kronos PM
Milestone: Solution Acceptance	

Deploy and Support Phase Activities	Resources Responsible
Deployment Readiness <ul style="list-style-type: none"> Internal Project Team Go-Live Prep Call Go-Live Readiness Call / Review Deployment Checklist 	Customer, Kronos Team
Perform Production Upgrade	Kronos TC
Post-Upgrade Validation	Kronos AC, Kronos IC



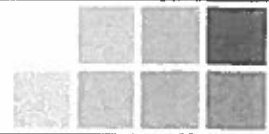
Deploy and Support Phase Activities	Resources Responsible
Customer Validation	Customer
Go-Live Support	
• Payroll Processing Support	Kronos Team
Transition / Project Close	Kronos PM, Customer
<i>Milestone: Production</i>	



5. PROJECT SCOPE DETAIL

5.1. APPLICATION BUILDING BLOCKS

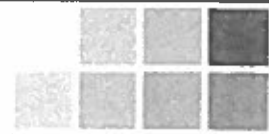
General Information	
Number of Employees in Project Scope	3300
Number of Sites (facilities, locations etc.)	1
Decentralized	No
Unions	No
Number of Managers that will be supported	330
Workforce Central Technology Factors	
Total number of environments	2
The database platform will be	SQL Server
Workforce Central Technology Services Scope	
<ul style="list-style-type: none"> • Technical Preparation for Deployment and Support 	
Workforce Timekeeper	
This product will be implemented in phase	1
Number of Employees within Scope	3300
Workforce Timekeeper Professional Services Scope	
<ul style="list-style-type: none"> • Standard Upgrade with core configuration, WDM setup, up to 3 Navigators with 6 widgets per Navigator • Workforce Central Core Technical Upgrade • Workforce Central Architecture Review with Record Retention Configuration • Workforce Central Basic Hardware Sizing • Workforce Central Upgrade – Go-Live Support • 2 Environments: Workforce Central Upgrade 	
Integrations In Scope	
<ul style="list-style-type: none"> • Up to 3 Interfaces to be Upgraded 	
Data Collection	
This product will be implemented in phase	1
Number of Employees within Scope	3300
Data Collection Professional Services Scope	
<ul style="list-style-type: none"> • 3 Terminals: Firmware Upgrade 	


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 Standard Upgrade



6. PROJECT COSTS AND RATE SCHEDULES

All estimates are quoted in USD.

6.1. PROFESSIONAL SERVICES

Role	Quantity	Unit of Measure	Part Number	Rate	Total
Project Manager	24	HR	9999002-SEV	\$0.00	\$0.00
Application Consultant	25	HR	9999002-SEV	\$0.00	\$0.00
Technology Consultant	77	HR	9999002-SEV	\$0.00	\$0.00
Total	126				\$0.00

6.2. PROFESSIONAL SERVICES - BY PRODUCT

Product/Service	Hours
Project Management Services	24
Technology Consulting Services	33
Workforce Timekeeper	54
Data Collection	4
Workforce TeleTime IP	11
Total Estimated Services	126

6.3. SOLUTION SUMMARY

Service Type	Estimated Cost
Total Cost to Customer	\$0.00



7. SIGNATURES AND APPROVALS

SUBMITTED AND APPROVED BY KRONOS REPRESENTATIVE

By: *Julea Dean* Date: *9/1/15*
Title: *Director, Sales Operations*

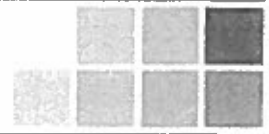
This Statement of Work is subject to City of Corpus Christi's agreement with Kronos governing Professional, Education and Cloud Services. By signing below, City of Corpus Christi's authorized representative agrees to purchase the services described herein.

ACCEPTED AND AGREED

City of Corpus Christi

By: _____ Date: _____
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>