

Services Scope Statement

Williamson County

Workforce TeleStaff

Contract NO is Contract #14-JLR-003

Sales Executive	James Haskins	Presales Consultant	
Expiration Date	10/20/2014	Service Portfolio Consultant	Robin Platt
Customer Name	Williamson County	File Name Control ID	2014-9011
SSS Create Date	7/22/2014	Revision #	21
Project Type	Net New	Status	Approved

1. PROJECT SCOPE

This Services Scope Statement (also known as the "SSS") documents the agreement between Kronos Incorporated and Williamson County 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

This project is for the implementation of Workforce TeleStaff.

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 TeleStaff Enterprise	New	4.x
Workforce TeleStaff Global Access	New	4.x
Workforce TeleStaff Institution Focus	New	4.x
Workforce TeleStaff Contact Manager	New	4.x

1.3. PROJECT DURATION

Depending upon Williamson County 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 - TeleStaff	8 weeks
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1.4. PROJECT ASSUMPTIONS

1. Williamson County will upgrade current database to Workforce TeleStaff 4.0.
2. 911 will be added to the EMS database utilizing Institution Focus.
3. All training for 911 will be conducted in Workforce TeleStaff.
4. Kronos resource will provide project support and Williamson County 911 resources will provide project management.
5. Kronos will deliver a remote implementation.



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 Williamson County 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 Williamson County 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, Williamson County 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, Williamson County 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

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

Commitment from Williamson County upper management is crucial to the success of the project. Kronos assumes Williamson County will assign a Project Executive Sponsor. The Executive Sponsor is responsible for implementing the necessary change management for Williamson County 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.



2.4. TRAVEL EXPENSES

Billable travel expenses will be charged only for actual reasonable cost pursuant to the terms and conditions contained within the KRONOS SALES, SOFTWARE LICENSE AND SERVICE AGREEMENT or the KRONOS SUBSCRIPTION PROGRAM AGREEMENT, AS APPLICABLE. Resources may be used for the project that requires 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.

“TRAVEL IS NOT EXPECTED FOR THIS IMPLEMENTATION BUT IF TRAVEL IS REQUIRED THEN WILLIAMSON COUNTY MUST APPROVE TRAVEL, IN WRITING, BEFORE IT IS SCHEDULED”.

2.5. ADDITIONAL ASSUMPTIONS

Williamson County is requesting a “not to exceed” engagement but understands that "not to exceed" does not eliminate the possibility of the requirement or processing of change order(s). “Not to exceed" in this engagement means that services would be suspended in the event the budget is consumed and there are remaining services requested to be delivered whereby a formal change order signature by both parties would be required.

3. PROJECT MANAGEMENT

3.1. PROJECT PLANNING AND MANAGEMENT

Kronos will deliver a customer implementation guide, a project workbook or checklist and facilitate periodic status meetings.

Project Management Description	
Remotely Delivered Project Support Services / TeleStaff	Included

4. IMPLEMENTATION METHODOLOGY PHASES

4.1. SOLUTION ASSESSMENT AND DESIGN

During this phase of the project, Kronos assists Williamson County with ensuring all applicable requirements and Solution Design documents for the implementation of the product(s) are understood and completed.

Customer's Commitment

Prior to this phase of the project, Williamson County shall arrange for acquisition and setup of necessary system hardware and establish Internet connectivity at the server(s). Williamson County shall also arrange for installation and network testing of the Timekeeper terminals, if purchased. In addition to completing the requisite Kronos training, the Williamson County Project Manager shall ensure that all internal resources are coordinated and scheduled to participate in each assessment per their domain expertise or



role as a decision maker. Also during this phase, the Williamson County Project Manager shall begin to develop testing and education plans.

4.2. SOLUTION BUILD

During this phase of the project, Kronos and Williamson County jointly build the solution per the in-scope application building blocks. In addition, Kronos guides Williamson County to perform configuration unit testing to validate the rules against the solution design.

Customer's Commitment

During this phase of the project Williamson County will provide access and security to the applicable network and servers and dedicate or make available, appropriate resources with the necessary domain experience. It may be necessary for the Williamson County Project Manager to provide communication and access to a Third Party Software vendor during the build and testing of integration components or custom attributes.

4.3. SOLUTION TESTING AND DEPLOYMENT

During this phase of the project Kronos supports the Williamson County project team with testing to the Design document, resolving all critical open issues as well as deployment planning and support.

Customer's Commitment

During this phase of the project Williamson County will finalize the test plan to support unit, integration and operational testing; complete test case scenarios in the testing checklist; dedicate or make available on an as-needed basis, appropriate resources to test the product(s), ensuring representatives from all affected user communities participate in the test cycle. Williamson County will also coordinate testing with other vendors, and if applicable, test and validate the data transfer from Kronos to other vendors. Williamson County testing team will utilize the testing checklist for unit and parallel testing and maintain the workbook as needed until testing is complete. Williamson County will also write operational procedures and train user as needed for a successful deployment.

5. PROJECT SCOPE DETAIL

5.1. APPLICATION BUILDING BLOCKS

Workforce TeleStaff Enterprise	
This product will be implemented in phase	1
Number of Employees within Scope	225

Workforce TeleStaff Enterprise Standard Deployment



The database platform will be			SQL Server
Total number of environments			2
Number of Sites (facilities, locations, etc.)			1
Distinct Implementations	Size	# of Divisions	Division Names
911	80	1	Communications
Distinct Implementations: 1	80	1	
Workforce TeleStaff Enterprise Standard Deployment Professional Services Scope			
<ul style="list-style-type: none"> • Lead Application Configuration Assessment for organizational structure review; Lead up to 5 deployment sessions for: Authorities, Ranks, Shifts, Specialties, Work codes, Work code business rules, Roster Views; Remote Project Support • 1 Divisions • 1 Communication Groups • Lead Technical Assessment Readiness Call; Application Install • Global Access Standard Deployment • Institution Focus Standard Deployment • Contact Manager Standard Deployment • Standard Payroll Export • Education Strategy Guidance • Standard Testing Guidance • Train-the-Trainer Workshop • Deployment Planning and Go-Live Support 			

Workforce TeleStaff Enterprise Advanced Deployment			
Number of Sites (facilities, locations, etc.)			1
Distinct Implementations	Size	# of Divisions	Division Names
911	80	1	Communications
Distinct Implementations: 1	80	1	
Workforce TeleStaff Enterprise Advanced Deployment Professional Services Scope			
<ul style="list-style-type: none"> • Lead Application Configuration Assessment; Configure: Minimum counts, staffing alarms, vacancy rules & strategies • 1 Communication Groups • 1 Divisions 			



6. EDUCATIONAL SERVICES

6.1. 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.

7. PROJECT COSTS AND RATE SCHEDULES

All estimates are quoted in USD.

7.1. PROFESSIONAL SERVICES - BY ROLE

Role	Quantity	Unit of Measure	Part Number	Rate	Total
Solution Consultant	70	HR	9990059-PRO	\$155.00	\$10,850.00
Application Consultant	88	HR	9990056-PRO	\$145.00	\$12,760.00
Technology Consultant	4	HR	9990079-PRO	\$180.00	\$720.00
Totals:	162				\$24,330.00

7.2. EDUCATIONAL SERVICES

Product Name	Part Number	Quantity	Unit of Measure	Rate	Total
KnowledgePass™	8602748-001	1	EA	\$945.00	\$945.00
Total Estimated Educational Services					\$945.00

7.3. EDUCATIONAL SERVICE SUMMARY

Description	Total
KnowledgePass™ Subscription	\$945.00
Total Estimated Educational Services	\$945.00



7.4. SOLUTION SUMMARY

Service Type	Estimated Cost
Professional Services	\$24,330.00
Educational Services	\$945.00
Total Estimated Investment	\$25,275.00



APPENDIX A

1.1. ENGAGEMENT GUIDELINES

Please review the Kronos engagement guidelines:

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