Statement of Work

Williamson County - 6105982

Configure Aspect for Workforce TeleStaff

Sales Executive	James Haskins	**Presales Consultant**	
Expiration Date	3/31/2016	**Service Portfolio Consultant**	Debra Darby
Customer Name	Williamson County	**File Name Control ID**	2015-22735
SOW Create Date	9/10/2015	**Revision #**	3
Project Type	Add-On	**Status**	Pending

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1. PROJECT SCOPE

This Statement of Work (also known as the "SOW") documents the agreement between Kronos and Williamson County concerning the services to be performed by Kronos, including the deliverables, and the costs of the project.

1.1. PROJECT OVERVIEW

Successfully deliver the following remotely:

- Configure Aspect for 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
Aspect – Evolution	New	N/A

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.

3. PROJECT SCOPE DETAIL

3.1. APPLICATION BUILDING BLOCKS

Aspect Technology Factors	
Implementation Type	Evolution
Aspect Professional Services Scope	
• Introduction and planning call • Installation and configuration of Evolution account • Configuration of Workforce TeleStaff Line Manager	

4. PROJECT COSTS AND RATE SCHEDULES

All estimates are quoted in USD.

4.1. PROFESSIONAL SERVICES

Role	Quantity	Unit of Measure	Part Number	Rate	Total
Technology Consultant	8	HR	9990079-PRO	$180.00	$1,440.00
Total	**8**				**$1,440.00**

5. SIGNATURES AND APPROVALS

SUBMITTED AND APPROVED BY KRONOS REPRESENTATIVE

By: _____ Date: _____

Title: _____

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

ACCEPTED AND AGREED

Williamson County

By: _____ Date: _____

Title: _____

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APPENDIX A

1.1. ENGAGEMENT GUIDELINES

Please review the Kronos engagement guidelines:

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