Statement of Work for City of Salinas

Workforce Telestaff

Sales Executive	Celeste Patzold	Author	Jennifer Marti
Expiration Date	5/24/2016	Created Date	2/24/2016
BigMachines Quote Number Revision #	2016-27909 2	Status	Approved
Opportunity ID	ABEA-BE4CZJ	Customer SID	

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 implementation, you agree to provide the required internal project resources

BUSINESS OBJECTIVES

Successfully implement and utilize the following products and modules:

1. Workforce TeleStaff Enterprise
2. Workforce TeleStaff Global Access
3. Workforce TeleStaff Contact Manager
4. Configure IVR for Workforce Telestaff

PROPOSED SOLUTION

Module	Project Type
Workforce TeleStaff Enterprise	New
Global Access	New
Contact Manager	New
IVR	New

Project duration is expected to be 28 weeks, based upon our experience with our customers and products. 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 either of these circumstances, Kronos may issue a change order to ensure the appropriate budget is available.

Kronos will deliver the scope of this project utilizing a remote approach.

KNOWLEDGEPASS

KnowledgePass™ is a subscription to an online educational portal. It provides enterprise access to tutorials, task simulations, job aids, sandboxes, webinars, and additional educational documents to help your team succeed.

PROJECT APPROACH

PROJECT PLANNING

Led by Kronos the project team will collaborate to establish the project plan. The project plan will detail tasks, responsibilities, and milestone dates and will be the foundation for project control.

SOLUTION ASSESSMENT

The solution assessment will provide the foundation for the design specifications required to implement your Kronos solution. Key areas of discussion will include current and future business processes, data integration requirements, testing and training strategies.

Your team will participate in design workshops and demonstrate a clear understanding of the project goals, objectives, and critical business issues.

WORKFORCE TELESTAFF STANDARD DEPLOYMENT

- 1 distinct assessments (rule sets) will be configured for Standard Deployment
- 100 licensed users within each assessment /rule set
- 1 divisions implementing Standard deployment
- No Communications groups implementing Standard deployment
- This is not an implementation in the Kronos Private Cloud
- Customer is integrating with Workforce Central
- No standard feeds included
- No custom feed(s) included
- No custom report(s) included
- No additional day(s) of Testing Support included
- No additional day(s) of Deployment Support included

WORKFORCE TELESTAFF ADVANCED DEPLOYMENT

- 1 assessments (rule sets) will be configured for Advanced Deployment
- 100 licensed users within each distinct assessment (rule sets) are included for Advanced Deployment
- 1 Divisions are implementing Advanced Deployment
- No Communications groups are implementing Advanced Deployment
- No additional day(s) of Advanced Assessment included
- No additional day(s) of Advanced Testing Support included
- No additional day(s) of Advanced Go Live Support included

SOLUTION BUILD

During this phase, we will focus on the software, hardware, and integration configuration elements as documented in the solution design. In order to ensure that your organization is prepared to commence testing, project resources should take recommended training to ensure sufficient knowledge of the operational elements of the solution, allowing for testing that will accurately reflect end-user processes.

TEST AND CERTIFY

Based on the results of the Assessment Phase, your project team will develop a test plan and system test scripts for defined use cases. User Acceptance testing will be led by your team, utilizing your Kronos project team for support as required for issue resolution and knowledge transfer.

PROJECT SOLUTION SUMMARY

This SOW represents a time and materials engagement. Travel expenses are not included and will be invoiced separately as incurred.

Service Type	
Professional Services	$33,120.00
Educational Services	$472.50
	$33,592.50

SIGNATURES AND APPROVALS

SUBMITTED AND APPROVED BY KRONOS REPRESENTATIVE

By: _____   Date: _____

Title: _____

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

ACCEPTED AND AGREED

City of Salinas

By: _____   Date: _____

Title: _____