

Statement of Work

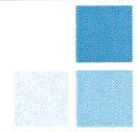
City of Hollywood Fire

Workforce TeleStaff Implementation

Sales Executive	Tammy Parker	Presales Consultant	Tavish Colonelli
Expiration Date	3/15/2015	Service Portfolio Consultant	Scott Kopco
Customer Name	City of Hollywood Fire	File Name Control ID	2015-13114
SOW Create Date	12/4/2014	Revision #	3
Project Type	Net New	Status	Approved

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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 Hollywood Fire 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

Kronos will provide Professional Services to implement Workforce TeleStaff for the City of Hollywood Fire Department.

1.2. PRODUCT SUMMARY

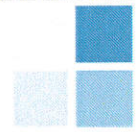
The following products are considered in scope for the services and fees defined within this document, unless otherwise noted below. Additional products and/or licenses may incur additional fees.

Product	Implementation Type	Version
Workforce TeleStaff Enterprise	New	4.x
Workforce TeleStaff Global Access	New	4.x
Workforce TeleStaff Gateway Manager	New	4.x
Workforce TeleStaff Contact Manager	New	4.x
Workforce TeleStaff Bidding	New	4.x

1.3. PROJECT DURATION

Depending upon City of Hollywood Fire 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.

Duration of Project - TeleStaff	30 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 Hollywood Fire 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 Hollywood Fire 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 Hollywood Fire 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 Hollywood Fire will then have an additional five (5) business days to report that all errors have been resolved and provide deliverable acceptance.

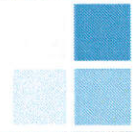
2.3. ENGAGEMENT RECOMMENDATIONS

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

Commitment from City of Hollywood Fire upper management is crucial to the success of the project. Kronos assumes City of Hollywood Fire will assign a Project Executive Sponsor. The Executive Sponsor is responsible for implementing the necessary change management for City of Hollywood Fire 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. FIXED FEE GUIDELINES

For the services set forth in this Statement of Work (and on the corresponding Order Form for such services), Kronos agrees to complete the services described herein for the fixed fee set forth herein, unless additional hours are required to complete such services due to a material change in the scope of the project, City of Hollywood Fire's delay in fulfilling its obligations, or as a result of a change in the



complexity of the original scope of services based on information unknown at the time the parties entered into this SOW. Any such additional hours shall be agreed upon by the parties pursuant to the Change Order process described in the SOW and the fixed fee amount described herein shall be amended as provided in such Change Order. If Kronos has not invoiced for the entire fixed fee amount as set forth in this SOW (and any Change Orders, if applicable) upon completion of the services, Kronos will invoice City of Hollywood Fire for any remaining fees up to the fixed fee amount and City of Hollywood Fire shall pay such fees upon the payment terms agreed upon by the parties.

3. IMPLEMENTATION METHODOLOGY PHASES

3.1. SOLUTION ASSESSMENT AND DESIGN

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

Customer's Commitment

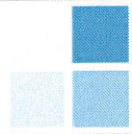
Prior to this phase of the project, City of Hollywood Fire shall arrange for acquisition and setup of necessary system hardware and establish Internet connectivity at the server(s). City of Hollywood Fire shall also arrange for installation and network testing of the Timekeeper terminals, if purchased. In addition to completing the requisite Kronos training, the City of Hollywood Fire 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 City of Hollywood Fire Project Manager shall begin to develop testing and education plans.

3.2. SOLUTION BUILD

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

Customer's Commitment

During this phase of the project City of Hollywood Fire 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 City of Hollywood Fire 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. PROJECT SCOPE DETAIL

4.1. APPLICATION BUILDING BLOCKS

Integrations In Scope	
2 Gateway Manager: distinct message types (non-Kronos)	
<ul style="list-style-type: none"> • Zoll – RMS • Motorola - CAD 	

Workforce TeleStaff Enterprise	
This product will be implemented in phase	1
Number of Employees within Scope	300

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
Fire	300	2	Suppression and Admin
Distinct Implementations: 1	300	2	

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 • 2 Divisions • Lead Technical Assessment Readiness Call; Application Install • Global Access 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
Fire Department	300	1	Suppression
Distinct Implementations: 1	300	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 Divisions 			

Workforce TeleStaff Bidding Professional Services Scope
2 Bidding Configuration <ul style="list-style-type: none"> • Vacations • Kelly Day

5. EDUCATIONAL SERVICES

5.1. EDUCATIONAL SERVICES IN SCOPE

Educational Service	Description
KnowledgePass™ Subscription	KnowledgePass™ is an online educational portal that provides 24/7 anytime-anywhere access to in-depth training content to help your employees maximize productivity and achieve their goals from implementation to optimization. Gain instant access to helpful tutorials, job aids, in-depth, hands on tools, webinars, and educational documents to help your team succeed.



6. PROJECT COSTS AND RATE SCHEDULES

All estimates are quoted in USD.

6.1. PROFESSIONAL SERVICES FIXED FEE INVOICING SCHEDULE

Standard Deployment Phase Month 1	\$5,880.00
Standard Deployment Phase Month 2	\$5,880.00
Standard Deployment Phase Month 3	\$5,880.00
Advanced Deployment Phase Month 1	\$5,160.00
Advanced Deployment Phase Month 2	\$5,160.00
Advanced Deployment Phase Month 3	\$5,160.00
Bidding Phase Month 1	\$4,320.00
Investment for this Implementation	\$37,440.00

6.2. EDUCATIONAL SERVICES

Product Name	Part Number	Quantity	Unit of Measure	Rate	Total
KnowledgePass™	8602748-001	1	EA	\$1,417.50	\$1,417.50
Total Estimated Educational Services					\$1,417.50

6.3. SOLUTION SUMMARY

Service Type	Cost
Professional Services	\$37,440.00
Educational Services	\$1,417.50
Total Investment	\$38,857.50



7. SIGNATURES AND APPROVALS

SUBMITTED AND APPROVED BY KRONOS REPRESENTATIVE

By:  Scott Kopco
Feb 6 2015 11:38 AM  Date: _____

Title: _____

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

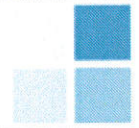
ACCEPTED AND AGREED

City of Hollywood Fire

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>