

Cobb County, GA

Contract # 24-6833

for

Human Resource Systems and Related Products and Services

with

UKG Kronos Systems, LLC

Effective: July 14, 2025

The following documents comprise the executed contract effective: July 22, 2025

- I. Vendor Contract and Signature Form
- II. Exhibit A - Supplier's Response to the RFP
- III. Exhibit A-1 - Exceptions
- IV. Exhibit B - RFP #24-6833
- V. Exhibit C - UKG Public Sector MSA
 - 1. Exhibit C-1 - UKG Service Descriptions
 - 2. Exhibit C-2 - UKG Support Policy
 - 3. Exhibit C-3 - Acceptable USE Policy
 - 4. Exhibit C-4 - US Data Protection Addendum
 - 5. Exhibit C-5 - Details of Processing of Customer Personal Data
 - 6. Exhibit C-6 - Technical and Organizational Measures
 - 7. Exhibit C-7 - Supplement to UKG DPA for UKG Other Products and Services
 - 8. Exhibit C-8 Equipment Addendum
- VI. Exhibit D - UKG Perpetual Software Terms and Conditions Contract
 - 1. Exhibit D-1 - UKG Perpetual Software Commercial Terms and Conditions
- VII. Exhibit E - UKG Statement of Work
- VIII. Exhibit F - UKG Business Associate Addendum
- IX. Exhibit G - Terms of Use for MyPeopleDoc

Master Agreement

Owner: Cobb County Board of Commissioners
100 Cherokee Street
Marietta, GA 30090

Contractor: UKG Kronos Systems, LLC
900 Chelmsford Street
Lowell, MA 01851

Description: This Master Agreement for Human Resource Systems and Related Products and Services incorporates by reference the following, as applicable:

Exhibit "A" Contractor's Bid/Proposal submitted on August 8, 2024;

Exhibit "A-1" Exceptions

Exhibit "R" Owner's Request for Proposal #24-6833;

Exhibit "C" UKG Public Sector MSA also referred to as the UKG Kronos Systems, LLC Commercial Terms and Conditions and includes the following terms, of which the current applicable terms as of the execution of the Master Agreement are attached:

Exhibit "C-1" UKG Services Descriptions

UKG Extensions for Health Care Services Description

Exhibit 1 Cloud Services for Healthcare Extension

Exhibit 2 Security and Disaster Recovery

Exhibit 3 Service Level Agreement

UKG Great Place to Work Services Description

UKG Great Place to Work Services Description Badge Guide

UKG HR Service Delivery SaaS Services Description

Exhibit 1 Service Level Agreement for the Subscription
Services Availability

Exhibit 2 Customer Support Policy

UKG Income and Employment Verification from Equifax
Services Description

UKG One View Connect Services Description

UKG One View Managed Services Description

UKG One View Payments Services Description

UKG Pro Clinical Scheduling Extensions Services Description

UKG Pro Extended Services Description

UKG Pro Pay and/or UKG Pro People Center and UKG Pro Workforce Management Services Description

Exhibit 1 Service Level Agreement for the Subscription Services Availability

Exhibit 2 Customer Support Policy For UKG Pro Pay and UKG Pro People Center and UKG Pro Workforce Management

Exhibit 3 UKG Pro Payment Services

Exhibit 4 UKG Pro Print Services/Check Printing Services

Exhibit 5 UKG Pro ACA Services

UKG Pro Pay and/or UKG Pro People Center Services Description

Exhibit 1 Service Level Agreement for the Subscription Services Availability

Exhibit 2 Customer Support Policy for UKG Pro Pay and UKG Pro People Center

Exhibit 3 UKG Pro Payment Services

Exhibit 4 UKG Pro Print Services/Check Printing Services

Exhibit 5 UKG Pro ACA Services

UKG Pro Workforce Management Services Description

Exhibit 1 Service Level Agreement

Exhibit 2 Customer Support Policy

UKG Ready Benefits COBRA Administration Services Description

Schedule 1 Duties of the Parties

UKG Ready Services Description

Exhibit 1 UKG Support Policy

UKG Ready Payroll Services Description

Pricing Exhibit

UKG TeleStaff IVR Service (User Based) Services Description

Acceptable Use Policy

UKG Virtual Roster Cloud and UKG Pit Manager Cloud Services Description

Exhibit 1 Service Level Agreement for the UKG Virtual Roster Cloud and UKG Pit Manager Cloud Subscription Services Availability

Exhibit 2 Customer Support Policy for UKG Virtual Roster Cloud and UKG Pit Manager

UKG Webhooks Premium Services Description

Exhibit "C-2" UKG Support Policy

Exhibit "C-3" (also labeled as Exhibit 1): Acceptable Use Policy

Exhibit "C-4" (also labeled as Exhibit 2): US Data Protection Addendum

Exhibit "C-5" (also labeled Schedule 1): Details of Processing of Customer Personal Data

Exhibit "C-6" (also labeled Schedule 2): Technical and Organizational Measures

Exhibit "C-7" Supplement to UKG DPA for UKG Other Products and Services

Exhibit "C-8" (also labeled Exhibit 3) Equipment Addendum

Exhibit 3 A Purchased Equipment Description

Exhibit 3 B Equipment Rental Description

Exhibit "D" UKG Perpetual Software Terms and Conditions Contract

Exhibit "D-1" UKG Perpetual Software Commercial Terms and Conditions

Section A General Terms and Conditions

Section B: Terms and Conditions for Software Licenses, Software, and Educational and Professional Services

Exhibit "E" UKG Statements of Work

UKG Launch Ready Statement of Work

UKG Launch UKG Ready Template Essentials Package Statement of Work

UKG Launch UKG Ready Plus Package Statement of Work

UKG One View Connect Statement of Work

UKG One View Managed Services and Payments Statement of Work

UKG Pro Pay and People Center Statement of Work

UKG Pro Workforce Management Statement of Work

Exhibit "F" UKG Business Associate Addendum

Exhibit "G" Terms of Use for MyPeopleDoc (UKG Employee Vault)

Exhibit "B" Owner's Request for Proposal ~~#Error! Reference source not found.~~, as modified by Exhibit "A" Contractor's Bid/Proposal and Exhibit "A-1" Modification to Exhibit B shall be incorporated only by reference herein and shall have no force or effect on the parties.

**Purchasing
Cooperative:**

OMNIA PARTNERS PURCHASING COOPERATIVE: Contractor agrees to extend use of this Master Agreement to public agencies (state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit)(Public Agencies) registered with OMNIA Partner, LLC's Purchasing Cooperative (Participating Public Agencies) under the terms of this Agreement (Master Agreement) and the Administrative Agreement found at Exhibit A.

**Governing
Law:**

This Agreement shall be governed by the state law in which Participating Public Agency is based, provided however, if such jurisdiction has adopted the Uniform Computer Information Transactions Act (UCITA), or such other similar law, the parties expressly agree to "opt-out" of and not be governed by UCITA or such other similar law. The parties waive the application of the United Nations Commission on International Trade Law and United Nations Convention on Contracts for the International Sale of Goods as to the interpretation or enforcement of this Agreement.

Term:

This Agreement shall begin on July 14, 2025 (Effective Date), for an Initial Term of four (4) years. Owner shall have the option to renew this Agreement for three (3) additional twelve (12) month periods (Renewal Terms) upon mutual written consent of the Parties unless earlier terminated as provided herein. This Agreement shall terminate absolutely on July 13, 2032. Pursuant to O.C.G.A. § 36-60-13, this Agreement shall terminate absolutely and without further obligation on the part of the Owner at the close of the calendar year in which it was executed and at the close of each succeeding calendar year for which the Agreement is in effect. The Services which may be ordered will renew in accordance with Exhibit "C" UKG Public Sector MSA unless otherwise agreed between the Participating agency and the Contract. The Parties reserve the right to renew, amend or extend the Agreement for additional terms. Owner may terminate this agreement at any time for nonappropriation of funding subject to 30 days prior written notice.

Price:


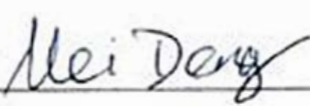

Prices for services and equipment, if applicable, shall be as stated in Exhibit "A" Contractor's Bid/Proposal.

Billing:

For purchases made by Participating Public Agencies, the invoicing and billing requirements outlined in the applicable UKG terms and conditions as applied to the product/service outlined on the applicable Order.

[Signatures on Next Page]

IN WITNESS, WHEREOF, this Agreement has been executed by Owner and accepted by Contractor to be effective as of the date first above written.

OWNER	CONTRACTOR
Cobb County Board of Commissioners	UKG Kronos Systems, LLC
100 Cherokee Street	900 Chelmsford Street
Marietta, Georgia 30090	Lowell, MA 01851
 Lisa N. Cupid, Chairwoman	 MEI DENG, Director, Finance Business Ops.
Cobb County Board of Commissioners	UKG Kronos Systems LLC
Date 7/22/25	Date 7/14/2023
Approved as to form: 	Attest:
County Attorney's Office	Corporate Secretary
July 22, 2025	Corporate Seal
Date	
	Federal Tax ID Number 04-2640942



APPROVED
PER MINUTES OF
COBB COUNTY
BOARD OF COMMISSIONERS

7/8/25

UKG Kronos Systems, LLC
900 Chelmsford Street
Lowell, MA 01851
T: 978-250-9800
ukg.com



June 26, 2025

Certificate of Authority

I hereby certify that I am President and Manager of UKG Kronos Systems, LLC (the "Company") and that **Mei Deng, Director Finance Business Operations**, is authorized to execute contracts, contract amendments, sales order forms, quotes and Request For Proposal ("RFP") submissions on behalf of the Company.

A handwritten signature in black ink, appearing to read 'Elizabeth McCarron'.

Elizabeth McCarron
President and Manager

Exhibit “A”
Contractor’s Bid/Proposal



Cobb County Human Resource Systems and Related Products and Services Sealed Proposal # 24-6833

Brian Coopman
Director, Contracts & Procurement - Public Sector
UKG Inc.

900 Chelmsford Street
Lowell, MA 01851
T: 978.250.9800
www.ukg.com



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5.1 COVER LETTER

The proposer shall provide a cover letter describing a brief history of the Proposer and its organization. The letter will list the Principal or Officer of the organization who will be the County's primary point of contact during clarifications or negotiations. This individual must have the authority to clarify and/or negotiate all aspects on the scope of products and services on behalf of the Proposer. An officer authorized to bind the Proposer to the terms and conditions of this RFP must sign the cover letter.

Additional Notes from RFP

Respondents shall provide a cover letter or letter of transmittal to briefly summarize the company's interest and relevant qualifications for the project. This letter shall not exceed two (2) pages, and shall be signed by an agent of the responding firm who is authorized to negotiate the details of the proposed services. (p.20)

August 8, 2024

Cobb County Procurement Services Department
122 Waddell Street NE
Marietta, GA 30060

Subject: Sealed Proposal #: 24-6833 – Request for Proposals for Human Resource Information Systems and Related Products and Services

Dear Cobb County Procurement Services Department,

UKG hereby submits our proposal to deliver Human Resources Information Systems and Related Products and Services on behalf of Cobb County, Georgia (Lead Public Agency), and other government agencies (Participating Public Agencies) made available through OMNIA Partners.

In February 2020, Kronos and Ultimate Software announced a definitive merger agreement to unite two industry leaders to form one of the world's largest cloud companies: **UKG**. As a long-standing provider partner to Participating Public Agencies delivering human capital management (HCM) and workforce management (WFM) solutions, UKG welcomes the opportunity to further our partnership through our expansive suite of cloud solutions and services:



UKG offers the industry's most technologically advanced HCM solutions driven by our **combined research and development (R&D) spending exceeding \$2.8 billion over the past 5 years across our product line—including \$671M in FY2023**. As a result, UKG is frequently recognized as an HCM industry leader.

UKG has earned numerous awards for its culture, products, and services, including consecutive years on Fortune's 100 Best Companies to Work For list. To learn more, visit www.ukg.com/about-us/awards-and-recognition.

Industry expertise: UKG holds the depth and breadth of services defined by the Lead Public Agency to support the vast collection of Participating Public Agencies encompassing this solicitation:



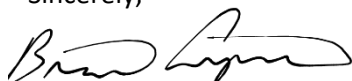
Solution of choice: As Participating Public Agencies consider HCM and WFM solutions, UKG is uniquely poised to collaborate and configure the best solution suite aligning with each agency's distinct scope of work, complexity, employee population, and service requirements. UKG ensures we deliver the exacting services, compliant with regulatory requirements, to modernize Participating Public Agencies' HCM and WFM environments as they establish their future-state and long-term organizational ecosystems.

ERP integration: As Participating Public Agencies seek to deploy enterprise software to gain efficiencies across its financials, purchasing, asset management, budgeting/forecasting, or utility billing processes by leveraging cloud-based platforms, UKG delivers integration to support Participating Public Agencies' current requirements and long-term business needs. UKG frequently supports participating agencies' HCM and WFM initiatives by integrating with selected ERP providers to ensure accurate data is reflected between finance regulatory management processes and HCM and WFM processes. In fact, ***our 80,000 customers across all verticals are decoupled from ERP environments and integrate to incorporate HCM and WFM.***

As the Lead Public Agency's primary point of contact, I welcome discussion of our solution suite and how UKG can enhance the employee experience across your Participating Public Agencies' portfolio. I am available and authorized to clarify and/or negotiate all aspects of UKG's scope of products and services, and I am authorized to bind UKG to the terms and conditions of the RFP and UKG's proposal.

We look forward to working with the Lead Public Agency and Participating Public Agencies.

Sincerely,



Brian Coopman
 Director of Contracts and Procurement
 Public Sector
 563.370.5356
brian.coopman@ukg.com
 UKG Inc.

5.2 EXECUTIVE SUMMARY

The Proposer shall provide an Executive Summary that presents in brief, concise terms a summary level description of the contents of the proposal.

Cobb County, Georgia (Lead Public Agency) seeks to engage qualified providers of a comprehensive range of Human Resource Information Systems and Related Products and Services to support itself and all states, local governments, school districts, higher education institutes, and nonprofit organizations (Participating Public Agencies) throughout the United States of America by delivering a broad selection of service options to include:

- Employee Information Management
- Recruitment and Applicant Tracking
- Onboarding and Offboarding
- Attendance and Leave Management
- Payroll and Benefits Administration
- Performance Management
- Training and Development
- Compliance and Legal Requirements
- Employee Self-Service
- Analytics and Reporting
- Integration and Security
- Mobile Accessibility

As the Lead Public Agency, Cobb County is pursuing a modernized suite of solutions framed by its motto:

Cobb County...Expect the Best!

*Cobb County Procurement Services Department
Sealed Proposal # 24-6833*

Aligned with the Lead Public Agency's promise to **expect the best**, UKG is poised to continue our more than ten years holding the OMNIA Partners contract supporting more than 1,000 customers, which now generates \$115 million in annual revenue and represents \$350 million in savings for Participating Public Agencies. As a proud recipient of the OMNIA Partners *Bronze Partnership Excellence Award*, UKG welcomes the opportunity to extend our partnership by delivering full-scope Human Resource Information Systems and Related Products and Services to Participating Public Agencies.



The Bronze Partnership Excellence Award is a testament to the commendable dedication of our valued suppliers. This esteemed medallion is presented to those who have demonstrated a steadfast commitment to our partnership.

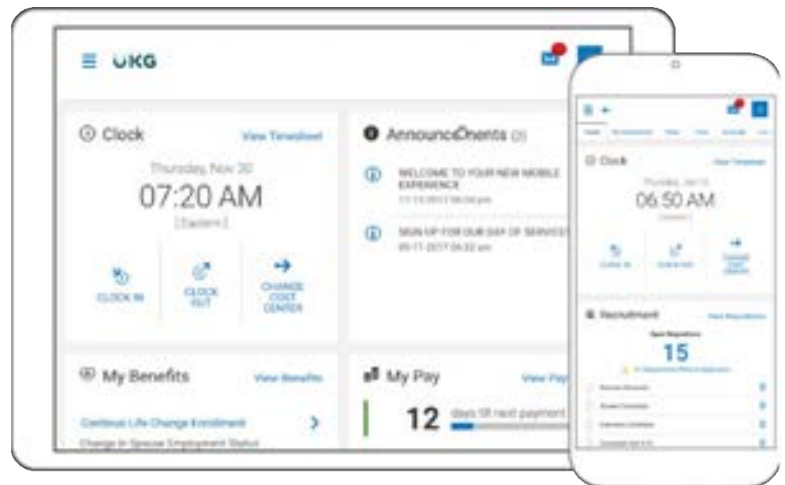
To meet this goal, UKG proposes our full-scope human capital management (HCM) solution suite to empower Participating Public Agencies to **deliver the best employee experience** across their organizations – from hire to retire.

**Your biggest investment is your people.
Invest in their employee experience.**



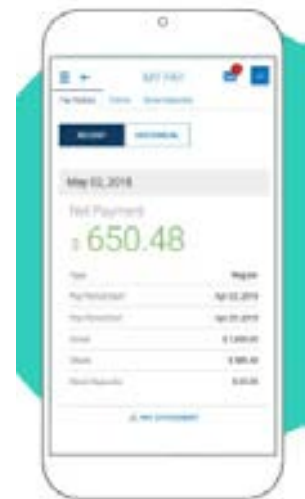
Single-provider consolidation. Delivered through SaaS, UKG’s HCM offerings manage hire-to-retire services through one easily accessible web portal. What makes UKG HCM solutions most unique is that one single employee data record drives all modules and delivers visibility across each Participating Public Agency’s distinct employee population. A single update to the employee record effectively updates all modules within the platform.

Process automation. The Lead Public Agency is focused on attaining a solution to deliver operational efficiency and effectiveness. UKG is aligned with your goals, offering comprehensive HCM solutions to completely automate business processes. Intelligent data collection options capture data at its source. Exception-based management views focus attention on areas of concern, and employee self-service reduces calls to HR, payroll, and managers.



A single, end-to-end HCM solution, UKG's integrated system eliminates error-prone duplicate data entry and consistency issues that can occur across multiple systems. Our HCM offerings provide standard and custom fields to cover the full range of HR requirements — from pre-hire to separation — so Participating Public Agencies can store and track all employee data in one location. Role-based web and mobile self-service enables employees and managers to view and update information at their convenience. Automation of hiring, onboarding, time, payroll, and training processes — using configurable workflows — eases HR's administrative burden, supports compliance, and drives results.

User friendly. Participating Public Agencies require solutions that are easy to use for their managers and employees to drive efficiency and engagement via self-service. UKG HCM offers an intuitive user experience through a modern, consumer-grade interface. Our intuitive workflows ensure greater user adoption and a better employee experience. Additionally, Participating Public Agencies can enable their employees to manage their experiences via the UKG mobile app, putting all HR tools at their fingertips whenever they need them.



Whether in the workplace, on the road, or working remotely, employees can access the full system to stay informed, keep tasks moving, and make an impact on people and processes seamlessly. Participating Public Agencies can give their people the exact tools they need anytime, anywhere with personalized self-service options based on their role, common activities, location, and preferences. Participating Public Agencies can build or access reports, charts, and even predictions and recommendations in real time on their mobile devices to ensure they are always ready for strategic actions and conversations.

Focus on compliance. With a commitment to integrity and excellence, UKG drives regulatory compliance for Participating Public Agencies through immediately accessible tools and resources. UKG's robust built-in rules help Participating Public Agencies adhere to critical employment laws and promptly notify them if errors occur. UKG delivers proactive, automated updates to pay, time, and HR rules, giving Participating Public Agencies access to the latest information so they can easily meet regulatory standards. This is supported by access to a centralized, reliable data source, complete with the latest

government forms, and automated ACA and absence management tools accessible anytime, anywhere, from any device to help reduce risk of noncompliance.

Unified alliance partnerships. Participating Public Agencies may pursue unique service functionality requiring specialized features to supplement UKG HCM across their specified service scope. To meet any ancillary services identified within an individual Participating Public Agency's service scope, UKG engages partners who bring unique business value. Partnerships with some of the world's leading information and HCM organizations drive innovations in workforce management across geographies and technologies. UKG's Marketplace Partners deliver advanced features and functionality to UKG HCM solutions through seamless API integrations that automate processes, reduce manual errors, and offer innovative capabilities. Please visit our [UKG Marketplace - Partners website](#) to access a comprehensive listing of our partners.

Innovative technology. Understanding that the Lead Public Agency is focused on acquiring a solution with a foundation in the newest technology. UKG offers the industry's most technologically advanced HCM solutions driven by our ***combined research and development (R&D) spending exceeding \$2.8 billion over the past 5 years across our product line***—including \$671M in FY2023. As a result, UKG is frequently recognized as an HCM industry leader.



In fact, UKG was recently named a **Leader in the [NelsonHall NEAT report for HCM solutions in both enterprise and small business markets](#)**. The distinction follows similar Leader or #1 rankings from influential analyst firms in 2023 including [Forrester](#), [Gartner](#), [Nucleus Research](#), and [Sapient Insights Group](#). The Lead Public Agency can be confident in UKG's leadership as an innovative technology provider allowing for a modern and responsive go-forward strategy for Participating Public Agencies as they pursue their HCM future state via UKG.

You tell us your needs, and we'll develop and present a set of proven solutions.

Market expertise. The Lead Public Agency needs an experienced HCM provider leading its Human Resources Information Systems and Related Products and Services initiative on behalf of your Participating Public Agencies across their multiple jurisdictions, various constituents, and distinct business environments. UKG delivers the depth and breadth of services defined by the Lead Public Agency to support the vast collection of Participating Public Agencies encompassing this solicitation:



Solution of choice. As Participating Public Agencies consider HCM solutions, UKG is uniquely poised to collaborate and configure the best solution suite aligning with each agency's distinct scope of work, complexity, employee population, and service requirements. UKG ensures we deliver the exacting services, compliant with regulatory requirements, to modernize Participating Public Agencies' HCM environments as they establish their future-state and long-term organizational ecosystems.

One contracting vehicle. A multitude of HCM options

Scalable for success. As Participating Public Agencies expand as organizations and communities, UKG will grow with them. Our cloud-based solution delivers automated system updates to incorporate enhanced feature functionality and ensure their regulatory compliance. Our robust HCM solution allows Participating Public Agencies to leverage more complex solution modules, if necessary, as their agencies build over the coming years. By proactively engaging with each agency, UKG commits to understanding their business goals and objectives, which allows us to anticipate their needs and guide them down the right path.

Proven partnership. As a long-standing provider partner to the Lead Public Agency delivering our full range of HCM solutions to you and your Participating Public Agencies, UKG welcomes the opportunity to further our partnership through our expansive suite of cloud solutions and services.

At UKG, we believe that technology is only as great as the people behind it. As part of our **Partner for Life** approach, Participating Public Agencies can leverage trusted advisors for strategic guidance to evolve their people strategy and employee

Partner for Life.



Inspiring people is our focus

Our people are the critical foundation to building lifelong partnerships that enable you to grow and evolve. That's why we focus on attracting and retaining the best talent, inspiring them to create top-notch solutions and provide superior service.



Inclusive and collaborative is our approach

With UKG, you get all the training, resources, and tools you need to be confident in your solution. And with our dynamic, collaborative Community and events, you're able to get the most out of your investment.



Premium partnership is our standard

We provide a premium experience and partnership to all our customers as our standard. With our unique model, you can leverage dedicated, trusted advisors for both your day-to-day support and your long-term business goals so you can optimize the value of your solution.

experience as needs change throughout the lifespan of our contract. UKG's tenured team helps Participating Public Agencies reduce administrative burdens, optimize their solutions, and support their long-term business goals to achieve their desired business outcomes.

Next steps. As the Lead Public Agency considers your Human Resources Information Systems and Related Products and Services options, UKG is committed to extending our consultative partnership as your **Partner for Life** provider. With Participating Public Agencies modernizing their systems via expansive, innovative, and integrated HCM solutions, UKG understands the distinct challenges these agencies face across their diverse workforces.



The Lead Public Agency can **expect the best** from UKG, as we are poised to work with you to ensure we deliver exacting services, compliant with regulatory requirements, to revitalize the HCM environment throughout the Participating Public Agencies community. We look forward to performing in accordance with our *Bronze Partnership Excellence* status to uphold our commitment to partnership.

UKG will work with the Lead Public Agency and Participating Public Agencies to ensure their employees are engaged throughout their unique life-work journeys, from hire to retire. Participating Public Agencies can enhance their reputations as employers of choice to attract and retain the most talented and diverse workgroups to serve their agencies and their communities as their futures evolve.

**UKG brings our singular HCM solution to your singular biggest investment:
your employees.**

5.3 COMPANY BACKGROUND/PROFILE

Provide information on company background to include the following:

a. Legal name, address, phone and fax numbers, e-mail, Federal ID#, and website address.

- **Legal name:** UKG Kronos Systems, LLC
- **Address:** 900 Chelmsford Street, Lowell, MA 01851
- **Phone:** 978-250-9800
- **Fax:** 978-367-5900
- **Email:** brian.coopman@ukg.com
- **Federal ID#:** 04-2640942
- **Website Address:** www.ukg.com

b. Date business was established under current name.

On October 3, 2023, Kronos Incorporated underwent an entity conversion in accordance with Massachusetts General Laws 156D §§ 9.50-56 and has been renamed and rebranded as UKG Kronos Systems, LLC. As a matter of law, UKG Kronos Systems, LLC is considered the same business entity as Kronos Incorporated.

Prior to the entity conversion, Kronos Incorporated had been in business since 1977.

c. Size of company including the total number of employees.

UKG Inc., parent company to UKG Kronos Systems LLC, employs approximately 14,000 employees worldwide.

d. Type of ownership or legal structure of business

Private Company

e. Has the company ever failed to complete work for which a contract was issued? If yes, explain the circumstances.

UKG is dedicated to completing all its contractual engagements with its customers and has thousands of delighted customers. There may be rare occurrences when contracts are terminated by a customer based on their business circumstances or, in even more rare instances, where they have determined that they prefer another solution. These are unique situations and occur despite UKG's effort to complete the contract. UKG cannot divulge specific circumstances of its confidential customer situations.

f. Are there any civil or criminal actions pending against the firm or any key personnel related in any way to contracting? If yes, explain in detail. Are there any current unresolved disputes/allegations?

From time to time and in the ordinary course of our business, the company or its subsidiaries is involved in a variety of claims, demands, suits, investigations, or proceedings, including actions concerning contracts, intellectual property, and employment matters. While it is not possible to predict the outcome of these matters with certainty, we do not expect the results of any of these actions to have a material adverse effect on our business or financial condition or on our ability to provide products or services to you.

g. Has the firm ever been disqualified from working for any public entity? If yes, explain the circumstances.

No.

h. If a Supplier requires additional agreements to be signed by a Participating Public Agency, include a copy of the proposed agreement(s) as part of Supplier's proposal.

Included as Appendix 8 – UKG Additional Agreements.

5.4 EXPERIENCE

Include a list of the five (5) most relevant or comparable contracts completed by your firm during the past five (5) years with a public entity. For each contract, provide the following information:

Relevant/Comparable Contract #1

a. Scope of services/contract description.

Ann Arbor Police Department, MI - TeleStaff as its primary scheduling solution for special event deployments and notifications; UKG Pro HCM for HR and Payroll.

b. Dollar value of contract.

Estimated Annualized Contract Value - \$25,000

c. Assigned project personnel.

UKG Sales and Professional Services

d. The contracting entity's contact person, current phone number, and current e-mail address as reference information.

Jason McKinley, (810) 623-3971, jmckinley@a2gov.org

Relevant/Comparable Contract #2

a. Scope of services/contract description.

City of Memphis, TN - Former Workforce Central customer that migrated to UKG Pro Workforce Management and UKG TeleStaff for 9,200 employees

b. Dollar value of contract.

Estimated Annualized Contract Value - \$1.3 million

c. Assigned project personnel.

UKG Sales and Professional Services

d. The contracting entity's contact person, current phone number, and current e-mail address as reference information.

Sgt Russell Mooney, (901) 314-4446, russell.mooney@memphistn.gov

Relevant/Comparable Contract #3

a. Scope of services/contract description.

City of Waukesha, WI - UKG Pro Workforce Management for 950 employees and UKG Pro HCM for 1,300 employees.

b. Dollar value of contract.

Estimated Annualized Contract Value - \$150,000

c. Assigned project personnel.

UKG Sales and Professional Services

d. The contracting entity's contact person, current phone number, and current e-mail address as reference information.

Patricia Erickson, ERP, (262) 524-3573, perickson@waukesha-wi.gov

Relevant/Comparable Contract #4

a. Scope of services/contract description.

Las Vegas-Clark County Library District - Former Workforce Central agency that migrated to full suite UKG Ready (WFM and HCM) for 750 employees.

b. Dollar value of contract.

Estimated Annualized Contract Value - \$125,000

c. Assigned project personnel.

UKG Sales and Professional Services

d. The contracting entity's contact person, current phone number, and current e-mail address as reference information.

Glodia Thomas, HRIS Manager, (702) 507-6238, thomasgl@lvccld.org

Relevant/Comparable Contract #5

a. Scope of services/contract description.

City of Southlake, TX - Workforce Central customer migration to UKG Ready Time WFM for 575 employees.

b. Dollar value of contract.

Estimated Annualized Contract Value - \$60,000

c. Assigned project personnel.

UKG Sales and Professional Services

d. The contracting entity's contact person, current phone number, and current e-mail address as reference information.

Dylan Welch, Human Resources Business Partner, Systems, (817) 748-8313, dwelch@ci.southlake.tx.us

5.5 PRODUCT INFORMATION/SERVICE CAPABILITY

Provide detailed information on service capabilities of your offering. This information shall detail how the Supplier's solution meets the requirements of this RFP.

a. Detail how supplier is currently in compliance with all relevant regulations for the HR software market. Provide documentation of appropriate certifications and licenses, if applicable.

UKG Inc. and its subsidiaries comply with all relevant laws and regulations applicable to Supplier's business in performing its obligations worldwide. The company maintains a robust compliance program covering a variety of laws and regulations that impact its operations around the globe.

b. Demonstrate how Software is implemented, what training curriculum's entail, and what the implementation process entails.

Respondents shall provide an organizational chart for the proposed project team, as well as the relevant background and experience for every proposed team member. (p.20)

The Launch methodology provides a framework that generally describes how the project will progress from the start to finish. The project team follows this framework to transition the customer's existing human capital management and workforce management (where applicable) functions from your legacy provider to the Applications. UKG's deployment methodology includes the following phases:

- **Welcome Phase:** Preliminary preparation involves four basic elements: UKG's internal orientation meeting, customer preparation, a project team initial kick off meeting and software installation.
- **Requirements Phase:** UKG will perform an analysis by interviewing key people from different functional areas. Information that has been gathered during the analysis process is used to determine the current system set up, the new system definition requirements and allow us to determine the best fit between the customer's business requirements and the functional capabilities of the UKG Pro products.
- **Build Phase:** This phase includes configuration, integration, and conversion.
- **Test Phase:** Testing is one of the most critical functions of the Launch process. UKG recommends functional and parallel testing.
- **Go-Live Phase:** This phase consists of UKG assisting the customer with the first live processing of the functionality that is being implemented. In this phase, the consultant officially transitions the customer's support to the UKG Product Support Team.

UKG will assign project team resources based on availability and bandwidth at the time of contract and the final scope of the project. Should UKG be considered a finalist, we are happy to provide additional details regarding potential project resources and their relevant experience. Below is a summary of the UKG project team roles and typical experience.

Depending on the final scope, the UKG project team may consist of the following UKG personnel:

Practice Manager

- Responsible for Customer's overall satisfaction with the UKG project ensuring that quality resources, as well as quality processes and standards, are applied to each task.

Project Manager

- Collaborates with the Customer PM to align the desired project outcomes, producing key results related to the customer's critical business needs.
- Facilitates business process dialogue and, along with the rest of the UKG project team, ensures the UKG solution will meet the Customer Relationship criteria.
- Monitors the project throughout its life cycle – including scope management, change control, issue management, risk management, quality management, resource management, communication management, financial management and schedule management.
- Provides regular project status updates on the items above via collaborative tools and workspaces that include the Project Dashboard, Schedule, Timeline, Issues Log, Risk Management Log, Communication Plan and a Change Request Log.
- Ensures change requests, risks, issues, or concerns are communicated to the Customer Project Manager and escalated as necessary.
- The UKG Project Manager is the primary contact for the Customer's deployment project team.

UKG Consultant

- Utilizes their industry experience and domain knowledge to guide and facilitate discussions geared toward delivering a solution that meets the customer's desired business outcomes.
- Makes recommendations based on experience and in conjunction, reviews and considers the business requirements for the project.
- Configures the solution by persona based on customer requirements.
- Unit tests the solution and ensures any issues are documented and addressed.

Integration Consultant

- Facilitates discussions to collect interface design requirements.
- Configures and tests interfaces.
- Supports questions on function and usage of each.

Cloud Build Manager

- Responsible for the review and first tier technical discussion on Cloud Services purchased and available Cloud offerings.
- Lead customer in discussions, Q&A and where to find supporting documentation on Cloud Services/Offerings

- Assist the customer, UKG and Partner implementation teams in understanding and following the standard Cloud implementation processes and procedures
- Align with the customer, UKG and Partner implementation teams to deliver and manage the request of the Cloud Services purchased and other available Cloud offerings selected within timeline and scope of the project
- Aid the customer, UKG and Partner implementation teams in planning the go-live activities to coincide with the Cloud go-live approval and audit requirements
- Manage acquiring Cloud subject matter experts/technical resources for technical calls which may be required to support customer technical resources in defining variables of the purchased Cloud Services and available Cloud offerings.

Executive Relationship Manager

- Acts as customer advocate and overall relationship manager for UKG.
- Works to ensure the customer has a consistent and satisfying experience with UKG.
- Provides a central point of contact for the customer after the project is completed.

Education Consultant / Training Specialist

- Holds the knowledge and certifications to guarantee customers the best learning experience.
- Leads attendees through content presentations, guided exercises and individual practice exercises to increase proficiency with the UKG solution.

c. Provide a list of any third-party suppliers that might be utilized during implementation and any third-party terms and conditions that would apply.

UKG offers products facilitated by third-parties to meet the needs of participating public entities. These solutions may have additional terms and conditions, in addition to the UKG Master Services Agreement, and can be found at <https://www.ukg.com/services-descriptions> and/or attached.

Additional terms and conditions associated with these partners are provided in **Appendix 9**.

d. Provide detailed information on training capabilities for your offering.

At UKG, we understand that one size doesn't fit all regarding education. That's why we provide customized training to project team members, managers, administrators, and IT staff members. Our blended approach includes self-paced training, webinars, instructor-led training, and a user adoption resource center. We offer individualized, role-based, just-in-time learning to prepare your core project team and increase user acceptance of your new solution. Additionally, we provide instructor-led training, demonstrations, and hands-on education to ensure that your functional and technical team members are fully prepared for deployment and ongoing support of your solution. Our User Adoption Resource Center provides expert answers, coaching, and tools to ensure solution adoption.

e. Provide a list of the top software and programs Supplier's offering can integrate with.

One size does not fit all when it comes to connecting and syncing data across the different solutions you may be using to run your business, regardless of if they're in the cloud or not. UKG Integration Hub provides you with the flexibility to securely get data wherever it needs to go quickly and easily. We support customers' needs to use file transfer and/or APIs, when available.

UKG has developed Integrations across 500+ vendors and our integration experience includes vendors such as ADP, Ceridian/Dayforce, CGI, Cigna, Delta Dental, Ellucian Banner, Empower, Fidelity, Great Plains, Lawson, MetLife, Oracle PeopleSoft, SAP, Tyler Technologies, Workday and many more.

f. Provide any multi-factor authentication features, if applicable.

Multi-factor Authentication (MFA) provides added security by requiring users to enter a supplied code to verify that they are who they say they are. The code "validates" the user for a period of time set by the system administrator. When the period expires, the user will be required to re-authenticate. If your agency uses Multi-factor Authentication, there are three methods that can be used to retrieve the code:

- Email - code sent to the user's email address
- SMS - code sent to the user through text message
- Token - code provided by a password authenticator. This method requires users to have an authenticator installed on their device.

UKG products support SAML 2.0 which then allows the client to use their existing Identity Provider (IdP) to manage their user accounts and credentials, including the use of multi-factor authentication if enabled in their IdP system.

g. Provide a list of Distributors, if applicable.

Not applicable.

h. Detail the process for software migration and the parties that will be involved.

The Launch methodology provides a framework that generally describes how the project will progress from the start to finish. The project team follows this framework to transition the customer's existing human capital management and workforce management (where applicable) functions from your legacy provider to the Applications. UKG's deployment methodology includes the following phases:

- **Welcome Phase:** Preliminary preparation involves four basic elements: UKG's internal orientation meeting, customer preparation, a project team initial kick off meeting and software installation.

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- **Build Phase:** This phase includes configuration, integration, and conversion.
- **Test Phase:** Testing is one of the most critical functions of the Launch process. UKG recommends functional and parallel testing.
- **Go-Live Phase:** This phase consists of UKG assisting the customer with the first live processing of the functionality that is being implemented. In this phase, the consultant officially transitions the customer's support to the UKG Product Support Team.

Typically, employee master demographics data is migrated from your legacy system. Depending on the source, we would leverage a data import to import the initial employee information and then automate a recurring import for loading new and changed data from the employee master record in the HR system. A general best practice for historical legacy data is to back up the data to be accessed by third-party reporting tools or keep it available in the current legacy system for access as required. Although it may be possible (each scenario is different), it is not recommended that detailed transactional type historical data be migrated mostly to eliminate the cost of what are usually very complex and expensive integrations.

UKG offers a robust API framework for any data conversion that provides extensibility and simplifies integration with other systems. The architecture allows access to all system resources through REST APIs, managed through a gateway that monitors individual API performance and SLA. Leveraging industry-leading Boomi integration tools, dozens of pre-built connectors are provided for common use cases such as people, payroll, and accruals.

UKG takes a consultative approach when implementing its solutions. A customer can expect the UKG team to offer recommendations based on our experience that are customer and project specific. Examples may include recommended changes to payroll processes, posting of schedules, managing timecard exceptions, managing time off requests, and overall business process improvement regarding your workforce management and human capital management strategies.

As with any system deployment, we can anticipate operational and organizational change to occur because of your initiatives. Our experience reveals that there are several guiding principles/activities that are crucial to success, due to the challenges associated with bringing together industry best practices, specific user requirements, and software functionality in an agency like yours. The guiding principles/activities that will drive our success include:

- Focusing on outcomes driven by business requirements as opposed to tasks
- Identifying and prioritizing processes and associated impacts
- Examining processes holistically as well as independently
- Understanding the linking of processes, workflows, and various departments

- Understanding the role of decision points across processes and departments
- Capturing the information as close to the source as possible

i. Detail the process for software upgrades and the parties that will be involved.

Our offering is a multi-tenant SaaS solution. As such, we manage all hardware, software, enhancements, and maintenance to the application code layer. Minor releases are delivered monthly and major releases are delivered quarterly. These releases include new opt-in features and maintenance code. Each customer is updated concurrently during each release cycle, so every customer remains on the latest software version. Clients are notified of planned enhancements 30 days prior to the release; notifications include links to new features, detailed descriptions, and before-and-after behavior details.

j. Detail what technical support is provided for the life of the product and how service issues will be handled.

Support is included with your purchase of a UKG solution. Support includes 24/7 Mission Critical support for infrastructure outages – if your system is down, we'll get you back up and running quickly. Support calls are routed through our UKG Customer Relationship team. A call coordinator triages the call and determines the priority based on the issue and your need. Customers registering with their site ID are automatically routed to the support group queue specific to their product. Response times are determined by solution priority level and the call coordinator prioritizes calls based on the UKG solution service level agreement:

Priority Based Support

UKG provides support on a "priority" basis. As such, customers with the most critical request(s) will be serviced first. Below is an example. Please note that target response times will vary depending on the UKG solution:

- **Priority Level: High**
 - Target Response Time: Thirty (30) minutes or immediately via Rapid Response
 - A critical Customer issue with no available workaround where the Subscription Services cannot be accessed or where the Subscription Services are experiencing significant system degradation, such as:
 - Cloud outage
 - Unable to sign-off timecards
 - Payroll data accuracy or inability to process payroll
 - Totals are not accurate
 - Unable to collect punches from terminals
 - Unable to access a critical function within the Subscription Services

- **Priority Level: Medium**
 - Target Response Time: One (1) business hour or immediately via Rapid Response
 - A serious Customer issue which impacts the ability to utilize the Subscription Services effectively, such as:
 - Intermittent or inconsistent functionality results or data accuracy (e.g., accrual balances not matching pay codes, but balances are accurate)
 - Data display inaccuracies or inconsistencies across multiple tasks
 - Application performance is inconsistent or fluctuates
- **Priority Level: Low**
 - Target Response Time: Within two (2) business hours
 - Non-critical Customer issues generally entail use and usability issues or how-to questions, such as:
 - How do I set up a holiday pay rule?
 - How do I run a report?

UKG Service Escalation Guidelines

- **Critical Outages:** UKG will provide continuous effort on all high-priority events through either bug identification, the development of a workaround, or problem resolution. The case may be passed to the after-hours team if this effort goes beyond normal business hours. On-going continuous attempts may also depend on the customer's ability to provide a resource to work with UKG during this period.
- **Technical Escalation:** UKG's case resolution process is a team-based approach structured around specific features within our solution and staffed by support engineers covering the full spectrum of skill sets and technical expertise. The teams are empowered to dynamically apply the appropriate resources to a case, based on severity and complexity, to ensure the fastest resolution time possible. The teams are also integrated with the Development Engineering and Cloud Operations teams. They engage their assistance and technical guidance when necessary and directly escalate depending on case severity and time to resolve considerations. An Escalation Manager may be assigned as a single point of contact and communication regarding case resolution status, action plan development, resource integration, and implementation coordination for situations that contain multiple cases. The Escalation Manager remains engaged until the problem has been successfully remediated.
- **Management Escalation:** Customers may, at any time, ask to speak to the UKG support manager if they experience dissatisfaction with the level of service received concerning a specific case or service in general. To contact the UKG Customer Relationship manager, please call the UKG Customer Relationship Center and ask to speak to a manager.

- **Remote Support:** A web-based screen-sharing application that enables UKG to support you by empowering our support representatives to view your computer remotely. By connecting remotely, support representatives will work in real-time with your users and quickly escalate to desktop sharing, which features mutual mouse and keyboard control and whiteboard capability.

UKG Community

As a UKG customer, you will have access to the UKG Community where you can connect with UKG customers, partners and product experts to get help, training and share ideas. Discover the tools and resources you need to maximize your UKG solution, and tap into the educational offerings, remote customer support, eCase management, customer forums, documentation, and more that UKG experts support. This is our vibrant platform allowing for seamless and ongoing networking opportunities with peers. Highlighting a few statistics that make this platform stand out include:

- Our UKG Community houses over 150,000 members, including over 5,000 UKG Partners
- Among a recent quarter, members logged in 308,984 times, accumulated 367.k searches and viewed 2,340,780 pages!
- Community members continue to enthusiastically submit, collaborate, and vote on product enhancement ideas and our product teams continue to work these ideas into our products – testament to our innovative commitments.

Access to the UKG Community includes:

- **Support Cases** - Creating and managing support cases is easy in the Community through our Cases portal which enables you to quickly send in cases to our support team and get a full view of your cases to easily see cases by your solution ID, status, owner, and more. .
- **Get Answers** - Questions? Community is fully searchable. The global search bar will make appropriate suggestions, helping you optimize your search term and access the best possible answer. Results include Knowledgebase articles, Documentation, Technical Advisories, Service Packs, Discussions, Answers, and more. And if you can't find your answer, you can always ask a question for others in the Community to answer.
- **Learn** - Community offers easy access to UKG training, thought leadership newsletters, and expert insight blogs. Community also provides unlimited access to tutorials, how-to's, live webinars, sandbox environments, and more. The Learn page is also your gateway to HR and Payroll Answerforce™, which can help improve compliance with one-stop information on up-to-date law, regulation, and industry trend summaries powered by Wolters Kluwer.
- **Discussions** - Connect with UKG customers, partners, and product experts in Discussion Groups that are organized by product, industry, or special interest. With thousands of active Community members, there's always a valuable conversation to jump in on. Join product-specific Alert groups to receive emails about high-priority product issues like Service Pack releases, technical advisories, and more. And staying up to date on your industry is easier than ever when you follow industry news as it develops in industry-specific groups.

- **Ideas** - Have ideas for product or UKG Community improvements? UKG listens to all of our customers. Simply access the Community to add comments to ideas you want to expand on or submit an idea of your own. Search existing Idea posts by product platform and application, and vote ideas up or down so the most popular ones rise to the top.

UKG Aspire Event

Aspire is an annual conference that celebrates UKG's customers. We do this by delivering on their expectations of value, partnership, forming connections, and making memories. Advantages include:

- Easy access to UKG experts for best practice solutions and instant support
- Holistic product learning through sessions, roadmap presentations, and demos
- Meaningful opportunities for peer-to-peer networking
- Intentional and inspiring thought leadership topics
- Inviting, inclusive, and immersive social experiences

5.6 PRICING

Suppliers shall provide a detailed breakdown of the price per user/license for the proposed system(s).

a. Provide details of and propose additional discounts for large number of users, minimum user, rebates or additional discounts (if offered).

A sample of UKG software, hardware, and professional services offerings is provided in the attached Price Book. Sample pricing provided is MSRP and is "not to exceed" for net new customers only. Upon award, a comprehensive price book for all readily available products will be provided to OMNIA Partners and the Lead Public Agency. Legacy products and those nearing end of engineering or end of life will not be included but are still available for customers waiting to make the transition to the latest UKG technology.

UKG is proposing a minimum 10 percent discount on most line items greater than \$1.00, though restrictions may apply. Additional discounts for volume, active promotions, or incentive programs will be negotiated on an individual basis for each agency and in accordance with current UKG sales policies and procedures, and customer's purchasing policies and procedures.

b. Provide costs for migration.

Customers migrate or upgrade from legacy UKG products on a like-for-like basis plus an applicable multiplier based on complexity of the migration, not to exceed 2x their current subscription cost.

Customers migrating from their legacy third-party systems to UKG systems will follow standard "not to exceed" pricing as detailed in the Order Form and Scope of Work.

c. Provide costs to upgrade software.

Customers migrate or upgrade from legacy UKG products on a like-for-like basis plus an applicable multiplier based on complexity of the migration, not to exceed 2x their current subscription cost.

Customers migrating from their legacy third-party systems to UKG systems will follow standard "not to exceed" pricing as detailed in the Order Form and Scope of Work.

d. Provide any training costs.

UKG will provide Training Services related to a Subscription Service as specified in the Order and in accordance with the applicable Statement of Work or Services Description. Each engagement is scoped by UKG and its partners after a thorough assessment process to truly understand the agency's needs so as to recommend a viable and long-term solution. Rates through this OMNIA Partners agreement are discounted from list price to ensure greater value for the participating public agencies.

e. Provide any implementation costs.

UKG will provide Implementation Services related to a Subscription Service as specified in the Order and in accordance with the applicable Statement of Work or Services Description. Each engagement is scoped by UKG and its partners after a thorough assessment process to truly understand the agency's needs so as to recommend a viable and long-term solution. Rates through this OMNIA Partners agreement are discounted from list price to ensure greater value for the participating public agencies.

f. Provide payment methods and terms.

UKG understands the flexibility required by participating public agencies in accordance with procurement rules and policies. UKG conducts a thorough needs assessment with every agency to understand their fiscal policies and budget cycles and presents tailored payment methods and terms for every order. Details include currency, term, uplift percentage, shipping terms, ship method, freight term, renewal term, and payment terms (e.g. Net 30 days)

g. Provide any technical support fees.

Technical support fees are generally included in the UKG subscription cost as outlined in the UKG SaaS Support Policies and Services at <https://www.ukg.com/saas-support-policies-and-services>. Additional technical support options may be available for purchase depending on the criticality of the participating public agency's needs, as determined in the thorough needs assessment and throughout the lifecycle of the agency's term.

h. Indicate if payment will be accepted via credit card. If so, may credit card payment(s) be made online? Also state the Convenience fee, if allowable, per the Visa Operating Regulations.

Not applicable.

Price Book

Product Name
UKG Pro Pay and People Center
HR Only Employees
Global Employees
UKG Pro Limited Access (fka Terminated Web Employees)
UKG Pro Talent Acquisition
UKG Pro Recruiting
UKG Pro Onboarding
UKG Pro Candidate Texting
UKG Pro Performance and Coaching
UKG Pro Performance Reviews
UKG Pro Succession
UKG Pro Coaching and Development
<i>UKG Pro Career Designer</i>
UKG Pro Compensation
UKG Pro Learning
External Learners in UKG Pro Learning (fka UltiPro Learning)
UKG Pro Employee Voice
UKG Pro Benefits Administration
<i>UKG Pro Benefits Hub</i>
UKG Pro Document Manager
UKG Pro People Assist
UKG Pro Talk
UKG Great Place To Work Hub
UKG Pro Employee Pay
Interface Files
BI Reports
UKG Pro Employee Pay (fka UltiPro Employee Pay)
UKG Pro Check Printing (fka UltiPro Check Printing Services)
Year End Tax Forms (W2, 1099, T4, RL-1, 1095)
UKG Pro Communications Broadcast-Text Notifications (fka UltiPro Community Broadcast – Text Notifications)
UKG Pro HCM NPRD (add-on)
US Customers Adding Canadian Employees AFTER the initial sale
UKG Pro Workforce Management (Hourly)
UKG Pro Workforce Management (Salaried)
UKG Pro Scheduling
UKG Pro Advanced Scheduling

UKG Pro Forecasting
UKG Pro Rotation Schedule
UKG Pro Workforce Management Analytics
UKG Pro Workforce Management Healthcare Productivity
UKG Pro People Analytics with Pro WFM Data
UKG Pro People Analytics with Pro WFM Data Premium
UKG Pro People Analytics with Pro WFM Data Enterprise
UKG Pro Workforce Management Data Hub Enterprise
UKG Pro Workforce Management Data Hub Premium
UKG Pro Accruals
UKG Pro Leave (includes Accruals)
UKG Pro Attendance
UKG Pro Absence (Includes Attendance, Leave, and Accruals)
UKG Pro Activities
UKG Pro Gaming
UKG Pro WFM Talk
UKG Pro WFM PointClickCare Census Import
UKG Pro Auctions
UKG Pro Strategic Workforce Planning
UKG Dimensions Additional Non-Production Environments
UKG Dimensions Additional SFTP (2 included at no additional charge)
UKG Dimensions Additional VPN (2 included at no additional charge)
UKG Dimensions Microsoft Outlook Integration (fka Workforce Dimensions Microsoft Outlook Plug-In)
UKG Dimensions Google Integration (fka Workforce Dimensions Add-In Google Sheets and Calendar)
UKG One View Connect
UKG One View Managed Services
UKG One View Managed SaaS Fee
UKG One View Payments

UKG Pro Workforce Management (WFM) (Formally UKG Dimensions)
Cloud Only - PEPM
Description
Core Products
UKG PRO TIMEKEEPING HOURLY UKG PRO TIMEKEEPING SALARIED
Activities
UKG PRO ACTIVITIES (Formerly Work)
Absence Management Products
UKG PRO ACCRUALS UKG PRO LEAVE (Includes Accruals) UKG PRO ABSENCE (Includes Attendance, Leave and Accruals)
Gaming
UKG PRO GAMING
Talk
UKG PRO WFM TALK
Auctions
UKG PRO AUCTIONS
Strategic Workforce Planning
UKG PRO STRATEGIC WORKFORCE PLANNING
Scheduling Products
UKG PRO SCHEDULING UKG PRO ADVANCED SCHEDULING (includes UKG Pro Scheduling) UKG PRO FORECASTING (Includes UKG Pro Advanced Scheduling) (Formerly called: Optimized Scheduling With Forecasting) UKG PRO ROTATION SCHEDULE UKG PRO WFM POINTCLICKCARE CENSUS IMPORT US and Canada only, no Seasonal Requires: UKG PRO ADVANCED SCHEDULING <u>or</u> UKG PRO FORECASTING (Includes UKG Pro Advanced Scheduling) Count must match

Required Quote Note QT-42835: For the PointClickCare Census Data Import, the following terms apply: a) Kronos may terminate this integration on 30 days' written notice; b) responsibility for PointClickCare API availability, stability and proper function remains with PointClickCare; and c) customer is required to enter into a contract with PointClickCare prior to subscribing to the EMR PointClickCare solution

Clinical Scheduling Extensions

UKG PRO CLINICAL SCHEDULING EXTENSIONS (Requires Clinical Scheduling Ext. Encryption Gateway)

Note: UKG PRO Clinical Scheduling Extentions is a manual license code which is sent to Cloud Services - Licensing team for installation.

UKG PRO CLINICAL SCHEDULING EXTENSIONS ENCRYPTION GATEWAY

Note: Part number 8605325-000 is required when ordering Encryption Gateway. Encription Gateway is sold as a quantity of 1 per customer.

Analytics Products

UKG PRO WORKFORCE MANAGEMENT ANALYTICS

UKG PRO WORKFORCE MANAGEMENT HEALTHCARE PRODUCTIVITY (Includes UKG Pro Workforce Management Analytics)

Data Hub

UKG PRO WORKFORCE MANAGEMENT DATA HUB ENTERPRISE

UKG PRO WORKFORCE MANAGEMENT DATA HUB PREMIUM

Add-In

UKG PRO WORKFORCE MANAGEMENT GOOGLE INTEGRATION (Requires 4 hours of PS, or applicable Onboarding Fees)
(Formerly called: ADD-IN GOOGLE SHEETS AND CALENDAR)

5,000 to 9,999 g

UKG PRO WORKFORCE MANAGEMENT OUTLOOK INTEGRATION (Requires 4 hours of PS, or applicable Onboarding Fees)
(Formerly called: Microsoft Outlook Plugin)

1 to 2,49 g

2,500 to 4,999

5,000 to 9,999

> 10,000

Integrations

UKG PRO WFM INTEGRATION TO UKG TELESTAFF

UKG PRO WFM INTEGRATION TO UKG WORKFORCE PLANNER

Other

UKG PRO WORKFORCE MANAGEMENT NON-PROD ADDITIONAL TENANT

Full Term Only

Existing customers that original purchased SAAS-WFD-ADD-TENANT with Tiered pricing will continue to order using the Tiered part #.

UKG PRO WFM NON-PROD ADDITIONAL TENANT

Full Term Only

UKG PRO WORKFORCE MANAGEMENT SFTP LICENSE

UKG PRO WORKFORCE MANAGEMENT ADDITIONAL VPN

UKG DIMENSIONS TAX FILING BY BSI

Equal to or less than, 1000 Employees (Base)

1001 to 2000 Employees

2001+ Employees

UKG DIMENSIONS GOOGLE FOR WORK SETUP FEE

UKG DIMENSIONS PAYROLL SERVICES ADDITIONAL EIN'S(For each EINs greater than 2)

UKG DIMENSIONS PAYROLL SERVICES ONE TIME SETUP FEE (Includes 2 EINs)

Success Offerings

Offering

ESSENTIALS

TECHNICAL ACCOUNT MANAGER (TAM)

ENHANCED CUSTOMER SUCCESS PLAN

TECHNICAL ACCOUNT MANAGER (TAM)

Hardware - UKG InTouch™ DX G2	
Description	
UKG InTouch DX G2 with Bar Code Badge Reader UKG InTouch DX G2 with Magnetic Stripe Card Reader UKG InTouch DX G2 with HID Proximity Card Reader UKG InTouch DX G2 with Smart Card Reader UKG InTouch DX G2 with Legic Reader	
InTouch DX/DX G2 North America Power Kit For External AC Outlet Kronos Touch ID Plus Biometric Option for InTouch DX/DX G2 Kronos TouchFree ID Face Biometric Option for InTouch DX/DX G2 Wi-Fi Option Kit for InTouch DX G2 InTouch Linear Imager Bar Code Scanner Option InTouch DX/DX G2 NIMH Backup Battery Option InTouch DX/DX G2 External Reader Board Option InTouch DX/DX G2 Transition Board Option (required if ordering one or more of the following options) Universal Relay Option InTouch Remote HID MiniProx Reader Option InTouch Remote HID ProxPro Reader Option	
Spare Parts - UKG InTouch DX G2	
InTouch DX/DX G2 Enclosure Top Filler Plate InTouch DX/DX G2 Replacement Enclosure Back Cover InTouch Replacement Security Screw Removal Tool InTouch DX Replacement Hardware Accessory Packet InTouch DX Replacement Reset Switch Access Door InTouch DX Replacement WiFi Option Access Door InTouch DX Replacement Internal Power Transformer InTouch DX Replacement 6' Power Cord - North America	

UKG Pro WFM Professional Services		
UKG Pro Workforce Management Professional Services include implementation and consulting services.		
Part Description		
SMB		
UKG PRO WORKFORCE MANAGEMENT ONBOARDING SERVICES SMB		
UKG PRO WFM READINESS ADVISORY SERVICES SMB		
UKG PRO WORKFORCE MANAGEMENT SMB ONBOARDING FEE		
UKG PRO WFM SMB ONBOARDING A LA CARTE FEE		
UKG PRO WORKFORCE MANAGEMENT MIGRATION SMB		
ENTERPRISE		
UKG PRO WFM ONBOARDING SERVICES ENTERPRISE		
UKG PRO WFM READINESS ADVISORY SERVICES ENTERPRISE		

UKG PRO WORKFORCE MANAGEMENT MIGRATION ENTERPRISE

ENTERPRISE and SMB

UKG PRO WFM READINESS ADVISORY SERVICES

UKG PRO WORKFORCE MANAGEMENT ADVISORY SERVICES

UKG PRO WORKFORCE MANAGEMENT ADVANCED TESTING SERVICES

UKG PRO WORKFORCE MANAGEMENT EDUCATION CONSULTING

UKG PRO WORKFORCE MANAGEMENT TRAIN THE TRAINER PACKAGE

UKG PRO WORKFORCE MANAGEMENT USER ADOPTION SERVICES

UKG PRO WORKFORCE MANAGEMENT USER ADOPTION ASSESSMENT

UKG PRO WORKFORCE MANAGEMENT ANALYTICS PROMO SETUP

UKG PRO WORKFORCE MANAGEMENT INTEGRATION BUILD SERVICES

UKG PRO WFM EFR- ENGINEERING FEATURE REQUEST

UKG PRO WFM EFR - ENGINEERING FEATURE REQUEST FIXED FEE

UKG PRO WORKFORCE MANAGEMENT ENGINEERING DISCOVERY

UKG PRO WFM ENGINEERING DISCOVERY FIXED FEE

UKG PRO WFM ADVISORY SERVICES FIXED FEE

UKG PRO WFM ADVANCED TESTING SERVICES FIXED FEE

UKG PRO WORKFORCE MANAGEMENT DATA EXTRACTION TOOLKIT

UKG PRO WORKFORCE MANAGEMENT FF ONBOARDING SERVICES

APPLICATION MAINTENANCE SERVICES

UKG PRO WFM INTEGRATION / API APPLICATION MAINTENANCE

MANAGED SERVICES

UKG WORKFORCE MANAGEMENT EEC - HELP DESK

UKG WORKFORCE MANAGEMENT MANAGED APPLICATION SERVICES

Passport for UKG Pro WFM	
Table of Contents	
Description	
Passport InTrack	
PASSPORT INTRACK ESSENTIALS	UKG Pro Timekeeping (WFM)
PASSPORT INTRACK ESSENTIALS ADDITIONAL MANAGER LICENSE	Passport inTrack Essentials
PASSPORT INTRACK ENTERPRISE	UKG Pro Timekeeping (WFM)
PASSPORT INTRACK ENTERPRISE ADDITIONAL MANAGER LICENSE	Passport inTrack Enterprise
PASSPORT INTRACK PRO	UKG Pro Timekeeping (WFM)
PASSPORT INTRACK PRO ADDITIONAL MANAGER LICENSE	Passport inTrack Pro
Passport InOrder	
PASSPORT INORDER ESSENTIALS	UKG Pro Timekeeping (WFM)
PASSPORT INORDER ESSENTIALS ADDITIONAL MANAGER LICENSE	Passport inOrder Essentials
PASSPORT INORDER ENTERPRISE	UKG Pro Timekeeping (WFM)
PASSPORT INORDER ENTERPRISE ADDITIONAL MANAGER LICENSE	Passport inOrder Enterprise
PASSPORT INORDER PRO	UKG Pro Timekeeping (WFM)
PASSPORT INORDER PRO ADDITIONAL MANAGER LICENSE	Passport inOrder Pro
Passport Event Scheduling	
PASSPORT EVENT SCHEDULING ESSENTIALS	UKG Pro Timekeeping (WFM)
PASSPORT EVENT SCHEDULING ESSENTIALS ADDITIONAL MANAGER LICENSE	Passport Event Scheduling Essentials
PASSPORT EVENT SCHEDULING PRO	UKG Pro Timekeeping (WFM)
PASSPORT EVENT SCHEDULING PRO ADDITIONAL MANAGER LICENSE	Passport Event Scheduling Pro
Passport Add-ons	
PASSPORT LOTRACK	UKG Pro Timekeeping (WFM)
PASSPORT LOTRACK MANAGER ADDS-ON	Passport LoTrack
PASSPORT PLAN VERSES ACTUAL ROUTE ANALYTICS	Passport inOrder Enterprise or Pro
PASSPORT PLAN VERSES ACTUAL ROUTE ANALYTICS MANAGER ADD-ON	Passport Plan versus Route Analytics
	Passport inOrder Essentials, Enterprise, or Pro OR Passport inTrack Essentials, Enterprise, or Pro OR Passport Event Scheduling Essentials or Pro OR Passport LoTrack OR Passport Data Transformation
PASSPORT DATA STORAGE - 100 GIG	UKG Pro Timekeeping (WFM)
PASSPORT DATA TRANSFORMATION	UKG Pro Timekeeping (WFM)
Passport Professional Services	
Billing Role	
3RD PARTY PASSPORT PROFESSIONAL SERVICES	Third Party
3RD PARTY PASSPORT PROFESSIONAL SERVICES FIXED FEE	Grouped

ThinkTime	
Description	
3rd Party Software	
UKG PRO TASK MANAGEMENT BY THINKTIME	
3rd Party Professional Service	
3RD PARTY INSTALLATION UKG PRO WFM THINKTIME (Enterprise)	
(SMB)	
3RD PARTY UKG PRO WFM THINKTIME FIXED FEE	
3rd Party Disk Space Overages	
THINKTIME - UKG PRO WFM DISK SPACE OVERAGE	

UKG Ready Software
Table of Contents
Description
UKG Ready Time
UKG READY TIME (Formerly Worforce Ready Time Keeping)
UKG Ready Accruals Manager
UKG READY ACCRUALS MANAGER
UKG Ready HR
UKG READY HR
UKG Ready Payroll
UKG READY PAYROLL
UKG Ready Payroll Canada
UKG READY PAYROLL CANADA
UKG Ready Payroll Services
UKG READY PAYROLL SERVICES
UKG Ready Payroll Services With Smartcheck
UKG READY PAYROLL SERVICES WITH SMARTCHECK
UKG Ready Payroll by Payroll Metrics
UKG READY PAYROLL BY PAYROLL METRICS
UKG READY STP GATEWAY ASSIST BY PAYROLL METRICS
UKG READY DEDUCTION MANAGEMENT GATEWAY ASSIST BY PAYROLL METRICS
UKG READY EFT GATEWAY ASSIST BY PAYROLL METRICS
UKG READY PAYROLL BY PAYROLL METRICS - TRAINING (Flat Fee)
UKG READY PAYROLL BY PAYROLL METRICS - ADDITIONAL REMOTE SERVICES (per hour)
UKG READY PAYROLL BY PAYROLL METRICS ONE TIME SETUP FEE (Tiered Pricing)
UKG Ready ACA Manager
UKG READY ACA MANAGER
UKG Ready Tax Filing by BSI
UKG READY TAX FILING BY BSI
UKG Ready Leave
UKG READY LEAVE
UKG Ready Compensation
UKG READY COMPENSATION
UKG Ready Scheduler
UKG READY SCHEDULER

UKG Ready Access Control	
UKG READY ACCESS CONTROL	
UKG Ready Attestation	
UKG READY ATTESTATION	
UKG Ready Performance Management	
UKG READY PERFORMANCE	
UKG Ready Recruiting	
UKG READY RECRUITING (Formerly Talent)	
UKG Ready Integration Hub	
UKG READY INTEGRATION HUB	
UKG Ready People Insights	
UKG READY PEOPLE INSIGHTS (Formerly Advanced People Analytics)	
UKG Ready Learning	
UKG READY LEARNING	
UKG Ready Benefits	
UKG READY BENEFITS	
UKG Ready COBRA Administration Services	
UKG READY COBRA ADMINISTRATION SERVICES	
Professional Services	
UKG READY UKG CONSULTANT (TIME AND MATERIALS)	
Services	
UKG READY SETUP FEE	
UKG READY TAX FILING ADMIN SETUP FEE	
UKG READY TAX FILING ONE TIME SETUP FEE	
UKG READY ADDITIONAL SERVICES	

Hardware - Kronos InTouch™ DX		
Description		
Step 2: Select Power Option for InTouch DX		
InTouch DX/DX G2 North America Power Kit For External AC Outlet		
Step 3: Select Additional Options as required for InTouch DX		
Kronos Touch ID Plus Biometric Option for InTouch DX/DX G2		
Kronos TouchFree ID Face Biometric Option for InTouch DX/DX G2		
Wi-Fi Option Kit for InTouch DX & InTouch 9100 H4		
InTouch Linear Imager Bar Code Scanner Option		
InTouch DX/DX G2 NIMH Backup Battery Option		
InTouch DX/DX G2 External Reader Board Option		
InTouch DX/DX G2 Transition Board Option (required if ordering one or more of the following options)		
Universal Relay Option		
InTouch Remote HID MiniProx Reader Option		
InTouch Remote HID ProxPro Reader Option		
Spare Parts - Kronos InTouch DX		
InTouch DX/DX G2 Enclosure Top Filler Plate		
InTouch DX/DX G2 Replacement Enclosure Back Cover		
InTouch Replacement Security Screw Removal Tool		
InTouch DX Replacement Hardware Accessory Packet		
InTouch DX Replacement Reset Switch Access Door		
InTouch DX Replacement WiFi Option Access Door		
InTouch DX Replacement Internal Power Transformer		
InTouch DX Replacement 6' Power Cord - North America		
InTouch DX Replacement 2M Power Cord - China		
InTouch DX Replacement 6' Power Cord - India		
InTouch DX Replacement 2M Power Cord - United Kingdom		
InTouch DX Replacement 2M Power Cord - Australia		
InTouch DX Replacement 6' Power Cord - Japan		
InTouch Replacement 6' Power Cord - EURO		
InTouch Replacement 2M Power Cord - South Korea		
InTouch Replacement 6' Power Cord - Argentina		
InTouch Replacement 2M Power Cord - South Africa		
Allowed Coverage for Clocks and Options		
Clocks		
Depot Exchange		
Depot Exchange		
Depot Exchange		
Depot Repair		
Depot Repair		
Depot Repair		
Device SW Maintenance		
Device SW Maintenance		
Device SW Maintenance		

KSS (UKG Solution Services) SoftwareTools v8	
Please note that the KSS tools listed in this section fall under our Standard UKG Sales, Software License and Service Agreement.	
Description	
KSS Tool Attestation Tool Kit	
KSS Tool Attestation Tool Kit v8	
KSS Tool Scheduling Attestation	
KSS Tool Scheduling Attestation V8	
KSS Tool Full Time - Part Time Analysis Report	
KSS Tool Full Time - Part Time Analysis Report v8	
KSS Tool UKG Time Capture for Cisco*	
Solution Services SFW Tools Professional Services	
KSS Tool,UKG Time Capture For CISCO V8	
KSS Tool Puerto Rico Meal Penalty Support	
KSS Tool Puerto Rico Meal Penalty Support v8	

UKG Telestaff IVR

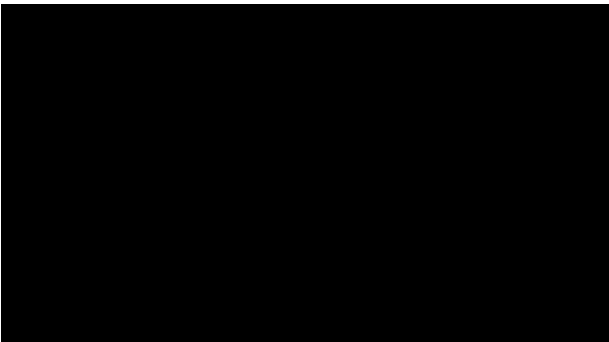
Description

UKG Telestaff IVR Service

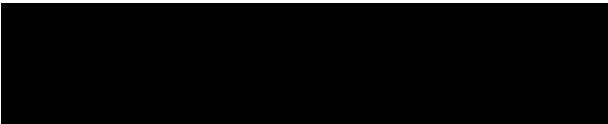
UKG TELESTAFF IVR SERVICE

UKG Telestaff IVR License Per Port

UKG TELESTAFF IVR LICENSE PER PORT



UKG TELESTAFF CLOUD	
Cloud Only - PEPM	
Table of Contents	
Description	
UKG TELESTAFF CLOUD	
UKG TELESTAFF CLOUD Note: UKG TELESTAFF CLOUD is a bundled item and includes the following items: Bidding Blueprints Bulk Data Extract Contact Manager Gateway Manager Global Access Institution Focus Intouch Timeclock Device SMS Manager	
UKG TELESTAFF CLOUD EXTRA DUTY EVENTS	
UKG TELESTAFF CLOUD EXTRA DUTY EVENTS	
UKG TELESTAFF CLOUD NON-PROD ADDITIONAL TENANT	
UKG TELESTAFF CLOUD NON-PROD ADDITIONAL TENANT	
Professional Services - TeleStaff	Billing Role
TSG Professional Services	Project Manager, Engagement Principal, Application Consultant, Solution Consultant, or Integration Consultant
TSG Solution Services	KSS Consultant
TSG Technical Services	Technical Consultant



Software - EZCall

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Description

UKG EZCALL

Workforce Periop Scheduler Powered By EZCall

UKG EZCall Setup Fee (for Kronos EZCall and/or WF Periop Users)

The set up fee is per provider (per user).

QTY the total of UKG EZCall and/or Workforce periOp Scheduler license count (combine count, if both)

Billing Role: Grouped

PSA Contact Type: Fixed Fee

Workforce Periop Scheduler by OR Room, Powered By EZCall

UKG EZCall Setup Fee (for WF Periop by OR Room)

The set up fee is per provider (per room).

QTY the total of Workforce periOp Scheduler by OR Room count (license count = number of rooms)

Billing Role: Grouped

PSA Contact Type: Fixed Fee

UKG EZCall Light

UKG EZCall Setup Fee (For UKG EZCall Light users)

The set up fee is per provider (per user).

QTY the total of UKG EZCall Light license count

Billing Role: Grouped

PSA Contact Type: Fixed Fee

UKG EZCall Enterprise Portal

One per customer

No Setup fees for Enterprise Portal and Portal Interface

UKG EZCall Enterprise Portal Interface

Customers must own or be ordering EZCall Enterprise Portal to order EZCall Enterprise Portal Interface

License = number of Departments

Subscription Software Service

SUB-SW-EZCALL

Note:

Billing Frequency: Annual in Advance

Cloud Context: PEPY

EZCall items may be quoted together, but cannot be combined with any other modules.

Required Agreement(s):

EZCALL Provider Scheduling Agreement - located on SharePoint

<https://kronos.sharepoint.com/teams/Legal%20Dept/Agreements/SitePages/Home.aspx>

Professional Services

Rate USD

Discounting over [REDACTED] needs Bradley Mclain's approval

UKG EZCALL PRO SVCS ENTERPRISE

Billing Role: UKG Consultant

UKG EZCALL PRO SVCS SMB

Billing Role: UKG Consultant

EZCall Non-Prod Environment

UKG EZCALL NON-PROD ENVIRONMENT

Call for Quote: Contact CSS reps (Corrie Halas, Courtney Green, Sam Glennon, and Pam Camerlin) for pricing.

Required: 10 hours of Professional Services are required for the Non-Prod Environment. Use one of the two Professional Services parts list in the section above.

Professional Services

Kronos Professional Services include implementation and consulting services.

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Implementation Services - Kronos offers implementation services for the mid-market and the enterprise.

Kronos Paragon™

Part Description	Part Number	
Paragon Service	Part Number	
Paragon Enterprise	9990002-ENT	
Paragon Hospital	9990002-HOS	
Paragon Retail	9990002-RET	
Paragon Mid-Market Field Team	9990002-MID	
Paragon Mid-Market	9990004-MID	
Paragon Online Remote Team	9990002-ONL	
Paragon Online Time Essentials	9990004-ONL	
Paragon Online Data Launch Service	9990007-ONL	
Paragon Online iSeries*	9990008-ONL	
Paragon Online Analytics	9990009-ONL	

Used to identify activity sized for Paragon Online, but delivered in the field.

*to be used for iSeries implementation performed by the Remote (non-Cleburne) team and tracked in PSA

Other Professional Services	Part Number	
Professional Services - Workforce Teletime	9990029-PRO	
TTE - Implementation	9990002-TTE	
Labor Analytics Implementation*	9990030-PRO	

Professional Services 3i WebTA	PRVC3I-000	
Engineering Discovery	9990003-CED	
Solution Services Discovery	9990003-KSS	
Solution Services Reporting	9990004-KSS	
Solution Services Consulting	9990010-KSS	
Paragon Senior Integration	9990070-PRO	
Professional Services ESP	9990038-PRO	
Consulting Svcs ESP	9990027-CON	
Advisory Services	9990117-CON	
UKG Advanced User Experience Performance Testing	9990264-PROF	
Monthly Dedicated - US offering only	Part Number	
Monthly Dedicated - PM/SC/AC/ANALYTIC CONSLT/ MC/TC/IC****	9990003-DED	
Monthly Dedicated - EC****	9990006-DED	
Training delivered via Open Air	Part Number	
C/T, EDUCATION CONSULTING	9999913-0	

SINGLE TERM TEMPLATE: This Order Form states the Monthly Dedicated Services for [Enter # of Months] months of [Enter QTY and Professional Services Role] dedicated professional services. Monthly Dedicated Services means those dedicated services ordered by Customer on a monthly basis for an established fixed fee regardless of the number of hours used in the month but in no event to exceed 40 hours per week. Normal business hours (8 a.m. - 5 p.m.), Monday to Friday, excluding any Customer approved time (i.e., Customer holidays). At the end of the month in which dedicated professional services were provided to Customer, Kronos will invoice Customer the amount identified herein for the month in which the dedicated professional services were provided.

TWO TERM TEMPLATE: This Order Form states the Monthly Dedicated Services for [Enter # of Months] months of [Enter QTY and Professional Services Role] dedicated professional services and [Enter # of Months] months of [Enter QTY and Professional Services Role] dedicated professional services. Monthly Dedicated Services means those dedicated services ordered by Customer on a monthly basis for an established fixed fee regardless of the number of hours used in the month but in no event to exceed 40 hours per week. Normal business hours (8 a.m. - 5 p.m.), Monday to Friday, excluding any Customer approved time (i.e., Customer holidays). At the end of the month in which dedicated professional services were provided to Customer, Kronos will invoice Customer the amount identified herein for the month in which the dedicated professional services were provided.

THREE TERM TEMPLATE: This Order Form states the Monthly Dedicated Services for [Enter # of Months] months of [Enter QTY and Professional Services Role] dedicated professional services, [Enter # of Months] months of [Enter QTY and Professional Services Role] dedicated professional services, and [Enter # of Months] months of [Enter QTY and Professional Services Role] dedicated professional services. Monthly Dedicated Services means those dedicated services ordered by Customer on a monthly basis for an established fixed fee regardless of the number of hours used in the month but in no event to exceed 40 hours per week. Normal business hours (8 a.m. - 5 p.m.), Monday to Friday, excluding any Customer approved time (i.e., Customer holidays). At the end of the month in which dedicated professional services were provided to Customer, Kronos will invoice Customer the amount identified herein for the month in which the dedicated professional services were provided.

Currently, International Office are not utilizing any of the items below for Consulting

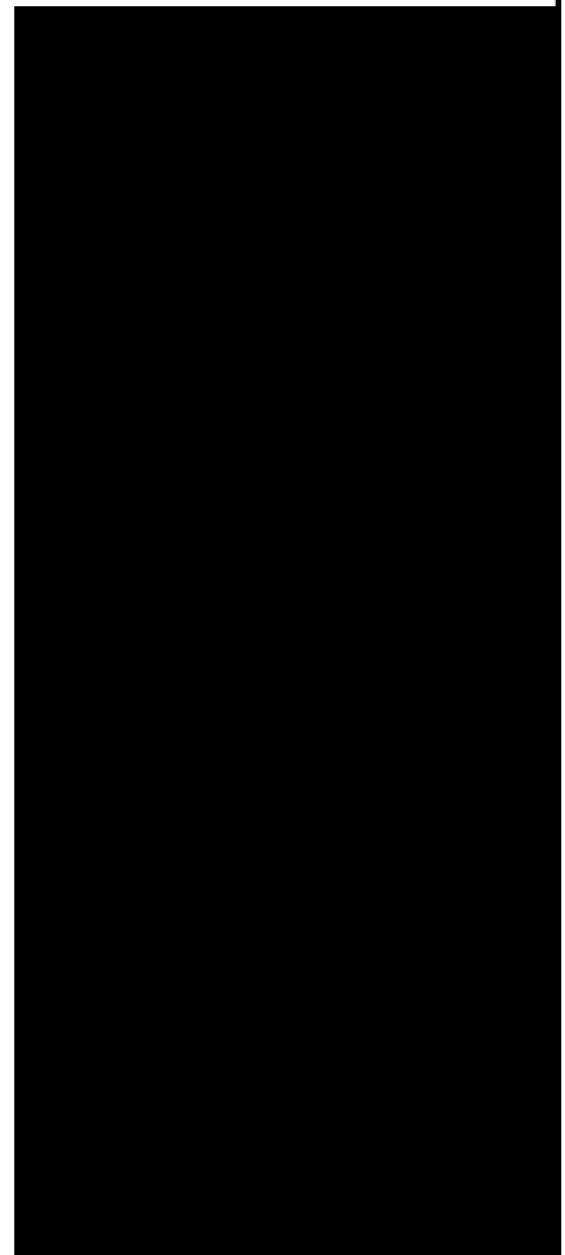
Consulting Services - Kronos offers a full portfolio of Productivity, Technology, and Industry Consulting services.

Consulting Services Portfolio

Kronos' Services Portfolio provides comprehensive offerings for prospects and customers that will solve critical business issues through the entire lifecycle of their software investment, ensuring a

Consulting Services	Part Number
Optimization Services	9990003-CON
Reporting Analysis	9990004-CON
Report Writing Services	9990007-CON
Database Support Services	9990009-CON
Technical Mentoring	9990010-CON
Change Management Consulting	9990011-CON
System Arch and Best Practices	9990015-CON
Project Management - BC Nontax	9990016-CON

Consulting - BC Nontax	9990017-CON
Business Process Improvement	9990021-CON
Workforce Management ROI Assessment	9990024-CON
Change Management Planning	9990028-CON
Empirical Study	9990029-CON
Upgrade Technology Assessment	9990030-CON
System Health Check - One Time	9990031-CON
Upgrade Solution Assessment	9990032-CON
System Health Check - Quarterly	9990033-CON
Program Management	9990034-CON
Frontline Labor Management Analysis	9990035-CON
Enabling Email Notifications	9990036-CON
Configuration Services in all Systems	9990037-CON
System Integration Assessment	9990038-CON
Roadmap Planning	9990039-CON
Performance Management Standardization	9990041-CON
Implementation Planning Study	9990042-CON
Engagement Principal	9990043-CON



Inventory Reduction & Evaluation	9990045-CON	
Product Costing Consulting & Development	9990046-CON	
Labor Standards Consulting	9990047-CON	
Testing Services	9990048-CON	
Operational Review	9990049-CON	
Absence Management Program Planning	9990053-CON	
Advanced Consulting Services	9990115-CON	

UKG Professional Services

UKG Professional Services include implementation and technology services

Implementation Services - UKG offers implementation services for the mid-market and the enterprise.		
Part Description	USD\$	Notes
ENTERPRISE and SMB		
UKG Advanced User Experience Performance Testing (160 hr minimum)		
UKG Standard User Experience Performance Testing		

Great Place To Work		Standard License
Table of Contents		US\$ Suggested Retail
Description	Part Number	
<p>Great Place To Work includes access to an annual Trust Index survey and an opportunity to earn Great Place to Work Certification.</p> <p>Great Place To Work is a standalone product and available platforms:</p> <ul style="list-style-type: none"> • UKG PRO • UKG Ready • HRS D • UKG Pro WFM Dimensions • Workforce Central • Banking Solutions 		
Great Place To Work		
<p>GREAT PLACE TO WORK</p> <p>No Discounting</p> <p>**USD Only</p>	8605063-001	

5.7 VALUE ADD

Provide any value-added services or offerings.

The UKG Marketplace is a digital catalog of vetted Technology and Services partners that extend the value of UKG products through seamless API integrations and contracted implementation and consulting services. UKG Marketplace provides built-in features and functionality to ensure you find partner integrations and services that complement the UKG products you use today, generate greater return on investment (ROI), and increase your team's productivity. <https://marketplace.ukg.com/en-US/home>

More than a simple tool to learn more about our partner ecosystem, the UKG Marketplace provides built-in features and functionality to ensure you find partner integrations and services that complement the UKG products you use today, generate greater return on investment (ROI), and increase your team's productivity.

Explore, select, and connect with right-fit partners and solutions to extend the value of UKG products. Browse and filter through all our solutions using the "All Products" drop-down on the navigation bar at the top of the main page, learn more about partners on their specific listing page, and start a conversation through the "Learn More" or "Contact Us" buttons on those partners' pages.

- Technology Partners deliver advanced features and functionality to UKG® solutions through seamless API integrations that automate processes, reduce manual errors, and offer innovative capabilities.
- Services Partners specialize in consulting and implementation, helping drive successful business outcomes before, during, and after go-live date.

Partner	Partner	Partner
15Five	Aashum Group	Data Facts, Inc.
360Learning	Barada Associates, Inc.	DataCheck (Certified Employment S
5 Dynamics, LLC	Beekeeper	Daxtra Technologies
Accenture LLP (Tech)	Beeline	Decusoft, Inc.
Accio Data	benefitexpress	Deel fka PayAsia
Accurate Background	Benefitfocus	Diversit
Accushield	Betterworks	Docebo
AccusourceHR	BlueLine Services, LLC	Doneboard
Achievers LLC	Branch	Edge Information Management
Acclaimant, Inc.	Brex, Inc.	Eightfold AI Inc
ActiPayroll	BrightPlan	Eljun LLC
Adobe Systems	Bryq	Emburse
AGS B.V.	Cangrade, Inc.	Emissary Software LLC
Alliance 2020 Inc	CareerBuilder LLC	Empinfo
Alliance Background	Carefeed Inc	Employee Cycle
American Health Technology Group	CareRev	EPAM
Andigo	Certiphi Screening	Epic
Aperconnect	CIC Mortgage Credit, Inc	eQuest
ApexConnect-SAP Concur Partner	ClearCompany	Equifax Canada
Appcast, Inc.	ClearStar, Inc.	Equifax USA
Application Researchers, LLC	CloudApper Inc (M2SYS TECHNOLOG	eurol
Appynest Inc (Butterfly)	Clovers AI	Even Responsible Finance
Aquera, Inc	Commercial Investigations LLC	Everbridge
Assembly	ConnectedData	E-Verify
Aurint	Consumer Reporting Compliance As	Experian Employer Services FKA (Ta
Atlantic Employee Screening	Cornerstone OnDemand	Factoryfix
Auditcity Inc	Credential Check Corporation	Fair Screen, Inc.
Augmentir	Criteria Corp	First Advantage Corporation
Awardco	CyberArk	First Choice Background Screening
Axonify	DailyPay	Firstup

Partner	Partner	Partner
FlareHR	IBM UNITED KINGDOM LIMITED	Liberty Screening Services
ForgeRock	ICIMS, Inc.	LinkedIn
Forma fka Twic, Inc.	Imperative Information Group, Inc.	M.M. Hayes Company Inc.
Frasco Profiles	InCheck	ManageEngine
Gate121/ShiftMatch	Indeed	Manhattan Associates
GK Software	Inflection dba Goodhire	MBI Worldwide
Global HR Research	Infor (UTA)	MedTrainer
Global Investigative Services, Inc.	Informatica	Merge
Globalization Partners	Ingentis Softwareentwicklung GmbH	MetaSource (FKA Digiscribe)
Google Private Sector	Inquirehire, Inc.	Metrodata Services, Inc.
Great Place to Work Canada	INSTANT FINANCIAL USA INC	MitrarechHoldings Inc (fka Talentile)
Greenhouse.io	Intechsol Corp	Modulus Data (Taleo Connector)
Grupo ONO	Intellicorp Records	Modulus Data, Inc.
Guusto Gifts Inc	IntelyCare, Inc.	Mosaic Consulting Group LLC
H&R Block	Intuit	Motive fka KeepTruckin
Harver BV	Iprospectcheck	MuleSoft
Healthcare IT Leaders, LLC	JD®	mycnajobs
HeyMirza, Inc.	JobSync, LLC	Nelco Solutions
Hire Image LLC	JobTarget	NGA
HireCredit	Jobvite	NoahFace
HireEZ fka Hiretual	Joynd (FKA HRNX LLC)	Nursa, Inc.
Hireology, Inc.	Jubilant, LLC	Office Law (AKA OLS Limited)
HireRight	Kashable LLC	One Identity, LLC (fka OneLogin)
Hive Learning	Kudos, Inc.	One Source The Background Check
HomeCare.com(ShiftMed)	Laminex, Inc.	OpenSesame
Hop In Microtransit Technologies Inc	LanguageLine Solutions	Orange Tree Employment Screening
HR Profile, Inc.	Lattice	OrgChart Now by OfficeWork Softwa
HRsoft	LeaveLogic	Paradox, LLC
Human Interest	Leena AI Inc.	Passport
I.Q. Data Systems dba Backgrounds I Lever		Pave

Partner	Partner	Partner	Partner
PayActiv Inc	RiseKit	TeamWork Online	Workato
PayFlex Systems USA, Inc.	S2 Verify	Test Partner Account #2	WorkGrid
Payroll Integrations Inc.	Saba	TestAssure	Worklam Inc
PayScale Inc	Safe Screener	Textkernel (FKA Sovren)	Workstream
Peopletrail, LLC	SailPoint Technologies, Inc.	Textmetrics	WorkTango (fka KappoHR)
Per Mar Security Services	Salary.com	The Cloud Connectors	WOTC.com
PerformYard, Inc.	SAM ASHER COMPUTING SERVICES	The Faxe Group	
Phenom	Sarma	The Orsun Group	
PING Identity	Schoox	This is Alice	
PlanSource	Scott Roberts & Associates, LLC	Triplig	
POEknows	ScreeningOne	TrueScreen	
Points North	ServiceNow	Truework (Zethos Inc.)	
PosterElite	Shield Screening, LLC	Trusac	
Precise Check LLC	Shiftboard	TVS DataSource, Inc.	
Predictive Safety	SimpliVerified	U.S. BANK NATIONAL ASSOCIATION	
Press Ganey Associate LLC	Simplr Inc.	Unanet Inc	
Prevue HR Systems Inc.	Slack	Universal Background Screening	
Primicare Tech	Softserve	UNUM	
Profound Platform (Finch)	SpeakUp	Vee Software	
Prolific Profiles	SplashBI	Verified Credentials	
Proluent Health	SSA Business Services Online	VeriScreen	
PTO Exchange	Sterling Infosystems, Inc.	Veritable Screening	
PTO Genius	SwiftCheck Screening	Vertical Screen, Inc.	
Radancy(fka TalentBrew/TMPWorld	Symphony Talent	VICTIG Background Screening	
Rain Technologies Inc.	T2B Solutions	VMware	
Ramp Business Corporation	Talent.com	Vocantis	
Rapid Results Background Check Sol	Talroo	Walton Management	
Red Rover Technologies, LLC	TAZWORKS LLC	WEX Health Inc. (fka Discovery Benefits, Inc.)	
Reference Services, Inc	Team Screening	Wikilworks Technologies	
Relias	Teamradar, Inc.	Wolters Kluwer	

5.8 FINANCIAL STATEMENTS

Proposers shall submit a recent history of financial solvency and provide the following:

a. Financial Statement: Include the most recent, independently certified financial statement. Financial statements must include a balance sheet and income statement.

In support of our proposal, UKG has submitted our latest **Audited Financial Statements** under separate cover in a sealed envelope. These statements are tagged as "Confidential."

Our financial books and record are audited by Ernst & Young, with quarterly reviews and annual audits to assure compliance with US Generally Accepted Accounting Principles. We have received a clean opinion from our auditors for our most recently annual financial results.

b. Name and address of firm preparing the attached financial statement including a letter stating the independent audit or review has been performed by the firm.

Our financial books and record are audited by Ernst & Young, with quarterly reviews and annual audits to assure compliance with US Generally Accepted Accounting Principles. We have received a clean opinion from our auditors for our most recently annual financial results.

In support of our proposal, UKG has submitted our latest **Audited Financial Statements** under separate cover in a sealed envelope; that includes auditor notes for review. These statements are tagged as "Confidential."

c. State whether the Proposer has ever had a bankruptcy petition filed in its name, voluntarily or involuntarily. If yes, specify all relevant details.

No

5.9 NATIONAL CONTRACT

a. Include a detailed response to Attachment A, Exhibit A, OMNIA Partners Response for National Cooperative Contract. Responses shall highlight experience, demonstrate a strong national presence, describe how Supplier will educate its national sales force about the contract, describe how products and services will be distributed nationwide, include a plan for marketing the products and services nationwide, and describe how volume will be tracked and report to OMNIA Partners.

Experience

In March 2014, Kronos Incorporated entered into its first cooperative contracting agreement for Workforce Management Solutions Systems with its lead agency, Harford County Public Schools and at the time, US Communities. In 2018, Cobb County became the lead agency and Kronos Incorporated and its affiliate, Kronos SaaS, Inc., were awarded for Workforce Management Systems with the final option year expiring in 2025.

Much has changed over ten years: US Communities is now OMNIA Partners. Kronos is now the Ultimate Kronos Group (UKG) and expanded its capabilities and offerings for workforce management (WFM) and human capital management (HCM). Throughout these changes, a dedicated national account manager has overseen the program to ensure continuous growth and improvement in cooperative contracting.

In 2024 UKG received The Bronze Partnership Excellence Award from OMNIA Partners for its steadfast commitment to the partnership.

Strong national presence

UKG is a leading provider of HR, payroll, and workforce management solutions for all people. We are the only enterprise vendor ranked as a leader by all major analysts and peer review sites and have been recognized around the world for our workplace culture, innovative practices, and commitment to customer success. Current awards include:



UKG Public Sector provides its solutions to more than 3000 agencies in federal government, state government, city and county government, public safety (police/fire/corrections), K-12 school districts, higher education institutions, special districts, and nonprofit organizations.

Education and training

UKG maintains a team of subject matter experts each with decades of experience in government procurement, contracting, budgeting, payroll, and human resources. This team is responsible for the success of the UKG's Government Contracts Portfolio and facilitates new and existing employee training programs. A dedicated subject matter expert is the OMNIA Partners National Account Manager and oversees all operations and training for the sales force and its supporting cross-functional units. He is supported by multiple cross-functional teams in Sales Operations, Order Management, Legal Counsel, Renewals, Contracts, Accounting, and Global Alliances; all with deep understanding of cooperative contracting and OMNIA Partners.

UKG's Public Sector sales force is well-tenured, many of them with 20+ years of seniority. All are familiar with OMNIA Partners, the contracts that UKG holds, and have unlimited access to personnel, resources, and training programs to increase utilization of the OMNIA Partners contract.

Additional training for freshman sales executives will be provided using the UKG OMNIA Partners Connect portal, its available training materials, and first-hand 'Lessons Learned' UKG curriculum developed after holding successful contracts for more than ten years. Staff will also be alerted to the webinars hosted by OMNIA Partners and the OMNIA Partners Connections regional events.

Marketing

Marketing UKG products and services alongside the purchasing power of OMNIA Partners is an ongoing and important initiative at UKG. UKG and OMNIA Partners teams meet regularly to discuss business advancement and marketing initiatives that include microsite promotion, white papers, customer success stories, and social media.

UKG participates alongside OMNIA Partners at regional and national tradeshows for organizations such as the National Institute of Government Procurement (NIGP), Society for Human Resource Management (SHRM), National Association of College and University Business (NACUBO), and Association of School Business Officials (ASBO).

Tracking

All Orders pursuant to one of UKG's OMNIA Partners contracts are tracked inside UKG's Salesforce environment. At the conclusion of each month, revenue reports are generated on these tracked customers and audited by support teams in Sales Operation, Finance, and Business Strategy before reporting to OMNIA Partners. The National Account Manager maintains the master account record of all contract revenue and analyzes the data to identify trends and develop ongoing business advancement strategy. These trends are discussed and strategized monthly via remote sessions and in person with key OMNIA Partners personnel at their corporate headquarters in Franklin, Tennessee at least quarterly.

Distribution

UKG is a global provider of SaaS solutions deployed in the Google Cloud Platform (GCP) with multiple audits, certifications, and controls in place to ensure the highest level of availability to its customers. Professional services are determined via an individual scope of work with options for remote or customer-site implementation and training either direct through UKG resources or through certified professional services partners.

b. The successful Supplier will be required to sign Attachment A, Exhibit B, OMNIA Partners Administration Agreement, Suppliers shall have any reviews required to sign the document prior to submitting a response. Supplier's response shall include any proposed exceptions to the OMNIA Partners Administration Agreement.

Please refer to the redlined Attachment A, Exhibit B, OMNIA Partners Administration Agreement on the following pages.

APPENDIX 1 – PROPOSAL SUBMITTAL FORM



PROPOSAL SUBMITTAL FORM

SUBMIT PROPOSAL TO:
Cobb County Procurement Services Department
122 Waddell Street NE
Marietta, GA 30060

SEALED PROPOSAL #: 24-6833
Request for Proposals
Human Resource Information Systems and Related Products and Services
Cobb County Procurement Services Department

DELIVERY DEADLINE: August 8, 2024 BEFORE 12:00 P.M. (NOON) EST
(NO PROPOSALS WILL BE ACCEPTED AFTER THIS DEADLINE).

Proposal Closing Date: August 8, 2024 @ 2:00 P.M. in the Cobb County Procurement Services Department, 122 Waddell Street NE, Marietta, Georgia, 30060.

BUSINESS NAME AND ADDRESS INFORMATION:

COMPANY NAME: UKG Kronos Systems LLC

CONTACT NAME: Brian Coopman

COMPANY ADDRESS: 900 Chelmsford Street, Lowell, MA 01851

E-MAIL ADDRESS: brian.coopman@ukg.com

PHONE NUMBER: 978-953-6262 FAX NUMBER: 978-367-5900

NAME AND OFFICIAL TITLE OF OFFICER GUARANTEEING THIS QUOTATION:

John Butler Treasurer

PRINT/TYPE NAME TITLE

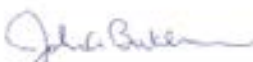
TELEPHONE: 978-250-9800 FAX: 978-367-5900

PROPOSER WILL INDICATE TIME PAYMENT DISCOUNT: Subject to the Order

PROPOSER SHALL INDICATE MAXIMUM DELIVERY DATE (UNLESS OTHERWISE SPECIFIED IN PROPOSAL SPECIFICATIONS)

Subject to the Order

SIGNATURE OF OFFICER ABOVE:


(SIGNATURE)

Proposals received after the date and time indicated will not be considered. Cobb County reserves the right to reject any and all proposals, to waive informalities, to reject portions of the proposal, to waive technicalities and to award contracts in a manner consistent with the county and the laws governing the State of Georgia.

The enclosed (or attached) proposal is in response to Sealed Proposal Number 24-6833; is a firm offer, as defined by section O.C.G.A. (s) 11-2-205 of the code of Georgia (Georgia laws 1962 pages 156-178), by the undersigned proposer. This offer shall remain open for acceptance for a period of 90 calendar days from the proposal opening date, as set forth in this invitation to proposal unless otherwise specified in the proposal documents.

APPENDIX 2 – REQUEST FOR PROPOSALS FORM



Cobb County...Expect the Best!

REQUEST FOR PROPOSALS

Sealed Proposal # 24-6833
Human Resource Information Systems and Related Products and Services
Cobb County Procurement Services Department

Proposal Closing Date: August 8, 2024

Pre-Proposal Conference: July 10, 2024 @ 2:00 PM (E.S.T.)

Virtual (via Cisco Webex)

Meeting Link

<https://cobbcounty.webex.com/cobbcounty/j.php?MTID=m85412ac136835cfb989130e94d0a309f>

Meeting Number (Access Code): 2315 366 8267

Meeting Password: 589mMc8MQYV

Proposals Are Received in the Cobb County Purchasing Department
 122 Waddell Street NE
 Marietta, GA 30060

Before 12:00 P.M. (Noon) By the Proposal Closing Date

Proposal Will Be Opened in the Cobb County Purchasing Department at 2:00 pm
 122 Waddell Street NE
 Marietta, GA 30060

**VENDORS ARE REQUIRED TO SUBMIT THE ORIGINAL, 1 COPY, AND FIVE (5) IDENTICAL
 ELECTRONIC COPIES ON FLASH DRIVE(S) OF PROPOSAL
 (UNLESS OTHERWISE SPECIFIED IN PROPOSAL SPECIFICATIONS)**

NAME: UKG Kronos Systems LLC

ADDRESS: 900 Chelmsford Street, Lowell, MA 01851

REPRESENTATIVE: Brian Coopman

PHONE: 978-955-6262 FAX: 978-367-5900

E-MAIL: brian.coopman@ukg.com

NOTE: The Cobb County Purchasing Department will not be responsible for the accuracy or completeness of the content of any Cobb County Invitation to Bid or Request for Proposals or subsequent addenda thereto received from a source other than the Cobb County Purchasing Department.

APPENDIX 3 - CONTRACTOR AFFIDAVIT & AGREEMENT (EXHIBIT A)

**CONTRACTOR AFFIDAVIT & AGREEMENT
(EXHIBIT A)**

This affidavit must be signed, notarized and submitted with any bid requiring the performance of physical services. If the affidavit is not submitted at the time of the bid, the bid will be determined non-responsive and will be disqualified.


By executing this affidavit, the undersigned contractor verifies compliance with O.C.G.A. §13-10-91, stating affirmatively that the individual, firm or corporation which is contracting with Cobb County, Georgia, has registered with, is authorized to use, and is participating in a federal work authorization program (an electronic verification of work authorization program operated by the U.S. Department of Homeland Security or any equivalent federal work authorization program operated by the U.S. Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA)). The undersigned contractor further attests that it will continue to use the federal Employment Eligibility Verification (EEV) work authorization program throughout the contract period.

The undersigned further agrees that should it employ or contract with any subcontractor(s) or should its subcontractor(s) employ other subcontractor(s) for the physical performance of services pursuant to the contract with Cobb County, Georgia, the contractor or subcontractor will:

- (1) Notify the County within five business days of entering into a contract or agreement for hire with any subcontractor(s);
- (2) Secure from any subcontractor(s) and/or their subcontractor(s) verification of compliance with O.C.G.A. § 13-10-91 on the attached Subcontractor Affidavit (EXHIBIT A-1) prior to the commencement of any work under the contract/agreement;
- (3) Secure from any subcontractor(s) and/or their subcontractor(s) a completed Immigration Compliance Certification (EXHIBIT A-2) prior to the commencement of any work under the contract/agreement;
- (4) Provide the subcontractor(s) with legal notice that Cobb County, Georgia, reserves the right to dismiss, or require the dismissal of, any contractor or subcontractor for failing to provide the affidavit and/or for failure to comply with the requirements referenced in the affidavit;
- (5) Maintain records of such compliance and provide a copy of each such verification to Cobb County, Georgia, at the time the subcontractor(s) is retained to perform such services or upon any request from Cobb County, Georgia; and
- (6) Maintain such records for a period of five (5) years.

2312305
EEV (E-Verify) Program Number

11/3/2023
EEV Program Date of Authorization


BY: Authorized Officer or Agent
[Contractor Name]

UKG Kronos Systems, LLC
Contractor Business Name

John Butler
Printed Name

7/31/2024
Date

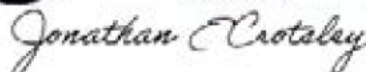
SWORN AND SUBSCRIBED BEFORE ME
ON THIS THE 31st DAY OF July, 2024

Notary Public Commission Expires: 03/31/2025

Effective 09-20-2013



JONATHAN EDWARD CROTLEY
NOTARY PUBLIC
REGISTRATION # 7737033
COMMONWEALTH OF VIRGINIA
MY COMMISSION EXPIRES
03/31/2025



APPENDIX 4 – EXHIBIT A: RESPONSE FOR NATIONAL CONTRACT

See redlined document on the following pages.

Exhibit A
Response for National Cooperative Contract

1.0 Scope of National Cooperative Contract

Capitalized terms not otherwise defined herein shall have the meanings given to them in the Master Agreement or in the Administration Agreement between Supplier and OMNIA Partners.

1.1 Requirement

Cobb County, GA (hereinafter defined and referred to as “**Principal Procurement Agency**”), on behalf of itself and OMNIA Partners, Public Sector, Inc., a Delaware corporation (“**OMNIA Partners**”), is requesting proposals for Human Resource Information Systems and Related Products and Services. The intent of this Request for Proposal is any contract between Principal Procurement Agency and Supplier resulting from this Request for Proposal (“**Master Agreement**”) be made available to other public agencies nationally, including state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit (“**Public Agencies**”), through OMNIA Partners’ cooperative purchasing program. The Principal Procurement Agency has executed a Principal Procurement Agency Certificate with OMNIA Partners, an example of which is included as Exhibit D, and has agreed to pursue the Master Agreement. Use of the Master Agreement by any Public Agency is preceded by their registration with OMNIA Partners as a Participating Public Agency in OMNIA Partners’ cooperative purchasing program. Registration with OMNIA Partners as a Participating Public Agency is accomplished by Public Agencies entering into a Master Intergovernmental Cooperative Purchasing Agreement, an example of which is attached as Exhibit C, and by using the Master Agreement, any such Participating Public Agency agrees that it is registered with OMNIA Partners, whether pursuant to the terms of the Master Intergovernmental Cooperative Agreement or as otherwise agreed to. The terms and pricing established in the resulting Master Agreement between the Supplier and the Principal Procurement Agency will be the same as that available to Participating Public Agencies through OMNIA Partners.

All transactions, purchase orders, invoices, payments etc., will occur directly between the Supplier and each Participating Public Agency individually, and neither OMNIA Partners, any Principal Procurement Agency nor any Participating Public Agency, including their respective agents, directors, employees or representatives, shall be liable to Supplier for any acts, liabilities, damages, etc., incurred by any other Participating Public Agency. Supplier is responsible for knowing the tax laws in each state.

This Exhibit A defines the expectations for qualifying Suppliers based on OMNIA Partners’ requirements to market the resulting Master Agreement nationally to Public Agencies. Each section in this Exhibit A refers to the capabilities, requirements, obligations, and prohibitions of competing Suppliers on a national level in order to serve Participating Public Agencies through OMNIA Partners.

Commented [JC1]: Use of the Master Agreement for these types of Public Agencies must be on a case-by-case basis for UKG.

These requirements are incorporated into and are considered an integral part of this RFP. OMNIA Partners reserves the right to determine whether to make the Master Agreement awarded by the Principal Procurement Agency available to Participating Public Agencies, in its sole and absolute discretion, and any party submitting a response to this RFP acknowledges that any award by the Principal Procurement Agency does not obligate OMNIA Partners to make the Master Agreement available to Participating Procurement Agencies.

1.2 Marketing, Sales and Administrative Support

During the term of the Master Agreement OMNIA Partners intends to provide marketing, sales, partnership development and administrative support for Supplier pursuant to this section that directly promotes the Supplier's products and services to Participating Public Agencies through multiple channels, each designed to promote specific products and services to Public Agencies on a national basis.

OMNIA Partners will assign the Supplier a Director of Partner Development who will serve as the main point of contact for the Supplier and will be responsible for managing the overall relationship between the Supplier and OMNIA Partners. The Director of Partner Development will work with the Supplier to develop a comprehensive strategy to promote the Master Agreement and will connect the Supplier with appropriate stakeholders within OMNIA Partners including, Sales, Marketing, Contracting, Training, and Operations & Support.

The OMNIA Partners marketing team will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through channels that may include:

- A. Marketing collateral (print, electronic, email, presentations)
- B. Website
- C. Trade shows/conferences/meetings
- D. Advertising
- E. Social Media

The OMNIA Partners sales teams will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through initiatives that may include:

- A. Individual sales calls
- B. Joint sales calls
- C. Communications/customer service
- D. Training sessions for Public Agency teams
- E. Training sessions for Supplier teams

The OMNIA Partners contracting teams will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through:

- A. Serving as the subject matter expert for questions regarding joint powers authority and state statutes and regulations for cooperative purchasing
- B. Training sessions for Public Agency teams
- C. Training sessions for Supplier teams
- D. Regular business reviews to monitor program success
- E. General contract administration

Suppliers are required to pay an Administrative Fee of 2.3% of the greater of the Contract Sales under the Master Agreement and Guaranteed Contract Sales under this Request for Proposal. Supplier will be required to execute the OMNIA Partners Administration Agreement (Exhibit B). At Supplier's option, Suppliers may pay additional fees beyond administrative fees, such as technology fees, to OMNIA Partners and/or a third party for additional support and/or access to OMNIA Partners' technology platform.

Commented [JC2]: UKG proposes a 2% Administrative Fee.

1.3 Estimated Volume

The dollar volume purchased under the Master Agreement is estimated to be approximately \$200 million annually. While no minimum volume is guaranteed to Supplier, the estimated annual volume is projected based on the current annual volumes among the Principal Procurement Agency, other Participating Public Agencies that are anticipated to utilize the resulting Master Agreement to be made available to them through OMNIA Partners, and volume growth into other Public Agencies through a coordinated marketing approach between Supplier and OMNIA Partners.

1.4 Award Basis

The basis of any contract award resulting from this RFP made by Principal Procurement Agency will, at OMNIA Partners' option, be the basis of award on a national level through OMNIA Partners. If multiple Suppliers are awarded by Principal Procurement Agency under the Master Agreement, those same Suppliers will be required to extend the Master Agreement to Participating Public Agencies through OMNIA Partners. Utilization of the Master Agreement by Participating Public Agencies will be at the discretion of the individual Participating Public Agency. Certain terms of the Master Agreement specifically applicable to the Principal Procurement Agency (e.g., governing law) are subject to modification for each Participating Public Agency as Supplier and such Participating Public Agency may agree without being in conflict with the Master Agreement as a condition of the Participating Agency's purchase and not a modification of the Master Agreement applicable to all Participating Agencies. Participating Agencies may request to enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in the Master Agreement (e.g.,

governing law, invoice requirements, order requirements, specialized delivery, diversity requirements such as minority and woman owned businesses, historically underutilized business, etc.) (“Supplemental Agreement”). It shall be the responsibility of the Supplier to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the Participating Agency. It shall further be the responsibility of the Supplier to monitor the prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of the Master Agreement and adjust wage rates accordingly. In instances where supplemental terms and conditions create additional risk and cost for Supplier, Supplier and Participating Public Agency may negotiate additional pricing above and beyond the stated contract not-to-exceed pricing so long as the added price is commensurate with the additional cost incurred by the Supplier. Any supplemental agreement developed as a result of the Master Agreement is exclusively between the Participating Agency and the Supplier (Contract Sales are reported to OMNIA Partners).

All signed Supplemental Agreements and purchase orders issued and accepted by the Supplier may survive expiration or termination of the Master Agreement. Participating Agencies’ purchase orders may exceed the term of the Master Agreement if the purchase order is issued prior to the expiration of the Master Agreement. Supplier is responsible for reporting all sales and paying the applicable Administrative Fee for sales that use the Master Agreement as the basis for the purchase order, even though Master Agreement may have expired.

1.5 Objectives of Cooperative Program

This RFP is intended to achieve the following objectives regarding availability through OMNIA Partners’ cooperative program:

- A. Provide a comprehensive competitively solicited and awarded national agreement offering the Products covered by this solicitation to Participating Public Agencies;
- B. Establish the Master Agreement as ~~the one of~~ Supplier’s primary go to market strategy to Public Agencies nationwide;
- C. Achieve cost savings for Supplier and Public Agencies through a single solicitation process that will reduce the Supplier’s need to respond to multiple solicitations and Public Agencies need to conduct their own solicitation process;
- D. Combine the aggregate purchasing volumes of Participating Public Agencies to achieve cost effective pricing.

2.0 REPRESENTATIONS AND COVENANTS

As a condition to Supplier entering into the Master Agreement, which would be available to all Public Agencies, Supplier must make certain representations, warranties and covenants to both the Principal Procurement Agency and OMNIA Partners designed to ensure the success of the Master Agreement for all Participating Public Agencies as well as the Supplier.

2.1 Corporate Commitment

Supplier commits that (1) the Master Agreement has received all necessary corporate authorizations and support of the Supplier’s executive management, (2) the Master

Agreement is one of Supplier's primary "go to market" strategy for Public Agencies, (3) the Master Agreement will be promoted to all Public Agencies, including any existing customers, and Supplier will transition existing customers, upon their request, to the Master Agreement, and (4) that the Supplier has read and agrees to the terms and conditions of the Administration Agreement with OMNIA Partners and will execute such agreement concurrent with and as a condition of its execution of the Master Agreement with the Principal Procurement Agency. Supplier will identify an executive corporate sponsor and a separate national account manager within the RFP response that will be responsible for the overall management of the Master Agreement.

2.2 Pricing Commitment

Supplier commits to the not-to-exceed pricing provided under the Master Agreement pricing is its lowest available (net to buyer) to Public Agencies nationwide and further commits that if a Participating Public Agency is eligible for lower pricing through a national, state, regional or local or cooperative contract, the Supplier will match such lower pricing to that Participating Public Agency under the Master Agreement.

2.3 Sales Commitment

Supplier commits to aggressively market the Master Agreement as one of its go to market strategy in this defined sector and that its sales force will be trained, engaged and committed to offering the Master Agreement to Public Agencies through OMNIA Partners nationwide. Supplier commits that all Master Agreement sales will be accurately and timely reported to OMNIA Partners in accordance with the OMNIA Partners Administration Agreement. Supplier also commits its sales force will be compensated, including sales incentives, for sales to Public Agencies under the Master Agreement in a consistent or better manner compared to sales to Public Agencies if the Supplier were not awarded the Master Agreement.

3.0 SUPPLIER RESPONSE

Supplier must supply the following information for the Principal Procurement Agency to determine Supplier's qualifications to extend the resulting Master Agreement to Participating Public Agencies through OMNIA Partners.

3.1 Company

- A. Brief history and description of Supplier to include experience providing similar products and services.
- B. Total number and location of salespersons employed by Supplier.
- C. Number and location of support centers (if applicable) and location of corporate office.
- D. Annual sales for the three previous fiscal years.
 - a. Submit FEIN and Dunn & Bradstreet report.
- E. Describe any green or environmental initiatives or policies.

- F. Describe any diversity programs or partners supplier does business with and how Participating Agencies may use diverse partners through the Master Agreement. Indicate how, if at all, pricing changes when using the diversity program. If there are any diversity programs, provide a list of diversity alliances and a copy of their certifications.
- G. Indicate if supplier holds any of the below certifications in any classified areas and include proof of such certification in the response:
- a. Minority Women Business Enterprise
☐ Yes ☐ No
If yes, list certifying agency: _____
 - b. Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)
☐ Yes ☐ No
If yes, list certifying agency: _____
 - c. Historically Underutilized Business (HUB)
☐ Yes ☐ No
If yes, list certifying agency: _____
 - d. Historically Underutilized Business Zone Enterprise (HUBZone)
☐ Yes ☐ No
If yes, list certifying agency: _____
 - e. Other recognized diversity certificate holder
☐ Yes ☐ No
If yes, list certifying agency: _____
- H. List any relationships with subcontractors or affiliates intended to be used when providing services and identify if subcontractors meet minority-owned standards. If any, list which certifications subcontractors hold and certifying agency.
- I. Describe how supplier differentiates itself from its competitors.
- J. Describe any present or past litigation, bankruptcy or reorganization involving supplier.
- K. Felony Conviction Notice: Indicate if the supplier:
- a. is a publicly held corporation and this reporting requirement is not applicable;
 - b. is not owned or operated by anyone who has been convicted of a felony; or
 - c. is owned or operated by and individual(s) who has been convicted of a felony and provide the names and convictions.
- L. Describe any debarment or suspension actions taken against supplier

3.2 Distribution, Logistics

- A. Each offeror awarded an item under this solicitation may offer their complete product and service offering/a balance of line. Describe the full line of products and services offered by supplier.
- B. Describe how supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.
- C. Describe how Participating Agencies are ensured they will receive the Master Agreement pricing; include all distribution channels such as direct ordering, retail or in-store locations, through distributors, etc. Describe how Participating Agencies verify and audit pricing to ensure its compliance with the Master Agreement.
- D. Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.
- E. Provide the number, size and location of Supplier's distribution facilities, warehouses and retail network as applicable.

3.3 Marketing and Sales

- A. Given the public nature of the solicitation and contract, OMNIA Partners makes solicitation and contract documentation, including pricing documents, available on its website so Participating Public Agencies may easily conduct their due diligence. Describe any portions of the response that should not be available on the website and why those portions should not be available.
- B. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to immediately implement the Master Agreement as one of supplier's primary go to market strategy for Public Agencies to supplier's teams nationwide, to include, but not limited to:
 - i. Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within first 10 days
 - ii. Training and education of Supplier's national sales force with participation from the Supplier's executive leadership, along with the OMNIA Partners team within first 90 days
- C. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to market the Master Agreement to current Participating Public Agencies, existing Public Agency customers of Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to:
 - i. Creation and distribution of a co-branded press release to trade publications

- ii. Announcement, Master Agreement details and contact information published on the Supplier's website within first 90 days
 - iii. Design, publication and distribution of co-branded marketing materials within first 90 days
 - iv. Commitment to attendance and participation with OMNIA Partners at national (i.e., NIGP Annual Forum, NPI Conference, etc.), regional (i.e., Regional NIGP Chapter Meetings, Regional Cooperative Summits, etc.) and supplier-specific trade shows, conferences and meetings throughout the term of the Master Agreement
 - v. Commitment to attend, exhibit and participate at the NIGP Annual Forum in an area reserved by OMNIA Partners for partner suppliers. Booth space will be purchased and staffed by Supplier. In addition, Supplier commits to provide reasonable assistance to the overall promotion and marketing efforts for the NIGP Annual Forum, as directed by OMNIA Partners.
 - vi. Design and publication of national and regional advertising in trade publications throughout the term of the Master Agreement
 - vii. Ongoing marketing and promotion of the Master Agreement throughout its term (case studies, collateral pieces, presentations, promotions, etc.)
 - viii. Dedicated OMNIA Partners internet web-based homepage on Supplier's website with:
 - OMNIA Partners standard logo;
 - Copy of original Request for Proposal;
 - Copy of Master Agreement and amendments between Principal Procurement Agency and Supplier;
 - Summary of Products and pricing;
 - Marketing Materials
 - Electronic link to OMNIA Partners' website including the online registration page;
 - A dedicated toll-free number and email address for OMNIA Partners
- D. Describe how Supplier will transition any existing Public Agency customers' accounts to the Master Agreement available nationally through OMNIA Partners. Include a list of current cooperative contracts (regional and national) Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.
- E. Acknowledge Supplier agrees to provide its logo(s) to OMNIA Partners and agrees to provide permission for reproduction of such logo in marketing communications and promotions subject to Supplier's policies regarding use of such logo. Acknowledge that use of OMNIA Partners logo will require permission for reproduction, as well.
- F. Confirm Supplier will be proactive in direct sales of Supplier's goods and services

to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners. All sales materials are to use the OMNIA Partners logo when targeting Public Participating Agencies. At a minimum, the Supplier's sales initiatives should communicate:

Commented [JC3]: Can't agree to "all" at UKG's scale but happy to use targeted approach managed through Public Sector sales and marketing

- i. Master Agreement was competitively solicited and publicly awarded by a Principal Procurement Agency
 - ii. Best government pricing
 - iii. No cost to participate
 - iv. Non-exclusive
- G. Confirm Supplier will train its national sales force on the Master Agreement. At a minimum, sales training should include:
- i. Key features of Master Agreement
 - ii. Working knowledge of the solicitation process
 - iii. Awareness of the range of Public Agencies that can utilize the Master Agreement through OMNIA Partners
 - iv. Knowledge of benefits of the use of cooperative contracts
- H. Provide the name, title, email and phone number for the person(s), who will be responsible for:
- i. Executive Support
 - ii. Marketing
 - iii. Sales
 - iv. Sales Support
 - v. Financial Reporting
 - vi. Accounts Payable
 - vii. Contracts
- I. Describe in detail how Supplier's national sales force is structured, including contact information for the highest-level executive in charge of the sales team.
- I. Explain in detail how the sales teams will work with the OMNIA Partners team to implement, grow and service the national program.
- J. Explain in detail how Supplier will manage the overall national program throughout the term of the Master Agreement, including ongoing coordination of marketing and sales efforts, timely new Participating Public Agency account set-up, timely contract administration, etc.
- K. State the amount of Supplier's Public Agency sales for the previous fiscal year. Provide a list of Supplier's top 10 Public Agency customers, the total purchases for each for the previous fiscal year along with a key contact for each.
- L. Describe Supplier's information systems capabilities and limitations regarding

order management through receipt of payment, including description of multiple platforms that may be used for any of these functions.

- M. Provide the Contract Sales (as defined in Section 12 of the OMNIA Partners Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement (“Guaranteed Contract Sales”).

\$_____.00 in year one
\$_____.00 in year two
\$_____.00 in year three

To the extent Supplier guarantees minimum Contract Sales, the Administrative Fee shall be calculated based on the greater of the actual Contract Sales and the Guaranteed Contract Sales.

- N. Even though it is anticipated many Public Agencies will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where Public Agencies will issue their own solicitations. The following options are available when responding to a solicitation for Products covered under the Master Agreement.
- i. Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners).
 - ii. If competitive conditions require pricing lower than the standard Master Agreement not-to-exceed pricing, Supplier may respond with lower pricing through the Master Agreement. If Supplier is awarded the contract, the sales are reported as Contract Sales to OMNIA Partners under the Master Agreement.
 - iii. Respond with pricing higher than Master Agreement only in the unlikely event that the Public Agency refuses to utilize Master Agreement (Contract Sales are not reported to OMNIA Partners).
 - iv. If alternative or multiple proposals are permitted, respond with pricing higher than Master Agreement, and include Master Agreement as the alternate or additional proposal.
 - v. Detail Supplier’s strategies under these options when responding to a solicitation.

Exhibit A: Section 3.0 Supplier Response

Supplier must supply the following information for the Principal Procurement Agency to determine Supplier's qualifications to extend the resulting Master Agreement to Participating Public Agencies through OMNIA Partners.

----SECTION 3.1 COMPANY----

A. Brief history and description of Supplier to include experience providing similar products and services.

In February 2020, Kronos Incorporated and Ultimate Software announced a definitive merger agreement to unite two industry leaders to form one of the world's largest cloud companies: **UKG**.

UKG's extensive experience in providing workforce management (WFM) and human capital management (HCM) solutions to the public sector is marked by continuous innovation, a deep understanding of public sector challenges, and a commitment to delivering tailored solutions that drive efficiency and employee engagement. Through its comprehensive suite of products and ongoing support, UKG helps public sector agencies optimize their workforce operations and achieve their mission of serving the public effectively.

Below is a point-by-point macro view of how public sector agencies benefit from UKG solutions and services:

Operational Efficiency

- **Streamlined Processes:** UKG solutions have automated many manual and time-consuming processes such as timekeeping, scheduling, and payroll. This automation reduces administrative burdens and allows staff to focus on more strategic tasks.
- **Real-Time Data and Analytics:** With real-time data and advanced analytics, public sector agencies can make informed decisions quickly. This capability helps in optimizing workforce deployment, managing overtime, and ensuring that resources are allocated efficiently.
- **Integrated Systems:** The integration of WFM and HCM systems into a single platform reduces data silos and ensures seamless information flow across departments. This integration enhances coordination and improves overall operational efficiency.

Compliance and Risk Management

- **Regulatory Compliance:** UKG solutions help public sector agencies stay compliant with various labor laws and regulations. Automated compliance tracking and reporting features ensure that agencies adhere to federal, state, and local labor laws, reducing the risk of non-compliance penalties.
- **Audit Readiness:** The robust reporting and documentation capabilities of UKG solutions make it easier for agencies to prepare for audits. Comprehensive audit trails and detailed reports provide transparency and accountability.

Employee Engagement and Satisfaction

- **Self-Service Portals:** UKG's self-service portals empower employees by giving them easy access to their schedules, pay information, and benefits. This transparency and accessibility enhance employee satisfaction and engagement.
- **Professional Development:** HCM solutions from UKG include tools for performance management, training, and career development. These tools help public sector agencies invest in their employees' growth, leading to higher retention rates and a more skilled workforce.
- **Work-Life Balance:** Advanced scheduling features allow for more flexible work arrangements, helping employees achieve a better work-life balance. This flexibility is particularly beneficial in sectors like healthcare and public safety, where shift work is common.

Cost Savings

- **Labor Cost Management:** By optimizing scheduling and reducing overtime, UKG solutions help public sector agencies manage labor costs more effectively. Real-time labor analytics provide insights into cost drivers and help in making budget-conscious decisions.
- **Reduced Administrative Costs:** Automation of HR and payroll processes reduces the need for extensive administrative staff, leading to significant cost savings. The reduction in errors and rework also contributes to lower operational costs.
- **Resource Optimization:** Efficient workforce management ensures that the right number of staff is deployed at the right time, minimizing idle time and maximizing productivity.

Enhanced Service Delivery

- **Improved Citizen Services:** With a more efficient and engaged workforce, public sector agencies can deliver better services to citizens. Faster response times, improved service quality, and higher employee morale contribute to enhanced public satisfaction.
- **Scalability and Flexibility:** UKG's cloud-based solutions offer scalability and flexibility, allowing public sector agencies to adapt to changing needs and demands. This adaptability is crucial for handling emergencies, seasonal variations, and long-term strategic planning.

UKG's WFM and HCM solutions have provided substantial benefits to public sector agencies by enhancing operational efficiency, ensuring compliance, boosting employee engagement, achieving cost savings, and improving service delivery. These macro-level successes demonstrate the transformative impact of UKG solutions on public sector workforce management and human capital development.

B. Total number and location of salespersons employed by Supplier.

UKG employs approximately 14,000 employees worldwide. In North America, UKG employs approximately 100 public sector-focused employees in Sales and Sales Support.

C. Number and location of support centers (if applicable) and location of corporate office.

UKG has two headquarters: Lowell, MA and Weston, FL. The UKG Customer Relationship Center is located at our Lowell, MA headquarters. We have support services groups around the world and provide local language support from these groups. Below is a listing of our offices and support centers:

- **North America**
 - Lowell, MA, USA
 - Weston, FL, USA
 - Chicago, IL, USA
 - Indianapolis, IN, USA
 - New York, NY, USA
 - Atlanta, GA, USA
 - Toronto, Ontario, Canada
 - Montreal, Quebec, Canada
 - Kelowna, BC, Canada
- **Latin America**
 - Miguel Hidalgo, Mexico
- **EMEA**
 - Bracknell, UK
 - London, UK
 - Utrecht, Netherlands
 - Amsterdam, Netherlands
 - Paris, France
 - Munich, Germany
 - Stuttgart, Germany
 - Madrid, Spain
- **ASIAPAC**
 - Macquarie Park, Australia
 - Bangalore, India
 - Singapore

For more information about our office locations, please visit [UKG.com/contact](https://www.ukg.com/contact).

D. Annual sales for the three previous fiscal years.

For details on UKG's financial strength FY2023 annual sales, please refer to the **UKG Confidential Audited Financial package** provided with this proposal. As a private company, UKG does not release annual sales numbers in public RFP proposals. We can provide details of our annual sales further in procurement process should UKG be down selected.

D(a) Submit FEIN and Dunn & Bradstreet report.

FEIN

- **UKG Kronos Systems LLC FEIN:** 04-2640942

Dunn & Bradstreet Report

- **UKG Kronos Systems LLC D&B Number:** 09-427-3653. UKG cannot distribute its Dun & Bradstreet report as it would violate our agreement with Dun & Bradstreet. You can obtain a credit report for UKG from their website: www.dnb.com.

E. Describe any green or environmental initiatives or policies.

The UKG [Global Environmental Policy](#) outlines the key environmental principles and requirements that support UKG's approach to environmental management. These principles and requirements apply when dealing with environmental matters for business reasons and are in addition to those found in the UKG [ESG Policy](#), [Code of Conduct](#), [Third Party Code of Conduct](#), [Human Rights Policy](#), [Global Cleaning Policy](#), and other UKG policies. UKG with the cooperation of its employees, contractors, and suppliers, is committed to environmental management.

F. Describe any diversity programs or partners supplier does business with and how Participating Agencies may use diverse partners through the Master Agreement. Indicate how, if at all, pricing changes when using the diversity program. If there are any diversity programs, provide a list of diversity alliances and a copy of their certifications.

UKG Supplier Diversity Program

UKG is committed to fostering an inclusive and diverse supply chain through its Supplier Diversity Program. This initiative aims to create opportunities for businesses owned by minorities, women, veterans, LGBTQ+ individuals, and other underrepresented groups. By actively seeking and engaging with diverse suppliers, UKG not only promotes economic growth within these communities but also enhances the innovation and competitiveness of its supply chain. The program is designed to ensure that diverse suppliers have equitable access to procurement opportunities, thereby contributing to a more inclusive economy.

In regard to Tier 1 and Tier 2 spending, currently UKG tracks both Tier I and II diverse spending. Please note that currently Tier II spend is only captured at a macro level. Presently, we utilize a third-party tool named supplier.IO to assist us with the tracking of UKG's Tier II supplier spend at a macro level. Diverse

spend includes businesses that are owned 51% or more owned by minority, women, small (women owned small business, HUBZone, veteran, service-disabled veteran and small disadvantage businesses), LBTE, and large veteran owned businesses are all tracked through the diverse spend process. Certification from one or more of the following is required: the National Minority Supplier Development Council (NMSDC), Women Business Enterprise National Council (WBENC), National Gay Lesbian Chamber of Commerce (NGLCC), National Veterans Business Development Council (NVBDC) and self-certification through the Small Business Administration.

UKG is also a member of the Greater New England Minority Supplier Development Council.

UKG Global Alliances and Government Business Strategist teams actively support partnership from the various Diversity Programs & Alliances mentioned below. Our network consists of technology partners and services partners specializing in various aspects of HCM and WFM. There are no pricing changes when engaging with a partner that has a diversity program designation.

Advantages for Participating Agencies

The UKG Supplier Diversity Program offers significant advantages to other UKG customers by promoting a more inclusive and innovative supply chain. By partnering with diverse suppliers, participating agencies can benefit from a broader range of perspectives and solutions, which can lead to enhanced creativity and problem-solving capabilities. Additionally, supporting diverse suppliers can help customers meet their own diversity and inclusion goals, improve their corporate social responsibility profiles, and foster goodwill within their communities. Ultimately, this commitment to diversity can drive better business outcomes and create a more resilient and adaptable supply chain.

UKG Recognized Diversity Programs & Alliances

UKG recognizes and values a variety of diversity certifications to ensure a broad and inclusive supplier base. Some of the key certifications acknowledged by UKG include:

1. **Minority Business Enterprise (MBE)**
2. **Women's Business Enterprise (WBE)**
3. **Veteran-Owned Small Business (VOSB)**
4. **Service-Disabled Veteran-Owned Small Business (SDVOSB)**
5. **LGBT Business Enterprise (LGBTBE)**
6. **Disadvantaged Business Enterprise (DBE)**
7. **HUBZone Small Business (HUBZone)**
8. **Small Disadvantaged Business (SDB)**
9. **8(a) Business Development Program**

UKG is also proud of our internal diversity programs that our employees actively lead. These ERGs are integral to UKG's commitment to fostering an inclusive and supportive workplace, providing employees with opportunities for connection, advocacy, and professional development:

- **UKG Women in Leadership:** Focuses on empowering and supporting women in their professional growth and leadership development.
- **UKG PRIDE:** Supports LGBTQ+ employees and allies, promoting an inclusive and accepting workplace for all sexual orientations and gender identities.
- **UKG Veterans:** Provides a community for military veterans and their families, offering support and resources for transitioning to civilian careers.
- **UKG Multicultural:** Celebrates and supports employees from diverse racial and ethnic backgrounds, fostering an inclusive environment that values cultural diversity.
- **UKG Abilities in Motion (AIM):** Advocates for employees with disabilities, promoting accessibility and inclusion within the workplace.
- **UKG Young Professionals:** Focuses on the development and networking of early-career professionals, providing opportunities for growth and mentorship.
- **UKG Parents and Caregivers:** Supports employees who are parents or caregivers, offering resources and a community to balance work and family responsibilities.
- **UKG Generations:** Encourages intergenerational collaboration and understanding, leveraging the diverse experiences and perspectives of employees from different age groups.
- **UKG Black Leadership Network:** Aims to support and advance the careers of Black employees, providing mentorship, networking, and professional development opportunities.
- **UKG Latinx:** Focuses on the needs and interests of Latinx employees, promoting cultural awareness and professional growth within the community.

G. Indicate if supplier holds any of the below certifications in any classified areas and include proof of such certification in the response:

- **Minority Women Business Enterprise:**
 - UKG Response: No
 - If yes, list certifying agency: N/A
- **Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE):**
 - UKG Response: No
 - If yes, list certifying agency: N/A
- **Historically Underutilized Business (HUB):**
 - UKG Response: No
 - If yes, list certifying agency: N/A
- **Historically Underutilized Business Zone Enterprise (HUBZone):**
 - UKG Response: No
 - If yes, list certifying agency: N/A
- **Other recognized diversity certificate holder:**
 - UKG Response: No
 - If yes, list certifying agency: N/A

H. List any relationships with subcontractors or affiliates intended to be used when providing services and identify if subcontractors meet minority-owned standards. If any, list which certifications subcontractors hold and certifying agency.

NAME	HQ	DBE	Certifying Agency
Ascend Inc	CO		
Connors & Associates, LLC	PA		
Covalence Consulting	FL		
Epi-Use	ON		
Human Resource Time Management, HRTM	NJ	MBE	State of New Jersey
PayTech	CO		
Sability	GA		
Worldgate, LLC	VA	WBE	National Women's Business Enterprise National Council
		WBE	Commonwealth of Massachusetts
		SWBE	Commonwealth of Virginia

		WBE	City of Philadelphia
		SBE	City of Los Angeles
		LDBE	Metropolitan Airports Authority
Mosaic Consulting Group, LLC	TN	WBE	National Women's Business Enterprise National Council
		WBE	State of New York
		WBE	State of Tennessee
JK Seva, Inc	CA	SBE	State of California
KM3 Consulting Group, LLC	GA	DBE	State of Georgia
		WBE	New York City Small Business Services
		WBE	US Women's Chamber of Commerce
Hrchitect, Inc.	TX		
A.S.K Academy (dba HerPM)	GA	DBE	Georgia Department of Transportation
		MBE	Georgia Department of Transportation
		SLOBE	Clayton County, GA
		VOSB	Small Business Administration
		SDVOSB	Small Business Administration

I. Describe how supplier differentiates itself from its competitors.

UKG brings our singular HCM solution to your singular biggest investment: your employees. UKG is the only HCM and WFM provider bringing the full depth and breadth of hire-to-retire services in a configurable model to meet the distinct needs of individual Participating Public Agencies across state and local governments, school districts, higher education institutions, government agencies, nonprofit organizations. UKG's comprehensive suite of solutions is scalable, allowing expansion of service models to, for example, add talent management to a core human resources program, and expand headcount for agencies as communities, districts, and organizations grow throughout the contract lifecycle.

One Technology Partner

UKG delivers **one comprehensive solution** for human resources, benefits, payroll, talent, compensation management, time and attendance, scheduling, document and human resources file management, employee sentiment analysis, and reporting and predictive analytics -- providing a single source of truth for all Participating Public Agencies' employees. UKG enables Participating Public Agencies' HR teams to streamline and automate processes, centralizing workforce data in one master system of record to reduce duplicate data entry, reconciliation requirements, errors, and data inconsistencies; and provide instant reporting across all areas of HCM.

With UKG, Participating Public Agencies gain one HCM solution, one HCM provider.

One Implementation Partner

UKG's Launch methodology is designed to streamline the deployment of your UKG solution in the cloud so Participating Public Agencies realize swift time to value. Our proven deployment methodology combines innovation, deep domain knowledge, and more than 40 years of experience working with thousands of customers across industries and geographies to drive business goals and accelerate return on investment. Launch is an iterative deployment approach that leverages best-in-class consulting expertise and proprietary technologies configured for each Participating Public Agency's needs. Launch features collaborative tools and workspaces that accelerate processes, jump-start decision-making, and provide up-to-the-minute visibility into your project.

UKG deploys Launch directly to deliver our services as your complete provider partner.

One Ongoing Support Partner

UKG's proven approach includes our *Partner for Life* service program to set the foundation for Participating Public Agencies' success with UKG. Shortly after transitioning to support, we partner with the Participating Public Agency's team — empowering them to improve adoption, critical processes, and system utilization in preparation to hit the ground running for a strong start and early success. UKG provides Participating Public Agencies with hands-on coaching, tailored recommendations, and instructions on how to build a strong foundation for self-sufficiency. *Learning and training resources* are available via virtual instructor-led and on-demand training for the lifespan of their contract. Participating Public Agencies can *leverage trusted advisors* for strategic guidance to evolve their long-term people strategy and employee experience as well as for their day-to-day to help *reduce administrative burdens, optimize their UKG solution, and support their long-term business initiatives*. Participating Public Agencies can grow their expertise, expand their professional network, and influence our products through *our customer Community, events, and comprehensive programs* where they can connect with more than 150k active peers and experts in our dynamic, growing Community.

UKG is a committed support partner delivering continual support and expansive expertise across the lifespan of Participating Public Agencies' tenure with UKG.

As the Lead Public Agency considers the future-state HCM and WFM solutions for Participating Public Agencies, UKG is committed to expanding our consultative partnership as your Partner for Life provider to modernize your HCM and WFM environment. By engaging UKG to *encompass the hire-to-rotate employee lifecycle*, Participating Public Agencies can take full advantage of the *industry's latest technology* alongside *exemplary service*. Just as UKG has evolved with the Lead Public Agency's continual growth over the years, Participating Public Agencies can evolve with growth of HCM and WFM service scope to take advantage of UKG's industry-recognized leadership rankings for customer satisfaction alongside product capabilities.

The Lead Public Agency knows UKG, and UKG knows the Lead Public Agency. We're ready to get started together on our next step together.

J. Describe any present or past litigation, bankruptcy or reorganization involving supplier.

From time to time and in the ordinary course of our business, the company or its subsidiaries is involved in a variety of claims, demands, suits, investigations or proceedings, including actions concerning contracts, intellectual property and employment matters. While it is not possible to predict the outcome of these matters with certainty, we do not expect the results of any of these actions to have a material adverse effect on our business or financial condition or on our ability to provide products or services to you.

K. Felony Conviction Notice: Indicate if the supplier:

- **is a publicly held corporation and this reporting requirement is not applicable;**
 - UKG Response: No
- **is not owned or operated by anyone who has been convicted of a felony; or**
 - UKG Response: Yes
- **is owned or operated by and individual(s) who has been convicted of a felony and provide the names and convictions.**
 - UKG Response: No

L. Describe any debarment or suspension actions taken against supplier

To the best of our knowledge as of the date of this submittal, UKG is not currently on any debarment list.

----SECTION 3.2 DISTRIBUTION, LOGISTICS----

A. Each offeror awarded an item under this solicitation may offer their complete product and service offering/a balance of line. Describe the full line of products and services offered by supplier.

UKG, offers a comprehensive suite of human capital management (HR, Payroll, and Workforce Management) solutions designed to meet the diverse needs of participating agencies. This comprehensive suite covers every aspect of the employee lifecycle, from recruiting and onboarding to robust payroll functionality and deeper workforce management capabilities, (hire to retire). By leveraging cutting-edge technology and a deep understanding of human capital management in the Public Sector, UKG empowers participating agencies to optimize their workforce strategies, ensure compliance, and foster a culture of continuous improvement and innovation. Our solutions are constantly evolving to keep pace with the changing landscape of public sector HR. Discover the full range on our service description in the product overview section of this RFP or by visiting our services-descriptions page: <https://www.ukg.com/services-descriptions>.

We work closely with public sector agencies to understand their unique goals and create tailored solutions that drive productivity and achieve desired outcomes.

UKG empowers your public sector workforce!

B. Describe how supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.

- SaaS Model: UKG primarily delivers its software through a Software-as-a-Service (SaaS) model, allowing clients to access their solutions via the cloud. This approach ensures that clients can benefit from continuous updates, scalability, and reduced IT overhead.
- Accessibility: Clients can access UKG's solutions from any location and device, facilitating remote and mobile workforce management
- UKG has a global footprint with support for multiple regions including the Americas, EMEA, and Asia-Pacific ensuring localized support and compliance with regional regulations. As this program is intended for only US participating public agencies there are no known states or agencies that UKG cannot deliver to.

C. Describe how Participating Agencies are ensured they will receive the Master Agreement pricing; include all distribution channels such as direct ordering, retail or in-store locations, through distributors, etc. Describe how Participating Agencies verify and audit pricing to ensure its compliance with the Master Agreement.

UKG will provide to the Lead Agency and OMNIA Partners, a comprehensive pricelist of not-to-exceed pricing that can be published on a customer-facing webpage. In addition, UKG's national sales team will be trained on the available pricing to participating public agencies and have access to UKG budgeting and procurement experts to assist with the agencies' auditing requirements.