

# Statement of Work City of Hollywood Police Department

## Workforce TeleStaff Net New SaaS Implementation

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Expiration Date	9/30/2019
Quote Number	
Revision #	1
Opportunity ID	
Status	Approved
Customer SID	

## Overview

This Statement of Work ("SOW") provides an overview of the project including scope, approach, costs, and how the project will be managed. To support a successful implementation, the customer will provide the required internal project resources.

## Project Objectives

- (1) Schedule group with staffing rules
- (1) Administrative schedule group, no staffing rules
  - A schedule group has a 1:1 relationship with a paper schedule. It is a single schedule for a defined set of employees based on common tasks, skills, or other qualifiers. The group is governed by standardized business processes and rules regarding shifts, schedule assignment, exceptions, staffing vacancies, and/or offering work opportunities.
- One-time data import of customer supplied person data in Kronos format
- One-time data import of customer supplied accrual data in Kronos format
- Centralized rosters
- Multi-day schedule views
- Leave restrictions for staffing codes (includes thresholds)
- Time off requests/approvals Shift trades
- Workflow notifications
- Standard reports
- Assignment templates
- Standard payroll export
- Email/text notifications
- Roster headcounts, excluding minimum staffing levels
- Work availability status and opportunity sign up
- Vacancy fill rules
- Fatigue rules
- Personas and roles, up to (5) staffing authorities/roles
- (1) Bid
- (1) Production cutover

## Proposed Solution

Module	Project Type
Workforce TeleStaff SaaS Bundle	New
Workforce TeleStaff Bidding	New

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

## Project Approach

**Paragon Implementation methodology:** Kronos SaaS SMB fixed scope, remote implementations follow our Paragon methodology – an iterative, collaborative approach, driven by value and realized through collaboration. Paragon is bolstered by tools and techniques and Kronos process recommendations to ensure you're always up to date, and accelerated testing processes to ease the effort and improve the results of testing. The Paragon project lifecycle, roles & responsibilities, are discussed in more detail [here](#).

**Project Management** services including:



- Creation and maintenance of an online project workspace, work plan, issues and risks management, weekly status calls and reports.
- Kronos Project Manager will work with customer Project Manager to jointly run project.
- Project Management includes transition to Kronos Global Support after the first deployment go-live.

#### **Implementation approach**

- Kronos will conduct one remote assessment with your project team to create one solution design for your organization.
- Your team will conduct one testing cycle to accept that solution, which Kronos will support.
- Kronos will support one production cutover.

**Technical Architecture.** Two environments (1 Production, 1 Development) will be designed and built to house all the modules purchased. Implementation will occur in the Production environment prior to cutover. The Development environment may be refreshed from Production to support testing and training activities.

**Training.** We train your core team, and provide you with KnowledgePass collateral and toolsets to train your end-users. Our training system allows you to be flexible in how you train your core team: The training provided with each SaaS SMB proposal varies based on employee/entitlement subscription counts but always provide both direct project team training and indirect training such as train-trainer classes to support end-user and scheduler training. Kronos training curriculums can be reviewed on the Kronos customer web-site <https://community.kronos.com/s/learn>.

**Rapid Implementation:** Kronos SaaS SMB fixed scope implementations are designed to deliver value quickly to your organization. Project timelines generally span 2-5 months depending on the number of entitlements selected. Implementation support for these time spans are included in the package. Extended project timelines requested by customers can be supported with additional professional services agreed via change order.

## **Selected Product/ Services**

### **Workforce TeleStaff Core Product**

- This pricing proposal is for one (1) singular rule set
- Customers current system will be used to store historical data, no import of historical data is included in this scope.

### **Workforce Telestaff Add-On Value**

- Automated staffing with fill by rules including Aspect and/or Twilio set up
- 1 Additional Bids
- SSL Authentication
- Workforce TeleStaff Administration Training (configuration and rules)
- Workforce TeleStaff Staffer (New User)





Services Investment Detail	
Workforce Telestaff SMB Core Product Deployment	\$20,000
Automated Staffing with Fill by Rules including Aspect and/ or Twilio	\$ 1,200
1 additional Bid	\$ 1,200
SSL Authentication	\$ 2,400
Workforce Telestaff Administration Training	\$ 2,000
Workforce Telestaff Staffer Training	\$ 1,000

### Services Investment Summary

This SOW represents a fixed fee engagement.

Service Type	
Implementation Services	\$24,800
Training	\$ 3,000
Total Investment	\$27,800





## Signatures and Approvals

SUBMITTED AND APPROVED BY KRONOS REPRESENTATIVE

By: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

By signing below, the authorized City of Hollywood representative agrees to purchase the services described herein.

ACCEPTED AND AGREED  
CITY OF HOLLYWOOD POLICE

By: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

