



Services Scope Statement

Workforce Central No Charge Like-for-Like Upgrade in Kronos Private Cloud, Additional Consulting Services

Prepared for: **City of Franklin, Tennessee**

Kronos Solution ID: 6114704

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Filename	City of Franklin KPC Upgrade Addl Services SOW MG 081215 R2		

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1 PROJECT SCOPE

This Services Scope Statement OR “SSS” documents the agreement between Kronos Incorporated and City of Franklin, Tennessee (“Customer”) concerning the services to be performed by Kronos, including the deliverables, the costs of the project, the responsibility of each party and how the project will be managed.

1.1 PROJECT OVERVIEW

City of Franklin, Tennessee is upgrading the existing Workforce Central KPC hosted solution to Workforce Central Version 8.0, including the no-charge technical upgrade of the system and inclusion of additional services for assistance with the Workforce Central upgrade.

1.2 PRODUCT SUMMARY

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

Software	Version	Licenses Owned	Licenses Hosted
Workforce Timekeeper	8.0	750	750
Workforce Manager	8.0	180	180
Workforce Employee	8.0	750	750
Workforce Integration Manager	8.0	750	750
Workforce HR	8.0	750	750
Workforce HR / PR Administrator	8.0	12	12
Workforce Manager HR/PR	8.0	180	180
Workforce Employee HR/PR	8.0	750	750
Workforce Absence Manager	8.0	750	750
Terminals		Quantity to be Connected	
4500 and/or InTouch Terminals		23	

1.3 PROJECT DURATION

Estimated Duration of Project	10 weeks
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Depending upon “Customer” resource availability and project task capability, the duration of the project may need to be extended. This will increase the number of hours required for tasks that are performed on a weekly basis such as managing project communications, managing/updating project plans, facilitating project meetings and updating project status reports.



2 PROJECT GUIDELINES

2.1 CHANGE CONTROL

If the Scope of Services defined in this document changes at any time during the course of this project, Kronos and City of Franklin, Tennessee will review and adjust the scope and budget of services through standard Kronos change control procedures.

Please review the Kronos Change Control Policy:

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

2.2 CUSTOMER APPROVAL OF SERVICE DELIVERABLES

As part of the project, service deliverables may be provided to City of Franklin, Tennessee for approval and/or acceptance. Delays in customer approval/acceptance of deliverables will result in an extension of the project timeline and may result in additional billable services being required. To avoid project delays and increased costs, City of Franklin, Tennessee should expect to approve/accept deliverables or provide written notification of errors to Kronos within five (5) business days after receipt of the deliverable. Following the receipt of a revised deliverable, City of Franklin, Tennessee will then have an additional five (5) business days to report that all errors have been resolved and provide deliverable acceptance.

2.3 ENGAGEMENT RECOMMENDATIONS

The Customer is responsible for developing their workforce management policies and for documenting and disseminating business procedures and policy changes to support the Kronos system prior to Kronos implementing the policies. The Customer's Project Team will attend appropriate Kronos training prior to and while participating in the implementation. The Customer understands that Kronos recommends setup of both a DEVELOPMENT/TEST and PRODUCTION environment.

Commitment from the Customer's upper management is crucial to the success of the project. Kronos assumes the Customer will assign a Project Executive Sponsor. The Executive Sponsor is responsible for implementing the necessary change management for the Customer to embrace using an automated Workforce Management system and for ensuring the Project Team is appropriately staffed, made available and is executing their tasks according to the Project Plan.



3 TECHNICAL UPGRADE SERVICES

The Technical Upgrade Services in this section (3) of the Services Scope Statement are included in the like-for-like technical upgrade and are provided at no additional charge to the customer.

3.1 UPGRADE PROJECT ASSUMPTIONS

- Customer's existing configuration and interfaces will be upgraded as is to version 8.0. Any changes to the configuration are not included in standard upgrade services, however additional consulting services may be purchased if needed.
- Existing modules and features will be upgraded in one non-Production instance and one instance of the Production environment. Additional hours may be required for upgrade if additional environments and/or multiple refreshes of database are requested.
- Customer is responsible for reviewing and testing any new functionality, if applicable.
- Customer is responsible for assessing potential impact of the upgrade on their organization and for developing and communicating any new workforce management policies or business procedures to support upgraded Kronos solutions.
- Commitment from City of Franklin, Tennessee upper management is crucial to the success of the project. Kronos assumes that Customer will assign a project manager, who shall be the primary point of contact throughout the upgrade process and will be responsible for User Acceptance Testing and Sign off.

3.2 SCOPE OF CLOUD TECHNICAL UPGRADES:

- Plan Phase
 - Assessment of current environment
 - Scope definition
 - Review the project scope
 - Weekly upgrade status review meetings
 - Provide Project Schedule
 - Technical readiness & architecture review – Hosting Environment
- Assess Phase
 - Interface upgrade review
 - VPN tunnel assessment
- Solution Upgrade / Build Phase
 - Upgrade Non-PROD and PROD Environments to new version (limited to one upgrade per environment)
 - Upgrade standard interfaces in Non-PROD and PROD environments
 - Migrate custom reports and unit test (NOTE: if these require changes in the upgraded environment, these changes are not in scope of the Technical Upgrade)
- Test & Certify Phase
 - Unit test upgraded environments
 - UAT interfaces, custom reports, new features, etc.
 - Testing Support – limited to 2 hrs per week for 2 weeks
 - Sign-off on tested upgraded Non-PROD and PROD Environments
- Deploy & Support Phase
 - Upgrade Production Environment to new version (limited to one production upgrade)
 - Payroll Processing Support
 - Sign-off Production Environment



4 ADDITIONAL SERVICES

This section (4) provides a description of services to be delivered beyond the scope of technical like-for-like upgrade and are billable Consulting Services. The cost for the additional upgrade services is included in section 5.2 of this Services Scope Statement.

4.1 PROJECT SCOPE

In addition to the KPC technical upgrade, customer is requesting additional Kronos assistance with project management and application testing support.

- Project Management
- WFC, Accruals, Leave Testing and Deployment Support
- HRMS, Life Event, Benefits Testing and Deployment Support



5 PROJECT COSTS AND RATE SCHEDULES

5.1 TECHNICAL UPGRADE SERVICES

The following services are included as part of the Cloud Services offering:

Technical Upgrade Services				
Role	Hours	Part Number	Rate	Total
Managed Services Consultant	162	9990113-CON	\$0.00	\$0.00

5.2 ADDITIONAL SERVICES

The following Kronos Consulting Services have been requested by the customer to provide additional Kronos assistance with project management and application testing support.

Professional Services				
Role	Hours	Part Number	Rate	Total
Project Manager	18	9990002-ONL	\$195.00	\$3,510.00
Application Consultant	68	9990002-ONL	\$195.00	\$13,260.00
Application Consultant	24	9990005-ONL	\$195.00	\$4,680.00
Totals:	110			\$21,450.00



6 SIGNATURES AND APPROVALS

SUBMITTED AND APPROVED BY KRONOS REPRESENTATIVE

By: _____ Date: _____

Title: _____

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

ACCEPTED AND AGREED

City of Franklin, Tennessee

By: _____ Date: _____

Title: _____

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7 APPENDIX

7.1 ENGAGEMENT GUIDELINES

Please review the Kronos engagement guidelines:

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