



**Quote#: Q-70884**  
**Expires: 4/28/2021**  
**Sales Executive: David Herndon**

**ORDER FORM**

**Order Type: Quote**  
**Date: 3/30/2021**

**Bill To Contact:**

**Bill To: COUNTY OF SONOMA**  
**585 FISCAL DR RM 101F**  
**SANTA ROSA, CA 95403-2819 USA**

**Ship To Contact: Cheryl Ann Enold**

**Ship To: COUNTY OF SONOMA**  
**585 FISCAL DR RM 101F**  
**SANTA ROSA, CA 95403-2819 USA**

**Ship to Phone: (707) 565-6162**  
**Ship to Mobile:**  
**Contact: Cheryl Enold**  
**Email: cheryl.enold@sonoma-county.org**

**Currency: USD**  
**Customer PO Number:**  
**Solution ID: 6061814**  
**Term: Co-Term**  
**Billing Start Date: 90 Days from Execution of**  
**Order Form**  
**Data Center Location: USA**

**Shipping Terms: Shipping Point**  
**Ship Method:**  
**Freight Term: Prepay & Add**  
**Renewal Term: 12 months**  
**Payment Term: Net 30 Days**

**Order Notes:**

This order entered into between the Customer and Kronos Incorporated is subject to the terms and conditions of the Master Agreement Reference #18220 dated March 18th, 2019, between the Lead Agency (acting as "Owner") and Kronos Incorporated (as the "Contractor"), as amended (collectively referred to as the "US Communities Agreement #18220").

The fees for the Applications are invoiced 60 days prior to the Billing Start Date.

Kronos agrees not to exceed the amount of fees set forth herein in order to complete the services described herein, unless additional hours are required to complete the services described herein due to a change in the scope of the project or timeline, [Customer's] delay in fulfilling its obligations, or as a result of a change in the complexity of the original scope of services based on information unknown at the time the parties entered into the SOW. Any such additional hours shall be agreed upon by the parties pursuant to the Change Order process described in the SOW. Travel expenses and training are not included in the Not to Exceed Fee and will be invoiced separately as incurred.

**SaaS Services**

Billing Frequency: Annual in Advance

Product Name	Quantity	PEPM	Monthly Price
WORKFORCE DIMENSIONS WORK	5,050	USD 1.00	USD 5,050.00
<b>Total Price</b>			<b>USD 5,050.00</b>

**Fixed Fee**

Billing Frequency: Billed 100% upon signature of the order form

Item	Billing Role	Quantity	Unit Price	Total Price
WORKFORCE DIMENSIONS FF ONBOARDING SERVICES	Grouped	1	USD 9,180.00	USD 9,180.00
<b>Total Price</b>				<b>USD 9,180.00</b>

**Bill As You Go Services**

Billing Frequency: Billed monthly as delivered

Item	Billing Role	Quantity	Unit Price	Total Price
WORKFORCE DIMENSIONS ONBOARDING SERVICES SMB	Kronos Consultant	315	USD 150.00	USD 47,250.00
WORKFORCE DIMENSIONS ONBOARDING SERVICES ENTERPRISE	Kronos Consultant	332	USD 150.00	USD 49,800.00
WORKFORCE DIMENSIONS ADVANCED TESTING SERVICES	Kronos Consultant	34	USD 150.00	USD 5,100.00
WORKFORCE DIMENSIONS INTEGRATION BUILD SERVICES	Integration Build Consultant	74	USD 90.00	USD 6,660.00
WORKFORCE DIMENSIONS ONBOARDING SERVICES ENTERPRISE	Integration Consultant	170	USD 150.00	USD 25,500.00
<b>Total Price</b>				<b>USD 134,310.00</b>

**Quote Summary**

	Total Price
Total Monthly SaaS and Equipment Rental Fees	USD 5,050.00

	Total Price
Total Fixed Fees	USD 9,180.00

	Total Price
Total Bill As You Go Services	USD 134,310.00

**COUNTY OF SONOMA****Kronos Incorporated**

Signature:\_\_\_\_\_

Signature:\_\_\_\_\_

Name:\_\_\_\_\_

Name:\_\_\_\_\_

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

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

Effective Date:\_\_\_\_\_

Effective Date:\_\_\_\_\_

Invoice amount will reflect deposit received. All professional services are billed as delivered with payment due, in accordance with the Payment Term set out in this Order Form. Unless otherwise indicated above, this order is subject to the relevant Kronos Terms and Conditions executed between the parties. THIS ORDER IS SUBJECT TO APPLICABLE TAXES. THE ACTUAL TAX AMOUNT TO BE PAID BY CUSTOMER WILL BE SHOWN ON CUSTOMER'S INVOICE. Shipping and handling charges will be reflected on the final invoice. The Monthly Price on this Order Form has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. Due to the rounding calculations, the actual price may not display as expected when displayed on your Order Form. Nonetheless, the actual price on your invoice is the true and binding total for this order for purposes of amounts owed for the term. If you are tax exempt; please provide a copy of your "Tax Exempt Certificate" with your signed quote.

# Statement of Work for SONOMA COUNTY

## Workforce Dimensions Work Add-On

Sales Executive	David Herndon
Author	Tammy Hilsgen
Expiration Date	4/30/2021
Quote Number	2021-62858
Revision #	2
Opportunity ID	Opp-339785
Status	Approved
Customer SID	6006812

## 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 onboarding to the Workforce Dimensions™ platform, the customer will provide the required internal project resources.

## Customer Goals

Kronos will provide Professional Services to configure Workforce Dimensions Work.

Additional services are included as part of change order for the current WFD, County of Sonoma requested a single statement of work. Change Order Services include the support of the extended project duration of the Workforce Dimension implementation.

## Project Outcomes

Maximize automation of labor data collection

## Proposed Solution

Entitlement	
Workforce Dimensions Work	Net New

Project duration is expected to be 12 working weeks, based upon our experience with our customers and solutions. Depending upon the preparation and engagement of your organization, there may be opportunity to complete the project in a compressed duration. However, if project resources are unprepared or unavailable, the duration of the project may need to be extended, increasing the budget required to successfully complete this scope of work. Requests for additional scope or activities outside of this planned project scope may be accommodated through the change process. In this circumstance, Kronos may issue a change order to ensure the appropriate budget is available.

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

## Educational Services

### Kronos KnowledgeMap™

Targeted self-paced training is included within Kronos KnowledgeMap™ to get the customer team knowledgeable quickly and to maximize solution adoption. Kronos KnowledgeMap™ is an online education portal providing anytime, anywhere access to Workforce Dimensions learning.

### Kronos KnowledgeMap™ Live

Onboarding is accelerated with instructor-led training delivered via Kronos KnowledgeMap Live. A Kronos KnowledgeMap Live pass provides progress tracking with the flexibility to send team members and new users to virtual webinar and hands-on instructor led training. Classes are offered by job role on a rotating course schedule to ensure the right training at the right time, including:

**Core Team** training to help key functional and technical users make informed solution design and configuration decisions, and to provide fundamental product knowledge.

**Application Administrator** training to prepare functional super users to perform daily and periodic system administration tasks.





County of Sonoma will leverage current subscription of KnowledgeMap and KnowledgeMap Live

### User Adoption Consulting

A critical component of success is dependent on users. A Kronos User Adoption Consultant will help assist designated customer resources to support the delivery of change management and user training for managers and employees by providing 5 consulting days to support the following items:

- Evaluation of user adoption needs and development of an Adoption Action Plan
- User Training Toolkit including Task Matrix and Job Aids
- Go Kits for launch and release readiness

If additional support is required beyond the 5 consulting days, a change order will be presented for the County's approval.

## Project Approach

The Kronos onboarding process is driven by value and enabling business outcomes. This approach, focused on accelerated time to value uses tools and techniques, such as industry and region-specific configuration, Kronos process recommendations, dynamic documentation, and accelerated testing processes. All project information is available online to allow project team members access to project status, contact information, issues log, test case tracking, training plan, etc. at any time.

The onboarding process will be completed in three iterative phases: Initiate, Collaborate, and Adopt.

### Project Leadership

Kronos will provide guidance through the life cycle of the project and provide best practices to implement the solution. As the main point of contact, the Kronos Project Manager will partner with the customer project leadership to develop the project plan to ensure objectives are achieved. The Kronos Project Manager will also deliver a collaborative workspace, which will serve as the dashboard for all aspects of the onboarding process.

### Initiate

This first phase of the project lays the foundation for the project.

During this phase, the Kronos team will work together with the customer team to review goals and success criteria and share project assumptions. Teams will set and understand expectations, share project plans and agree upon the process of working together. The Kronos team will gather information and establish baseline configuration according to recommendations by industry and refine to meet customer-specific policy and practice requirements. The Kronos Project Manager will also introduce the concepts of change management, testing, and end user education.

The Strategic Technical Advisor (STA) functions as the customer's single point of contact for technology related considerations. The STA will engage with the customer's technical teams and Kronos Technology Partners to assist with network infrastructure assessment, client access methods such as desktop, mobile, data collection devices and technology partner solutions. Additionally, the STA will advise, mentor and guide clients throughout solution implementation and adoption providing a technical readiness and migration plan, technical guidance and knowledge transfer, and smoke testing of the system before user acceptance testing and go-live.

Once these items are complete, the Collaborate phase will begin.



## Collaborate

As the project moves into Collaborate, both teams will partner to create the best solution for the customers' organization. Kronos will recommend practices and configuration based on industry and geography and fine tune those recommendations iteratively, to meet customer-specific needs and desired outcomes. This approach helps to define and refine the final solution. During this phase, the Kronos team will share the solution in action, which better allows informed decisions about the processes to be instituted. In turn, there is a better understanding of the specific scenarios to include in testing and end user training. As the solution is being finalized, both teams will focus heavily on testing efforts to ensure that the solution is well-prepared for adoption.

The project transitions into acceptance testing leveraging the Accelerated Testing Process. Kronos will conduct a test case development boot camp with the customer-side team to complete a Traceability Matrix and test cases per design elements available at the time of the boot camp. The customer team will execute these test cases and record the result, reporting successes and issues. To maximize visibility into acceptance testing progress, the project teams will work collaboratively in the testing workspace which will provide up to date information and metrics on the status of testing.

## Adopt

The final phase is Adopt – when both teams realize the outcomes of the previous phases. It is at this stage that the solution is measured against the goals and objectives this project set out to achieve. Here the goals, success criteria, change management, and risk management efforts culminate as both teams work collaboratively to deploy the solution to end users.

Kronos will oversee 1 deployment group(s). After which the Kronos project manager will transition the completed scope to Kronos Global Support for post-implementation support.

## Solution Assumptions

### Workforce Dimensions

- 2 tenants included in this deployment

### Workforce Dimensions Work

- 2 WFD Work Solution Development Workshops
- Up to 20 Results Templates included (Form then a second tier of information)
- Up to 4 Dynamic Form Types included (Start, Stop, Duration, Results)
- 2 Display Profiles for Activity Data Views (1 for EE; 1 for Mgrs)
- 2 Timecard Profiles with Activity Data Enabled (1 for EE; 1 for Mgrs)
- 2 Activity Form Profiles (1 for EE contains Start/Stop Forms; 1 for Mg contains both EE & Mgr Start/Stop Forms)
- 2 Activity Query Profile (1 for EE; 1 for Mgrs)
- 1 Activity Result Profiles (all result codes profile)
- 2 Activity Query for Funded Activities (1 for EE; 1 for Mgrs)
- 2 Activity Query for Non Funded Activities (1 for EE; 1 for Mgrs)
- 2 Activity Query for Administrative Activities (1 for EE; 1 for Mgrs)
- No Offline Forms
- No tracking of hours associated with machines or equipment



## Workforce Dimensions Work Integration Package

Kronos provides the ability to implement recurring and fully automated integrations to help eliminate costly and time-consuming manual entries as part of the Work module ongoing configuration. These integrations allow automated setup with an import for your activity definitions and result codes for tracking labor allocation across projects. Included is a file export of activities transaction data for your ERP or Cost accounting system. Integration includes:

- Work Activity Labor Category Import
- Work Activities Definitions Import
- Work Result Codes Import
- Work Transactions Export to ERP
- Payroll Export with Activities
- Activities Export

## Services Investment Details

Service Type	
Professional Services for WFD Work Add-On	\$74,893.50
Integration Services for WFD Work Add-On	\$42,480.00
Professional Services for WFD Migration Change Order	\$64,800.00
Educational Services for WFD Work Add-On	\$10,440.00
Services Concession	(\$49,123.50)
	\$143,490.00

## Services Investment Summary

This statement of work represents a not to exceed engagement. Kronos intends to delivery services for this project in a remote delivery approach. Therefore, travel expenses have been excluded from the proposed fees. In the event of an agreed upon onsite services, Kronos will provide a change order with anticipated associated costs and actual travel expenses are invoiced as incurred on separate invoices from services. All travel for which County will be charged travel expenses will be pre-approved by the County.

Service Type	
Professional Services	\$134,310.00
Educational Services	\$9,180.00
	\$143,490.00





## Signatures and Approvals

SUBMITTED AND APPROVED BY KRONOS REPRESENTATIVE

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

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

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

ACCEPTED AND AGREED  
SONOMA COUNTY

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

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

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