Executive Summary

What can Kronos do for you?

For over thirty five years, Kronos has helped organizations like yours tackle their biggest workforce challenges. Thousands of organizations have discovered the tangible results that our easy to use software provides, and millions of people use Kronos every day. Our customers range from local businesses to multinational corporations. Regardless of what your workforce management challenges are, Kronos can meet those head on.

We know how important it is to focus on projects that deliver real cost savings, and workforce management is no exception. Implementing a Kronos solution today will help your organization reduce labor costs, minimize its financial and legal risk profile, and become more productive. Kronos provides the solutions you need to your most critical business issues without having to settle for limited functionality, drawn out implementations or semi-automated processes. Kronos helps you reach your goals quickly and easily with a complete solution that delivers low total cost of ownership, superior functionality and world class customer service.

Benefits Overview

Owning a Kronos solution addresses your three key challenges: the ability to control labor costs; minimize compliance risk; and improve workforce productivity.

- **Control Labor Costs.** Labor costs are one of the largest controllable operating expenses for nearly every organization. Typical labor cost savings include: payroll error, leave inflation, overtime, and absenteeism. Controlling these often yields measurably clear results in your bottom line. Kronos provides your organization with the tools and information you need to manage labor costs, so you can see significant savings, quick time to payback, and measurable return on investment.

- **Minimize Compliance Risk.** Complying with federal and state labor law and labor agreements can be difficult for any organization. And non-compliance leads to increased legal and financial exposure. Manual or semi-automated systems are inefficient and inaccurate, leave gaps in documentation, and do not catch the errors that can increase the risk of violations and grievances. Kronos helps protect your organization by centralizing policy interpretation and automating the application of those policies to improve consistency and reduce errors. And at the same time Kronos maintains complete, auditable records of all your workforce transactions.

Improve Workforce Productivity. Workforce productivity comes in two forms. First, manual and semi-automated solutions are often counter-productive for the managers who use them. They require workarounds, data entry and data re-entry. Second, they do not provide managers the information needed to understand the impact their people are having on productivity at any given time. Kronos solutions address both of these issues by eliminating that low-value activity and providing actionable, accessible information in real-time. Managers, payroll and HR staff are able to save hours each week, and upper management can often guide business decisions based on this real-time information.

Why Kronos?

Controlling labor costs, minimizing compliance risks, and improving workforce productivity too often are seen as separate, difficult projects. And with many other providers, they are. Our competitors often rely on third parties for some crucial piece of implementation, feature set, or an entire product. What sets Kronos apart from our competition is that we tackle all your workforce management challenges with a single solution, single employee record on a cloud hosted platform.

- **Complete Automation.** Instead of relying on custom coding or applications built from scratch, our solutions are easily configurable to completely automate all your pay and work rules with no technical coding knowledge needed. That means less money spent on implementations, no more manual workarounds, and fewer errors that cost you money and increase exposure, and simplified upkeep.

- **Quality Information.** Unlike ERPs that rely on nightly batch processing, or other systems that rely on multiple applications, platforms and databases for information, Kronos provides reports that use the most up-to-date information pulled from a single, integrated solution. With this information at your fingertips, you can easily identify in real-time, areas that need attention and address them – and know that you're running your business with the most current data available.

- **Easy to Own.** We've built 35 years of best practices into everything we do: implementations, products, and support. We understand the tools you need to manage your workforce, and we give them to you in easy to use, easy to own ways – intuitive features, non-technical configuration tools, and technologies that you already know and use. What this means is that using a Kronos solution provides the benefits you need with a low total cost of ownership and minimal disruptions so you achieve a faster time to value than our competitors offer.

KRONOS

Statement of Work for City of Riviera Beach

Workforce TeleStaff Implementation for Police and Fire

Sales Executive	Tammy Parker	Author	Scott Kopco
Expiration Date	10/31/2016	Created Date	11/5/2015
BigMachines Quote Number	2016-24702	Status	Approved
Revision #	3		
Opportunity ID	Opp-69578	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, you agree to provide the required internal project resources.

BUSINESS OBJECTIVES

Kronos will provide Professional Services to implement TeleStaff the Fire and Police Departments on the same server with Institution Focus.

PROPOSED SOLUTION

Module	Project Type
Workforce TeleStaff Enterprise	New
Workforce TeleStaff Global Access	New
Workforce TeleStaff Institution Focus	New
Workforce TeleStaff Contact Manager	New
Workforce TeleStaff Gateway Manager	New

Project duration is expected to be 28 weeks, based upon our experience with our customers and products. 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 either of these circumstances, 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.

PROJECT APPROACH

PROJECT PLANNING

Led by Kronos the project team will collaborate to establish the project plan. The project plan will detail tasks, responsibilities, and milestone dates and will be the foundation for project control.

SOLUTION ASSESSMENT

The solution assessment will provide the foundation for the design specifications required to implement your Kronos solution. Key areas of discussion will include current and future business processes, data integration requirements, testing and training strategies.

Your team will participate in design workshops and demonstrate a clear understanding of the project goals, objectives, and critical business issues.

WORKFORCE TELESTAFF STANDARD DEPLOYMENT

- 2 distinct assessments (rule sets) will be configured for Standard Deployment
- 125 licensed users within each assessment /rule set
- 3 divisions implementing Standard deployment
- Customer is integrating with Workforce Central
- Configure Workforce TeleStaff IVR

WORKFORCE TELESTAFF ADVANCED DEPLOYMENT

- 2 assessments (rule sets) will be configured for Advanced Deployment
- 125 licensed users within each distinct assessment (rule sets) are included for Advanced Deployment
- 1 Divisions are implementing Advanced Deployment

SOLUTION BUILD

During this phase, we will focus on the software, hardware, and integration configuration elements as documented in the solution design. In order to ensure that your organization is prepared to commence testing, project resources should take

recommended training to ensure sufficient knowledge of the operational elements of the solution, allowing for testing that will accurately reflect end-user processes.

TEST AND CERTIFY

Based on the results of the Assessment Phase, your project team will develop a test plan and system test scripts for defined use cases. User Acceptance testing will be led by your team, utilizing your Kronos project team for support as required for issue resolution and knowledge transfer.

PROJECT SOLUTION DETAIL

Professional Services by Product	
Workforce TeleStaff Enterprise - Standard Deployment	$34,200.00
Workforce TeleStaff Enterprise - Advanced Deployment	$27,180.00
Workforce TeleStaff IVR Configuration	$900.00

PROJECT SOLUTION SUMMARY

This SOW represents a time and materials engagement. Travel expenses are not included and will be invoiced separately as incurred.

Service Type	
Professional Services	$62,280.00
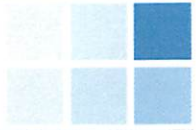
KRONOS

SIGNATURES AND APPROVALS

SUBMITTED AND APPROVED BY KRONOS REPRESENTATIVE

By: _____   Date: _____

Title: _____

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

ACCEPTED AND AGREED

City of Riviera Beach

By: _____   Date: _____

Title: _____

City of Riviera Beach may make necessary copies of this document for the sole purpose of facilitating internal evaluation and/or execution of proposed project. Otherwise, the document or any part thereof may not be reproduced in any form without the written permission of Kronos Incorporated. All rights reserved. Copyright 2016.

Quote #:		Order Type:	Standard
Expires:	9/30/2016	Date:	6/21/2016
Prepared By:	Pat Friel		

Bill To:	Attn:	Randy Sherman		Ship To:	Attn: Randy Sherman
		CITY OF RIVIERA BEACH			**CITY OF RIVIERA BEACH**
		600 W BLUE HERIN BLVD			600 W BLUE HERIN BLVD
		RIVIERA BEACH, FL 33404			RIVIERA BEACH, FL 33404
				Email:	exception@kronos.com
Solution ID:	6139649			FOB:	Shipping Point
Currency:	US			Ship Method:	FedEx Ground
Customer PO #:				Freight Terms:	Prepay & Add

Notes:

This order entered into between the Customer and Kronos is subject to the terms and conditions of the Contract #14-JLR-003 dated March 18th, 2014 between the Lead Agency (acting as the "Owner") and Kronos Incorporated (as the "Contractor"), as amended.

Initial Term: Three years
Billing Start Date: 90 days from execution of Order Form
Renewal Term: One Year
Payment Terms: Net 30
Billing Frequency (unless otherwise noted, all invoices are due per the payment terms noted above):
    Applications: Monthly in Arrears
    Equipment Purchase and Support: Upon execution of Order Form
    Professional Services: Fixed Fee, 100% at Signing

APPLICATIONS

Item	License/Qty	PEPM	Monthly Price
Workforce Timekeeper	600	$5.02	$3,012.00
Workforce Employee	600	$0.00	Included
Workforce Manager	60	$0.00	Included
Workforce Integration Manager	600	$0.00	Included
Workforce Mobile Employee	600	$0.00	Included
Workforce Mobile Manager	60	$0.00	Included
Workforce Accruals	600	$0.35	$210.00
Workforce Integration Manager V8 to Telestaff	1	$0.00	Included
		Monthly Total:	**$3,222.00**

PURCHASED EQUIPMENT

Item	Qty	Unit Price	Total Price
Kronos InTouch 9000 H3, Standard, KR B/C	12	$2,624.35	$31,492.20
		Total Price:	**$31,492.20**

PURCHASED EQUIPMENT SUPPORT

Item	Duration		Total Price
		Total Price:	**$3,420.00**

A LA CARTE SERVICES - WF ACCRUALS

Item	Qty	Unit Price	Total Price
Workforce Absence Manager - Calculated Accruals Standard Configuration	0	$1,000.00	$0.00
		Total Price	**$0.00**

CORE SMB PROFESSIONAL / EDUCATIONAL SERVICES

Item	Duration	Total Price
Implementation WFC SaaS SMB		$15,000.00
Implementation WFC SaaS SMB A La Carte		$0.00
KnowledgePass SaaS WFC SMB		Included
Training Points WFC SaaS SMB	18,300	Included
	Total Price	**$15,000.00**

SUMMARY

Item		Total Price
Monthly Application Fee		$3,222.00
Monthly Rental Equipment Fee		$0.00
Monthly Cloud Services Fee		$0.00
	Total Monthly Service Fees:	**$3,222.00**
Implementation WFC SaaS SMB		$15,000.00
Implementation WFC SaaS SMB A La Carte		$0.00
Equipment Purchase/Support and Accessories		$34,912.20
Purchased Training		$0.00
	Total One Time Fees:	**$49,912.20**
Bill As You Go Instructor Led Training		$0.00
Bill As You Go Services		$0.00
	Total Bill As You Go:	**$0.00**

CITY OF RIVIERA BEACH

By:_____

Name:_____

Title:_____

Date:_____

Kronos Incorporated

By:_____

Name:_____

Title:_____

Date:_____

KRONOS

ORDER FORM

Quote#: 536286 - 1
Expires: 30-SEP-2016
Sales Executive: Friel, Patrick Michael

Order Type: Standard US
Date: 26-AUG-2016
Page: 1/2

Bill To:	Attn:RANDY SHERMAN CITY OF RIVIERA BEACH POLICE AND FIRE 600 W BLUE HERIN BLVD ADMIN BUILDING, SUITE C-114 RIVIERA BEACH FL 33404 United States	Ship To:	Attn:RANDY SHERMAN CITY OF RIVIERA BEACH POLICE AND FIRE 600 W BLUE HERIN BLVD ADMIN BUILDING, SUITE C-114 RIVIERA BEACH FL 33404 United States
Solution ID: 6130703		**Contact:** **Email:** **Ship To Phone:**	Randy Sherman rsherman@rivierabch.com 1 561 845-4041

Payment Terms: N30
Currency: USD
Customer PO Number:

FOB: Shipping Point
Ship Method:
Freight Term: Prepay & Add

Order Notes:

This order entered into between the Customer and Kronos is subject to the terms and conditions of the Contract #14-JLR-003 dated March 18th, 2014 between the Lead Agency (acting as the "Owner") and Kronos Incorporated (as the "Contractor"), as amended.

Kronos will invoice Customer each month in arrears for Voxeo service usage fees for the total actual number of metered minutes used each month (the "Minute Usage Fee") at a rate of $0.12 per minute.

Kronos agrees to provide Customer 12 months of no cost software support maintenance at the level of support indicated on this Order Form. The value of the 12 months of free software support maintenance is $8,196.89. Upon expiration of the first 12 months of support, a renewal will be generated at the annualized rate subject to the terms of the agreement.

Your Kronos solution includes:

SOFTWARE

Item	License/Qty	Total Price
WORKFORCE TELESTAFF ENTERPRISE V5	250	
WORKFORCE TELESTAFF GLOBAL ACCESS V5	250	
WORKFORCE TELESTAFF GATEWAY MANAGER V5	1	
WORKFORCE TELESTAFF INSTITUTION FOCUS V5	250	
WORKFORCE TELESTAFF CONTACT MANAGER V5	250	
WORKFORCE TELESTAFF GATEWAY MGR V5 I/F TO WFC	1	
WORKFORCE TELESTAFF IVR SERVICE	1	
	Total Price	**32,787.50**

*Includes applicable software media

SUPPORT SERVICES

Item	Duration	Total Price
PLATINUM SUPPORT SERVICE	1 YR	0.00
	Total Price	**0.00**

*Support values listed above are total for all applicable products in each section of this order form

PROFESSIONAL SERVICES / EDUCATIONAL SERVICES

Item	Quantity	Unit Price	Total Price
PROFESSIONAL SERVICES - TELESTAFF	341 Hours		59,940.00
Application Consultant	131 Hours	180.00	
Integration Consultant	8 Hours	0.00	
Project Manager	50 Hours	180.00	
Solution Consultant	152 Hours	180.00	
MOMENTUM SENIOR INTEGRATION	80 Hours	0.00	0.00
Senior Integration Consultant	80 Hours	0.00	
PROFESSIONAL SERVICES - TECHNICAL SERVICES TELESTAFF	13 Hours	180.00	2,340.00
Technology Consultant	13 Hours	180.00	
		Total Price	62,280.00

QUOTE SUMMARY

Description	Total Price
Subtotal	95,067.50
Deposit	0.00
Tax	0.00
Grand Total	**95,067.50**

CITY OF RIVIERA BEACH POLICE AND FIRE

Signature: _____

Name: _____

Title: _____

Effective Date: _____

Kronos Incorporated

Signature: _____

Name: _____

Title: _____

Effective Date: _____