



# Order Form - Workforce Central SaaS for SMB

Quote #: 615233-1  
 Expires: 01/31/2020  
 Prepared By: Nikki Kirkpatrick

Order Type: Standard  
 Date: 10/22/2019

Bill To: Attn: Chief Shane Dobson  
**Dekalb County Fire Rescue**  
 1950 W Exchange Pl  
 Tucker, GA 30084

Ship To: Attn: Chief Shane Dobson  
**Dekalb County Fire Rescue**  
 1950 W Exchange Pl  
 Tucker, GA 30084  
 Email: [exception@kronos.com](mailto:exception@kronos.com)

Solution ID: 6157167  
 Currency: US  
 Customer PO #:  
 Data Center: USA

FOB: Shipping Point  
 Ship Method: FedEx Ground  
 Freight Terms: Prepay & Add

**Notes:**

Initial Term: Three year  
 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: Annual in Advance  
 Professional Services: Fixed Fee, 100% at Signing  
 KnowledgePass & Education Subscription: Upon execution of Order Form

The Professional Services TSG SMB implementation guidelines are attached to this Order Form. The fees for the Applications are invoiced 60 days prior to the Billing Start Date.  
 Total Initial Term (3 Year) application Price: \$218,592.00

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") (referred to as the "US Communities Agreement #18220").

**APPLICATIONS**

Item	License/Qty	PEPM	Monthly Price
Workforce TeleStaff Enterprise Bundle v7.1	800	\$7.59	\$6,072.00
Workforce TeleStaff Bidding v7.1	800	\$0.00	Included
<b>Monthly Total:</b>			<b>\$6,072.00</b>

**A LA CARTE SERVICE OPTIONS - WF TELESTAFF**

Item	Qty	Unit Price	Total Price
Additional go live/deployments	1	\$2,400.00	\$2,400.00
Automated fill by rules including auto-hire, auto-assign and testing related to phones	1	\$1,200.00	\$1,200.00
Standard WFC/WFTS integration bundle	1	\$8,000.00	\$8,000.00
Workforce TeleStaff Administration Training (Configuration and Rules)	1	\$2,000.00	\$2,000.00
SSO Authentication	1	\$2,400.00	\$2,400.00
Bids	1	\$1,200.00	\$1,200.00
<b>Total Price</b>			<b>\$17,200.00</b>

**CORE SMB PROFESSIONAL / EDUCATIONAL SERVICES**

Item	Duration	Total Price
Implementation WF TeleStaff SaaS SMB		\$20,000.00
Implementation WF TeleStaff SaaS SMB A La Carte		\$17,200.00
Training Points WFC SaaS SMB	2,750	Included
<b>Total Price</b>		<b>\$37,200.00</b>

**SUMMARY**

Item	Total Price
Monthly Application Fee	\$6,072.00
<b>Total Monthly Service Fees:</b>	<b>\$6,072.00</b>
Implementation WF Telestaff SaaS SMB	\$20,000.00
Implementation WF TeleStaff SaaS SMB A La Carte	\$17,200.00
<b>Total One Time Fees:</b>	<b>\$37,200.00</b>

**Dekalb County Fire Rescue**

By: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Date: \_\_\_\_\_

**Kronos Incorporated**

By: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Date: \_\_\_\_\_

## WORKFORCE TELESTAFF IMPLEMENTATION SERVICES GUIDELINE

The following applies to all entitlements within TeleStaff SaaS/SMB implementations:

Kronos Delivered Value	
<p><b>Workforce TeleStaff Entitlement</b></p>	<p><b>Paragon Implementation methodology:</b> 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 &amp; responsibilities, are discussed in more detail <a href="#">here</a>.</p> <p><b>Project Management</b> services including:</p> <ul style="list-style-type: none"> <li>• Creation and maintenance of an online project workspace, work plan, issues and risks management, weekly status calls and reports.</li> <li>• Kronos Project Manager will work with customer Project Manager to jointly run project.</li> <li>• Project Management includes transition to Kronos Global Support after the first deployment go-live.</li> </ul> <p><b>Implementation approach</b></p> <ul style="list-style-type: none"> <li>• Kronos will conduct one remote assessment with your project team to create one solution design for your organization.</li> <li>• Your team will conduct one testing cycle to accept that solution, which Kronos will support.</li> <li>• Kronos will support one production cutover.</li> </ul> <p><b>Technical Architecture.</b> 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.</p> <p><b>Training.</b> 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 <a href="https://community.kronos.com/s/learn">https://community.kronos.com/s/learn</a>.</p> <p><b>Rapid Implementation:</b> Kronos SaaS SMB fixed scope implementations are designed to deliver value quickly to your organization. Project timelines generally span 4-6 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.</p>





## 1.1 WORKFORCE TELESTAFF STANDARD SERVICES

Kronos Delivered Value	
<b>Workforce TeleStaff Entitlement</b>	<p>(1) Schedule group with staffing rules</p> <p>(1) Administrative schedule group, no staffing rules</p> <p>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.</p> <p>One-time data import of customer supplied person data in Kronos format</p> <p>One-time data import of customer supplied accrual data in Kronos format</p> <p>Standard WFR/WFTS integration bundle</p> <p>Centralized rosters</p> <p>Multi-day schedule views</p> <p>Leave restrictions for staffing codes (includes thresholds)</p> <p>Time off requests/approvals</p> <p>Shift trades</p> <p>Workflow notifications</p> <p>Standard reports</p> <p>Assignment templates</p> <p>Standard payroll export</p> <p>Email/text notifications</p> <p>Roster headcounts, excluding minimum staffing levels</p> <p>Work availability status and opportunity sign up</p> <p>Vacancy fill rules</p> <p>Fatigue rules</p> <p>Personas and roles, up to (5) staffing authorities/roles</p> <p>(1) Bid</p> <p>One production cutover</p>



## WORKFORCE TELESTAFF VALUE ADDED SERVICES

The following value-added services are available for Workforce TeleStaff SaaS/SMB implementations for an additional fee and if identified on the Order Form. Refer to the Kronos order form for a list of a la carte services included with your purchase.

Kronos Delivered Value	
<b>Workforce TeleStaff</b>	<ul style="list-style-type: none"> <li>Additional schedule groups with staffing rules</li> <li>Additional administrative schedule groups, no staffing rules</li> <li>Additional go live/deployments</li> <li>Manual telephony messaging/notification</li> <li>Automated staffing including telephony per scheduling group with staffing rules</li> <li>3<sup>rd</sup> party import/exports using Kronos standard format</li> <li>Standard WFC/WFTS integration bundle</li> <li>Onsite days (plus travel expenses)</li> <li>Workforce TeleStaff Administration Training (Configuration and Rules)</li> <li>Workforce TeleStaff Bid Administration Training (Configuration)</li> <li>Workforce TeleStaff Database Administration Training</li> <li>Workforce TeleStaff Staffer Training (New User)</li> <li>LDAP</li> <li>SSO Authentication</li> <li>Additional Bids</li> <li>Blueprints</li> </ul>

# ORDER FORM

**Quote#:** 615234 - 1  
**Expires:** 27-DEC-2019  
**Sales Executive:** Kirkpatrick, Nikki

**Order Type:** Upgrade US  
**Date:** 23-OCT-2019  
**Page:** 1/2

**Bill To:** DEKALB COUNTY FIRE RESCUE  
 1950 W EXCHANGE PL  
 TUCKER  
 GA 30084  
 United States

**Ship To:** Attn:CHIEF SHANE DOBSON  
 DEKALB COUNTY FIRE RESCUE  
 1950 W EXCHANGE PL  
 TUCKER  
 GA 30084  
 United States

**Solution ID:** 6157167

**Contact:** Chief Shane Dobson  
**Email:** exception@kronos.com  
**Ship To Phone:** 678-406-7758

**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 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") (referred to as the "US Communities Agreement #18220").  
 Kronos will invoice Customer each month in arrears for Workforce Telestaff IVR 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.

Your Kronos solution includes:

## SOFTWARE

Item	License/Qty	Total Price
WORKFORCE TELESTAFF IVR SERVICE	1	
	<b>Total Price</b>	<b>0.00</b>

## SUPPORT SERVICES

Item	Duration	Total Price
UNLESS OTHERWISE NOTED ABOVE, SOFTWARE SUPPORT SERVICES HAVE BEEN DECLINED.		0.00
	<b>Total Price</b>	<b>0.00</b>

Item	Quantity	Total Price
SUBSCRIPTION SOFTWARE SERVICE	1	0.00
	<b>Total Price</b>	<b>0.00</b>

## QUOTE SUMMARY

Description	Total Price
Subtotal	0.00
Deposit	0.00
Tax	0.00
<b>Grand Total</b>	<b>0.00</b>

**DEKALB COUNTY FIRE RESCUE**

**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 a payment term of Net Upon Receipt. Unless otherwise indicated above, this order is subject to the attached terms and conditions which the customer acknowledges have been read. THIS ORDER IS SUBJECT TO APPLICABLE TAXES. THE TAX AMOUNT SHOWN ON THIS ORDER IS ONLY AN ESTIMATE. THE ACTUAL TAX AMOUNT TO BE PAID BY CUSTOMER WILL BE SHOWN ON CUSTOMER'S INVOICE. The JBoss® Enterprise Middleware components embedded in the Software are subject to the End User License Agreement found at [http://www.redhat.com/licenses/jboss\\_eula.html](http://www.redhat.com/licenses/jboss_eula.html). Shipping and handling charges will be reflected on the final invoice. If you are tax exempt; please provide a copy of your "Tax Exempt Certificate" with your signed quote.*