

Scope of Work



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Statement of Work

1. Statement of Purpose

The DeKalb County has indicated a desire to alter the timeline, staffing, and scope outlined in the Professional Services for HCM Cloud Implementation Statement of Work ("SOW"), governed by Contract # **1223931**, awarded under MAS contract GS-35F-0617Y, executed by and between Deloitte Consulting LLP ("Deloitte") and the DeKalb County ("County").

This Statement of Work ("SOW") is governed by the terms and conditions of the Agreement for Professional Services ("Contract"), by and between Deloitte ("Deloitte Consulting" or "Contractor") and the County, attached hereto as Exhibit A and incorporated herein by this reference, which is pursuant to Contractor's GSA Schedule GS-35F-0617Y the ("GSA Schedule").

This document sets forth the mutually agreed scope of services under this SOW. Period of performance for the work will begin on April 16th, 2022 and will end on April 30th, 2023.

1.1. Objectives

The County launched a new solution, CV360, to support HCM and Payroll business operations. The Oracle Cloud system went live on January 17th, 2022. The program experienced a successful launch with no business disruption and has consistently recognized several business benefits and cost savings for the County.

Moving forward, the County would like to continue to maximize the system's potential to improve agility, efficiency, and analytics through the standardized use of the new application. This includes activating new capabilities delivered or enhancing the application to meet evolving business requests and legislative requirements as the County continues to enhance their workforce and services.

2. Scope of Services

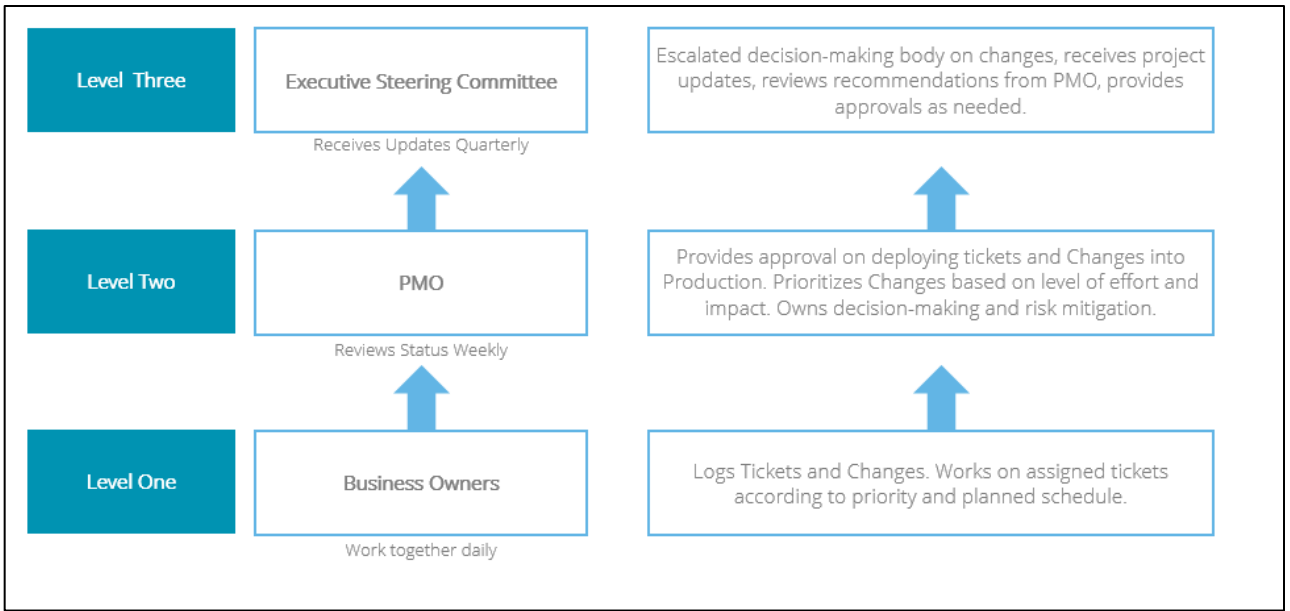
2.1. Project Governance

Deloitte will participate and provide assistance to the CV360 Project Management Office. Deloitte will assist County leadership in maintaining a robust governance structure to allow for strategic, operational, and potentially tactical decisions made for the success and advancement of the CV360 program. These areas consist assisting in the program governance structure, escalation process, change control process, meeting cadence, management of project risks, actions, and decisions. The CV360 PMO will be central to assisting the County's leadership by providing the background information required for decision-making.

County's ServiceNow tool will be used to log any system issues as incidents and any system enhancements as Change Requests. Deloitte will be responsible for resolving any Tier 2 Incidents that are escalated as they cannot be resolved by County Business or IT. Deloitte will assist County in working with Oracle to escalate any product bugs and issues identified.

Any requested changes to the system will be logged as Changes in ServiceNow by County. Once a Change Request is raised in ServiceNow by County, the Deloitte team change owner will perform an analysis of the change, feasibility assessment, and an estimate of level of effort. These details will be included in the Change Request in ServiceNow. The CV360 PMO will review the Change Requests on a weekly basis to prioritize the changes. Once the PMO provides approval in the weekly PMO meeting and written approval, the Deloitte team can begin working on the Change Request. The process will be to test the functionality in a lower environment, demo the functionality or enhancement to the County business owner, and solicit any feedback. Deloitte will incorporate any of the changes based on feedback and continue to iterate until the functionality meets the business requirements. Once the functionality has been demonstrated, the Change Request is routed for approval to County in ServiceNow. County provides approval for the change to be migrated to production.

CV360's existing PMO, comprised of leaders from HR, Benefits, Payroll, and IT, will continue to meet on a weekly frequency to review, disposition, and prioritize the backlog of enhancements. Approved enhancements will be designated into a release schedule. The release schedule is meant to provide regular updates to the production environment while minimizing the introduction of off-cycle changes into production, minimizing business disruption. All enhancements must be approved by the CV360 PMO prior to being added to the release schedule. In some cases, escalation might be required to prioritize across the business functions to deploy enhancements that deliver the greatest impact to the County, irrespective of business function. The Project Governance Structure can be viewed in the diagram below.



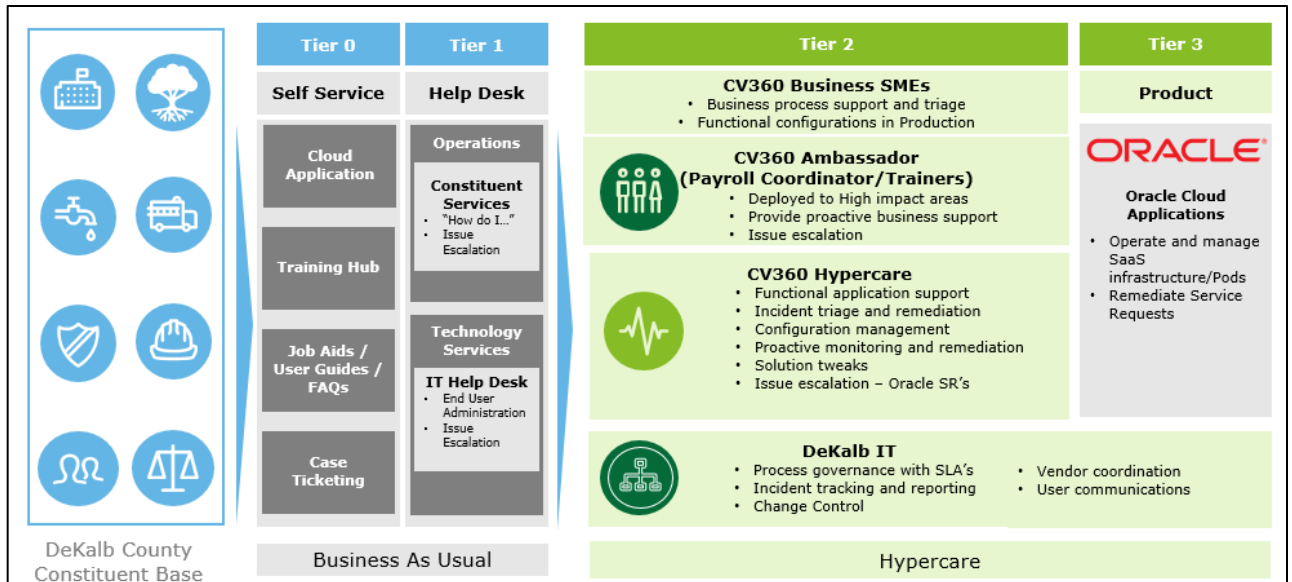
2.2. CV360 Sustainment

The goal of the Sustainment workstream is to support the day-to-day business operations using CV360. Maintaining the CV360 system requires both functional and technical support, release management, and continuous process improvement to support the present and future County vision. Deloitte will perform the following support activities:

2.2.1 CV360 Application and Business Operations Support

While County users have been trained on how to use the system supporting their responsibilities, unique scenarios can arise requiring advanced knowledge of the system. Deloitte will be available for the duration of the period of performance to assist the County with questions on the advanced use of the system to support business operations.

The team will continue to follow the CV360 Tiered Support Structure as defined in the CV360 Hypercare Approach, outlined below.



Deloitte will provide Tier 2 support (CV360 Hypercare and Business SME support). Deloitte's role in business operations support is not to provide staff augmentation, but rather is limited to providing timely responses to questions on how to use the system in support of business operations. The Business Operations Support that Deloitte will provide is listed below under "Business Operations Support." Deloitte anticipates a ticket volume of no more than 15 service tickets per week for troubleshooting of identified issues. Additionally, the scope of sustainment is limited to the implemented modules within CV360. The Oracle modules in scope are listed below:

- Human Resources
- Payroll
- Recruiting
- Absence
- Benefits
- Compensation
- Learning Management
- Talent Management
- Integration Cloud

Deloitte will provide the necessary functional and technical support to the County on the following topics:

Business Operations Support:

- Special business events that occur on a monthly, quarterly, or yearly basis:
 - Open enrollment,
 - Mass salary updates, mass hiring events
 - Payroll Year End

- Environment Strategy and Planning
- Assist in Data Quality Monitoring and Maintenance

Application Support:

- Application Monitoring
- Defect Remediation and Tracking
- Functional Configuration Support
- Oracle Service Request Support
- Manage Integrations and Reports

2.2.2 CV360 Quarterly Regression Testing

Oracle Cloud releases updates to customers on quarterly basis, every three months. Prior to each quarterly update application to Production, all critical business functionality needs to be tested and assessed in development pods to ensure there are no defects or adverse impacts to existing functionality. Deloitte team will be responsible for conducting regression testing for all in-scope Oracle modules, as referenced in 2.2.1, and report the status to County SME's. Deloitte will use Robotic Process Automation (RPA) scripts (where applicable) to execute the testing and County SME's will be responsible for validating the testing results.

Additionally, prior to each quarterly update, Deloitte will compile the release notes and publish to PMO team and County SME's to review. Enabling any new functionality due to product updates will follow the Change Request process and is not included as part of this SOW. The CV360 CAB, Change Advisory Board, will be responsible for prioritizing the Change Requests. Upon approval, the changes will be aligned to the sprint roadmap based on priority and level of effort.

3. Assumptions

Any deviation from the assumptions may affect the fees, expenses, and timelines set forth herein. The Assumptions listed in Contract # 1223931 are applicable under this SOW. Below are additional assumptions.

- CV360 sustainment will be governed under the current CV360 program governance structure as agreed upon by Deloitte and County. The program governance is described in section 2.1. CV360 PMO is comprised of leaders from HR, Benefits, Payroll, and IT.
- Deloitte will use existing Program Management tool, ServiceNow, to track and report issue and Change Request status
- CV360 project sponsor will have overall responsibility and authority for driving all project decisions, reviewing, and approving all deliverables, facilitating discussions, and communicating with Parties as needed, and securing any required County or third-party resources
- Deloitte is not responsible for project delays or additional scope that results from other initiatives County may have in progress
- Any changes to scope, irrespective of the size of the change, will be passed through the Change Request process. CV360 Steering Committee and PMO will review, approve, and/or reject all changes. It is expected that Deloitte project management will participate directly in all decisions made around scope changes. Changes, if any would be made through a mutually agreed upon Change Order.
- Deloitte will schedule work based on business priority, technical effort, known dependencies and resource constraints which will be reviewed with County Leadership.
- Any Change Request with a level of effort estimate exceeding 200 hours would result in a Change Order on the contract.
- Level of effort hours includes the necessary functional configurations, technical development, testing, and migration tasks.
- Deloitte will assist in building up to 10 new custom BI Publisher reports, 20 OTBI reports, 5 fast formulas, and 5 integrations, as business need arises
- Given the status of the ongoing pandemic, Deloitte will provide services remotely until otherwise agreed upon
- All project artifacts will be maintained on the County SharePoint site
- Deloitte will not contribute to the County's projects outside the scope of this agreement. This includes but is not limited to projects that could be indirectly related

to Oracle functionality, such as: Single Sign-On, Multi-Factor authentication and any other third-party applications like Pension Administration, Kronos, Vector applications

- County IT team will be responsible to coordinate and communicate with third party vendors for integration testing during the releases. Deloitte team will support the testing process to identify any issues and apply code fixes on the integration programs.
- If the County’s leadership would like to increase scope to include work on systems external to CV360, a change order and amendment to the SOW will be required
- County will be responsible for publishing CV360 communications to affected parties (i.e. employees, suppliers, retirees, etc.)
- County is responsible for job skills training
- Deloitte will not be responsible for developing or updating CV360 Training Curriculum including Instructor Led Trainings, Web Based Trainings, and Quick Reference Guides
- This contract does not include the implementation of new modules. Any implementation of new Oracle modules would result in a Change Order.
- County will be responsible for user access and role assignment and resolving any segregation of duties violations

4. Fees and Payment Schedule

This engagement is fixed scope and fixed price at \$1,694,940 inclusive of all applicable taxes and fees. The fee amounts detailed in the table below were derived using GSA Schedule GS-35F-0617Y and the charges will be invoiced on a fixed fee monthly schedule (starting May 15th, 2022) for services to be performed between April 16th, 2022 through April 30th, 2023.

| Invoice # | Invoice Date | Fee Amount |
|-----------|--------------------|------------|
| Month 1 | May 15, 2022 | \$169,550 |
| Month 2 | June 15, 2022 | \$169,550 |
| Month 3 | July 15, 2022 | \$169,550 |
| Month 4 | August 15, 2022 | \$156,950 |
| Month 5 | September 15, 2022 | \$156,950 |
| Month 6 | October 15, 2022 | \$156,950 |
| Month 7 | November 15, 2022 | \$127,950 |

| | | |
|--------------|-------------------|--------------------|
| Month 8 | December 15, 2022 | \$127,950 |
| Month 9 | January 15, 2023 | \$127,950 |
| Month 10 | February 15, 2023 | \$110,530 |
| Month 11 | March 15, 2023 | \$110,530 |
| Month 12 | April 30, 2023 | \$110,530 |
| Total | | \$1,694,940 |

5. Change Orders

Any changes to this Statement of Work agreed upon by the Parties will be set forth in a change order signed by the Parties ("Change Order"). Once a Change Order is signed, it will amend, and become part of, the Statement of Work. Neither Party is obligated to change the Services, Deliverables, or any other aspect of a Statement of Work unless a Change Order for such change has been signed by the Parties.

The scope of the Services as documented herein shall remain unchanged, except as otherwise agreed by Deloitte Consulting and the County in writing. If any of the following events occur while Deloitte Consulting is engaged to provide the Services (each a "Change Order Event"), Deloitte Consulting shall be entitled to a Change Order to compensate it for actual and anticipated additional effort at Deloitte Consulting standard billing rates, plus reasonable incurred expenses:

- The scope, approach, or timing of the Period of performance or the Services change
- Delays are encountered that are beyond the reasonable control of Deloitte Consulting, including delays caused by third-party software and hardware vendors or their related products and/or services
- A project assumption proves to be invalid
- Client fails to meet its obligations as set forth herein

Deloitte Consulting will notify the County in a reasonable period after becoming aware of a Change Order Event. Notwithstanding anything to the contrary in this Statement of Work, if the parties are unable to reach a complete agreement on a Change Order within 10 days of the County being notified of a Change Order Event, Deloitte Consulting may, at its option, suspend or terminate the Services upon written notice to Client.

6. Terms

The General Business Terms attached hereto as **Exhibit A** (governed by Contractor’s GSA Schedule GS-35F-0617Y (the “GSA Schedule”) are hereby incorporated into this SOW by this reference and will govern this engagement. If this SOW is consistent with your understanding and acceptable to the County, please so indicate by countersigning below.

7. Signatures

IN WITNESS WHEREOF, intending to be legally bound hereby, the Parties have caused this proposal to be executed by their duly authorized representatives as of the proposal Effective Date.

Accepted and agreed to by:

Deloitte Consulting LLP

DeKalb County

By: _____

By: _____

Print: _____

Print: _____

Title: _____

Title: _____

Date: _____

Date: _____