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Vertosoft OMNIA UKG Quote for County of Dekalb, GA

Contract: NCPA - OMNIA 01-165

Quote #: Q-11549
Expires On: 9/1/2025

Ship To
County of Dekalb, GA

Quote For:
Name: Felecia Green
Company: County of Dekalb, GA
Email: flalston@dekalbcountyga.gov
Phone: 404-371-2901

PAYMENT TERMS	DELIVERY METHOD	PAYMENT METHOD	VERTOSOFT CUST ID	SUPPLIER REF #
Net 30	Electronic	Check/ACH/Credit Card		

Term 1   Initial Term Start Date: 90 Days from Date of Purchase, Annually in Advance.

PART #	DESCRIPTION	QTY	UNIT PRICE	EXTENDED
8604538-000	UKG PRO TIMEKEEPING HOURLY	8,750.00	$40.42	$353,675.00
8604541-000	UKG PRO ABSENCE	100.00	$10.11	$1,011.00
8604551-000	UKG PRO WFM INTEGRATION TO UKG TELESTAFF	800.00	$0.00	$0.00
8604541-000	UKG PRO ABSENCE	8,650.00	$10.11	$87,451.50
8604543-000	UKG PRO WORKFORCE MANAGEMENT ANALYTICS	8,750.00	$16.04	$140,350.00
8604976-000	UKG PRO WORKFORCE MANAGEMENT DATA HUB PREMIUM	8,750.00	$1.17	$10,237.50
8605300-000	UKG TELESTAFF CLOUD	800.00	$75.79	$60,632.00
			Term 1 TOTAL:	$653,357.00

Initial Onboarding

PART #	DESCRIPTION	QTY	UNIT PRICE	EXTENDED
Fixed Fee WFD	UKG Onboarding to be performed by HRchitect per attached SOW. Payment 1 billed at date or purchase.	1.00	$150,578.95	$150,578.95
Fixed Fee WFD	UKG Onboarding to be performed by HRchitect per attached SOW. Payment 2 billed at Kickoff Meeting and Project Plan Complete	1.00	$31,578.95	$31,578.95
Fixed Fee WFD	UKG Onboarding to be performed by HRchitect per attached SOW. Payment 3 billed at Requirements gathering complete for Timekeeping	1.00	$31,578.95	$31,578.95
Fixed Fee WFD	UKG Onboarding to be performed by HRchitect per attached SOW. Payment 4 billed at Requirements gathering complete for Absence	1.00	$31,578.95	$31,578.95
Fixed Fee WFD	UKG Onboarding to be performed by HRchitect per attached SOW. Payment 5 billed at Requirements gathering complete for Analytics	1.00	$31,578.95	$31,578.95
Fixed Fee WFD	UKG Onboarding to be performed by HRchitect per attached SOW. Payment 6 billed at Requirements gathering complete for TeleStaff	1.00	$31,578.95	$31,578.95
Fixed Fee WFD	UKG Onboarding to be performed by HRchitect per attached SOW. Payment 7 billed at Requirements gathering complete for Integrations	1.00	$31,578.95	$31,578.95
Fixed Fee WFD	UKG Onboarding to be performed by HRchitect per attached SOW. Payment 8 billed at Configuration complete Timekeeping	1.00	$26,315.79	$26,315.79
Fixed Fee WFD	UKG Onboarding to be performed by HRchitect per attached SOW. Payment 9 billed at Configuration complete Absence	1.00	$26,315.79	$26,315.79
Fixed Fee WFD	UKG Onboarding to be performed by HRchitect per attached SOW. Payment 10 billed at Configuration complete Analytics	1.00	$26,315.79	$26,315.79
Fixed Fee WFD	UKG Onboarding to be performed by HRchitect per attached SOW. Payment 11 billed at Configuration complete TeleStaff	1.00	$26,315.79	$26,315.79
Fixed Fee WFD	UKG Onboarding to be performed by HRchitect per attached SOW. Payment 12 billed at Configuration complete Integrations	1.00	$26,315.79	$26,315.79
Fixed Fee WFD	UKG Onboarding to be performed by HRchitect per attached SOW. Payment 13 billed at UAT Complete	1.00	$21,052.63	$21,052.63

PART #	DESCRIPTION	QTY	UNIT PRICE	EXTENDED
Fixed Fee WFD	UKG Onboarding to be performed by HRchitect per attached SOW. Payment 14 billed at Go Live	1.00	$11,578.95	$11,578.95

			Initial Onboarding TOTAL:	$504,263.18

Term 2   Billed Annually in Advance on 1st Anniversary of Initial Term Start Date.

PART #	DESCRIPTION	QTY	UNIT PRICE	EXTENDED
8604538-000	UKG PRO TIMEKEEPING HOURLY	8,750.00	$40.42	$353,675.00
8604541-000	UKG PRO ABSENCE	100.00	$10.11	$1,011.00
8604551-000	UKG PRO WFM INTEGRATION TO UKG TELESTAFF	800.00	$0.00	$0.00
8604541-000	UKG PRO ABSENCE	8,650.00	$10.11	$87,451.50
8604543-000	UKG PRO WORKFORCE MANAGEMENT ANALYTICS	8,750.00	$16.04	$140,350.00
8604976-000	UKG PRO WORKFORCE MANAGEMENT DATA HUB PREMIUM	8,750.00	$1.17	$10,237.50
8605300-000	UKG TELESTAFF CLOUD	800.00	$75.79	$60,632.00

			Term 2 TOTAL:	$653,357.00

Term 3   Billed Annually in Advance on 2nd Anniversary of Initial Term Start Date.

PART #	DESCRIPTION	QTY	UNIT PRICE	EXTENDED
8604538-000	UKG PRO TIMEKEEPING HOURLY	8,750.00	$40.42	$353,675.00
8604541-000	UKG PRO ABSENCE	100.00	$10.11	$1,011.00
8604551-000	UKG PRO WFM INTEGRATION TO UKG TELESTAFF	800.00	$0.00	$0.00
8604541-000	UKG PRO ABSENCE	8,650.00	$10.11	$87,451.50
8604543-000	UKG PRO WORKFORCE MANAGEMENT ANALYTICS	8,750.00	$16.04	$140,350.00
8604976-000	UKG PRO WORKFORCE MANAGEMENT DATA HUB PREMIUM	8,750.00	$1.17	$10,237.50
8605300-000	UKG TELESTAFF CLOUD	800.00	$75.79	$60,632.00

			Term 3 TOTAL:	$653,357.00

			TOTAL:	$2,464,334.18

The parties agree that Customer is migrating from their existing Workforce Central perpetual software licenses (the "Existing Applications") with UKG Kronos Systems LLC to the UKG Pro Workforce Management software as a service offering ("Pro WFM"). Customer's Software Support for the Existing Applications shall continue, for up to two payroll cycles within 60 days after migration to Pro WFM, but in no event beyond December 31, 2025 in accordance with

standard UKG Support policies or March 31, 2027 in accordance with UKG Workforce Central End-of-Engineering Support policy, and shall terminate thereafter.

UKG Workforce Central End-of-Engineering (EoE) Support policy:
The End of Engineering date signifies the end of all engineering activity for the product. Starting on January 1, 2026, UKG Global Support will continue to respond to support calls for customers with current maintenance up to the End of Life date of March 31, 2027. You may call UKG Global Support to receive answers to questions or problems you have encountered with your use of the product such as with configuration, setup tasks, and other questions of product usage. The support you receive from UKG Global Support does not change after the EoE date for questions relating to product usage, deployment, and other related activity in which you may need support.

For the period between January 1, 2026 and March 31, 2027 (End of Engineering period) full engineering activity will have ceased and UKG will no longer be providing service release updates containing feature enhancements nor releasing patches for customer reported defects and version updates to embedded components. This means that functional issues with the software reported to UKG Global Support will not be resolved by the engineering team and a patch for defect resolution will not be provided. Examples of problems that may occur that will not be addressed are:
• Customer updated its browser and is now receiving unexpected UI behavior
• Customer created a new pay rule and does not get expected results
• Customer configured a new feature for the first time and determined it doesn't work as expected

Furthermore, version updates to embedded components will not be provided during this End of Engineering period. However, for customers with on premise implementations of Workforce Central with current maintenance, UKG will make available certain patches for security related items related to embedded components in the rare case a patch is necessary to resolve a security vulnerability. These patches will be available for Critical Security vulnerabilities classified by UKG using the CVSS v3.1 scale at 9.0+, when the product is used in accordance with the published documentation. UKG reserves the right to consider providing patches for other lower CVSS scores and will assess the criticality specific to Workforce Central as needed. Any patches available for download will be available for the most recent service release of WFC v8.1 only. Exclusions to this policy include Workforce HR, Workforce Payroll, Workforce Analytics (all specialized versions), and Workforce Enterprise Archive. No security patches will be made available for products on the exclusions list. Firmware updates for Intouch clocks follow a separate maintenance program and support for firmware is documented separately. This definition replaces all prior representations and warranties on the in scope Workforce Central modules during the End of Engineering period.

Before including any health related questions in UKG Pro Workforce Management please consult with your legal counsel to ensure you are compliant with applicable privacy laws and regulations.

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

By purchasing the products and services described in this order form, the Customer is expressly agreeing to the End User Agreement published at https://www.vertosoft.com/terms-and-conditions-ukg. In the event of any conflict between the terms and conditions published at https://www.vertosoft.com/terms-and-conditions-ukg and those of Omnia Partners Contract # 01-165 (https://www.omniapartners.com/suppliers/vertosoft/public-sector/contract-documents#c21452), Omnia Partners Contract # 01-165 shall govern.

Taxes: Sales tax shall be added at the time of an invoice, unless a copy of a valid tax exemption or resale certificate is provided.
Credit Card Orders: Additional fees may apply if paying by credit card.

All Purchase Orders must include: End User Name, Phone Number, Email Address, Purchase Order Number, Government Contract Number or Our Quote Number, Bill-To and Ship-To Address (Cannot ship to a PO Box), Period of Performance (if applicable), and a Signature of a duly Authorized Representative.

Statement of Work: DCGA-001

1 SERVICES TO BE PROVIDED/ASSUMPTIONS

HRchitect shall provide Client with professional services ("Activities") as defined in Section 2 below, for an UKG system implementation that encompasses the following modules:

Modules in Scope	UKG Pro Workforce Management • UKG Pro Timekeeping • UKG Pro Absence • UKG Pro Analytics • UKG Pro Data Hub Premium • UKG Pro TeleStaff
Go live Date	TBD- no more than 12-months from start of project
Big Bang or Phased Approach	Big Bang.

WFM Integrations	Three (3) standard one-way integrations are in scope (such as Timecard data export, employee import)
	Standard integrations in scope:
	
	  o 1 Business Structure import - Pro Workforce Management requires a business structure as part of the configuration. We will import in your business structure after the requirements are confirmed, and any updates to the business structure following this upload will be handled via the business structure import sync.
	  o Up to one integration template –Payroll Export that runs at the end of the pay period
	  o 1 Accrual balance import, this will load balances for Go live
	• UKG provides common HCM Interfaces to provide automated data transfers between UKG and common external vendor connection points easing overall management and manual processes. Integrations listed in this section are delivered via encrypted flat-file via UKG Secure FTP site.
	• Client is responsible for any connectivity and file transfers (i.e., integration development work) to other internal locations and to any third party vendors unless identified as utilizing UKG Data Exchange Services (UDES). HRchitect is responsible for development work specifically to import and export data into and out of the UKG platform. Any development work needed to import or export data into and out of external systems is the responsibility of Client.
	
	14 Additional Integrations are in scope in addition to a UKG Pro WFM to TeleStaff integration.

Historical Data Conversion	Services not in scope. UKG will provide an on-premise installation of WFC to house a copy of the existing WFC database for historical access.

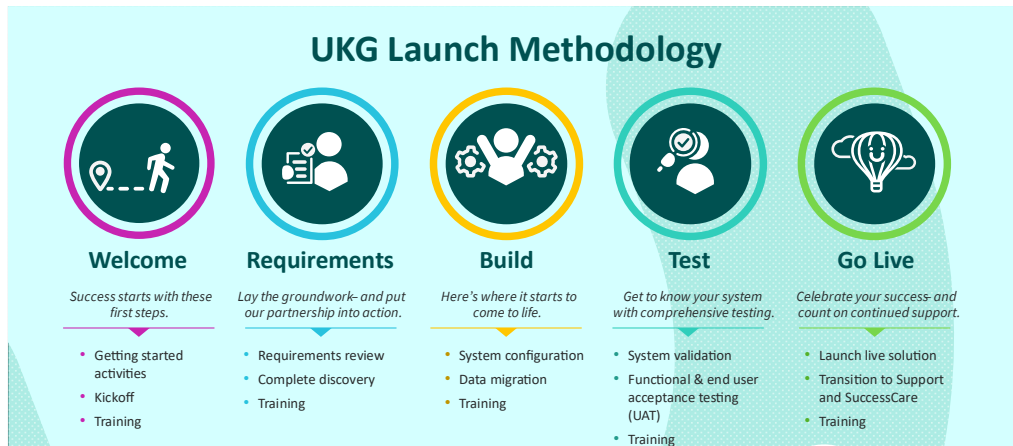| **Pro Workforce Management Scope:**	

Project Outcomes:
    • Adherence to policy through automated pay calculations
    • Automated accrual policies
    • Efficient and accurate leave management
    • Consistent enforcement of attendance policies
    • Automated and data driven schedules
    • Enable creation and updating of rotation schedules via templates
    • Empower decision makers with real-time labor analytics	

Function Access Profiles (Employee Groups)	Up to 20 are in scope
	Employee Groups such as:
	    o Payroll administrator role
	    o Manager roles
	    o Employee roles (e.g. "Payroll Admin", "Manager", "Salaried Employee", "Hourly Employee")
	    o We will train the team on how to setup Function Access Profiles if additional are requested

Pay Rules	50 Pay Rules in scope
	2 Attestations are in scope
	    • Pay policies enable you to create rules that interpret employee hours, such as:
	        o How punches round
	        o When employees accrue overtime
	        o When employees earn holiday credits
	
	Pay policies include many components, such as pay codes, work rule building blocks, and pay rules. Pay rules control how time and attendance information is processed for each employee

Device Configuration	Device configuration is in scope (mobile, Hardware clocks, manual time entry)

Leave of Absence/Attendance	8 policies are in scope
	    • Comprehensive administration of leave cases (FMLA)
	    • One-Time data load using Client-supplied data – current leave cases, leave case entries & entitlement balances (as Accrual balances) in a standard Kronos-supplied template
	    • Mandatory Leave, Workflow notifications

TeleStaff	Includes up to 1 scheduling group for Fire/EMS.
	    · Overtime hiring practices are standardized for all staff in the business unit
	    · Time off request practices are standardized for all staff members in the business unit
	    · If exists, all employees are covered under the same union contract/MOUs
	    · Define skills, specialties and or certification requirements at the position, unit of area
	    · Security Management – Define staffing authorities/roles

	· Shift Management – ability to support multiple shift patterns for a single business unit · Roster Management and Multi-Day Schedule views · Code Management – Sign Up Process, Accrual Management, Time Off Requests and Shift Trades · Multiple hiring/staffing lists – identify most qualified and available candidates for working opportunities · Standard Reporting · Shift and time off (vacation) bidding

Project Assumptions

- The entire deployment will be conducted in U.S. English, and all HRchitect resources are located in North America.
- Client is committed to standardize business and operational processes where possible to streamline configuration and the overall implementation.
- UKG will be responsible for establishing the SaaS technology environment to support the UKG Human Capital Management Solution.
- HRchitect will perform the Implementation of the UKG HCM platform as per Client's requirement documents/workbooks that are uploaded to the UKG Launch Tool.
- Client will utilize the Launch Implementation Methodology as defined in this SOW.
- Effective training is the key to high user adoption rates. Training that results in self-sufficient administrators, managers, and employees increases the efficiency of use of the Application(s) and Client's business processes.
  - UKG' training model includes a role-based learning plan. Each role within Client's organization has a specific set of courses required at specific points in the deployment methodology. Client's project team members will attend all necessary UKG training courses.
- Depending upon the preparation and engagement of your organization, there may be opportunities to complete the project in a compressed duration. Requests for additional scope or activities outside of this planned project scope may be accommodated through the change process. In this circumstance, HRchitect may issue a change order to ensure the appropriate budget is available.
  - HRchitect and Client management support will be readily available to resolve issues to avoid negative impact on the project schedule and/or cost.
  - Client will dedicate knowledgeable resources to the project. Availability of key Client resources will impact the project schedule and may result in a project change request (PCR).
  - Any relevant organizational changes due to acquisitions, divestitures, changes to business units, or other organizational changes that occur during the course of the project will be evaluated and any potential impact on the project, such as scope, timeline, and cost, will be assessed. A Project Change Request (PCR) may result.
- Client will complete tasks as indicated in the roles and responsibilities section of this document and as assigned in the final project plan by mutually agreed upon due dates.
- Client will be responsible for any changes made to legacy Client applications resulting from the implementation of the UKG HCM platform.
- Client will ensure internal and external systems are available for development/testing/production cutover as per the Project Plan dates.
- Customizations are not in scope. A customization is defined as any system change that extends the application beyond what is available within the delivered software.

- Implementation includes testing support from HRchitect to effectively ensure that all pay cycles are working correctly prior to Go Live.
- Client understands that the required milestone sign-offs will be required before proceeding to the next milestone.
- Travel expenses are not included in this estimate. Actual travel costs will be billed to the Client.
- Client will be responsible for managing all third party resources (e.g. those individuals or entities that may provide input to, have dependencies on, or impact by this implementation) and ensure that they are available to provide input in a timely manner.
- All UKG Launch services end when the agreed upon scope of services is completed or expire 12 months after the Effective Date of the Agreement, whichever comes first. If additional services are required, they will be contracted separately. This project assumes one phase to implement and deploy all modules.
- All ongoing maintenance of custom reports created during the implementation project will be the responsibility of Client.
- This SOW will be reviewed and signed-off prior to proceeding with the project.

2 IMPLEMENTATION SERVICES

HRchitect utilizes UKG's Launch methodology which provides proven and repeatable processes that enable project teams to measure progress and results and offers a solid knowledge transfer from UKG Consulting Partners to the Client. It is supported with standard tools, templates and proven training paths that deliver a successful Launch. HRchitect partners with the Client throughout the Launch process performing tasks such as a business requirements analysis through discovery workshops, system configuration, data conversion, interface development, testing cycles, production support, and project management.

With UKG Launch, HRchitect uses its proven methodology to provide training and Launch services to deploy the UKG HCM platform. Launch services will be delivered as described in this document.

UKG Launch Methodology

Welcome	Requirements	Build	Test	Go Live
Success starts with these first steps.	*Lay the groundwork– and put our partnership into action.*	*Here's where it starts to come to life.*	*Get to know your system with comprehensive testing.*	*Celebrate your success- and count on continued support.*
• Getting started activities • Kickoff • Training	• Requirements review • Complete discovery • Training	• System configuration • Data migration • Training	• System validation • Functional & end user acceptance testing (UAT) • Training	• Launch live solution • Transition to Support and SuccessCare • Training

1. **Introduction to UKG Launch Services**

   Deployment Strategy

   The deployment of a human capital management software solution is a collaborative endeavor that must be guided by strategic objectives. UKG's Launch and deployment strategy is designed to reduce overall project complexity and ensure our Client's achieve the following common goals:

   - Realize a rapid return on investment
   - Provide a lower total cost of ownership
   - Enable Employee and Manager Self-Service and self-configuration
   - Command a high user adoption rate across the solution

   To achieve the strategic objectives listed above, HRchitect will work with Client to determine the most logical and efficient deployment plan based upon Client's current environment, products purchased, Client's available resources and other driving factors. This best practice approach will be tailored to Client's business objectives. The project teams may determine that a single phased deployment is best or that a phased approach may be more appropriate for Client.

   Deployment Lifecycle

   The deployment lifecycle provides a road map that generally describes how the project will progress from the start to finish. The project team follows this roadmap to transition your existing HCM functions

from your legacy provider to the UKG platform. The deployment methodology includes the following phases:

Plan:

Preliminary preparation involves four basic elements: HRchitect's internal readiness and team assignments, Client preparation, a project team initial kick off meeting and software access.

Analyze:

HRchitect will perform an analysis by interviewing the Client's subject matter experts from different functional areas. Information that has been gathered during the analysis process is used to determine the current system set up, the new system definition requirements and allow HRchitect to determine the best fit between the Client's business requirements and the UKG platform.

Build:

- Configure: The business rules are configured during the build phase and unit testing is performed.

- Integrate: Integrations are built during the build phase

Test:

Testing includes functional testing, user acceptance testing, pilot testing and/or parallel testing as appropriate for the applicable UKG module.

Deploy:

This phase consists of HRchitect assisting the Client with the first live processing, the rollout of the UKG platform and transition to support.

2. **Roles and Responsibilities in the Deployment Life Cycle**
   A successful UKG Launch assumes Client participation throughout the deployment life cycle as referenced in the *Roles and Responsibilities* sections of this document. HRchitect and the Client's roles and responsibilities are described below.

   A check mark in the grid below indicates each respective party's primary responsibilities. If there is a check under HRchitect and Client columns, this means the task is a shared responsibility with the HRchitect having primary responsibility to lead the task to completion.

Project Management	HRchitect	Client
Manage the respective team's project resources, budget, and deliverables to ensure they are being met per the project timeline.	√	√
Create weekly status reports and facilitate weekly status calls. Report out status to stakeholders.	√	√
Resolve project issues.	√	√
Provide Client communications and general project-related management activities.	√	
Perform roll-out activities (change management) for managers and employees.		√

Plan and Analyze	HRchitect	Client
Provide access to the product(s) as contracted in the Agreement	√	
Facilitate the kick-off meeting.	√	
Attend and participate in the kick-off meeting and analysis meetings.	√	√
Assist in defining necessary Client resources and a training plan as part of the project plan.	√	
Key project resources attend recommended training courses.		√
Gather all available policy and procedure documentation as well as complete data collection tool.		√
Describe the expected solution, business processes and business rules for all employee groups.		√
Facilitate rapid review, feedback, and signoff on all project documentation to meet project deadlines.		√
Lead analysis sessions to gather business requirements	√	
Participate in analysis sessions to provide business requirements		√

	HRchitect	Client
Create a detailed scope document detailing the results of the analysis phase.	√	
Provide Client with a project scope and project plan with the summary of the analysis.	√	
Define project assumptions, risks and system configuration requirements based on completed analysis and recommend configurations.	√	√

Build – Configure/Integrate	HRchitect	Client
Supply technical support required for system integration	√	√
Complete system configuration containing all of the business rules and complete unit testing to validate configuration.	√	
Perform unit and functional testing	√	√

Build – Convert	HRchitect	Client
Share data mapping process and field specifications with Client.	√	
Provide source data for production processing in UKG approved conversion table formats.		√
Review and approve converted data according to the agreed upon schedule.		√

Validate – Testing	HRchitect	Client
Client project team members to attend recommended training courses.		√
Perform system testing.	√	√
Perform interface testing	√	√

Deploy - Production and Transition Phase	HRchitect	Client
Assure that adequate end-user training has been completed before the start of production operations.		√
Provide production support and post-live support for transition to UKG's Client Support team.	√	
Perform project wrap-up activities, including, closing open issues.	√	√

3. Project Management Processes

Defining the scope is the process of reviewing all contract documents and confirming deliverables the project team will complete. The scope is defined during the analysis of your business requirements in the planning phase.

Planning for resources is the process of assembling the project team. It is imperative that the proper resources with the right skills are available for specific tasks when needed. The resource plan is a combination of the roles and responsibilities detailed in the kick off presentation and the project schedule.

Developing the project schedule is the process of creating a list of tasks and placing them in sequence with due dates. The project schedule also includes identifying critical tasks and milestones so the project team knows where to focus their efforts and can track their progress. The project schedule is documented in the online *Project Console*.

Creating and maintaining an action log is the process of creating and maintaining a list of open action items that have been identified but not resolved (an "Action Log"). An Action Log is maintained during the project.

Facilitating status meetings is the process of scheduling and executing recurring team meetings to review the project schedule, Action Log, and project risks. The purpose of the meeting is to present an overall status to the team. This process does not include working sessions to address open items. Working sessions to resolve items will be scheduled outside of the status meetings.

Managing change is the process of identifying, approving, and authorizing new scope to the existing project once the product deployment schedule has been agreed to and documented.

Closing the project is the process of confirming that all project deliverables have been delivered and accepted by an authorized team member.

4. Training and Knowledge Transfer

Effective training and knowledge transfer are the keys to high user adoption rates. Not having your team effectively trained can quickly erode any benefits received from the UKG HCM platform. Training that

results in self-sufficient administrators, managers, and employees increases the efficiency of the solution and your business processes.

HRchitect's training model includes a role-based learning plan. Each role within your organization has a specific set of courses required at specific points in the Launch process. Having role-based training classes ensures your team members are trained on the processes they will use in their day-to-day interactions with the system. The timing of this training is key. We aim to provide the training with as little time between training delivery date and system usage as possible. This ensures your users have an opportunity to reinforce the training through real-life application before they begin to lose the skills gained in training.

5. **Project Team Composition**

Resource allocation and commitment are key drivers for successful Launch. The project team is assembled using team members from Client and HRchitect. Client hereby authorizes access by UKG and HRchitect to the Client information necessary to perform such services. This may include access to Client's Confidential Information. HRchitect is subject to the confidentiality and security provisions of this Agreement and UKG will be responsible for the actions of its Certified Partners. Prior to the end of the project, an ongoing support team will also be introduced.

The project team is comprised of experienced industry experts specializing in specific areas of the Launch project. The typical team roles and key responsibilities are listed below:

HRchitect UKG Team Resource	Key Responsibilities
Executive Sponsor	• HRchitect Project Sponsor • Gains commitment for all project resources
Project Manager	• Primary Point of Contact • Responsible for achieving project objectives by coordinating with all project resources on the timely completion of project tasks • Develops and manages project schedule • Mitigates project risks • Communicates overall project status and provides project reporting • Serves as initial point of escalation for all project related issues and coordinates activities needed for resolution
System Consultant	• Primary UKG resource and functional expert • Your day-to-day point of contact for all UKG related service requests
Integration Analyst	• Responsible for integration file creation and delivery • Works together with 3rd Party vendors to determine requirements for file automation; initiates and manages the setup of data exchange services

Client Team Resources	Key Responsibilities
Executive Sponsor	• Client Project Sponsor • Gains commitment for all project resources • Provides executive-level support to the project team. • Ensures that the needs of the project team are well represented and met by the steering committee.
Project Manager/Lead	• Primary Point of Contact • Responsible for achieving project objectives by coordinating with Client project resources on the timely completion of project tasks • Communicates overall project status and provides project reporting to Client Steering Committee if applicable • Serves as Client's initial point of escalation for all project related issues and coordinates activities needed for resolution • Channels the team's activities toward application configuration and executing the project.
Subject Matter Expert	• Client's primary representative and designated decision maker in the area of Workforce Management
System Admin/Owner	• Client's primary resource for system configuration, system knowledge, and application security.
Technical Resource	• Client's primary resource for technical issues related to data conversion, integrations and security.

<u>Project Change Requests</u>: Services outside of the scope of this SOW or the UKG Launch Overview Document shall be identified to Client in a Project Change Request ("PCR"), with the associated fee for such Services, and the parties will mutually agree to and execute in writing a Project Change Requests prior to the performance of such Services. Likewise, no Service set forth in this SOW will be waived until and unless such Service and waiver is set forth in a Project Change Request mutually agreed to and executed in writing by the parties.

3 EXPENSES, FEES, PAYMENT SCHEDULE & BILLING

3.1 TRAVEL EXPENSES

Client will be billed for at-cost travel expenses. Client shall be invoiced for travel time at HRchitect's current rate for travel time (currently $150/hour) for each inbound and outbound trip. International travel time will be billed at $1000/day.

3.2 TOTAL FIXED FEE

Total fixed labor fee: $504,263.18 (non-inclusive of travel-related costs and optional items)

Total fixed fee includes 30-days of Limited Post Go-Live Support effective from the date of Go-Live. HRchitect recommends the purchase of a Post Go-Live support package (see Optional Items below).

3.3 SOW VALID PRICE PERIOD:

The fees outlined in this SOW are valid for 60 days from the date provided to the Client.

3.4 SYSTEM HEALTHCHECK

As a value-added service **(valued at $19,500 USD)** that complements our "Client for Life" culture here at HRchitect, we want to ensure that your organization is maximizing your use of the UKG platform and getting the expected return on your investment. To that end, we will perform a free Healthcheck on your implementation one-year from date of Go-Live.

Over the course of time, process changes, new configuration needs, additional HCM products, and the like can necessitate some changes be made to your system. HRchitect will work with you to ensure that your system is configured in a way to meet your changing needs. During the UKG System Healthcheck service, HRchitect will perform an assessment of your current UKG configuration and utilization to identify optimization opportunities.

Activities performed during the system Healthcheck include:

- One (1) day system walk-through and analysis session to assess current system configuration and comparison to company process, industry-leading practices and identification of areas for improvement
- Delivery of a Healthcheck report identifying findings and recommendations of proposed next steps

APPENDIX A - HRCHITECT OVERVIEW

HRchitect was founded in 1997 and has remained a privately managed-owned and operated corporation with steady growth and stable operations. Unlike others in the ecosystem, HRchitect does not leverage subcontractors or offshore resources to perform professional services, and all work is performed by full-time employees of HRchitect. These consultants come from UKG, other consulting firms, or from practitioner roles where they were System Administrators of UKG. HRchitect maintains a client-centric approach, has a reputation for flexibility in our engagements, responsiveness in our communication, active listening, and for providing white-glove service to our clients. This is all part of what we like to call the HRchitect difference.

HRchitect has been involved in many of the most successful HCM implementations for all the major vendors, with a particular expertise around UKG. With HCM projects completed for thousands of clients across the globe of all sizes and industries over the past three decades, our experience is vast. We work in a very collaborative manner so as to constantly share information and bring in specific resources as needed to ensure successful and on-time implementation while reducing project risk.

HRchitect is a UKG preferred partner and the only five-time winner of the UKG Services Partner of the Year award.

HRchitect has experience with the entire UKG product line, including all modules of UKG Pro, UKG Pro Workforce Management (formerly known as Dimensions), UKG Ready, and UKG Telestaff. This experience includes pre-implementation planning, project management, implementation services, client-side subject matter expertise during implementation, change management, process analysis/redesign, training, reporting, data conversation, integration consulting, testing services, merger and acquisition assistance, and day-to-day post-live concierge managed support services.

HRchitect is UKG's longest-tenured partner. HRchitect had established partnerships and professional services practices with both Ultimate Software and Kronos prior to their merger working with these platforms/firms since 2006. Over the past 28 years, HRchitect has worked with hundreds of UKG clients globally to effectively implement, optimize, and support the system, driving efficiency and ROI for our clients.

Raven Intelligence - HRchitect is a proud partner of Raven Intelligence, an independent 3rd party company that specializes in Client reviews in helping select the best Consulting partner for their HR software project and ensure success. **As the #1 ranked partner, HRchitect has received so many incredible reviews and comments from clients and currently has an astounding 4.9 out of 5 with over 360 reviews (more than any other partner) and a 9.52 out of 10 in average partner satisfaction compared to the industry average of 8.29.**

Check out our page on Raven Intelligence for hundreds of reviews of the incredible work our UKG team does ➜ **HRchitect: (ravenintel.com)**

Recent Recognition

In addition to being recognized five times as UKG's Partner of the Year, HRchitect is proud to have received several prestigious awards and certifications. We believe this recognition is a testament to the quality of our consultants and the culture at HRchitect, which feeds into our team's enthusiasm and dedication to their day-to-day work, ultimately benefitting HRchitect's clients.

- Great Place to Work: USA
- Fortune's Best Small Workplaces
- Fortune's Best Workplaces in Consulting & Professional Services
- Fortune's Best Workplaces in Texas
- Fortune's Best Workplaces for Millennials
- Fortune's Best Workplaces for Women
- Great Place to Work: Canada
- Best and Brightest Companies to Work for: US
- Inc. 5,000 Fastest Growing Companies
- Dallas/Fort Worth's Best and Brightest Companies to Work for

HRchitect's Guide to HCM Technology.

Be sure to check out this educational guide on Amazon that walks you through everything you need to know before your next HCM technology purchase, including defining an HR service delivery model, creating an HCM technology strategy, the system evaluation and selection process, system implementation, change management, and what to expect post-implementation. After reading this book, you will be able to practically apply your newfound HCM technology knowledge within your organization to make an immediate positive impact.

While HRchitect is widely considered the consulting services leader in all things UKG, don't just take our word for it. Read about what a few of our clients have had to say and learn more about our UKG expertise:

"Things are going well leading up to our first payroll processing with UltiPro. We've really appreciated working with HRchitect for this engagement. Our consultant has been great! There are aspects of this engagement that I am uncertain we could have accomplished without him. Now I understand why others who have worked with HRchitect have spoken so highly of them." – **Blue Hills Bank**, Sr. Vice President, Human Resources

"We'd like to recognize the great work our HRchitect consultant is doing with our team. Our consultant is very resourceful, helpful, and professional. His open mind, calm demeanor and client service approach is extraordinary." – **Station Mont Tremblant**, Vice President, Human Resources

"Our HRchitect consultant has been a fantastic resource for us. I know for a fact we wouldn't be where we are today if it hadn't been for her being our backbone for the past six months. She knows how to provide top-notch service for her clients and it doesn't matter what time or day of the week. I am not sure where we would be today without her knowledge bank!" – **First American Payment Systems**, Vice President, Human Resources

"Our consultant was amazing. He worked so hard on our implementation project and filled in many gaps where our staff was lacking. I really appreciated working with HRchitect." – **The Patron Spirits Company**, HR Business Partner

"The Aerotech team would like to thank HRchitect for our consultant's hard work, time and endless patience throughout the implementation. We appreciated our consultant's expertise and professionalism throughout the process when things did not always go smoothly on our end." – **Alpine Aerotech**, Payroll/HR Administrator

"Special thanks to HRchitect for working with us and all our quirks outside of the ordinary system demands. Our consultant has been absolutely amazing during our entire project and I really don't know where we'd be right now if it wasn't for our consultant's amazing work!" – **Inland Regional Center**, IT Manager

"Our HRchitect consultants was at the training sessions and was so helpful, knowledgeable and personable. He worked with us as a team to assist at the training sessions and with individual employees. If we could, I would like to pass on to HRchitect that we valued him as our consultant because he was truly outstanding." – **Danfoss**, Sr. HR Manager

"I wanted to relay some feedback to you about how great our HRchitect consultants has been to work with throughout our implementation. He truly goes above and beyond for us (probably for everyone – I gather that's just in his nature) but I wanted you to know how much he is appreciated. He's also very bright and detail oriented. We are grateful he is assigned to our implementation." – **Wayne Fueling Systems**, Director of Human Resources

"I want to take the opportunity to extend my thanks to one of your team members, who went above and beyond on our implementation of Ultipro. The HRchitect consultant was always helpful, responsive and proactive. Her efforts have not only helped us to go live, but to better understand the software so we can do things for ourselves. I know that I am far more knowledgeable about the reporting aspects of Ultipro because of her assistance. She also nailed the specific reports that I needed by taking my objectives and incorporating them into the needed reports. I thank her for all of these accomplishments. We recognize that we would not be as knowledgeable or as proficient in Ultipro today without her participation. I would recommend her to any of your prospective clients on future engagements." – **Energy Distribution Partners**, Controller

*"I'm currently working with an HRchitect consultant on a project **(CareOregon)**. Her work ethic and style are amazing and speaks for itself. She goes above and beyond to provide top notch Client service to the Client and team. She always finds a way to get things done. I have worked with a lot of Consultants over the years and she will definitely stand out in my mind as one of the best."* – **Ultimate Software**, Project Manager

"I am the PM on a migration/net new client for Dimensions and I wanted to give some kudos to your team! Your consultants have been amazing during the Adopt phase of the project and we would not be going LIVE this weekend

without their commitment!!! I truly enjoy working with your team and I know the client feels the same!!!" - **UKG Dimensions,** Project Manager

Relevant Industry Experience

We understand the unique challenges and requirements of the public sector and guide clients from start to finish with best practices and process recommendations, while keeping big picture HCM technology stack in mind.

HRchitect has worked with thousands of organizations across the globe since 1997, across all industries, including many public sector institutions such as: Alameda County, Anoka County, Arkansas Game and Fish Commission, Chenega, City of Albemarle, City of Carrollton Texas, City of Charleston West Virginia, City of Edmonton, City of Fairfield, City of Frisco Texas, City of Fullerton California, City of La Vergne Tennessee, City of Oshawa, City of Regina, City of Roseville, City of Santa Rosa California, City of Surrey, City of Tampa, Clear Creek County, Cook County Illinois, Connecticut Water Service, County of Brunswick, Delaware River Port Authority, Denver International Airport, DeSoto County, District of Kitimat, Eastern Municipal Water District, Elsinore Valley Municipal Water District, Emergency Medical Services Authority, Erie County Convention Center Authority, Escambia County Sheriff Department, Government of Canada, Halifax Regional Municipality, Houston-Galveston Area Council, Illinois State Police, Inland Counties, Legislative Assembly Office, Mesa Water, Metis Nation British Columbia, Metropolitan Water District of Southern California, Mobile Area Water and Sewer System, Mobile County Health, Morongo Band of Mission, Navajo Housing Authority, Newfoundland Power, North Central Texas Council of Governments, North Dakota Department of Human Services, Northern Gila County Sanitary District, Orange County, Pennsylvania Power & Light, Sacramento Municipal Utility District, Salt Lake County Utah, Sarasota County Clerk Offices, SEIU Local 32Bj, St. Louis County, State of North Dakota Department of Health, State of Utah, State of Washington, State of Washington – Dept. of Social & Health Services, State Teachers Retirement System of Ohio, Summit County Colorado, The Corporation of the Municipality of Chatham-Kent, Tri-Township Fire District, Truckee Meadows Water Authority, United Counties of Leeds and Grenville, US House of Representatives – Sergeant at Arms, Village of Bridgeview Illinois, Virginia Retirement System, Walworth County, Webb County Texas, Westbank First Nation, and many others.

Appendix B – Optional Services Priced Separately

3.5 CHANGE MANAGEMENT PLAN FOR THE IMPLEMENTATION OF UKG

The HRchitect Change Management methodology is divided into six (6) major interrelated areas.

The change management scope is limited to the scope of implementation as defined in this SOW. The timeline below represents the estimated duration of the change management planning activities for this project. The change management tasks, activities and deliverables will be specified in detail and integrated into the master project schedule when the corresponding Implementation services plan and schedule are developed. The
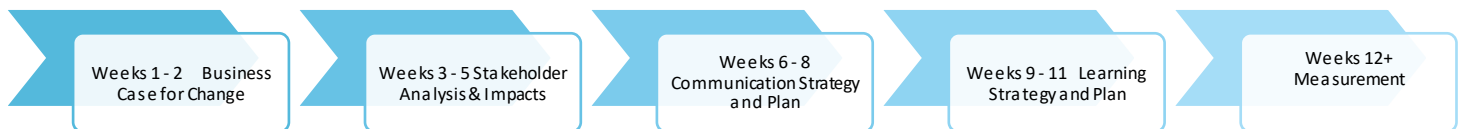
execution of the plan, while included in the proposal, is not reflected in the below timeline.

Stakeholder Identification & Analysis

In this phase the impact of the change is assessed. Impacted Stakeholders are identified. The level of organization change acceptance is assessed. A report of the change and its impact to the organization is produced.

HRchitect will work with the client team to create a detailed Stakeholder Assessment report. Using our templates, we will guide the Client through the steps of identifying all stakeholders, internal and external and assess how the change impacts them. Out of this assessment a change impact report by stakeholder is created.

DELIVERABLES: STAKEHOLDER ASSESSMENT, IMPACT REPORT

Ownership of Change Activities

The information gathered about stakeholders is used to identify individuals for change ownership roles. In this phase we create a RACI matrix and identify specific persons to fill 3 key roles; Change Sponsor, Change Leader(s) and Change Agent(s) and a RACI matrix is created.

The chart below identifies how we define these roles in our methodology and the persons who typically perform these roles.

Change Sponsor(s)	Change Leader(s)	Change Agent(s)
Promoting the Change Vision	Business Leaders who own the change for their organization	The Resource for Employees and Managers for "how to" questions
Approving the Change Plan	Ensure their teams are embracing change	The "boots on the ground" resource to make sure people understand the new system and processes
Coaching Change Leaders and sets clear expectations for outcomes	Reports issues/concerns to Change Sponsor	Reports issues/concerns to Change Leader
Works with project team to ensure change milestones are met	Works with project team to ensure change milestones are met	Works with project team to ensure change milestones are met

DELIVERABLES: AND RACI OF CHANGE PROGRAM ROLES

Communication Strategy & Plan

The Communication Plan is a core tool to managing change. Communication is used to build commitment to change. It is not only about providing employees with information, it is also an essential prerequisite to modifying attitudes, behavior, ways of working, and relationships, all of which are fundamental components of an effective change process. HRchitect will use its tools and templates to identify the communication strategy by stakeholder. The strategy will include the media, frequency and author of the communication piece. Once the strategy is finalized, a detailed communication plan will be created to align with the system implementation plan.

We apply a common set of guiding principles when creating communication plans:

Principle #1: A comprehensive and tailored communications program that targets specific audiences

Principle #2: Communicate quickly, honestly, and often

Principle #3: Manage people's expectations and deliver on all promises

Principle #4: Be clear, honest and up-front about the outcomes for the business, teams, and individuals

DELIVERABLES: COMMUNICATION STRATEGY AND PLAN

Learning Strategy & Plan

The Learning Plan is your roadmap to bridging the gap of knowledge required for employees to accept the change and execute the new processes using the new systems. The Learning Strategy will identify the training needed by stakeholder group, the method of training delivery and resources required to create and deliver training.

The Change and Implementation teams will work together during this phase to identify the standard training components available, assess the gaps and determine what materials need developing to bridge the gap. Should there be a need for custom training to be developed, the nature and cost will be determined. If HRchitect resources are identified for this, additional costs may be incurred.

The training plan will include a calendar of days / times for each activity. This proposal includes an HRchitect resource to be assigned to track and monitor the enrollment in training activity to ensure all stakeholders receive proper instruction in the new system and processes.

DELIVERABLE: TRAINING STRATEGY AND PLAN

Measurement

In this phase the detailed measurements of the change acceptance and a plan for measurement activity are created. Measurements are to be taken before and after go-live. Before go-live, the measurement will be focused on the readiness of the organization and individuals for the new processes and systems. The post go-live measurement will be focused on the level of adoption.

HRchitect will work with the Client team to create a go-live readiness checklist to be executed 3 – 4 weeks before the new system and processes are rolled out to the organization. We will also create a post go-live measurement that will be executed 3 – 4 weeks after rollout.

The learnings from the post go-live exercise will be used to modify the change plan for the phase 2 rollout.

DELIVERABLES: GO-LIVE READINESS CHECKLIST, POST GO-LIVE MEASUREMENT

PACKAGE FEATURES	SILVER PACKAGE $35,000	GOLD PACKAGE $60,000	PLATINUM PACKAGE $99,500
Determination of Change Management Strategy and Process	✔	✔	✔
Identification of Tools & Resources	✔	✔	✔
Change Management Overview Kickoff	✔	✔	✔
Weekly one hour check in meeting with two HRchitect consultants for 39 weeks	✔	✔	✔
Number of working sessions (hours)	Not included	40 hours	80 hours
Elements included in Change Management Toolkit	6	6	9

TOOLKIT ELEMENTS	SILVER PACKAGE	GOLD PACKAGE	PLATINUM PACKAGE
Change Plan	✔	✔	✔
Communication Plan	✔	✔	✔
Business Readiness	✔	✔	✔
Go-live Checklist	✔	✔	✔
Reinforcement / Sustainment	✔	✔	✔
Success Measures	✔	✔	✔
Org Readiness Assessment		Add-on available	✔
Change Agent Network		Add-on available	✔
Coaching & Support for Sponsor & Leaders		Add-on available	✔

3.6 PRE-IMPLEMENTATION PLANNING/PROJECT READINESS (PHASE 0)

Using our HCM and UKG system knowledge and expertise, HRchitect will provide pre-implementation consulting services to facilitate the rollout and deployment of the UKG platform specific to the modules purchased:

- Project team organization and resource planning
- Risk analysis and mitigation planning
- Define critical success factors
- Define key analytics and reporting requirements
- Review key configuration components to define requirements and facilitate related decision making specific to foundational design in advance of implementation kickoff
  - Review of Org structure
  - Current HR and Payroll processes
  - Job code validation
  - Resource/Team planning
  - Project goals and objectives
  - Policy changes and Standardization
  - Integration planning
  - Data conversion planning

Deliverables:

- Project Initiation call
- 6-8 virtual planning sessions, with meeting cadence defined during the project Initiation call
- Phase 0 workbook that will be provided to your implementation team in preparation for kickoff that includes:
  - Project team structure
  - List of pre-implementation tasks specific to data gathering, migration and integration components of the project

3.7 CLIENT SIDE ADVISORY

HRchitect shall provide Client with professional services ("Activities") as defined below to facilitate the implementation and deployment of the UKG Pro platforms for duration of the project.

As part of the Client's Project Team, HRchitect will provide project management, project strategic advisory and business process consulting services to Client throughout the lifecycle of the UKG implementation. As the leaders in all things UKG, client-side assistance from HRchitect is the best assurance that your UKG implementation will go smoothly and successfully.

Studies show that System Implementation engagements are 85% more successful when clients utilize HRchitect's client-side consulting services

Delivery of project management services, including management of internal team meetings and deliverables, project reporting status updates to internal steering committee, liaising with vendor project manager to manage timelines and collective deliverables, facilitate escalations as needed, manage/update project plan, and provide other related project oversight activities.	Provide guidance concerning best practices to ensure that configuration design fully reflects industry standards and will enable effective system adoption	Provide subject matter expertise specific to the migration of data
Provide subject matter expertise specific to the integration with internal systems	Assist with internal change management including risk analysis and associate mitigation strategy, development of internal change management communication strategy and associated collateral, development of training strategy and collateral and development of deployment strategy	Assistance with client configuration tasks
Facilitation of UAT processes including associated configuration adjustments	Assistance with production cutover deployment tasks	Assistance with client training

- Client-side Project Management - An HRchitect **Project Manager** will be embedded within your project team and assist you with the following tasks:
    - Managing Project plan and Project console
    - Project team organization planning, Managing resources from Client and UKG side
    - Assistance with resolution of issues

- Identification of project risk and mitigating risk

- Ensuring client/UKG tasks and deliverables are met with time and Quality results

- Assisting Client with understanding UKG tools and best practices for sticking to the timeline and deliverables

- Ensuring communication across teams

- Setting up Client with access to UKG training tools and ensuring Client has access needed to all training modules.

- Managing integration and data conversion tasks

- Project Manager will be available prior to the kickoff of the implementation and will support you through Go-live. If additional support is needed the contract can be extended.

- Client-side Subject Matter Expertise - HRchitect Client Side assistance will perform the following tasks:

  o Act as a strategic advisor, providing guidance on best practices for system design and process improvement

  o Assist with the review of functional requirements in preparation of UKG led requirement sessions. Participate in Analysis and Discovery sessions and provide recommendations.

  o Lead team status calls and participate in other weekly defined project calls

  o Assist Client with preparation of Data conversion files as well as Integration spec creation

  o Interface with the vendor (UKG) to provide certainty of the project implementation and eliminate risk

  o Assist with development of training plan, collateral, and delivery

    o HRchitect will provide Client with standard test cases and can assist with creation of test cases

  o Assist with support of Parallel testing, Integration testing, UAT of all modules

  o Parallel and Live Payroll support

  o Provide guidance in development and execution of an implementation Roadmap

  o Provide other consulting services as identified by the Client to ensure a successful deployment of the UKG platform

Assumptions:

- Services are assumed for the duration of the project and assume an average of 10-20 hours per week

3.8 CONCIERGE MANAGED POST-GO-LIVE SUPPORT SERVICES

HRchitect Concierge Support services offer expert assistance to maintain and optimize your UKG systems, freeing your team to focus on other priorities. This specialized program is ideal for organizations with limited in-house resources to manage and enhance their UKG solutions. You can use our concierge support services to supplement your internal resources or as your primary, dedicated UKG support option.

With HRchitect's support services, you can benefit from:

- Lower administration costs and rapid achievement of ROI objectives.
- Access to human capital management, workforce management, and UKG expertise as needed.
- Reallocation of your resources to more strategic activities.

Our concierge support services provide a comprehensive array of assistance, designed to adapt to the evolving needs of your business. This includes proactive monitoring to anticipate and resolve issues before they impact your operations, ensuring your UKG systems are always running at peak performance. Additionally, we offer strategic consulting to help you leverage the full potential of your UKG products, aligning them with your business goals and objectives.

For organizations without existing internal resources, our support services eliminate the need to add a dedicated full-time resource, allowing your HR practitioners to concentrate on their essential tasks. It is also the fastest way to bring in-depth UKG expertise into your organization. An HRchitect concierge support plan provides comprehensive support for all day-to-day aspects of maintaining UKG products and rolling out new projects, including:

- **Creation and maintenance of UKG application content**: We handle the development and upkeep of all content within your UKG applications, ensuring that it is always up-to-date and aligned with your business needs. This includes creating new content, updating existing content, and managing the overall content structure to enhance user experience.
- **Implementation of new modules**: Our team assists with the seamless setup of new modules into your existing UKG system. This includes planning, configuration, testing, and deployment to ensure that the new modules work flawlessly with your current setup.
- **Implementation of new configurations, content changes, and management of application changes**: We manage all aspects of configuration changes, content updates, and application modifications. This includes assessing the impact of changes, planning and executing updates, and ensuring that all changes are thoroughly tested before deployment.
- **Assistance with testing new functionality**: Our team provides support for testing new features and functionalities within your UKG system. This includes creating test plans, executing tests, and documenting results to ensure that new functionalities meet your requirements and perform as expected.
- **Development of custom reports and dashboards**: We create custom reports and dashboards tailored to your specific needs. This includes identifying key metrics, designing report layouts, and developing interactive dashboards that provide valuable insights into your business operations.

- o **Tactical support for version migrations, new products, updates, and global rollouts**: We offer tactical support for major system changes, such as version upgrades, new product implementations, and global rollouts. This includes planning, coordination, execution, and post-implementation support to ensure a smooth transition.
- o **Troubleshooting issues and logging support incidents**: Our team is available to troubleshoot any issues that arise with your UKG system. We support incidents, diagnose problems, and provide timely resolutions to minimize downtime and ensure system reliability.
- o **Provision of training to end-user populations**: We provide comprehensive training programs for end-users to ensure they are proficient in using the UKG system. This includes developing training materials, conducting training sessions, and offering ongoing support to address any questions or concerns.
- o **Provision of tactical operational support**: Our team offers tactical operational support to assist with day-to-day system operations. This includes monitoring system performance, managing user access, and ensuring that all operational tasks are completed efficiently.
- o **Performing other "as directed" services**: We are flexible and can perform additional services as directed by your organization. This includes any ad-hoc tasks or special projects that require our expertise and support.

We understand the importance of continuous improvement and staying ahead of industry trends. Our support services include regular reviews and updates to ensure your UKG systems are optimized for performance and compliance with the latest regulations. By partnering with HRchitect, you gain access to a wealth of knowledge and resources, empowering your organization to thrive in a competitive landscape.

Whether you need short-term assistance for specific projects or long-term support for ongoing operations, HRchitect's concierge services are designed to provide the flexibility and expertise you need to succeed.

3.9 TRAINING

HRchitect offers three tiers of training services to meet your organization's needs:

Tier 1:

System Administrator Training

Provide in-depth training for system administrators responsible for managing the UKG platform covering in depth configuration, set up user management, security, and system maintenance.

- Two 5-hour sessions with the Administrators (up to max of 10 attendees)
  - This can be split up into groups based on modules purchased, such as one session for HR/Payroll/Benefits, and one for WFM
- Two 1-page quick user guides for selected functionality, such as Running Integrations, Time off Requests, Timesheet, and Committing Payroll.
- We will customize the agenda for the highest priority functions the client would like to include in these sessions.

Tier 2:

System Administrator Training and Train the Trainer

Provide in-depth training for system administrators responsible for managing the UKG platform covering in depth configuration, setup user management, security, and system maintenance.

- Two 5-hour sessions with the Administrators (up to max of 10 attendees).
- Five 1-page quick user guides for selected functionality, such as Running Integrations, Time off Requests, Timesheet, and Committing Payroll.
- Train the Trainer session courses can be recorded to utilize for future use.
- We will customize the agenda for the highest priority functions the client would like to include in these sessions.
- This can be split up based on modules purchased, such as for Manager functions half the session can cover HR/Payroll/Benefits and half the session can cover Workforce Management.
- One 3-hour session (up to 20 attendees). Train the trainer for Administrators or Trainers - Employee functions: Employee Functions teaches navigation and employee responsibilities such as reporting time and absence, requesting time off, and viewing reports. Training is focused on how to use the system as well as the applicable business processes and procedures.
- One 4-hour Manager Functions (up to 20 attendees). Train the trainer for Administrators or Trainers - Manager Functions introduces manager views of employee timesheets and balances. Typical manager responsibilities include correcting and approving time, HR data, functions, reporting, scheduling employees, and managing time-off requests.

End user Training

Comprehensive training for employees and Managers who will be utilizing UKG for tasks such as Time and attendance management, scheduling, Payroll, HR Processes, and Reporting.

- Five 1-page quick user guides for selected functionality, such as Running Integrations, Time off Requests, Timesheet, and Committing Payroll.
- This can be split up based on modules purchased, such as for Manager functions half the session can cover HR/Payroll/Benefits and half the session can cover Workforce Management.
- This end user training can be performed remotely or onsite (travel expenses extra).
- Employee functions for End Users: Two courses, up to four hours each. No max on attendees. Employee Functions teaches navigation and employee responsibilities such as reporting time and absence, requesting time off, and viewing reports. Training is focused on how to use the system as well as the applicable business processes and procedures.
- Manager Functions: Two courses, up to four hours each. Manager Functions introduces manager views of employee timesheets and balances. Typical manager responsibilities include correcting and approving time, HR data, functions, reporting, scheduling employees, and managing time-off requests.
- System Administrator Training: Two courses, up to five hours each. For Administrators of the system - Provide in-depth training for system administrators responsible for managing the UKG platform covering in depth configuration, setup user management, security, and system maintenance.

3.10 UKG SYSTEM ASSESSMENT

HRchitect will conduct virtual consulting services to facilitate improved utilization of the UKG platform. This includes the following:

- Review of client documentation and system in advance of assessment virtual workshop sessions.
- Conduct up to twenty (20) hours for analysis and assessment document review and process optimization opportunities specific to the UKG modules currently deployed
- Develop usage assessment and optimization opportunities report, including the estimated level of effort for defined deliverables specific to UKG
- Review assessment report and define prioritization roadmap for UKG

Note: based on the prioritization of the assessment report, a detailed statement of work with associated cost estimates will be provided for the optimization services for the UKG platform.

3.11 PEOPLE, PROCESS, OPERATIONS ASSESSMENT

Our People, Process, Operations Assessment (PPOA) was developed specifically for organizations who are performing HR Digital Transformation projects. Our methodology consists of assessing 3 focus areas: Business Needs and Requirements, the Process Requirements, and the People effort. The resulting operational assessment will contain two or more options around the HR Service Delivery model that will be most successful.
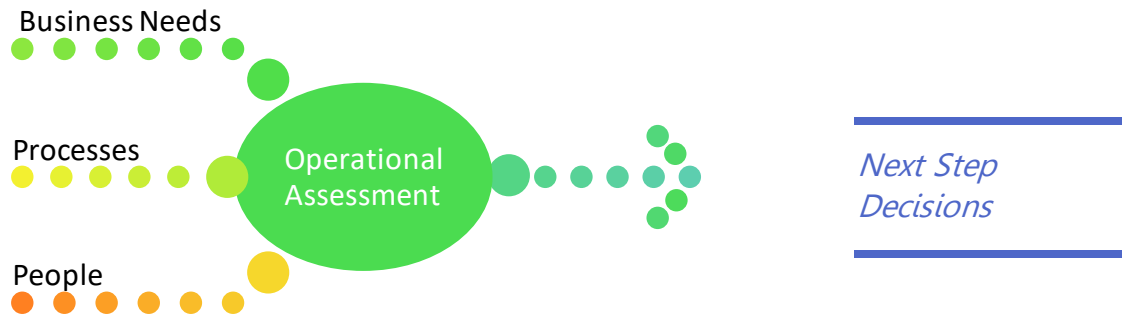
DELIVERABLES

Project Status Dashboard Report

HRchitect will conduct weekly status meetings and create a weekly project status dashboard to keep the project on track.

The dashboard report will include the agreed upon timeline, decisions / action items that need to be made, and any notes from the weekly status meetings.

DELIVERABLE: PROJECT STATUS DASHBOARD

Project Definition

The initial step of the project will be to conduct a project definition session. During this session, the project scope, objectives, and a project timeline are defined.

- Project Objective
- Project Scope
- Success Criteria
- Milestone Timeline

DELIVERABLE: PROJECT CHARTER

Defining Business Needs and Requirements

Using our online requirements gathering questionnaire, HRchitect will lead the team through a series of Discovery meetings. These questionnaires are designed to gather service delivery model requirements in an easy formalized manner. The requirements that are gathered will be "future focused".

These will be launched in a staggered cadence so that the team is not overwhelmed with survey taking and the related discussions are performed in the soonest time possible to survey completion, so the information is top of mind.

DELIVERABLE: SURVEYS, SURVEY RESULTS

Process Standardization Assessment

Once the surveys have been finalized and analyzed, HRchitect will conduct a series of meetings to review these findings and guide and coach the team so that standard practice is adopted wherever possible. HRchitect will use standard RACI process charts to help facilitate these discussions. The team will be challenged to adopt the standards unless there is a true business need to do otherwise.

By using the RACI methodology, HRchitect will be able to assess the organization structure and resource allocations used to complete these processes.

DELIVERABLE: PROCESS RACI CHARTS

Efficiency and Effectiveness of People

After the discovery meetings HRchitect will compile an HR Service Delivery model document. This will include the people, processes and applications that are in place along with recommendations for any changes with the goal of a more efficient and effective team.

DELIVERABLE: HR SERVICE DELIVERY MODEL

WORK CADENCE

The entire project is anticipated to take about 8 weeks in duration with the activities being performed as follows:

WEEK	ACTIVITY
ONE	Introduce the Project Charter, Plan for the surveys and meetings
TWO	Finalize Project Charter, Calendar all meetings
THREE	Launch first set of surveys
FOUR	Meetings from first set of surveys, launch second set of surveys
FIVE	Meetings on second set of surveys, launch third set of surveys
SIX	Meetings on third set of surveys
SEVEN	HRchitect Prepares RACI, and HR Service Delivery Deliverables
EIGHT	HRchitect Presents RACI, and HR Service Delivery Deliverables