

**CITY OF MIRAMAR
PROPOSED CITY COMMISSION AGENDA ITEM**

Meeting Date: January 22, 2025

Presenter's Name and Title: Vanessa J. Sauveur, Information Systems Manager

Prepared By: Vanessa J. Sauveur, Information Systems Manager

Temp. Reso. Number: TR 8301

Item Description: Temp. Reso. # 8301, APPROVING THE RENEWAL AND MAINTENANCE OF SOFTWARE SERVICES AND LICENSES WITH SIRIUS COMPUTER SOLUTIONS LLC., AND UKG DIMENSIONS (FORMERLY KRONOS, INCORPORATED), IN AN AMOUNT NOT TO EXCEED \$181,300, FOR FISCAL YEAR 2025. (Vanessa J. Sauveur, Information Systems Manager)

Consent Resolution Ordinance Quasi-Judicial Public Hearing

Instructions for the Office of the City Clerk: none

Public Notice – As required by the Sec. ____ of the City Code and/or Sec. ____, Florida Statutes, public notice for this item was provided as follows: on _____ in a _____ ad in the _____; by the posting the property on _____ and/or by sending mailed notice to property owners within ____ feet of the property on _____
(fill in all that apply)

Special Voting Requirement – As required by Sec. _____, of the City Code and/or Sec. _____, Florida Statutes, approval of this item requires a _____ (unanimous, 4/5ths etc.) vote by the City Commission.

Fiscal Impact: Yes No


REMARKS: Funding of \$181,300 is available in the Information Technology Fund, GL Account 504-58-580-516-000-603425, Software License and Maintenance.

Content:

- **Agenda Item Memo from the City Manager to City Commission**
- **Resolution TR 8301**
- **Attachment(s)**
 - **Attachment 1: UKG Dimensions' Renewal Quote**
 - **Attachment 2: Resolution No. 22-26**
 - **Attachment 3: The City and UKG Dimension Software Agreement**



**CITY OF MIRAMAR
INTEROFFICE MEMORANDUM**

TO: Mayor and City Commissioners
FROM: Dr. Roy L. Virgin, City Manager 
BY: Clayton Jenkins, Information Technology Director
DATE: January 16, 2025
RE: Temp. Reso. No. 8301, approving the renewal of software services and licenses.

RECOMMENDATION: The City Manager recommends approval of Temp. Reso. No. 8301 for the renewal of software services and licenses with Sirius Computer Solutions LLC., and UKG Dimensions (formerly Kronos, Incorporated), in an amount not to exceed \$181,300, for fiscal year 2025.

ISSUE: City Commission approval is required for expenditures exceeding \$75,000 in accordance with City Code Section 2-412(a)(1).

BACKGROUND: The City uses security software for monitoring, protecting, and managing sensitive data on the City's network. This security software enables the City to effectively detect and respond to insider threats, data breaches, and other cybersecurity risks.

The City entered into a three-year agreement with UKG Dimensions for a timekeeping software system in November 2021 with a renewal period of 12 months utilizing the Omnia Partners contract number 18220.

DISCUSSION: Renewal of software services and licenses for a one-year period is essential in order to sustain the ongoing monitoring and protection of the City's data from cyber threats and continue to utilize and maintain the current timekeeping system.

Pursuant to City Code Section 2-413(11)c, renewal of software license and maintenance services are exempt from competitive bidding.

Below is the breakdown of the renewal terms.

Vendor	Software/Support License	Renewal Period	Renewal Cost
Sirius Computer Solutions	Data Security Monitoring and Protection Services	2//11/2025 - 2/10/2026	\$94,346
UKG	Timekeeping System	2/10/2025 -2/09/2026	\$86,864

ANALYSIS: Funding in the amount of \$181,300 is available in the Information Technology Fund, GL Account 504-58-580-516-000-603425, Software License and Maintenance.

Temp. Reso. No. 8301

11/27/24

1/14/25

**CITY OF MIRAMAR
MIRAMAR, FLORIDA**

RESOLUTION NO. _____

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF MIRAMAR, FLORIDA, APPROVING THE RENEWAL OF SOFTWARE SERVICES AND LICENSES WITH SIRIUS COMPUTER SOLUTIONS LLC. AND UKG DIMENSIONS (FORMERLY KRONOS, INCORPORATED), IN AN AMOUNT NOT TO EXCEED \$181,300 FOR FISCAL YEAR 2025; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the City strives to implement solutions and technologies that provide the most effective and efficient services for City staff and residents; and

WHEREAS, section 2-412(a)(1) of the City Code provides that all commodities or services provided by a single vendor in excess of \$75,000 must be formally approved by the City Commission; and

WHEREAS, the City uses security software for monitoring, protecting, and managing sensitive data on the City's network; and

WHEREAS, this software enables the City to effectively detect and respond to insider threats, data breaches and other cybersecurity risks; and

WHEREAS, the City entered into a three-year agreement with UKG Dimensions (formerly Kronos, Incorporated) for timekeeping software system in October 2021 with a renewal period of 12 months utilizing the Omnia Partners contract number 18220; and

Reso. _____

Temp. Reso. No. 8301
11/27/24
1/14/25

WHEREAS, renewal of these software services and licenses for a one-year period is essential in order to continue monitoring and protecting the City’s data from cyber threats and continue to utilize and maintain the current timekeeping system; and

WHEREAS, pursuant to City Code Section 2-413(11)c, renewal of software license and maintenance services are exempt from competitive bidding; and

WHEREAS, the City Manager recommends approval of the renewal of software services and licenses from Sirius Computer Solutions LLC. and UKG Dimensions (formerly Kronos, Incorporated) in an amount not to exceed \$181,300 for fiscal year 2025.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF MIRAMAR, FLORIDA AS FOLLOWS:

Section 1: That the foregoing “**WHEREAS**” clauses are ratified and confirmed as being true and correct and are made a specific part of this Resolution.

Section 2: The City Manager recommends approval of the renewal of security software services and licenses from Sirius Computer Solutions LLC., and UKG Dimensions (formerly Kronos, Incorporated) in an amount not to exceed \$181,300 for fiscal year 2025.

Section 3: That the appropriate City officials are authorized to do all things necessary and expedient in order to carry out the aims of this Resolution.

Section 4: That this Resolution shall become effective upon adoption.

Temp. Reso. No. 8301
11/27/24
1/14/25

PASSED AND ADOPTED this _____ day of _____, _____.

Mayor, Wayne M. Messam

ATTEST:

City Clerk, Denise A. Gibbs

I HEREBY CERTIFY that I have approved
this RESOLUTION as to form:

City Attorney,
Austin Pamies Norris Weeks Powell, PLLC

<u>Requested by Administration</u>	<u>Voted</u>
Commissioner Winston F. Barnes	_____
Commissioner Maxwell B. Chambers	_____
Commissioner Yvette Colbourne	_____
Mayor Wayne M. Messam	_____

Reso. No. _____



RENEWAL ORDER FORM

Quote#: Q-295472

Date: 18 Oct, 2024

Customer Legal Name:
CITY OF MIRAMAR

Ship To: CITY OF MIRAMAR
2300 CIVIC CENTER PLACE
MIRAMAR, FL 33025-6577 USA

Customer Legal Address:
2300 CIVIC CENTER PLACE, MIRAMAR, FL 33025-6577 USA

Bill To: CITY OF MIRAMAR
2300 CIVIC CENTER PLACE
MIRAMAR, FL 33025-6577 USA

Bill To Contact:

Payment Terms: Net 30 Days
Customer PO Number:
Renewal Term: 12 months
Billing Frequency: Annual
Billing Type: Advance

Currency: USD
Solution ID: 6093901

Order Notes:

This Order is entered into between Customer and Kronos Incorporated, a UKG company, subject to the terms and conditions of the Master Agreement Reference #18220 dated March 18th, 2019, between the Lead Agency (acting as "Owner") and Kronos Incorporated (as the "Contractor"), as amended ("Contract #18220"). The TeleStaff Cloud Software Application as listed on this Order as subject to the Sections A and K of Contract #18220).

Contract Summary

Contract Period Start Date: 2/15/2025 12:00:00 AM

Contract Period End Date: 2/14/2026 12:00:00 AM

Total Price: USD 86,863.92

The Total Price is the total billable amount (pre-tax) for the contract period listed above.

Annualized Contract Value: USD 87,000.00

The Annualized Contract Value is the value of the contract if all services are priced for 365 days. The Annualized Contract Value does not include estimated tax. Please note that this quote may include services priced for prorated periods.

SaaS Application

Product Name	Duration	Quantity	Monthly Total	Total Price
UKG PRO TIMEKEEPING HOURLY	12	1,475	USD 6,335.42	USD 76,025.04
UKG PRO ACCRUALS	12	1,400	USD 611.52	USD 7,338.24

UKG PRO ADVANCED SCHEDULING	12	275	USD 291.72	USD 3,500.64
UKG PRO WFM INTEGRATION TO UKG TELESTAFF	12	200	USD 0.00	USD 0.00
Total Price				USD 86,863.92

CITY OF MIRAMAR

UKG Kronos Systems LLC

Signature: _____

Signature: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

The monthly price on this Order has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. Due to the rounding calculations, the actual price may not display as expected when displayed on your Order. Nonetheless, the actual price on your invoice is the true and binding total for this Order for purposes of amounts owed for the term. If you are tax exempt, please email a copy of your "Tax Exempt Certificate" to TaxExemption@ukg.com along with the quote number otherwise this order is subject to applicable taxes. The actual tax amount to be paid by Customer will be shown on Customer's invoice.

UKG is aligning our product brand and announcing that the UKG Dimensions® and UKG Pro® solutions will be one product suite under the name UKG Pro. Click here to learn more and view examples of current to future names

<https://www.ukg.com/one-suite#WhatproductnamesarechangingunderUKGDimensions>

Temp. Reso. No. 7524
10/13/21
10/28/21

**CITY OF MIRAMAR
MIRAMAR, FLORIDA**

RESOLUTION NO. 22-26

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF MIRAMAR, FLORIDA, APPROVING THE RENEWAL, REMEDIATION, AND MAINTENANCE OF KRONOS WORKFORCE, FOR A TOTAL AMOUNT NOT TO EXCEED \$188,461 FOR FY22, UTILIZING THE OMNIA PARTNERS CONTRACT NUMBER 18220 WITH KRONOS INCORPORATED; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the City strives to implement solutions and technologies that provide the most effective and efficient services for City staff; and

WHEREAS, these digital services are vital to allowing the City to provide timekeeping capabilities for City staff; and

WHEREAS, remediation is necessary to assess and streamline the Human Resources processes and procedures; and

WHEREAS, City Code Section 2-413(6) provides for an exemption from competitive bidding for purchases made utilizing other government agency competitive contracts, such as OMNIA Partners Contract Number 18220; and

WHEREAS, pursuant to City Code Section 2-412(a)(1), City Commission approval is required for expenditures exceeding \$75,000 per year to a single vendor; and

WHEREAS, the City Manager recommends approval of the expenditures for the renewal, remediation, and maintenance of the Kronos Workforce Timekeeper, for a total amount not to exceed \$188,461 for FY22, with Kronos Incorporated; and

Reso. No. 22-26

Temp. Reso. No. 7524
10/13/21
10/28/21

WHEREAS, pursuant to City Code, approval of the City Commission is required for the purchase of or contract for services in excess of \$75,000 from the same person or entity within a single fiscal year; and

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF MIRAMAR, FLORIDA AS FOLLOWS:

Section 1: That the foregoing "**WHEREAS**" clauses are ratified and confirmed as being true and correct and are made specific part of this Resolution.

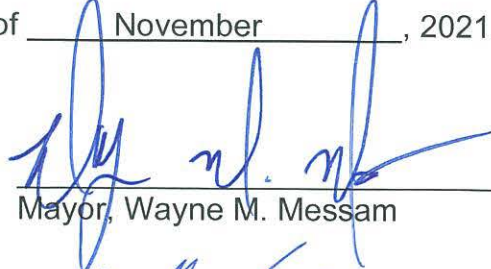
Section 2: That the City Commission approves the expenditure for the renewal, remediation, and maintenance of the Kronos Workforce, for a total amount not to exceed \$188,461 for FY22, with Kronos Incorporated.

Section 3: That the appropriate City Officials are authorized to do all things necessary and expedient to carry out the aims of this Resolution.

Section 4: That this resolution shall take effect immediately upon adoption.

Temp. Reso. No. 7524
10/13/21
10/28/21

PASSED AND ADOPTED this 3 day of November, 2021.



Mayor, Wayne M. Messam

Vice Mayor, Yvette Colbourne

ATTEST:



City Clerk, Denise A. Gibbs

I HEREBY CERTIFY that I have approved
this RESOLUTION as to form:



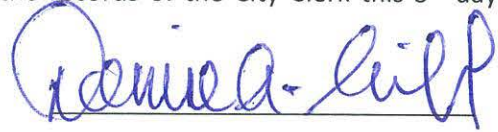
City Attorney,
Austin Pamies Norris Weeks Powell, PLLC

<u>Requested by Administration</u>	<u>Voted</u>
Commissioner Winston F. Barnes	Yes
Commissioner Maxwell B. Chambers	Yes
Vice Mayor Yvette Colbourne	Yes
Commissioner Alexandra P. Davis	Yes
Mayor Wayne M. Messam	Yes

Certificate of Filing for a Resolution

CERTIFICATE OF FILING

I, Denise A. Gibbs, as City Clerk of the City of Miramar, a Florida Municipal Corporation, hereby certify that this fully executed Resolution No. 22-26 was filed in the records of the City Clerk this 3rd day of November, 2021.



Print Name: Denise A. Gibbs

Print Title: City Clerk



Quote#: Q-85626
 Expires: 12/31/2021
 Sales Executive: Nikki Kirkpatrick

ORDER FORM

Order Type: Quote
 Date: 10/26/2021

Bill To Contact:

Bill To: CITY OF MIRAMAR
 2300 CIVIC CENTER PLACE
 MIRAMAR, FL 33025-6577 USA

Ship To Contact:

Ship To: CITY OF MIRAMAR
 2300 CIVIC CENTER PLACE
 MIRAMAR, FL 33025-6577 USA

Ship to Phone:
 Ship to Mobile:
 Contact: BRANDON BREWSTER
 Email: babrewster@miramarfl.gov

Currency: USD
 Customer PO Number:
 Solution ID: 6093901
 Initial Term: 36 months
 Billing Start Date: 90 Days from Execution of Order Form
 Data Center Location: USA

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

Order Notes:

The parties agree that Customer is migrating from their existing Software as a Service applications (the "Existing Applications") to the UKG Dimensions Software as a Service offering ("WFD SaaS"). Customer's Software as a Service Agreement on the Existing Applications will continue for a period of ninety (90) days from the execution of this Order Form. After such period, Customer's rights to use the Existing Applications, along with the associated Software as a Service Agreement, will be terminated, unless otherwise noted herein.

UKG Dimensions Monthly Service Fees shall be invoiced at the Billing Frequency indicated on this Order Form, commencing on the Billing Start Date. As of the Billing Start Date, UKG will credit Customer for any pre-paid but unused Monthly Service Fees for Existing Applications being migrated. Customer may apply credits against any amounts owed to UKG by Customer until such credit is expended. Customer understands that they remain responsible for payment of Monthly Service Fees on the Existing Applications until the UKG Dimensions Billing Start Date.

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

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

The Scope Statement attached to this Order Form is a summary of the Implementation Services to be provided by UKG for the Implementation Services Fees outlined in this Order Form and incorporated herein by reference.

This order entered into between the Customer and Kronos Incorporated, a UKG company is subject to the terms and conditions of the Master Agreement Reference #18220 dated March 18th, 2019, between the Lead Agency (acting as "Owner") and Kronos Incorporated



(as the "Contractor"), as amended (collectively referred to as the "US Communities Agreement #18220").

SaaS Services

Billing Frequency: Annual in Advance

Product Name	Quantity	PEPM	Monthly Price
UKG DIMENSIONS TIMEKEEPING HOURLY	1,300	USD 4.13	USD 5,369.00
UKG DIMENSIONS ACCRUALS	1,050	USD 0.42	USD 441.00
UKG DIMENSIONS ADVANCED SCHEDULING	275	USD 1.02	USD 280.50
Total Price			USD 6,090.50

Fixed Fee

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

Item	Billing Role	Quantity	Unit Price	Total Price
UKG DIMENSIONS USER ADOPTION ASSESSMENT	Education Consultant	1	USD 2,400.00	USD 2,400.00
UKG DIMENSIONS TRAIN THE TRAINER PACKAGE	Education Consultant	1	USD 2,400.00	USD 2,400.00
Total Price				USD 4,800.00

One Time Setup Fee

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

Item	Total Price
One Time Setup Fees	USD 34,000.00

A La Carte Services

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

Item	Billing Role	Quantity	Unit Price	Total Price
Accruals - Additional Accrual Policy	Grouped	6	USD 2,500.00	USD 15,000.00
Additional Interfaces	Grouped	1	USD 3,840.00	USD 3,840.00
Additional Interfaces	Grouped	1	USD 1,280.00	USD 1,280.00
Additional Interfaces	Grouped	1	USD 1,280.00	USD 1,280.00
Dimensions Project - Additional Separate Phased Go-lives	Grouped	3	USD 8,000.00	USD 24,000.00
Dimensions Project - Onsite Assessment - 3 days onsite	Grouped	1	USD 4,500.00	USD 4,500.00
Enhanced Business Data Automation	Grouped	1	USD 10,000.00	USD 10,000.00
Solution Quality Assurance - Boot Camp	Grouped	1	USD 4,500.00	USD 4,500.00
Timekeeping - Additional Employee Pay Group(s)	Grouped	8	USD 1,850.00	USD 14,800.00
Total Price				USD 79,200.00

Quote Summary


Item	Total Price
Total Monthly SaaS and Equipment Rental Fees	USD 6,090.50




Item	Total Price
Total Fixed Fees	USD 4,800.00

Item	Total Price
Total One Time Fees	USD 113,200.00

CITY OF MIRAMAR

Signature: 
Name: Whittingham D. Gordon
Title: City Manager
Effective Date: 11/15/21

Kronos Incorporated

Signature: 
Name: Nicole Dandurant
Title: Order Processing Analyst
Effective Date: 11/5/2021 | 8:57 AM EDT

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

CITY OF MIRAMAR, FLORIDA

By:  _____

Whittingham O. Gordon, City Manager

ATTEST:

 _____
Denise A Gibbs, City Clerk

Approved as to form and legal sufficiency
for the use of and reliance by the City of
Miramar only:

 _____
Austin Pamies Norris Weeks Powell, PLLC
City Attorney

Scope Statement

Purpose and Overview of Scope Statement

This Scope Statement outlines the scope of services to be provided by Kronos for the Setup Fees indicated on the applicable Order Form, to CITY OF MIRAMAR (“Customer”), related to the Core entitlements, Value-add entitlements, and/or Additional Services contained in this document. Our Professional Services engagements are designed to help our Customers successfully deploy Core entitlements, as well as easily layer Value-add entitlements and functionality over time based on your priorities, schedule, and resources.

The UKG Dimensions™ Scope Statement described herein is fixed scope based and is subject to the terms and conditions governing your UKG Dimensions Agreement (the “Agreement”). Unless otherwise defined herein, words and expressions defined in the Agreement shall have the same meaning in this Scope Statement.

Project Objectives / Customer Goals

Workforce Dimensions is a complete workforce technology suite for hourly and salaried employees. Based on our long history of delivering workforce innovation, Workforce Dimensions represents the next generation of workforce management. Every dimension — the underlying architecture, user experience, functionality, integration, data access, delivery, and support — is designed to help you optimize your most valuable resource: your people. With Workforce Dimensions, you now have the technology tools you need — built on the vast power of evolving technologies — to manage your workforce of the future today.

UKG Dimensions Solution

CITY OF MIRAMAR and Kronos are onboarding the following UKG Dimensions entitlements with:

- 16 location(s)
- 1 State(s)/Province(s)
- 1 EIN(s)

Core Entitlement	On-boarding Type	Number of Employees
UKG Dimensions Timekeeping Hourly	Net New	1300
UKG Dimensions Accruals	Net New	1050
UKG Dimensions Scheduling	Net New	275

CITY OF MIRAMAR and Kronos Collaboration

A successful project requires close collaboration between CITY OF MIRAMAR and Kronos. The Kronos Professional Services team is equipped to help keep you on target for meeting project milestones and requirements, as well as to assist you in configuring and deploying the UKG Dimensions solution in support of your organization’s business outcomes. Your organization’s participation and commitment to the project goals and timeline are critical to ensure success.

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

The onboarding process will be completed in three iterative phases: Initiate, Collaborate, and Adopt. Please review the Kronos Paragon™ Overview for the project life cycle, roles & responsibilities in more detail in the following link: [Kronos Paragon Overview](#).



Project Overview

Project Management services include:

- Kronos Project Manager working with Customer Project Manager to jointly run the project.
- Transition to Kronos Global Support after the first deployment go-live.
- Maintain project workspace, work plan, issues and risks management, weekly status calls and reports.

Implementation:

- Fixed scope implementations are designed to deliver value quickly to your organization. Project timelines generally span 6-8 months depending on the number of entitlements selected. Onboarding support for these time spans are included in the scope. Extended project timelines requested by customers can be supported with additional professional services and will be agreed via change order.

Remote Implementation approach:

- Kronos will conduct one Solution Development Workshop with the customer project team to create one solution design for the customer's organization.
- The customer team will conduct one testing cycle to accept that solution, which Kronos will support.
- Kronos will support one production go-live and provide knowledge transfer to allow you to be self-sufficient in any subsequent phased go-lives you choose to conduct for that module.
- The selection of deployment services:
 - 1 three consecutive days of onsite support for User Acceptance Testing. Travel expenses are not included and will be invoiced separately.
 - 3 Separate Phased Go-live(s).

Deployed Solution:

- Two tenants (1 Production, 1 Non-Production) will be designed and deployed with entitlements. The Non-Production environment may be refreshed from Production to support testing and training activities. Onboarding work will deliver configured solutions that operate on all supported desktop and mobile client platforms.
- Kronos will deliver the integrations using the Dell Boomi™ UKG Dimensions Integration Platform. Integrations are based on predefined templates and are assumed to be low to medium complexity. Interfaces are scheduled via UKG Dimensions and transfers data via flat files (CSV) to the UKG Dimensions secure FTP (SFTP) environment.

Educational Services:

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 Customer's business processes.

Kronos' training model includes a role-based learning plan. Each role within Customer's organization has a specific set of courses required at specific points in the deployment methodology. Having role-based training classes ensures Customer's 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. Kronos aims to provide the training with as little time between training delivery date and system usage as possible. This provides for Customer's users to have an opportunity to reinforce the training through real-life application before they begin to lose the skills gained in training. End users (i.e. Managers and Employees) use a train the trainer model for learning. Customer is responsible for train the trainer learning for their managers and employees.

Virtual Learning Environment Training

Kronos shall provide its live, hands-on classroom training, including a comprehensive agenda and facilitation by a trained and knowledgeable instructor, delivered to Customer's personnel via the Internet. Training is intended for the following audiences:

- Core Team training to help key functional and technical users make informed solution design and configuration decisions, and to provide fundamental product knowledge.
- Application & System Administrator to prepare functional and technical super users to perform their most common tasks in the solution



Self-Paced Training

Kronos shall provide self-paced product training.

Note: Kronos also offers fee-based consulting services that are not included under the terms of the Training Services referenced above.

Education Services:

Qty	Service	Description
1	User Adoption Assessment	<p>A Kronos User Adoption Consultant will work with work with designated customer resources to ensure ongoing user adoption including:</p> <ul style="list-style-type: none"> • Evaluation of user adoption needs • User Adoption Action Plan • Adaptable change management and user training templates
1	Train the Trainer Package	<p>A Kronos Certified Instructor will work with designated customer training resources to support the delivery of user training utilizing a train the trainer approach including:</p> <ul style="list-style-type: none"> • Workshop focused on user training delivery for manager and employee roles with a Kronos User Adoption Consultant • Review of manager level course for 1-5 participants • Editable manager level course PowerPoint and participant guide (Manager Tasks and Outcomes course) • Standard hands-on captured exercises created in Adobe Captivate with the most common tasks for managers • Each Train the Trainer package purchased is for 1 workshop session

Core Deliverables

Working in close collaboration, CITY OF MIRAMAR and Kronos will on-board the following core entitlements and functionality:

Core	Kronos Delivered Value
Timekeeping	<p>UKG Dimensions Timekeeping gets you started with the ability to accept punches and pay employees accurately through these core capabilities:</p> <ul style="list-style-type: none"> • Time capture and workflow automation • Adherence to policy through automated pay calculations • Automated time collection • Time-off balance tracking • Access to timekeeping information and self-service workflows • Visibility into labor tracking and accounting • Access to schedules • Mitigation of compliance risk • Proactive exceptions management <p>Scope assumptions:</p> <ul style="list-style-type: none"> • Employee Pay Groups <ul style="list-style-type: none"> • Up to 8 total Employee Pay Groups to be used across core entitlements noted in your UKG Dimensions Solution above. • Employee Pay Groups are a group of employees who are governed by a set of similar workforce management policy rules (e.g. overtime, shift premiums, holiday zones, etc.). • User Personas and Roles <ul style="list-style-type: none"> • Up to 5 functional and data security Personas: <ul style="list-style-type: none"> • 1 payroll administrator role • 2 types of manager roles

Core	Kronos Delivered Value
	<ul style="list-style-type: none"> • 2 types of employee roles (e.g. "Payroll Admin", "Manager", "Salaried Employee", "Hourly Employee"). • We will also provide knowledge transfer to the customer team to configure additional Personas as you require them. • 2 Yes / No questions for employees to attest with workflows • Data collection devices <ul style="list-style-type: none"> • Configure up to 5 Timekeeper Terminals with Biometrics (TouchID or TouchFree ID) and provide knowledge transfer for customer to configure remaining terminals. • Business Data Automation: One-time initial loads of business structure and labor categories to avoid manual and time-consuming entry tasks before go-live. • Standard integration templates: <ul style="list-style-type: none"> • Accrual Reset Import • Payroll Export that runs at the end of the pay period • Recurring person import for employee demographic data • Strategic Technical Advisor (STA) service included. The STA functions as the customer's single point of contact for technology related considerations. They will engage with the customer's technical teams and Kronos Technology Partners to assist with network infrastructure assessment, client access methods such as desktop, mobile, data collection devices and technology partner solutions. Additionally, the STA will advise, mentor and guide clients throughout solution implementation and adoption. The STA provides: <ul style="list-style-type: none"> • Technical readiness plan • Clock migration plan • Successful SSO deployment • Technical guidance & knowledge transfer
	<p>A la carte items selected:</p> <ul style="list-style-type: none"> • 8 Employee Group(s) in addition to 8 provided • Additional integration template(s) described as: Payroll Export to ADP • Additional integration template(s) described as: Payroll Export to ADP Police Only • Additional integration template(s) described as: 8 Hours; Pension Balances Import
Accruals	<p>UKG Dimensions Accruals entitlement becomes the system of record for accruals and adds comprehensive accrual administration to UKG Dimensions Timekeeping by automatically enforcing your time-off policies with:</p> <ul style="list-style-type: none"> • Automated accruals policy • Access to timekeeping information and self-service workflows • Mitigation of compliance risk • Time-off balance tracking • Visibility into labor tracking and accounting
Scheduling	<p>Scope assumptions:</p> <ul style="list-style-type: none"> • Up to 10 configurable accrual policies <p>A la carte items selected:</p> <ul style="list-style-type: none"> • 6 configurable accrual policies in addition to the 10 provided <p>UKG Dimensions Scheduling provides schedule administration to UKG Dimensions for consistent enforcement of policy through the following capabilities:</p> <ul style="list-style-type: none"> • Access to Schedules and Self-Service Workflows • Visibility into scheduling qualifications • Scheduling Indicators to guide decisions <p>Scope assumptions:</p> <ul style="list-style-type: none"> • Deployment of up to 10 different scheduling groups* (e.g., departments)

Core	Kronos Delivered Value
	<ul style="list-style-type: none"> • Deployment of up to 5 locations using standardized configuration settings from the 10 groups.** <p>*A schedule group typically has a 1 to 1 relationship with what would have been a paper schedule. It is a single schedule for a defined set of employees based on common tasks, skills, census/shift based, or other qualifiers.</p> <p>** A location is a separate physical geographic location.</p> <p>The scope is designed to focus the early phase of a Scheduling roll-out on standardization of disparate processes. Scheduling groups are selected to be configured and assumed for standardization across locations, with best-practices recommendations provided by the Kronos team.</p> <p>Roll-out of additional groups/locations will be handled by the customer or in the alternative additional roll-out services and educational services can be purchased from Kronos.</p>

Additional Services:

Service	Description
Enhanced Business Data Automation	<p>Kronos provides the ability to keep your Workforce Management systems' business structure refreshed as your business organization changes to support new business goals, reorganizations, new locations, acquisitions, divestures, etc.</p> <p>In addition to the business data automation included, this service provides additional recurring and fully automated (adds and changes) integrations to help eliminate costly and time-consuming manual entries through the following:</p> <ul style="list-style-type: none"> • Labor Category List Import • Labor Category Profile Import • Organizational Sets Import • Employee Group Import
Solution Quality Assurance - Boot Camp	<p>Kronos will conduct a test case development boot camp with the customer-side team to complete a Traceability Matrix and test cases per design elements available at the time of the boot camp. The customer team will execute these scripts and record the result, reporting successes and issues. 3 days onsite, travel expenses billed separately.</p>