UKG

ORDER FORM

Quote#: Q-100572
Expires: 31 Mar, 2022
Sales Executive: Patrick Friel

Order Type: Quote
Date: 22 Mar, 2022

Bill To Contact:

Bill To: CITY OF SMYRNA
2800 KING STREET
SMYRNA, GA 30080 USA

Ship To Contact: Carol Sicard

Ship To: CITY OF SMYRNA
2800 KING STREET
SMYRNA, GA 30080 USA

Ship to Phone: (678) 631-5333
Ship to Mobile:
Contact: Carol Sicard
Email: csicard@smyrnaga.gov

Currency: USD
Customer PO Number:
Solution ID: 6123228
Initial Term: 36 months
Billing Start Date: 90 Days from Execution of Order Form

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

Order Notes:

The Professional Services Engagement Overview attached to this Order Form is a summary for the implementation services to be provided by UKG for the UKG Ready Setup Fees set forth on this Order Form.

Customer is migrating from their existing Workforce Central perpetual software licenses (the "Existing Applications") to the UKG Ready software as a service offering. Customer's Software Support and/or Cloud Hosting services (as applicable) for the Existing Applications shall continue in accordance with UKG's Support policies at no cost for a period of ninety (90) days from execution of this Order Form and shall terminate thereafter unless the parties agree in writing to reinstate Software Support and/or Cloud Hosting services, as applicable.

The Monthly Service Fees for UKG Ready will 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 fees for Software Support and/or Cloud Hosting services (as applicable) for the Existing Applications. Customer may apply credits against any amounts owed to UKG by Customer until such credit is expended. Customer shall continue to pay the Software Support and/or Cloud Hosting services fees on the Existing Applications until the Billing Start Date.

This order entered into between the Customer and Kronos SaaShr, Inc., a UKG company, is subject to the terms and conditions of the Master Agreement Reference #18221 dated March 18th, 2019 between the Lead Agency (acting as "Owner") and Kronos SaaShr, Inc. (as the "Contractor"), as amended (collectively referred to as the "US Communities Agreement #18221").

SaaS Services

Billing Frequency: Monthly in Arrears

Product Name	Quantity	PEPM	Monthly Price
UKG READY TIME	550	USD 3.78	USD 2,079.00
UKG READY ACCRUALS MANAGER	550	USD 0.63	USD 346.50
UKG READY LEAVE	550	USD 0.95	USD 522.50
UKG READY SCHEDULER	210	USD 1.58	USD 331.80
UKG READY INTEGRATION HUB	1	USD 0.00	USD 0.00
Total Price			**USD 3,279.80**

One Time Setup Fee

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

Item	Total Price
One Time Setup Fees	**USD 9,607.50**

Quote Summary

Item	Total Price
Minimum Monthly SaaS Service & Equipment Rental Fee	USD 3,279.80

Item	Total Price
Minimum Annual SaaS Service & Equipment Rental Fee	USD 39,357.60

Item	Total Price
Total One Time Fees	USD 9,607.50

CITY OF SMYRNA   **Kronos SaaShr, Inc.**

Signature: _____   Signature: _____

Name: _____   Name: _____

Title: _____   Title: _____

Effective Date: _____   Effective Date: _____

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.

UKG

Professional Services Engagement Overview

Purpose and Overview of Engagement

This Professional Services Engagement Overview outlines the scope of services to be provided by Kronos for the Setup Fees indicated on the applicable Order for, to CITY OF SMYRNA ("Customer") related to the Core Modules, Value-add Modules, and/or Optional Services contained in the document. Our Professional Services engagements are designed to help our Customers successfully implement your Core Modules, aswell as enable you to easily layer Value-add Modules and functionality over time based on your priorities, schedule, and resources.

The Ready® Professional Services engagement described herein is fixed price based and is subject to the terms and conditions governing your Ready – Software as a Service (the "Agreement"). Unless otherwise defined herein, words and expressions defined in the Agreement shall have the same meaning in this Professional Services Engagement Overview.

Your Ready SaaS Solution

CITY OF SMYRNA and Kronos are deploying the following Ready modules with 1 location(s), EINS and 0 collective bargaining agreements(s).

Core Modules	Employees	Deployments	Estimated Duration
UKG READY TIME	550	1	
UKG READY ACCRUALS MANAGER	550	1	100 Days
UKG READY SCHEDULER	210	1	
Value Add Modules	Employees	Deployments	Estimated Duration
UKG Ready Leave	550	1	30 Days

CITY OF SMYRNA and Kronos Collaboration

A successful Professional Services Engagement will require close collaboration between CITY OF SMYRNA 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 Ready solution that meets your organization's specific requirements. Your organizations participation and commitment to the project goals and timeline are critical to help ensure success.

The Estimated Duration stated above is an estimate based upon our experience with our customers and products. Depending upon the preparation and engagement of your organization, there may be opportunity to accelerate the completion of this engagement. However, the Estimated Duration may be exceeded based on the level of preparedness, bandwidth, and skill level of your available resources. Other examples that may extend the Estimated Duration include: separate deployments of the solution, having a unionized workforce, and policies that vary across employee groups.

Core Functionality Deliverables
Working in close collaboration, CITY OF SMYRNA and Kronos will deploy the following core modules and functionality in 100 estimated days from project kick-off. Any quantified deliverables listed herein are based on services deliverables and are not to be considered system constraints.

UKG Ready Time	UKG Ready Time deployment gets you started with the ability to accept punches and pay employees accurately through these core components:
	• Total Cost Centers
	• Profiles
	    • Timesheet
	    • Time Off Request
	    • Pay Calculations
	    • Pay Prep
	    • Security
	    • Points
	• Tables
	    • Rate
	    • Holiday
	• Manager Levels
	• Employee Perspective Scorecards
	• Workflows
	    • Time Off Requests
	    • Timesheet Change Requests
	• Schedules
	    • Daily Rules
	    • Work Schedule Profiles
	• Pay Periods
	• Counters
	• Time Off Categories
	• Reports
	    • 61 commonly used pre-configured reports are included in the implementation
	    • Kronos will configure up to 5 additional custom reports using the standard functionality in thesoftware
	• Timekeeping Admin Training

UKG Ready Accruals Manager	UKG Ready Accruals Manager adds comprehensive accrual administration to UKG Ready Time by automatically enforcing your time off policies through: • Consistent enforcement of policy • Configurable calculation methods & grants • Time-Off routing & approval workflow (requires UKG Ready Time) • Time-Off requests at data collection devices • Automatic updates to schedule & timecard (requires UKG Ready Time) • Visibility to projected balances • Automatic balance reduction (requires UKG Ready Time or UKG Ready Payroll) • View time-off calendars for groups • Mobile access • One-Time data load using customer-supplied data for current year in a standard Kronos-supplied format • Configure accruals profiles and assign to employees

	Please note that UKG Ready Accruals Manager requires UKG Ready Time.

UKG Ready Scheduler	UKG Ready Scheduler provides the automated tools and high-quality information to create accurate schedules aligning staffing requirements with budget and business demand through: • Schedule build based on budget & demand • Fill w/best-fit employee preferences & skills • Drag-n-Drop scheduling tools • Configurable color-coded scheduling views • Budgeting constraint visibility • Configurable routing & approval workflow • Tools for determining schedule effectiveness • True rate cost of schedule* *Scheduler function requires UKG Ready Time

Value-Add Functionality Deliverables

Once your core functionality is deployed, Kronos will work in close collaboration with CITY OF SMYRNA to deploy the following Value-Add modules and/or functionality over time in short, agile deployments aligned with your priorities, schedule, and resources:

Value-Add	Kronos Delivered Value

UKG Ready Leave	UKG Ready Leave adds comprehensive leave administration through: • Federal & state leave policy enforcement • Employer-specific leave policy enforcement • Qualifying questionnaire • Leave eligibility, type & duration determination • Leave case routing workflow • Leave case life cycle monitoring • Leave hour interface with timesheets • Employee self-service leave request & history • Standard reporting & email notification alerts • One-Time data load using customer-supplied data – current leave cases, leave case entries & entitlementbalances in a standard Kronos-supplied format **Please note:** This module provides maximum value when used with UKG Ready Time, UKG Ready Accruals & UKG Ready HR.

UKG Ready Integration Hub	UKG Ready Integration Hub enables data to flow between Ready and 3rd party applications and/or vendors. If the 3rd party application and/or vendor does not accept the standard Ready formatting and/or methods for automated delivery, a formatted file will be delivered instead. The customer is responsible for providing import files to Kronos in the standard Ready format and utilizing the standard Ready delivery method. Kronos will deliver a standard bundle of up to 5 interfaces as part

of this project. Each direction (to/from) any 3rd party system and Kronos is considered a separate interface. Interfaces will be accomplished via standard file Exchange. Customer will work with Kronos and 3rd party vendors to facilitate design and testing. The Method of the file exchange will be determined by UKG Ready Professional Services Delivery Team. Kronos will provide standard Import/Export files using UKG Ready Integration Hub. Customer will work with the 3rd parties and Kronos to provide the data in the Kronos format for imports. Kronos will create a report from standard Ready fields in the 3rd party format to send to the 3rd party system. The types of interfaces/integrations that can be supplied under this project include:

- UKG Ready Time Interface bundle using customer-supplied data in standard file formats
    - UKG Ready Accruals Interface bundle using customer-supplied
- UKG Ready Scheduler Interface bundle using customer-supplied data in standard file formats
    - Employee Availability Import from 3rd party system
    - Schedule detail export
- UKG Ready HR Interface bundle using customer-supplied data in standard file formats
    - Benefit enrollment exports
    - Employee deduction election imports
    - Employee demographic exports
- UKG Ready Payroll Interface bundle using customer-supplied data in standard file formats
    - ACH payroll employee direct deposit file exports
    - ACH payroll payment for vendors (e.g. 401k, HSA, garnishments, etc.)
    - Payroll employee withholding amount exports
    - Pension enrollment export (e.g. 401k)
    - Pension census export (e.g. 401k
    - New hire reporting export
    - Positive pay export
    - Payroll journal export to G/L, 1 acct structure
    - Tax payment & filing Interface

Kronos will use commercially reasonable effort to ensure all integrations/interfaces provide for the vendors below are designed in a manner which they can successfully pass data contained in standard Ready data fields to said 3rd party vendor and/or can accept data from said 3rd party vendor into Ready standard data fields. Below are some examples of interfaces which are typically part of the Integration Hub. Vendors and integration types may vary by customer.

- John Hancock Retirement Planning Service
- Blue Cross Blue Shield of Texas
- HSA Bank
- Discovery Benefits
- Bankers Fidelity
- The Standard

Please note: Non-standard, multi-directional, or API based integrations/interfaces are

Ready Core Training	Kronos Delivered Value
	not included in the scope of this project. Custom Reports that cannot be delivered through the standard software functionality are also not included. If suchintegrations or reports are required, a separate quote will be provided after all requirements and specifications have been received.

Administrator and Super User Training

Included in each Customer's software subscription, Kronos will provide the following training:

Ready Core Training	Kronos Delivered Value

Administrator and Super User Training	Each Customer will have access to:
	• Learning Center, Ready's learning management system and training delivery platform, for each user. Learning experiences found within include, but not limited to:
	   • Interactive self-paced, on-demand modules
	   • "How to" videos and snippets
	   • Printable job aids
	• Recommended learning plan(s) aligned to each user's roles within Ready
	• Online, public instructor-led class(es)
	• "Train the Trainer" enablement and materials
	   • Editable templates and tools to be leveraged by the administrators to deliver manager and employee training
	   • Manager and employee-focused job aids for common tasks within Ready

Change Management and User Adoption Training	Each Customer will have access to: • Change management training for the project team on building a change management plan for Customer's organization • Change management toolkit that includes pre-populated templates and supporting resources to be leveraged to deliver Customer's change management plan

Assumptions & Notes

Kronos has used the following assumptions and dependencies in preparing this Professional Services Engagement Overview:

- All services will be delivered remotely, unless otherwise stated in the Order Form or this Professional Services Engagement Overview.
  - o Please note that In the event that Customer requests Kronos to travel to Customer's location during the implementation, Customer agrees to pay any travel expenses, such as airfare, lodging, meals and local transportation, incurred by Kronos.
  - o Such expenses shall be subject to the then-current standard Kronos travel and expense policies, which Kronos will provide toCustomer upon request.
  - o Kronos shall bill Customer for such travel expenses and payment thereof shall be due net thirty (30) days

from date of invoice.
- The project kick-off date will be determined based on complexity of the implementation and resource availability, and may occur up to 30 days after a Ready Order Form is executed by the Customer.
- The customer agrees to accept specific responsibilities as part of this project including:
  - Completing all required, Kronos supplied templates used to complete the Discovery process
  - Physical installation and/or mounting of all time clocks associated with this project.
    - Kronos will complete the configuration of up to 5 clocks and will provide training to the Customer's staff to replicate additional configurations
    - The Customer will configure any additional clocks unless otherwise agreed upon by both parties
  - Configuring the Customer's network to allow inbound/outbound communications to and from the clocks, based on specifications provided by Kronos
  - Providing all required tax and wage history information (when applicable) for the configuration of Tax Filing services
  - Providing all required data imports in the approved Kronos format
  - Providing all required specifications for any exports from Kronos to a 3rd party system
- Prior to the start of the configuration build, the Customer will confirm (in writing) the business and technical requirements of the project as part of the Ready Professional Services Discovery process.
- Kronos will communicate with Customer's Project Manager, the appointed Point of Contact for Customer on this project. He/she will be responsible for all communications and project management among all Customer parties (staff, vendors, consultants) and for the escalation and resolution of any issues for Customer.
- Customer is responsible for all hardware, software, and services provided by other consultants or third party vendors that may also be involved with the project.
- Kronos will not be responsible for troubleshooting the Customer's environment such as their operating system, hardware resources, database schema, or any applications and/or hardware not provided by Kronos.
- Change Orders are subject to scope review and may impact the project timeline or cost. If additional work beyond the initial scope of this Professional Services Engagement Overview is required as a result of a Change Order, the Customer may be charged.
- During the testing phase, the customer will be responsible for leading testing and providing documentation of testing results back to the Kronos implementation team.

Project Delays

Should the need arise to place a project on hold due to issues not controlled by Kronos, Kronos will collaborate with a client to ensure appropriate project hold/delay procedures are executed. Secondly, Kronos reserves the right to execute project hold/delay procedures as a result of, but not limited to (1) a client not attending or cancelling more than three scheduled meetings or (2) if the client has been unable to contribute required deliverables to milestones to close the project or (3) has become non-responsive after 10 business days. Please note that any project hold and/or delays, whether approved or otherwise, will not impact the Fees and Payment Terms of the Agreement unless otherwise agreed to by both parties.

When resuming the project Kronos will follow normal assignment and staffing procedures. This may result in a new or modified project team based on resource availability at the time of re-engagement.

Change Orders

Requests for change to this Professional Services Engagement Overview or the project it covers must be submitted to your Kronos Sales Executive and UKG Ready Consultant in writing.

Any of the following items will be considered Out of Scope and require a Change Order:

- Material changes in the Scope or effort (i.e. # of deployments or EIN's, request of onsite assistance, etc.)
- Material changes in the number or type of Deliverables to meet the defined scope of effort (i.e. additional integrations, profiles, etc.)
- Changes to the project resource requirements
- Changes to scheduled dates after acceptance of the Project Plan

Kronos will estimate the time and fixed cost needed to implement the change and the impact it may have on the delivery of project covered under thisProfessional Services Engagement Overview. Kronos will perform the requested work once the Change Order has been completed and signed by the Customer.

Completion Criteria

The project covered under this Professional Services Engagement Overview will be considered complete when any one of the following completion criteria is met. Once one of these is met, no further work will be completed. If additional work is required, a Change Order or new Professional ServicesEngagement Overview must be generated.

Completion Criteria:

- The Customer has approved in writing
- The system has been used to generate, retain, or export data that is used to produce a live pay statement for an active employee
- More than twelve (12) months has passed since the date of signature of the Ready Order Form

The Customer may provide approval in writing via email or an alternative agreed upon method.