NuView Systems, Inc.

Professional Services

Statement of Work

Prepared Exclusively for:

CITY OF ANN ARBOR

May 13, 2014

Contents

Purpose of Statement of Work

This Statement of Work ("SOW") describes the services to be performed by NuView Systems, Inc. ("NuView") for the City of Ann Arbor (CITY OF ANN ARBOR) (collectively "Parties") pursuant to the NuView Master Services Agreement or License Agreement (the "Agreement") and the Hosted Payroll Services Agreement executed between the parties, in which CITY OF ANN ARBOR is referred to as the Licensee, as appropriate.

Once executed by the Parties, this SOW and annexes thereto, shall be incorporated by reference into the Hosted Services Agreement. In the event of any inconsistency or conflict between the terms and conditions of this SOW and the Agreement with respect to the technical functions and features contained in this SOW, the terms and conditions of this SOW shall govern. In the event of any inconsistency or conflict between the terms and conditions of this SOW and the Agreement with respect to billing or fees, the terms and conditions of the Agreement shall govern.

This SOW may not be modified or amended except in writing and when signed by a duly authorized representative of each party.

Summary

Version and Purchased Modules: NuView, in partnership with CITY OF ANN ARBOR, will deploy version 4.17 NuView HR and Payroll. Modules purchased include: HR & Benefits Administration, Succession, Employee Self Service, Manager Self Service, Reporting, Payroll, Time Entry, Recruiting, and Candidate Self and Performance and Compensation,

High Level Timeline: This project is expected to take 36 to 39 weeks. Assuming the project begins in the beginning of July 2014, Core HR is planned to be live by late Q3, 2014, Payroll & Time Entry by Nov 1, 2014 followed by Recruiting, Performance, Compensation, Training Administration and Candidate Self Service based on timelines agreed to by the team. Agreement amongst the entire team to deliverables and timeline will be solidified at the Discovery session in a high level timeline document which will then be used by the NuView Project Manager to create the full project plan.

NuView and City of Ann Arbor Roles and Responsibilities: Clearly the success of a project is a joint effort between NuView and the City of Ann Arbor. Please review carefully the roles and responsibilities in order to make the project as successful as possible. Please see details further below.

Issue Management: Using the communication tools that the NuView PM will provide, such as the Executive Summary and the Project Plan, it is essential that the NuView PM and City of Ann Arbor PM communicate issues before they become full blown risks to the project. It is also essential that both the City of Ann Arbor and NuView have executive sponsorship throughout the course of the project, not just for escalation but to ensure the lines of communication are open and objectives are aligned throughout the organizations to avoid re-work and delays. Please see details further below.

Project Approach: The phased approach is the best practice at NuView. The analogy of building the foundation of a house first before building the roof is one that we use successfully here time and time again. Therefore, the Core modules of HR, Benefits and Payroll must be implemented and go live first before any further modules can be implemented. Simultaneous roll out of Core and another module is a difficult task to take on and one that we do not recommend. Please see details further below.

Environment Set up: NuViewHR® and associated modules will be installed on a CITY OF ANN ARBOR instance in NuView's SAS 70 certified Data Center. Environments used for this implementation will include: Implementation Server, Development Server, UAT Server, and Production Server. A release schedule will be used to manage work in multiple environments.

Implementation Hours Estimate and Fees: The allocation of project hours will be presented to the City of Ann Arbor PM in the executive summary and may change, based on mutual agreement amongst the team. A Suggested breakdown of project hours is below:

Module/Item	Hours	Cost
Core HR/Benefits/Security/Succession Planning/Time Entry	450	$85,000
Performance	105	$20,000
Compensation	105	$20,000
Recruiting/CSS	135	$25,000
Interfaces and Exports	150	$28,000
Payroll	215	$40,000
Hosting Set up/SSO	27	$5,000
Implementation Totals	**1,187**	**$223,000**
Training (8 days)	64	$12,000
Travel		$12,500
Total		$247,500

Customizations: There are no identified Customizations for CITY OF ANN ARBOR quoted/included in this Statement of Work. Therefore, any customization discovered throughout the course of the project will require a Change Order. (If Customizations are included in the SOW, a separate chart listing descriptions, hours quoted and timelines should be included)

Interfaces: There are several Exports and Interfaces for CITY OF ANN ARBOR which are included in this Statement of Work. Please see section on Interfaces which specifically lists interfaces and exports in this Statement of Work. Cost for an added interface (one-way) is 40 hours per interface at the rate of $187.50/hour.

The process of deploying an interface includes in summary the following:
1. City of Ann Arbor fills out questionnaire provided by NuView with help of 3rd party vendor.
2. Vendor supplies Specifications file to City of Ann Arbor
3. City of Ann Arbor supplies questionnaire and Specifications file to NuView
4. City of Ann Arbor and NuView PM arrange a call with the 3rd party vendor to review the questionnaire and specifications file. Please note, it is not NuView's responsibility to contact the 3rd party at any time directly. This relationship remains the City of Ann Arbor's relationship with the vendor.
5. Technical specification is created by NuView
6. City of Ann Arbor approves the technical specification
7. NuView Development provides a timeframe for completion and begins development.
8. NuView delivers interface in a testing environment to the City of Ann Arbor to test
9. City of Ann Arbor tests interface in testing environment and reports any testing failures to 3rd party vendor and NuView.
10. NuView works with City of Ann Arbor to resolve all NuView-related testing failures until test is passed.
11. NuView delivers update disk to City of Ann Arbor to load interface into production environment (where City of Ann Arbor is hosting their own system). Where NuView hosts City of Ann Arbor NuView system, NuView loads interface to production upon City of Ann Arbor's approval.

Data Migration: City of Ann Arbor will provide NuView with data in the format required by NuView. Workbooks will be supplied to the City of Ann Arbor at the Discovery session and used to import data into NuView database. It is not the responsibility of NuView to prepare, or scrub the City of Ann Arbor's data. See Data Migration section below.

Historical Employee Data Imports: Historical Data importing has been identified as part of this Statement of Work. The number of years of history included in this Statement of Work is seven (7). This includes any terminations and active employees from 1/1/2007 to the present. It is important to note that the format of any data that NuView will be importing for CITY OF ANN ARBOR be populated in NuView's required data format workbooks prior to NuView loading the data. The Discovery session will include an in-depth discussion of how to populate the data in NuView's required format.

Discovery Decisions: There are certain required decisions to be made during the Discovery meeting or shortly thereafter which include: CITY OF ANN ARBOR's decision to go with

Positions or Jobs; CITY OF ANN ARBOR's organization structure which will be set up in the NuView Database, a high level project timeline and understanding of the required delivery of data for NuView to import into the database.

Security: Security in NuView is role-based. This Statement of Work includes the standard security roles and associated configuration; no known changes to the Security requirements for CITY OF ANN ARBOR in the NuView database. Changing security at a later time which involves customizations will require a Change Order.

Internationalization (Countries and Languages): There is one country (USA) which CITY OF ANN ARBOR will be deploying NuView as the System of Record for HR. One USA Regulator and One English Language are included.

Single Sign On/Active Directory: This statement of Work includes implementation of Single Sign on. See section on Single Sign on. Active Directory is not included.

Training Classes: There are 8 days of training, which can be allocated over the courses listed in the NuView Training Class Catalog as well as online at www.nuviewinc.com/training.

Training is provided on a standard system, which does not reflect the configurations performed on the City of Ann Arbor system. If Customer determines that training is needed on their fully configured system, NuView Professional Services can provide a quote for such training to be created.

A request for additional training will be arranged with a Change Order, charged at $1,500/day + pre-approved expenses if trainer will be onsite.

Any documentation provided is based on NuView's standard system. Customizations to training documents can be requested through your project manager, who will create a change order identifying the specific documentation deliverables and associated costs.

Discovery Workshop

The Discovery workshop, is intended to gather the appropriate resources together from the NuView and City of Ann Arbor teams in order to start to make decisions about the implementation and configuration requirements. Many topics are covered during the meeting include: a full day of System Overview training, whether to use jobs or positions, defining the organizational structure of the City of Ann Arbor which will be set up in the NuView database, benefits overview, reporting requirements, interface and customization process overview, data conversion or migration delivery formats, decisions on how to use the regulator, amongst other topics. The 3 day meeting is not intended to solidify all decisions but rather to bring the most important items from both organizations to the implementation team regarding Core modules in front of the City of Ann Arbor so that within weeks following decisions can be made. Of the most critical decisions following the Discovery Session meeting are Organizational Structure,

Jobs vs. Positions, Data format delivery, Security and benefits eligibility and payroll configuration (where applicable). These comprise a large part of the Foundation of the HRIS which the rest of the database will be built upon.

Project Management

Throughout the course of the project, both the City of Ann Arbor and NuView PM will be in constant communication. It is critical to have one point of contact for each side of the project. At a minimum, the City of Ann Arbor and NuView PM should meet once a week for a status call and use the Project Plan and Executive Summary to guide their discussion on the status of the project. Highlights of the call should include: Deliverables (timelines and resources), Risks, Budget and Next Steps. The Project Plan should be updated together on this call and then published to the larger team. The Executive Summary which contains a high level status of the project should also be updated and published to the executive sponsors to ensure visibility amongst management. Calls regarding customizations, functionality, configurations should be scheduled outside of the status call to ensure that status calls are kept solely for status, to ensure documentation of progress is continuous.

NuView emphasizes the need for and this SOW is provided on the assumption that NuView and the City of Ann Arbor will share responsibility for appropriate staffing and ownership of the implementation project. Those assumptions are incorporated in the pricing and scheduling of this project. Should the City of Ann Arbor not be able to fulfill their staffing obligation on the project, a Change Order will be executed against this SOW as outlined in the Change Management section in this document.

The City of Ann Arbor's primary contact with NuView for the duration of the project will be an assigned Project Manager. NuView will provide project support and guidance to the City of Ann Arbor Project Manager; however, it is expected that the City of Ann Arbor will manage their resources and expected project tasks.

NuView Resources – Project Team Roles

NuView will work with the City of Ann Arbor Team to assist with the execution of this project. NuView resources are not dedicated to any single implementation or project and are shared across many implementation projects.

NuView Role	Responsibilities
NuView Project Manager 15 to 20% of the total project hours	The NuView Project Manager assumes the leadership role on the project team for NuView resources, and serves as an escalation point for the City of Ann Arbor and project team. Ensures that the defined project requirements are accurate and aligned with the City of Ann Arbor's strategic objectives. Creates and maintains the detailed NuView project plan. Works with City of Ann Arbor to resolve risks and issues in a timely manner. Approves scope and schedule changes using the Change Management process. Provides weekly status meetings and reports relative to timeline, budget and key deliverables.
NuView Implementation Consultant 50 to 60% of the total project hours	Works extensively with the City of Ann Arbor Implementation Project Lead to develop processes, system configuration and customizations necessary to support the requirements of the SOW. This resource is the key point of contact for all implementation activity.
NuView Trainer 5 to 10% of the total project hours	Facilitates training delivery for end-users. Works with the Project Manager to schedule appropriate training workshops. Training delivery may be remote, on-site at NuView HQ, or at a customer location.
NuView Technical Services 5 to 10% of the total project hours	NuView Technical Services are available for providing assistance to City of Ann Arbors to ensure that City of Ann Arbor systems are appropriately set-up and configured for NuView. This service is available for City of Ann Arbors selecting the licensed software option. NuView Technical Services can also be engaged for SaaS City of Ann

NuView Role	Responsibilities
	Arbors who need assistance in troubleshooting desktop system performance and network issues in order to optimize the end-user experience with NuView.

City of Ann Arbor Resources – Project Team Roles

City of Ann Arbor is responsible for providing and ensuring the committed participation of all City of Ann Arbor resources required to fill specific roles during this effort, including but not limited to the resources identified in the table below. One resource may assume one or more roles, depending upon project size and complexity.

Any person identified by City of Ann Arbor to work with NuView shall be considered by NuView to be a duly authorized representative of City of Ann Arbor fully capable of making decisions on business practices. It is understood that any Change Order which alters the scope or cost of this Project will require approval in accordance with City of Ann Arbor requirements.

City of Ann Arbor is responsible for acknowledging and responding to documents relating to the Implementation project. Such documents include requirements documents, escalation issues, or end-of-project notices. Some documents will require City of Ann Arbor's signature before we can continue with the implementation. City of Ann Arbor is responsible for responding in a timely and collaborative fashion. Extensive delays in response to written requests may result in project delays and/or project cancellation.

City of Ann Arbor Role	Description	Tactical Responsibilities	Estimated Time Required
Project Manager	The City of Ann Arbor Project Manager will take primary responsibility for overseeing the planning and execution of City of Ann Arbor responsibilities contained within the Project Plan.	Participate in the development and approval of the Project Plan; Communicate issues to City of Ann Arbor's management and ensure resolution; Identify and secure City of Ann Arbor Project team members; Conduct regular Project meetings to conduct project status.	50 – 75%
Business Process Owners	Responsible for designing and approving system-related business process flows and associated documentation.	Participate in process design meetings; approve workflows; engage Subject Matter Experts as necessary to ensure workflows address business needs.	20%
Subject Matter	Responsible for overseeing the	Assist in the configuration of specific portions of the system	30%

City of Ann Arbor Role	Description	Tactical Responsibilities	Estimated Time Required
Experts	configurations of the system for the areas in which they have deep expertise.	related to their area of expertise; obtain and provide data; validate process flows.	
Technical Coordinator	Responsible for all aspects of data imports and exports, particularly in the areas of data scrubbing, merging data from multiple sources, determining master data source, compiling like data into one concise data file ready for import.	Drive decisions on data scrubbing and integration. Point of contact for customizations and other technical issues.	10 – 30%
Extended Team	Responsible for testing and approving NuView functionality.	Learn system functionality ahead of rollout. Test configuration for usability, data integrity, security and reporting. Prepare for UAT. Test processes against business processes in the context of day-to-day operations.	10 – 30%
Executive Sponsor	Responsible for providing resources needed for a successful implementation.	Attend critical milestone meetings. Promote process changes. Serve as an escalation point for project issues.	10%

NuView will provide data migration consulting services to City of Ann Arbor. These consulting services include a high-level overview of NuView's importing tool, assistance on mapping City of Ann Arbor's existing data into NuView and guidance on migrating City of Ann Arbor's data. NuView will provide guidance, best practices, answer questions, and provide documentation where possible.

City of Ann Arbor will be responsible for the necessary data extraction, data consolidation and data scrubbing work required for all data migration outlined above. NuView will provide City of Ann Arbor with templates for each data type to be migrated and will advise City of Ann Arbor on best practices for data imports.

Data migration will involve the following steps:

1. **Extraction, Consolidation and Scrubbing**

    The City of Ann Arbor is responsible for the timely data extraction, data consolidation, data mapping and data scrubbing work that is required for all data migration outlined in this document. NuView will provide City of Ann Arbor with the appropriate workbook templates early in the implementation phase for each type of data to be migrated and will advise City of Ann Arbor on best practices for data consolidation.

2. **Test Loads into NuView**

    City of Ann Arbor will need to provide test data to NuView in the appropriate template format for each record type. NuView will perform one test load using no more than one hundred (100) sample records and report errors back to City of Ann Arbor for correction. It is the City of Ann Arbor's responsibility to correct errors and send revised data files to NuView.   All additional test data loads into NuView must be explicitly negotiated and described within the Statement of Work (SOW) in order to be performed.

3. **Pre-Production Data Loads**

    NuView implementation team will load the data into NuView, one table at a time. Any errors that occur following the primary data load will be compiled into a data error report which will then be sent to the appropriate City of Ann Arbor contact. It is the responsibility of the City of Ann Arbor to quickly and accurately resolve these errors in order to maintain the project timeline. NuView will not make any changes to the raw data set without written confirmation from the City of Ann Arbor.

    It is agreed that there will be one-two pre-production data loads with a full set of data.   If reconciliation appears to be difficult during parallel processing after the 2nd data load then a reasonable amount of re-loading particular tables will be agreed upon and performed.

Data Migration	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
Imports	Import assistance for standard Core HR and Benefits tables using standard workbooks populated in specified file format. NuView will attempt to import a file no more than two times before it is returned to City of Ann Arbor for rework, which may result in additional charges.	X				
	Data Cleanup		X			
	Data Migration		X			
	Data Mapping – Legacy System(s)		X			
	Formatting of Data		X			
Exports	Delivered Exports	X				
	Creating Additional Exports	1 Export				
	Modifications to Delivered Exports		X			
Mass Updates	Pre-delivered Updates	X				
	Modify Delivered Updates	1				

SSO for Hosted or Blended:

(Please note, for licensed City of Ann Arbors, SSO is included and considered In Scope)

Interfaces	Description	In Scope	Out of Scope	Comments

Single Sign On	Single Sign On for NuViewHR application	X		Standard Single Sign On (SSO) functionality permits an employee to log into their desktop and be authenticated to their internal Active Directory domain, and then be automatically logged into NuViewHR when the application is started.
				Notes:
				1. This relies on a Microsoft Internet Information Server (provided by the City of Ann Arbor) and a licensed NuView software application being installed/configured in the City of Ann Arbor's network.
				2. Included in standard SSO implementation:
				  a. Install of the NuView SSO security stub software on one web server attached to the corporate domain that is located in house at the City of Ann Arbor site
				  b. Two SSO security stub sites will be configured on the City of Ann Arbor's web server – one for the NuViewHR test system and one for the NuViewHR production system.
				  c. A single domain being worked with for the organization
				  d. The testing during implementation will involve both successful and failures so the City of Ann Arbor's staff participating can see the error messages generated. They can then verify the single sign process is working successfully for good logins and it doesn't work for users without privileges or the setup not being completed correctly.
				  e. Up to 10 hours of Technical Services hours for the

Interfaces	Description	In Scope	Out of Scope	Comments
				implementation/configuration/testing with the City of Ann Arbor.

Active Directory Interface:

(Must be specified in or out of scope for both hosted and licensed City of Ann Arbors)

Interfaces	Description	In Scope	Out of Scope	Comments
Active Directory interface	One – way interface (from NuViewHR to Active Directory or a LDAP infrastructure)		X	Standard functionality from NuView provides an HR workflow to generate an interface file with deactivation of accounts and information updates that can be applied to the City of Ann Arbor's active directory or LDAP infrastructure. City of Ann Arbor is responsible for the automation steps to unencrypt the provided file and apply it to City of Ann Arbor's security infrastructure. Example of fields that can be transported and updated: phone numbers, email addresses, supervisor, work location, etc. Other demographic data will need to be scoped and a separate technical interface specification created prior to the development of the workflow and resulting interface file. A bidirectional interface or additional work in the hire/on boarding process for NuView for the creation of active directory or LDAP accounts will be provided at standard professional services rates.

This section of the SOW details the functional scope of the Professional Services Implementation. Below in the chart, by Module, the columns include:

Module – The Module within NuView which will be implemented.

NuView Work Description- This column describes the piece of work included in implementation which NuView resources are responsible for configuring.

Within Project Hours Scope- This column indicates if hours are allocated within the Statement of Work for NuView resources to complete this item.

Outside of Project Hours Scope – This column indicates that hours are not allocated within the Statement of Work for NuView resources to complete this item, however, the City of Ann Arbor may do this work or a Change Order may be arranged for NuView resources to complete this work.

Comments- Additional Comments that may detail more information needed for an item.

Date Delivered- This column will be used throughout the course of the project to update the completion date of the work configured.

City of Ann Arbor Sign Off- This column will be used throughout the course of the project for the City of Ann Arbor to sign off on each piece of configuration listed in this Statement of Work. It is acknowledged that sign-off is conditions on completion of all requested acceptance testing sequences. Sign-off on a single piece of configuration does not alter the City of Ann Arbor's rights in connection with final acceptance testing in connection with the Project as a whole.

Human Resources Module

Module	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
HR	Import standard common tables	X				
	Import standard current employee demographic data	X				
	Import standard current employee training (non-module) data	X				
	Import historical employee data	X		7 years worth		
	Import current Employee Photos	X		Recommended format and size		
	Modify standard report queries	One		Functionality to be demonstrated 1 time by Project Team.		
	Schedule reports	One		Functionality to be demonstrated 1 time by Project Team.		
	Modify standard letters	Three		Functionality to be demonstrated 1 time by Project Team.		
	Modify standard wizards	One		Functionality to be demonstrated 1 time by Project Team.		
	Modify simple authorizations using standard levels	Three		Functionality to be demonstrated		

Module	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
				1 time by Project Team.		
	Create complex conditional authorizations		X	Each conditional authorization requirement needs to be understood fully in order to estimate the amount of effort involved.		
	Set up User Defined Fields	X		30 standard UD fields are included. Additional UD fields may be set up and may require extra effort, which could result in an added cost.		
	Develop Crystal Layout		X	See Reporting section below under Project Assumptions.		
	Turn off menu items	Three		Functionality to be demonstrated 1 time by Project Team.		
	Configure Home Page, Logo and Watermark using standard portals	X		Functionality to be demonstrated 1 time by Project Team.		

Module	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
	Apply NuView standard Style Sheet (theme)	X				
	Setup Standard Security Roles	Three		Functionality to be demonstrated 1 time by Project Team.		
	Import logins	X		Using NuView Required format		
	Single Sign On/Active Directory	–	–	See Technical Services Section.		
	Build Regulator Functionality	–	–	See Regulator Section.		
	Enable standard metrics	X				
	Set up Accruals	Five		Functionality to be demonstrated 1 time by Project Team.		
	Set up Company/Holiday Calendar	Three		Functionality to be demonstrated 1 time by Project Team		

Human Resources Module (Continued)

Once implemented, users will have access to the following features:

- Track Demographics and Background
  - Multiple address information
  - Contacts, dependents and beneficiaries
  - Employee documents
  - Photos

- o Property
- o Background information
- o Immigration
- o Auto information
- Track employee history
- Track taxes and direct deposit information if desired
- Track employee accruals and leaves of absence
- Notifications to remind employees, managers, or specific departments that action may be pending
- Manage employee performance
- Manage Job information
- Manage Salary data and decisions
- Use Position Control (if desired)
- View Organizational Structure
- Ensure Compliance
  - o COBRA
  - o EEO
  - o HIPPA
  - o OSHA

Benefits Module

Module	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
Benefits – Global Insured Plans (ex: Medical, Life Insurance, etc.)	Basic life insurance	Two Plans		Functionality will be demonstrated.		
	Basic AD&D insurance	One Plan		Functionality will be demonstrated.		
	Medical plan	Five Tiers		Functionality will be demonstrated.		
	Dental	Three Tiers		Functionality will be demonstrated		

Module	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
				.		
	Vision	Three Tiers		Functionality will be demonstrated.		
	Short Term Disability	Two Plan		Functionality will be demonstrated.		
	Long Term Disability	One Plan		Functionality will be demonstrated.		
	Flexible Spending Account – Dependent Care	One Plan		Functionality will be demonstrated.		
	Flexible Spending Account – Health Care	One Plan		Functionality will be demonstrated.		
	Adding Dependents and Beneficiaries	All plans				
	Supplemental plans	Six Plans		Functionality will be demonstrated.		

Module	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off

Module	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
Benefits – COBRA - USA	COBRA functionality overview	X				
	Administration of COBRA		X			
Benefits – Global Time Off/Leave Accruals	USA Paid Time Off / Vacation plan	Six Plans		Functionality will be demonstrated.		
	FMLA functionality overview – USA	X				
Benefits – USA Investments/Global Contributory Pension	457 Plans	Four Plans				
	457 Roth	One Plan				
	ROTH IRA	One Plan				
	Pension Plan	Two Plan				
Benefits – USA Open Enrollment/ Global Insured Plan – Periodic Changes	OE functionality overview	X				
	Changes to forms		X			
Benefits – Data	Import standard current employee Health & Welfare data	X				
	Import standard current employee Time Off data and Accruals	X				
	Import standard current employee Investment data	X				

Module	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
	Import historical employee data		X			

Benefits Modules (continued)

Once implemented, users will have access to the following features:

- Setup and administer health & welfare benefits
- Manage voluntary and operation plans
- Store coverage, employee and employer premium information
- Manage benefit eligibility
- Report on benefit participation
- Plan and execute annual open enrollment (in conjunction with ESS)
- Manage employee life events, such as marriage, addition of dependents, and moving

Employee Self Service

NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
Turn off specific menu items	X		Functionality will be demonstrated.		
Modify standard wizards	Three		Functionality will be demonstrated.		
Create new wizards	X		City of Ann Arbor will need Wellness. Functionality will be demonstrated.		
Modify authorizations using standard organizational levels	Three		Functionality will be demonstrated.		

NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
Create new authorizations	X		Functionality will be demonstrated.		
Modify standard letters	Two		Functionality will be demonstrated.		
Create new letters	X		Functionality will be demonstrated.		
Enable standard event triggers	Three		Functionality will be demonstrated.		
Create new event triggers	X		Functionality will be demonstrated		
View Pay Stub Data	X				
Load ESS logins	X				
Custom documentation for ESS training at employee level		X	City of Ann Arbor responsible for providing training documentation for internal users.		

Once implemented, employees will have access to the following features, depending upon your system configuration:

- Benefit open enrollment
- Life event changes
- Total benefit statement
- PTO requests
- View Leave Balances
- Company policy handbook
- Personal links
- Trace pending requests (authorizations)

Manager Self Service

Module	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
Manager Self Service	Turn off specific menu items	X				
	Modify authorizations using standard levels	Three		Functionality will be demonstrated.		
	Create new authorizations	X		Functionality will be demonstrated.		
	Proxy authorizations	X				
	Modify standard letters	Two		Functionality will be demonstrated.		
	Create new letters		X			
	Enable event triggers	Three		Functionality will be demonstrated.		
	Create new event triggers	X				
	Delivered org chart	X				
	Exporting to MS Visio ®		X			

Once implemented, managers may have access to the following features, depending upon your system configuration:

- Approve life event changes
- Promotion & salary changes
- Approve PTO requests
- Review department reports
- Company & personal links
- Mobile authorizations

Interfaces

The following interfaces and exports will be delivered to City of Ann Arbor in this Statement of Work:

Module - Interfaces	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
ADP	One-way Interface to ADP	X		Bring Garnishments back into NuView otherwise one-directional		
BCBS	Interface	X				
EyeMed	Interface	X				
Delta Dental	Interface	X				
Pension Transmittal from BUCK	Export file	X				
Payroll Direct Deposit/Payroll Positive Pay	2 export files	X				
Pay History Transmittal	Earnings and Deductions Export file (2 files)	X				
Pay JV	Individual Journal Entries (earnings, deductions, a/p file, supplemental pays) from payroll (match NWS Journal Import Spec)	X				
Ded JV	(match NWS Journal Import Spec)	X				
Supplemental Pay JV	(match NWS Journal Import Spec)	X				
Supplemental Ded JV	(match NWS Journal Import Spec)	X				

Module - Interfaces	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
Pay Disbursements	(match NWS AP Import Spec)	X				
Hours Import from Cityworks	Standard Hours Import file; must be able to spread hours across various GL's/Projects for a given day	X				
Express Scripts	Export	X				
Telestaff Accruals	NuView Accruals into Telestaff	X				
Telstaff TImesheet	Telestaff Hours in NuView	X				
Current Pay Period Accruals	This will go away once accruals are calculated		X			
Longevity Export	Export	X				
Background Checking	Vendor not yet defined. TBD. Interface most likely.	X				
EGWHP	Benefits export for retirees	X				
Position Budget Extract	Extract for Annual budgeting /financial tool.	X		Most complex		
Accruals Export	Long term report	X				
Hourly Rate Export	Feeds Cityworks system (export)	X				

Please note that all interfaces are considered one way unless specifically identified as BI-DIRECTIONAL.

Training Module

NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	Client Sign Off
Import standard Training setup tables	X				
Import current employee class data	X				
Import historical employee class data		X	Functionality will be demonstrated		
Import historical class data		X	Functionality will be demonstrated		
Modify standard letters	1				
Create new letters		X	Functionality will be demonstrated		
Enable standard workflows	X				
Create new workflows		X	Functionality will be demonstrated		

Once implemented, users will have access to the following functionality:

- Enroll employee in specific classes
- Track completion/cancelation status
- Track tuition reimbursement
- Track # of enrolled employees
- Manage maximum enrollments
- Track cost
- Track course requirements
- Allow enrollment through ESS
- Allow manager approval through MSS
- Generate notifications
- Update employees' skills based on class skills

Recruiting Module

Module	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
Recruiting	Product Walkthrough/ gap analysis	X				
	Common Table Review	X				
	Import Common Tables	X				
	Review Common Table Imports					
	Import existing Requisition data		X	Not typical but this can be included if City of Ann Arbor has data to import.		
	Posting to third party/job boards		X			
	Modify standard letters	Three		Resume Received And Applicant - Interview Scheduled are standard letters. Functionality will be demonstrated to modify additional.		
	Process Discussion	X				
	Final Walkthrough	X				

Module	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
	System-delivered authorization process Manager – HRADMIN	X				
	Regulator Set up	X				
	Integration with Outlook		X			

Once implemented, users will have access to the following functionality:

- Post open jobs internally on ESS
- Using CSS, allow candidates to search and apply for open positions
- Review resumes
- Screen candidates
- Track the Offer Process
- Track recruitment costs
- Create new hire directly from applicant record

Candidate Self Service

Module	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
CSS	Product Review	X				
	Set up standard templates	Two		Functionality will be demonstrated.		
	Review set up criteria	One				
	Standard portal configuration	X		Functionality will be demonstrated.		

Module	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
	Review configuration	X				
	Posting to third parties		X			
	Style Sheet Custom Changes		X	Standard configurations will be decided upon and implemented		
	2-server web server configuration		X			

In conjunction with the Recruiting module, Candidate Self Service (CSS) will permit candidates to:

- Apply to one or multiple positions
- Post resume (upload, copy/paste, or type in)
- Enter EEO and other information
- Respond to pre-screening questions
- Electronically agree to terms and conditions when applying to a requisition
- Request applicant password recovery
- Enter referral information
- Review their applicant status

Performance Module

Module	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
Performance	Create Performance Review Groups	X				

Module	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
	Create Review Performance Components (Goals, Skills, Accountabilities, Performance Factors)	X		Up to 10 eligibility queries will be set up during implementation.		
	Collaborate to define weights per section of the review	X				
	Collaborate to define Review Periods	X				
	Tracking of S.M.A.R.T. Goals		X			
	Development Planning within Performance Review		X			
	Writing Assistant Tool for Employee and Manager comments.	X				
	Email notifications	Two		Complex notifications may require additional change orders.		
	Standard authorization workflow from Manager to Employee	X				
	Crystal Viewer Performance Report	X				

Module	NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
	Nine Box – Potential and Ratings (HR has Individual only access only. Performance Admin has full view)	X				
	Train on Opening review period and manage review process	X				

Once implemented, users will have access to the following functionality:

- Perform self-reviews
- Assign and manage employee objectives
- Employee and Manager assessment of performance versus goals
- Identify top performers for compensation and succession planning
- Manage employee goals
- Development Planning (outside of Performance Review)
- Plan for future goals
- 360 review process (for employees of the organization)
- Run and print Crystal format Performance review (Crystal Viewer is required)

Compensation Module

NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
Create standard Compensation setup tables	X				
Create employee compensation group data to Employment table	X				
Walk-through of Compensation planning process once configured	X				

Once implemented, users will have access to the following functionality:

- Review salary allocations
- Create and enforce salary guidelines
- Allocate increases within approved guidelines
- Route compensation actions for appropriate approvals
- Submit pay increases and bonuses for processing

Time & Attendance Module

NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
Import standard Time/Attendance setup tables	X				
Import existing employee timesheet data	X				
Import historical employee timesheet data		X			
Modify standard letters	X				
Create new letters	X				
Enable standard workflows	X				
Create new workflows	X				
Set up Timesheet Period	X				
Walkthrough Time & Attendance period set-up and processing procedures	X				

Once implemented, the following functionality is provided:

*Time sheets entered on-line using Employee Self-Service
*Pre-generated time sheets with approved days off pre-populated
*Hours (start/stop times) or exception only time sheets
*Hours may be assigned to a department or project
*Time sheets automatically routed to manager for approval or rejection
*Time sheets for all assigned employees displayed on one screen
*Identifies submitted and non-submitted time sheets
*Approve or reject multiple time sheets to save time

*Managers can enter time on employee's time sheet
*Flexible, user-defined time periods
*Accommodates different pay frequencies for different groups of employees
*Administrator can enter or approve time on behalf of others
* Exception reports Employee time clocks support multiple employment numbers

Payroll Module

NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
Install NuView Payroll Integration Utility	X				
Enable check stub viewing	X				
Set up Direct Deposit in HR flowing to Payroll	x				
Create System Payroll Schedule	X				
Create Computation Definition statements for specific payroll processing requirements	X				
Set-up of Bank Tables	X				
Demonstrate Use of Report Writer	X				
Import up to 2 years' Check History	X				
Populate current earnings	X				
Provide Current State Tax Tables	X				
Set-up General Deductions	X				
Migrate Year-To-Date Balances	X				

NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
Carry over YTD Deduction Balances	X		If a mid-year start (i.e. calendar year)		
Provide Federal Tax Tables	X				
Carry over YTD Tax Balances	X		If a mid-year start (i.e. calendar year)		
On Site Support - First Payroll		X	Optional. This will require change order if staff comes on site.		

NuView Work Description	Within Project Hours Scope	Outside of Project Hours Scope	Comments	Date Delivered	City of Ann Arbor Sign Off
Create a CompDef to manage Deductions in Arrears	X				
Apply Garnishment Rules	X				
Create Garnishment Schedules	X				
General Ledger Account Mapping	X				
Setup Company Information	X				
Bank Check Set-Up	X				
State taxes	X				
Local taxes (i.e. City income taxes)		X			

Once implemented, the following functionality will be provided:
- Integration from NuView HRMS
- Calculates payroll tax liabilities
- On-line paystubs viewing
- Manage unique computation income or deductions
- Provide payroll reporting for validation

Internationalization

Languages and Regulators

Country	Language within project scope	Regulator within project scope	Comments	Date Delivered	City of Ann Arbor Sign Off
USA	X	X			
Regulators		X	At least one		

An "X" marked to the right of the country name indicates that the NuView project team will import the language translation and/or configure the regulator for each specific country based on your current processes at each location. If re-aliasing is requested by the City of Ann Arbor, this is the responsibility of the City of Ann Arbor to implement unless a change order is put in place. The City of Ann Arbor can be trained on how to alias a label if this is needed.

Data within the tables is not included in the translation scope. Translations of data are always the responsibility of the City of Ann Arbor to prepare in the data imports, or City of Ann Arbor can load the translations into the system at a later date.

The regulator functionality permits system forms and user profiles to be configured in accordance to a specific location's requirements. Although guidance and a starting point based on previously implemented countries will be provided, the customer is expected to provide final

geographic requirements specific to the company's needs to the NuView Project Manager for configuration.

Project Approach

Implementation Approach Overview

The NuView implementation approach is based on the concept of shared project responsibility. Successful implementations are the result of executing a cooperative, hands-on project, jointly managed by the NuView Professional Services team and the Customer. NuView will work with the Customer to plan the implementation, including its scope, schedule, required resources, and budget. Upon completion of the project plan, defined project responsibilities will exist which must be completed in a timely manner.

NuView consultants will teach the customer how to configure and maintain the system in order for a customer to become self-sufficient with the included functionality. For example, NuView will demonstrate to a customer how to load a benefit plan so that the customer is comfortable in loading additional benefit plans into the system.

NuView employs an implementation methodology consistent with PMI standards, and implementations are conducted in a series of five phases with each containing 2 – 5 major tasks. These phases are:

> **D**efine objectives, strategy, scope and teams
> **R**eview requirements, processes and gaps and document decisions
> **I**mplement configuration of the system
> **V**alidate configuration (i.e. acceptance testing on a piece and total system basis), End User Training, UAT, Final Sign Off
> **E**valuate project success; Optimize and plan for the future

This approach allows the project team to periodically assess progress and to publish regular status updates on major project phases and milestones.

Project Assumptions

A. **City of Ann Arbor Resources Availability:** Project timeline estimates are based on availability of City of Ann Arbor resources and key decision makers. Lack of access to project stakeholders will impact project timelines and costs if decisions cannot be made in a timely fashion.

B. **City of Ann Arbor Self-Implemented Functionality:** In the event that City of Ann Arbor has elected to self-implement features and functionality of NuView HR, such functionality has been designated out of scope for this SOW and City of Ann Arbor is responsible for all aspects of implementation and training of such functionality without assistance from NuView

Professional Services or Support Services. If requirements and/or questions related to these functions arise during City of Ann Arbor's self-implementation for which NuView assistance is required, the additional work will need to be scoped and added to the project via an executed Change Order, in which case the Change Management Process outlined in this document will be followed.

C. Access to City of Ann Arbor Systems for Implementation Purposes: If a City of Ann Arbor purchases licensed software from NuView, City of Ann Arbor agrees that the system environments required for implementation shall be hosted by NuView. City of Ann Arbor access to systems hosted by NuView will be governed by the Service Level Agreement provided to City of Ann Arbor at time of purchase. Once City of Ann Arbor's system is deemed to be ready for Production, such system will be provided to City of Ann Arbor for self-hosting. Upon the transfer of the Production system to City of Ann Arbor, NuView shall delete all copies of any of the City of Ann Arbor's system(s) resident on NuView hardware once implementation of modules is complete.

D. Training:

1. NuView provides a standard offering of training courses for each module provided. Training is provided on a for-fee basis. NuView will work with City of Ann Arbor to determine the training agenda and training content for each training session. Any custom training materials will be the responsibility of the City of Ann Arbor. Should custom training be requested, NuView Learning & Development will provide an estimate, through our Change Management process, based on the proposed agenda.
2. City of Ann Arbor is fully responsible for any printing, shipping, and copying charges for training materials.
3. Except as otherwise expressly agreed in writing, all electronic and hard copy versions of training materials provided to City of Ann Arbor are for internal training purposes only. Should NuView training materials incorporate City of Ann Arbor's Confidential Information, City of Ann Arbor shall retain all right, title and interest to such confidential information. City of Ann Arbor is prohibited from modifying the training materials or reselling or sublicensing the NuView training materials to any third party.
4. For training conducted at a City of Ann Arbor's location, City of Ann Arbor is responsible for providing the appropriate training facilities and equipment for the training delivery. This includes appropriate internet connectivity, student access to City of Ann Arbor's NuView system or appropriate Test system; projector; student computers, and configuration of equipment including but not limited to internet browsers and security settings.
5. NuView is not responsible for training delays that occur as a result of improper set-up or preparation of the training environment or equipment.

E. Documentation

1. NuView will provide standard system process flows for use during the implementation. Any additions, modifications or customization of the standard system process flow documentation must be specifically identified within this Statement of Work.
2. Standard test plans will be provided by NuView, and will be reviewed with the City of Ann Arbor prior to testing. Additions or customization to the standard test plans must be agreed to in advance.

F. User Acceptance Testing

1. User Acceptance Testing will be completed for each module. During testing, system errors and/or issues will be identified for resolution upon completion of testing.
2. NuView will provide specific User Acceptance Test scripts based on City of Ann Arbor's processes. These will be used during User Acceptance Testing.
3. Once any errors and/or issues are deemed to have been fixed by NuView, those parts of the system impacted by the errors and/or issues will be retested
4. Once User Acceptance Testing the final module is installed, a final User Acceptance testing of the entire system to confirm functionality before Production will be completed,
5. Review of the full UAT Plan and satisfactory final User Acceptance testing of the system will be completed before the City of Ann Arbor is required to provide sign-off on the testing results; sign-off will occur within five business days of any outstanding issues being addressed.
6. The requirements set forth in the Statement of Work and RFP Detailed Requirements are considered to be completed once the City of Ann Arbor has signed off on User Acceptance Testing results.

G. Reporting

1. Standard queries in NuView can be copied and modified.
2. City of Ann Arbor will sign up for Report Training on NuView Reporting Tool to learn how to add queries, modify and assign Reporting Security.
3. While Crystal Layouts integrate with NuView reporting tool, it is the responsibility of the City of Ann Arbor to create the crystal layouts and learn how to export the data from NuView into the final Crystal layout.

Issue Management

Problems are expected occurrences during the course of any project. An "issue" is any problem that has potential to affect progress or project outcome and can be any point of controversy, debate, or concern that could adversely affect success. Issue management captures, surfaces, escalates, and resolves these unplanned events to eliminate or minimize impact on the attainment of project milestones.

Issue resolution is the responsibility of the NuView Project Manager and City of Ann Arbor Project Manager. Using the tools such as the project plan and Executive Summary which the NuView Project Manager maintains, the joint PMs should have the information needed to be able to escalate issues within each organization appropriately. Both the City of Ann Arbor and NuView project manager should have escalation paths if needed. Executive visibility throughout the project is important not only for issue resolution but to ensure alignment of objectives throughout the project to avoid re-work.

Issues can be identified at any phase of the project and at any level. Issues should be resolved at the lowest organizational level possible. An issue that cannot be resolved at any particular level of the organization must be escalated by the Project Manager to make sure the issue is brought to the attention of appropriate parties and resolved.

Change Management Process

1. Change Management refers primarily to the "Business Change" required to prepare resources (staff, infrastructure, supply chain, customers etc.) necessary to support the "roll in". The "roll in" does not only constitute the installation of HRIS and supporting software (i.e. the solution), the implementation must also address the Change Management from the "old" ways to the "new". This will involve the timely preparation of staff; customers and suppliers to fully recognize understand and support the new processes, policies and procedures that accompany the "solution".

2. The primary responsibility lies with the City of Ann Arbor local business, supported where necessary by both the IT team and NuView Training.

3. Together with Data Migration and Change Management, Education is seen as a key driver in the success of the HRIS Project. NuView will provide a potential training program plan and standard (non-custom) materials to the City of Ann Arbor trainees. City of Ann Arbor is responsible for updating training material.

4. After receiving training from NuView, trainers will typically be Super Users.

   Super users chosen should therefore fit the following criteria:

   - Qualified to coach and mentor other team members
   - Qualified to conduct assessments

- Ability to communicate in English
- Understand the need for and scale of business change required.
- Endorse the new principles, methodologies and policies.
- Good organizational skills

Obviously, people of this caliber will need to be replaced in their normal job role for the period of time they are away from normal duties. The super users will also provide first line support under the "Early Support Model" and will be the initial point of contact for the business.

Pricing

Professional Services Billing

We have estimated an appropriate number of hours of Professional Services for the completion of the project as stated in the sales agreement. This estimate includes all activities done on your behalf by any member of the NuView implementation team, including phone calls, meetings and documentation.

NuView expects the City of Ann Arbor to make payments on their invoices as they use Professional Services hours. NuView will invoice City of Ann Arbor on a monthly basis and will describe all work performed, by whom it was performed and shall itemize all expenses for which reimbursement is claimed.

Professional services hours are considered standard between the hours of 8 am and 5 pm, Monday through Friday, Eastern Standard Time. In the event that professional services work is required outside of the standard, NuView will notify the City of Ann Arbor and work with the City of Ann Arbor to secure the resources needed. If additional travel expenses and/or hours are required a separate Change Order will be required; requested expenses require pre-approval from the City of Ann Arbor.

If scheduled activities (conference calls, remote and on-site appointments) must be canceled or postponed, notify your NuView Project Manager immediately.

CITY OF ANN ARBOR will be responsible for reimbursing NuView for all pre-approved travel and expenses incurred within this project. NuView employees will adhere to the CITY OF ANN ARBOR Corporate Travel Policy. A copy of your corporate travel policy should be provided prior to any travel requests being completed by NuView. The City of Ann Arbor will not be billed for Travel time but only for expenses incurred during travel, i.e. meals, mileage, airfare, etc.

NuView will provide on a monthly basis detailed invoices to CITY OF ANN ARBOR containing information regarding all billed activity. Additionally, activity information will be maintained within the project workbooks and will be provided to the City of Ann Arbor on a weekly basis. The NuView Project Manager is responsible for maintaining current information regarding budgeted hours versus hours consumed, and identifying budgetary risk throughout the project lifecycle.

Signatures and Acceptance

Please read this Statement of Work Document thoroughly. This document outlines the business requirements and system configuration for CITY OF ANN ARBOR any features or functionality not mentioned herein will not be included in your final installation.

This Statement of Work Document supersedes any previous written or oral description regarding the operation of the NuViewHR system being implemented for CITY OF ANN ARBOR The system defined in the statement accurately describes the requirements for our implementation.

City of Ann Arbor signature below attests that you have read, understand and agree to the implementation solution put forth within this Statement of Work Document, and that this document constitutes the full scope of the work expected to be performed by NuView for City of Ann Arbor.

Addendums to the Statement of Work can result in Change Controls to service hours.

I understand and agree with the contents of this document as presented. I have reviewed it and am satisfied it will fulfill our current requirements.

_____   _____   _____

Authorized Signer: CITY OF ANN ARBOR   City Administrator   Date

Steven D. Powers

_____   _____   _____

Authorized Signer: NuView Systems   Title   Date