

EXHIBIT A
SCOPE OF SERVICES

Contractor will assist the City by supporting UKG Pro through a support plan. The scope of this engagement includes UKG Pro and any add-on HR / Talent Modules (as needed). Contractor will engage a UKG Pro consultant, and a Project Manager to oversee the engagement. All requests which Contractor is to work on will be communicated and prioritized by the City to the Contractor Project Manager. The Contractor consulting resources will work on the assigned work following the prioritization by the City.

This project will have two dedicated workstreams, HR and Payroll. The two workstreams will be invoiced separately, and all requested services will be designated as belonging to one of these work streams.

Both workstreams (HR & Payroll) will be a bucket of support hours, which will be charged against by Contractor at a time and materials rate to work on Smartsheets tasks. Contractor will work on assigned tasks in a timely manner, but will not specify a guaranteed response time or resolution time.

Contractor resources will not run payroll or perform HR functions (such as hiring, terminations, promotions, etc.) on behalf of the City. Contractor will exclusively work within UKG Pro and any UKG Pro add-on HR / Talent modules. Contractor will not work directly in any third-party (non-UKG) applications; however, Contractor can act as a City liaison regarding UKG Pro for communication with third-party application resources if required.

Contractor and City will use the Smartsheet program to outline specific tasks or “Work Items.” Each Work Item will contain the following four mandatory items:

1. Description or specifications of the services to be performed and the Deliverables to be delivered to City;
2. Designation of the task as either HR or Payroll
3. The estimated hours for each Work Item
4. The estimated time schedule (dates) for performance and for delivery of the Deliverables.
5. Other terms mutually agreed upon by City and Contractor.

If a Work Item term conflicts with this Agreement, the terms of this Agreement shall prevail.