AMENDMENT 2 TO HUMAN RESOURCES RECRUITMENT AND SELECTION AGREEMENT TO PURCHASE AN OPEN ENROLLMENT MODULE

This Amendment 2 to the "Master Agreement for Recruitment and Selection Software," (the "Master Agreement"), executed on September 28, 2011, and amended on August 27, 2014, by and between Snohomish County, a political subdivision of the State of Washington (the "County") and GovernmentJobs.com, Inc., dba NeoGov, duly registered and authorized to conduct business in Washington State (the "Contractor") is made and entered into on this 10th day of December 2020.

RECITALS

WHEREAS, the County and GovernmentJobs.com are the parties to that certain NeoGov Service Agreement executed on September 28, 2011, and amended on August 27, 2014 (the "Master Agreement"); and

WHEREAS, Snohomish County, due to Covid-19 restrictions, has moved to a mainly remote workforce, necessitating the County to have an automated solution for the open enrollment process; and

WHEREAS, the County desires to expand the functionality of the NeoGov Recruitment and Selection System to include E-Forms to automate the open enrollment process so that Snohomish County employees working remotely may access and submit necessary information if they wish to make changes to their current selections; and

WHEREAS, to that end, the parties have agreed to add the E-Forms module at governmentjobs.com to the functionality of the County's NeoGov Recruitment System for a sum of **Twenty-Eight Thousand, Four Hundred, and Sixteen Dollars and Fifty Cents ($28,416.50)** for the initial deployment, and $38,833 annually thereafter.

NOW, THEREFORE, for and consideration of the mutual benefits conferred on both parties, the parties agree as follows:

Section 1. Exhibit B – NeoGov E-Forms Statement of Work, Attachment 1 – E-Forms Proposed Timeline and Deliverables, and Attachment 2 – NEOGOV Employee Integration are attached to this Amendment 2 and by this reference incorporated into the Master Agreement to include E-Forms in the County's GovernmentJobs.com subscription.

Section 2. All other terms of the Master Agreement, as amended by Amendment No. 1, shall remain in full force and effect, except as expressly modified by this Amendment 2.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment 2 as of the day and year first written above.

COUNTY:

Snohomish County, a political subdivision of the State of Washington

By Ken Klein Digitally signed by Ken Klein Date: 2020.12.10 14:33:46 -08'00' ____________________

Name: ____________________

Title: Executive Director

CONTRACTOR:

NeoGov, Inc.
A California Corporation

By ____________________

Name: John Closs

Title: Controller

Approved as to Form:

____
Deputy Prosecuting Attorney

Approved as to Insurance and Indemnification Provisions:

Diane Baer - Risk Management Digitally signed by Diane Baer - Risk Management Date: 2020.11.19 12:05:05 -08'00'
____
Risk Management

EXHIBIT B

NeoGov E-Forms Statement of Work

The County and Contractor, (each a “Party” and together the “Parties) understand and agree that all Work will be pursuant to the provisions, terms and conditions of this SOW, the Master Agreement, and in accordance with the specifications set forth herein.

1. <u>DEFINITIONS</u>

Capitalized terms used in this SOW and not otherwise defined herein have the meanings defined for them in the Agreement. When used herein with initial capitalization, whether in singular or plural, the following terms shall have the following meanings:

1.1 “Acceptance” and “Accepted”

This shall mean that: (i) the Work and/or Deliverables substantially satisfy the functions and specifications agreed to by both Parties and as described herein; and (ii) the Work and/or Deliverables have been deemed delivered and acceptable by the County, following completion of any acceptance testing with written acknowledgement from the County testifying of acceptance if applicable, after the rendering of Work and the delivery of Deliverables as described in this Exhibit and the Master Agreement.

1.2 “County Data”

This means all data, works and materials: used, processed, generated, uploaded to, or stored on, the Platform by the County; transmitted by the Platform at the instigation of the County; supplied by the County to the Contractor for uploading to, transmission by, or storage on, the Platform; or generated by the Platform as a result of the use of the Services by the County.

1.3 “Installation”

This means any work tasks and installation services provided by the Contractor for software and Support as described in a relevant Statement of Work.

1.4 “Integration”

This means the functionality described in NEOGOV Employee Integration, Attachment 2.

1.5 “Platform”

This means the platform managed by the Contractor and used by the Contractor to provide the Services, including the application and database software for the Services, the system and server software used to provide the Services, and the computer hardware on which that application, database, system and server software is installed

1.5 "Support"

This means technical, maintenance and support services available from Contractor for any products, software, Installation and Work provided and/or performed by Contractor to County; accessible either: onsite in person, by telephone, remotely or online via the internet.

1.6 "Updates"

This means all minor releases of the Software in which minor modifications, additions, changes, bug fixes, defect corrections and feature enhancements have been made, excluding version-to-version Upgrades, and are designated by a change in sub-version designation (e.g., from version 1.3 to version 1.4).

1.7 "Upgrades"

This means all major releases of the software in which significant and/or substantial modifications, additions, changes, bug fixes, defect corrections and feature enhancements have been made, and are designated by a change in version designation (e.g., from version 1.4 to version 2.0).

2. <u>WORK</u>

2.1 Scope of Work.

The Contractor shall provide the NeoGov E-Forms module, which will allow the County's Human Resources Department to have an automated solution for the open enrollment process for employees working remotely. Contract work includes all planning, execution, implementation, and user training. Contractor performance shall meet the functionality described in the Appendices to this Statement of Work, E-Forms Proposed Timeline and Deliverables, ("Attachment 1") and the NeoGov Employee Integration, ("Attachment 2").

2.2 Contractor Requirements

The Contractor shall meet the following objectives:

(a) Enabling County process improvement during implementation.
(b) Allowing County management to set different access levels to employees and management staff, create forms, edit active forms, extract data, and turn functions on/off without needing approval/action from the Contractor.
(c) Providing the ability for authorized County Users to maintain the Platform through updating configuration items such as Users, Document Types and categories, and legislatively mandated items in a manner that is readily accomplished without County IT or Contractor assistance.
(d) Project Kick-Off
(e) Platform Configuration
(f) Platform Validation
(g) Deployment

(h) Access to on-line training and reference materials.
(i) Ongoing, dedicated support after go-live for 30 days.

2.3 Contractor Deliverables

Task 1: Project Kick-Off

Activities: Contractor shall provide to the County:

- Access to the Platform.
- Meeting agenda that reviews all necessary steps for implementation.
- Updated project timeline that details when each task will occur and how long each task will take to complete.
- Employee Workbook file with formatted columns and guidance in Highline employee data extract.

County Acceptance: County can access Platform using log-on credentials and agrees with updated timeline.

Contractor Deliverables: Login credentials, Kick-Off meeting agenda, and updated timeline.

Task 2: Platform Configuration

Activities: Contractor shall provide the County with online user guides and tutorials for a self-paced Platform training. Contractor shall assign an implementation consultant to guide the County in configuration of the Platform including:

- Build Forms (Dynamic and Background):
  - Direct deposit, emergency contact, personnel data, acknowledgements, benefit enrollment, parking, etc.
  - Configure forms and field-level security by user role (HR, IT, Manager, Employee)
- Administrative Settings:
  - Configure and customize email and Platform notifications
  - Header and logo
  - County announcements
  - Quick links
  - Dashboard configurations
- Processes:
  - Simple processes (policy acknowledgements)
  - Mid-level processes (qualifying life event)
  - Routine and approval process within the County
- Security Permissions:
  - User role-based permissions

County Acceptance: Fully configured E-Forms Platform developed and delivered to County. All administrative settings established. Necessary approval and routing workflow process built.

Contractor Deliverables:

- Provide the County with a contact to assist in troubleshooting set up and process flow.
- Provide advice to administrative users regarding navigation of the Platform and administrative settings in accordance with best practices.
- Participate in process call with the County.
- Deliver online training that covers the following subjects: set up of new forms, processes and related workflows.
- Provide the County with prompt, consistent, ongoing assistance as needed.
- Ensure the County has full understanding of the Platform.
- Provide timely notification and description of Platform updates before upgrade roll-out.
- Provide ongoing support, data exchange and upload to Highline.
- Support with Payroll Record Change Form (PRC).
- Provide access to technical support.
- Conform with best practices in designing workflows for tasks and approvals.
- Provide technical support for report customization.

Task 3: Platform Validation

Activities: Contractor shall advise County on Platform validation including end-to-end testing of all aspects of Platform. Contractor shall review the test results with the County and recommend adjustments to any necessary settings before proceeding. To facilitate employee data import, Contractor shall advise the County in obtaining data from Highline to populate an Employee Workbook with the following fields:

- Employee name
- Employee number
- Email address
- Start date
- Department code and title
- Division code and title
- Position code and title
- Direct manager employee number

County Acceptance: County has conducted validation testing and agrees the Platform is performing as expected, specifically:

- E-Forms for new enrollment is complete and works as designed.
- Administrative settings are configured for users.
- Approval/review of forms certification and routing workflow.

Contractor Deliverables: Provide Employee Workbook and complete import within 5-10 business days of the County returning a completed Employee Workbook data set, consult with the County on how to conduct end-to-end testing and advise on adjusting any configuration settings needed.

Task 4: Deployment

Activities: Contractor shall facilitate the production review call to ensure everything is configured according to the County's needs.

County Acceptance: The full E-Forms solution supplied by the Contractor is accepted in accordance with Section 6 of this SOW after the Platform has been performing consistently and without defect for 90 days following go-live.

Contractor Deliverables: Contractor will participate in the production review call with the County and will provide a production environment.

3. CONTRACTOR'S RESPONSIBILITIES

3.1 Contractor to provide:

(a) A primary point of contact to act as Project Manager ("CPM") and work with Snohomish County's Project Manager ("SCPM"), or other designated representative.
(b) Professional staff to perform or manage the functions described in this SOW. The assignment of such Contractor staff shall be disclosed to County and shall be subject to County's approval. County may direct the Contractor to remove or reassign any staff that the County determines to be unqualified or unsuitable; however, County's right to do so does not implicate County as party to Contractor's obligations in the SOW.
(c) Reports- Weekly and/or monthly status reports as required by SCPM.

3.2 Contractor Task and Responsibilities:

(a) Develop a project schedule that includes all tasks required by the County for configuration, security, network connectivity, workstation modifications and operations and maintenance.
(b) Ensure adherence to the project scope, schedule, and budget.
(c) Manage risk, including notifications to the County's Project Manager within 24 hours – via email or phone – when the project scope, schedule, or budget may be impacted, as well as providing mitigation plans.
(d) Manage and plan work activities including:
    - Platform configuration;
    - data migration;
    - testing and quality assurance;
    - administrator training; and
    - Go-live support.
(e) Coordinate Contractor's resources, work sessions, and training (online/phone).
(f) Track project issues using mutually agreed upon tracking system (e.g., SharePoint, Excel, etc.)
(g) Provide written status reports, which include schedule updates, all reported issues and their statuses, weekly via email.
(h) Be available for status calls as requested by County.

(i) Provide monthly updates to steering committee via online meeting as requested by the County.
(j) Perform additional tasks as required to achieve the results specified herein.

4. COUNTY'S RESPONSIBILITIES

4.1 County to Provide:

(a) Single point of contact from County to act as Project Manager ("SCPM") and work with Contractor's Project Manager ("CPM"), or other designated representative.
(b) Sufficient workspace, internet connections, and telephone access to Contractor employees that are required to provide or perform Work at a County facility.
(c) Three to five Platform administrators that will complete required E-Forms online training and develop competence in E-Forms functionality and configuration.

4.2 County Task and Responsibilities:

(a) Conduct internal process analysis.
(b) Provide at least one project manager and three E-Forms Platform administrators.
(c) Ensure that project manager, Platform administrators and any other stakeholders will attend the project Kick-Off meeting.
(d) Gather all fillable forms and read-only handouts.
(e) Review and complete training utilizing online-user guides and tutorials in order to configure the Platform.
(f) Test Platform in accordance with approved Test Plan. County will test the Platform to ensure product delivery meets functionality described in the SOW and Attachment 1 and Attachment 2.
(g) Complete all fields of the employee workbook and provide to the Contractor for import into the Platform.
(h) Complete the Production Review Checklist.
(i) Attend the production review call.
(j) Conduct end-user training for all staff that will be utilizing the Platform and successfully coordinate employees' participation in online open enrollment.
(k) Review and provide formal written approval of work performed under milestones.

5. PROJECT MANAGEMENT

Snohomish County project management best practices will be observed, including County change control procedures and weekly project status update meetings with the participating project team (Contractor/County). The County Project Manager and the Contractor will negotiate the acceptable level of project management oversight at the Kick-Off Meeting.

6. PROJECT COMPLETION CRITERIA

The full NeoGov E-Forms solution supplied by the Contractor (including all software, custom configurations, training, and support agreements) has been installed or delivered to the

County and is fully functional and proven to be satisfactory to the project sponsor. Project completion approval shall not be unreasonably withheld. All requirements found in this and all other project documentation (including those documents submitted by the Contractor) must be satisfactorily met by the Contractor products/services, tested by the County, and accepted through verification testing (at the discretion of the County).

7. [Intentionally Omitted]

8. DURATION OF SOW

This SOW shall commence upon execution of Amendment 2 (the "Effective Date"). This SOW shall remain in effect until all SaaS Subscriptions have expired and/or both parties have achieved full performance of Professional Services or other services detailed in a SOW, unless it is terminated earlier in accordance with this Agreement. SaaS Subscriptions shall commence on January 1, 2021 (the "Commencement Date") and conclude December 31, 2022 unless extended further by mutual written agreement of both parties in an amendment to this SOW, PROVIDED, HOWEVER, that the County's obligations after December 31, 2020 are contingent upon local legislative appropriation of necessary funds for this specific purpose in accordance with County Charter and applicable law.

9. TIMELINE

Timeline	Milestone Phase Number	Milestone
Week 1	Stage 1	Project Kick-Off
Weeks 2 - 4	Stage 2	Platform Configuration
Weeks 4 - 6	Stage 3	Platform Validation
Week 7	Stage 4	Deployment

10. FEES

Billings will be initiated upon signature approval from an authorized representative from Snohomish County for each milestone.

The 12-month subscription fees for 2020, identified below, will be pro-rated based on the date that falls no fewer than 60 days after contract signature, with a renewal date of September 28, 2021, at which time the County will pay for a full 12-month term of $38,833.00.

Annual subscription fees beginning in 2023 may increase by a maximum of three percent per year.

Contractor will be paid for the Work accepted by County as specified in this SOW as specified in the table below:

Item	Item Description	Cost per Item
	Year 1 **1/1/2021 – 12/31/2021**	
E-Forms Subscription Year 1	12-Month Term. Year 1 Subscription Fees shall be invoiced 150 days from the Commencement Date and shall be due net 30 days from Customer receipt of NEOGOV invoice.	$18,916.50
NEOGOV Employee Integration	12-Month Term.	$0
Single Sign-On Subscription	12-Month Term. Year 1 Subscription Fees shall be invoice 150 days from the Commencement Date and shall be due net 30 days from Customer receipt of NEOGOV invoice.	$500.00
Professional Services – Single Sign-on Setup	Net 30 days From Effective Date	$2,000.00
Professional Services – E-Forms Implementation and Training	Net 30 days From Effective Date	$7,000.00
	Year 1 Total	$28,416.50
	Year 2 **1/1/2022 – 12/31/2022**	
E-Forms Subscription Year 1	12-Month Term. Subscription Fees shall be due net 30 days from the Commencement Date anniversary.	$37,833.00
NEOGOV Employee Integration	12-Month Term.	$0
Single Sign-On Subscription	12-Month Term. Subscription Fees shall be due net 30 days from the Commencement Date anniversary.	$1,000.00

	Year 2 Total	**$38.833.00**

11. PROJECT MANAGERS

County Project Manager ("SCPM")		Contractor Project Manager ("CPM")	
Name:	Renee Macchi	**Name:**	Miya Jin
Address:	Continuous Improvement 3000 Rockefeller Ave Everett, WA 98201	**Address:**	NEOGOV 300 Continental Blvd., Ste 565 El Segundo, CA 90245
Phone:	(425) 388-2139	**Phone:**	(310) 658-5785
Email:	renee.macchi@snoco.org	**Email:**	mjin@neogov.net
County Project Manager ("SCPM") Alternate		Contractor Project Manager ("CPM")	
Name:	Devinder Sandhu		
Address:	Human Resources 3000 Rockefeller Ave Everett, WA 98201		
Phone:	(425) 388-3098		
Email:	devinder.sandhu@snoco.org		

Escalation path

Snohomish County:

Juan Rodriguez, Business Process Analyst, 425-262-2695, juan.rodriguez@snoco.org
Anne Brix, Wellness and Benefit Coordinator, 425-388-3318, anne.brix@snoco.org

NEOGOV:

Miya Jin, Implementation Manager, 310-658-5785, mjin@neogov.net

12. DATA RIGHTS

Ownership. County Data is and shall remain the sole and exclusive property of County and all right, title, and interest in the same is reserved by County. This Section shall survive the termination of this Agreement.

Contractor Use of County Data. Contractor is provided a limited license to County Data for the sole and exclusive purpose of providing the Services, including a license to collect, process, store, generate, and display County Data only to the extent necessary in providing the Services. Contractor shall: (a) keep and maintain County Data in strict confidence, using such degree of care as is appropriate and consistent with its obligations as further described in this Agreement and applicable law to avoid unauthorized access, use, disclosure, or loss; (b) use and disclose County Data solely and exclusively for the purpose of providing the Services, such use and disclosure being in accordance with this Agreement and applicable law; and (c) not use, sell, rent, transfer, distribute, or otherwise disclose or make available County Data for Contractor's own purposes or for the benefit of anyone other than County without County's prior written consent. This Section shall survive the termination of this Agreement.

13. SITES AND LOCATIONS

14. The work will be conducted remotely. ATTACHMENT(S)

- Attachment 1, E-Forms Proposed Timeline and Deliverables
- Attachment 2, NeoGov Employee Integration

IN WITNESS WHEREOF, the Parties intending to be legally bound have caused this SOW to be executed by their duly authorized representatives, and intend it to be effective as of the later of the two signature dates set forth in the signature block below (the "**Exhibit Effective Date**").

Snohomish County	**[Full Legal Company Name]** Governmentjobs.com, Inc
BY: Ken Klein Digitally signed by Ken Klein Date: 2020.12.10 14:35:36 -08'00'	BY:
(Authorized Signature)	(Authorized Signature)
NAME:	NAME: John Closs
(Print or Type Name of Signatory)	(Print or Type Name of Signatory)
TITLE: Executive Director	TITLE: Controller
(Title of signatory)	(Title of signatory)
DATE:	DATE: 11/18/2020
(Execution Date)	(Execution Date)

Attachment 1
eForms Proposed Timeline and Deliverables

Table of Contents

Overview

To achieve a high level of project success, and to ensure both an effective and timely implementation for our agencies, NEOGOV utilizes a dedicated professional services team and a tested and proven implementation approach. This approach has been continually refined and is designed to provide the most efficient and effective implementation while producing maximum user adoption and ongoing project success.

As part of the implementation process, NEOGOV incorporates a staged implementation approach which is designed to effectively manage and streamline the process. This staged implementation approach is in the style of train the trainer. For all implementations, NEOGOV is proud to offer an implementation expert to facilitate the process.

Reference ID, Duration, Resource

This guide makes frequent reference to the GANTT chart provided to your organization. For visualization purposes, please refer to the appropriate section of your GANTT chart.

Agency Staffing Requirements

During implementation, customers are responsible for organizing a team consisting of at least one project manager and one eForms system administrator who will work with agency staff and NEOGOV during the project. The project manager should be familiar with project plans and understand the tasks associated with managing a team, working with a timeline, and interacting with an external vendor. The system administrator is typically a Human Resources staff member who is familiar with the new hire process(es).

For an organization of 2,500+ FTE, NEOGOV recommends **1-3** primary system administrators, with **1-2** back-ups in the event of vacation, leave, etc. The system administrators are typically HR staff who know employee processes. The system administrators should attend all status check-ins with the NEOGOV implementation consultant. You may include IT in these meetings, but this is optional.

The eForms system administrator should be familiar with using a computer and Internet Explorer or Google Chrome. Within the team there should be an understanding of the existing employee processes as the team will be responsible for reviewing and revising, where necessary, the existing processes to incorporate eForms.

Before You Begin

Prior to the scheduled project kick-off meeting, the NEOGOV Implementation Consultant will deliver a series of documents to the customer Project Manager, including the Implementation Workbook and the eForms Pre-Implementation Questionnaire. This documentation provides a checklist of each of the tasks, responsibilities, and timelines associated with each of the deliverables.

NEOGOV recommends a weekly status check-in between the Implementation Consultant and customer Project Manager to review accomplished activities, completed deliverables, upcoming deliverables, and functionality questions.

At the kick-off meeting, NEOGOV will review the project implementation timeline with the customer and both parties will agree upon a Go-Live date. This meeting is used to clearly define the roles, responsibilities, deliverables, and tasks as laid out in this proposal, in addition to presenting a high-level overview of the eForms system.

Contingency timeframes are always incorporated into the project plan to allow for some project timeline fluctuation. Each of the major deliverables in the timeline incorporate roughly a **10%** contingency estimate added to each activity. Based on the overall timeline requirements and NEOGOV's extensive history working with public sector and education agencies delivering this type of solution, we are confident that the timeline (including safe contingency planning estimates) will be successfully completed on time and within budget.

For larger organizations, the eForms implementation process can take anywhere from **6-10** weeks, depending on how many varying eForms processes the organization utilizes. This timeline is based on a dedicated team spending **4-6** hours a week learning and configuring the eForms system.

A NEOGOV implementation consultant is assigned to your implementation and will serve as your point of contact to answer any of your questions and provide guidance. Your consultant will serve as your eForms subject matter expert and is available to help and provide best practice advice on system functionality throughout the project.

Internal Process Analysis

Before the project kick-off, it is important to consider your employee processes. Having your employee processes defined will help determine how you will configure your system, as well as help your NEOGOV implementation consultant know which features to utilize to achieve your process goals. eForms questions to consider:

- Do you have annual policies that need to be acknowledged (Employee Handbook, IT Policy, etc)?
- Are there any employee processes that an employee can initiate at any time (Overnight Parking, Request of new ID badge, Qualifying Life Event, etc)?
- Are there processes that a Manager or someone else would initiate on behalf of an employee (Equipment Request, System Access Request, etc)?
- Who is involved in employee processes? Is there an approval workflow?
- Where do you currently store documents? Do you have a document management system?

Your NEOGOV implementation consultant will provide you with an eForms Implementation Plan which includes questions such as these and more. This will ensure you're covering all the bases before you launch.

You will receive an email from your account representative with a link to a questionnaire. Complete the questionnaire to provide your consultant with helpful information before the kickoff call.

NEOGOV has included the implementation timeline and deliverables in the Sample eForms Implementation timeline below. This proven installation approach is as follows:

Stage I – Project Kick-Off

Ref ID: 2 **Duration: 5 hrs** **Resource: Both**

This stage consists of the project kick-off call that should be attended by the customer project manager, system administrators, and any other stakeholders responsible for configuring the eForms product.

During this stage you will review your findings from the Internal Process Analysis step (see above) as well as system goals with your dedicated NEOGOV Implementation Consultant. This will assist your NEOGOV implementation consultant to be equipped with details about your employee processes to advise you on the best, most relevant configuration options for your eForms system. In addition, this allows us the opportunity to work with you to identify areas of workflow improvements that we can suggest to ensure you get the most possible out of the project.

Meeting Agenda

Ref ID: 3 **Duration: 1 hr** **Resource: Both**

- Introductions
- Overview of System
- Discussion of Project Timeline
- Discussion of System Administration Training and Train the Trainer sessions
- Discussion of Project Roles and Assignments
- Discussion of Community (online training center)
- Review Implementation Questionnaire
- Question and Answer

After the kick-off meeting, your NEOGOV implementation consultant will send you your login credentials.

Ref ID: 4 **Duration: 1 hrs** **Resource: Both**

Data Gathering

Ref ID: 5 **Duration: 4 hrs** **Resource: Customer**

To further set your team up for success, NEOGOV recommends a data gathering phase after your kick-off call. Use this time to gather all fillable forms, read-only handouts like policies or handbooks. You will use these documents to configure your forms and tasks within a process, in the next stage of implementation.

Stage II – System Configuration

Ref ID: 6 **Duration: 41 hrs** **Resource: Both**

During this stage the customer system administrators are responsible for dedicating time to learn and configure the eForms product, with the guidance of your NEOGOV Implementation Consultant. With our train the trainer approach, it is vital for the system administrators to commit to learning the system, which will ultimately set your team up for success. With this approach, our customers become Subject Matter Experts themselves and will be self-sufficient after Go-Live.

Self-Paced System Training

Ref ID: 7 **Duration: 6 hrs** **Resource: Customer**

In addition to the guidance provided by our in-house Implementation Consultant, NEOGOV also provides online user guides and tutorials to assist you in the set-up of the system and management of the project. Additional training includes:

- **Online User Guides** – The online user guides cover in-detail the capability, functionality, and linking throughout the eForms system. The user guides are broken down by topic for ease of use, and total approximately **200** pages. The user guides are available on any eForms screen by clicking the 'Help and Feedback' link. The online user guides function much like Microsoft help guides wherein the help documentation is available online and interactive including text and topic searching, indexes throughout the document, and a glossary of terms.

- **Tutorials** – NEOGOV offers a series of video tutorials that progress sequentially for an intuitive learning experience. To start off the system configuration stage you will be directed to watch Series A through B. It is recommended to watch all modules to learn the full functionality of the system. Your NEOGOV implementation consultant will direct you to specific tutorials throughout the system configuration phase. The following is a list of the online tutorials available for eForms. Each of these series include multiple modules covering a range of common actions:
    - Series A: Required Administrative Setup
    - Series B: System Configuration
    - Series C: Self Service Portal
    - Series D: Maintaining The System

Configuration

Ref ID: 8-13 **Duration: 35 hrs** **Resource: Both**

With the assistance of your NEOGOV Implementation Consultant, and using the tutorials and online user guide as a reference, you will configure the following:

- Build Forms (Dynamic and Background)
    - Direct Deposit, Emergency Contact, Personnel Data, Acknowledgements, Benefit Enrollment, Parking, etc.
    - Configure form and field-level security by user role (HR, IT, Manager, Employee)
- Administrative Settings
    - Configure and Customize Email Notifications
    - Header and Logo
    - Company Announcements
    - Quick Links
- Processes
    - Simple Processes (Policy acknowledgements)
    - Mid-Level Processes (Qualifying Life event)
- Security Permissions
    - User role-based permissions

Your NEOGOV implementation consultant will advise you with best practices to create a streamlined and automated eForms process.

Stage III – System Validation

Ref ID: 14 **Duration: 52 hrs** **Resource: Both**

Upon completion of configuration, you will begin system validation, during which your system administrator will test all aspects of your eForms system. This stage is vital to the success of your deployment of eForms.

Test System

Ref ID: 16 **Duration: 20 hrs** **Resource: Customer**

A thorough system validation ensures that eForms is configured and ready to support the needs of your organization. Your Implementation Consultant will review the system validation process with you once you have completed configuration.

The following is an example of items covered during system validation:

- Create a test employee and test manager
- Log in as a test employee
    - Navigate through the Self Service Portal
    - Initiate a Quick Link Process
    - Complete all Processes
- Log in as a test manager
    - Navigate through the Dashboard
    - Initiate a process for the test employee
    - Complete manager tasks as a part of a process

We encourage you to be intensely engaged and creative. As you test, consider various scenarios that might arise. After you have completed testing, you will be able to delete any evaluations to maintain a clean environment.

Ref ID: 17 **Duration: 1 hr** **Resource: Both**

Once testing is complete, your Implementation Consultant will review the test results with you to adjust any necessary settings before moving on.

Employee Data Import

Ref ID: 18-20 **Duration: 30 hrs** **Resource: Both**

Part of the system validation stage is the Employee Data Import. This step is to upload your existing employee population into the NEOGOV eForms system.

Your NEOGOV implementation consultant will provide you with an Employee Workbook with the following fields:

- Employee Name
- Employee Number
- Email Address
- Start Date
- Department Code and Title
- Division Code and Title
- Class Code and Title
- Position Code and Title
- Direct Manager Employee Number

Once received, your NEOGOV implementation consultant will import your data into eForms.

Stage IV - Deployment

Ref ID: 21 **Duration: 1 hrs** **Resource: Both**

During this stage you will attend the production review call to wrap up the implementation, activate your users, initiate processes, train end-users, and more. Please use the Production Review Checklist (found in the Implementation Workbook) to ensure system readiness before moving through the rest of this stage.

Production Review Call

Ref ID: 22 **Duration: 1 hr** **Resource: Both**

You will attend the production review call once your eForms system is configured, tested, and all employee data has been uploaded. The purpose of the production review call is to have your consultant review your setup to ensure everything is configured to work exactly as you intend for it to work. The first part of the call is to review the Production Review Checklist. The checklist contains required as well as optional features in the eForms system that will be reviewed with your NEOGOV Implementation consultant. This acts as a final check-through of your system before Go-Live.

The second part of the production review call consists of the Customer-Led demo. The system administrators will conduct a demo to ensure the administrators are comfortable with using the system and know where to navigate to use key features and functions. This is by no means a test.

Upon completion of the production review call, you are marked as **Live**: meaning you have finished the implementation and are ready to eForms new hires.

End-User Training

Ref ID: 23 **Duration: Varies** **Resource: Customer**

NEOGOV highly encourages customer system administrators to conduct end-user training for employees, managers, department heads, IT, HR staff, or others that will be utilizing eForms. NEOGOV recommends that the system administrators customize the NEOGOV employee and manager user guides (found in our online help center) to your specific process.

In addition, NEOGOV recommends creating PowerPoint presentations and conducting several **2**-hour sessions for end users to learn how to use eForms. You have the option to have a NEOGOV trainer create the training PowerPoints as well as lead the session at an additional cost (see below).

End-user training should consist of the following:

- How to activate accounts and how to log in
- Overview of the Self Service Portal and Manager Dashboard
- How to self initiate a process

- How to assign a process
- How to complete various tasks (completing forms, downloading PDFs, approvals, etc.)
- Downloading completed forms
- Running reports

It is best practice to activate users as you conduct end-user training, as well as sending out an organization-wide notice.

Launch eForms (Go-Live)

Ref ID: 24 **Duration: 0 hrs** **Resource: Customer**

Once all users are trained, and the production review call is complete, you may begin using eForms for new hires. Depending on the administrative settings, your new hire checklists will be created automatically or manually.

If you did not activate users during end-user training, you may now activate any users that are involved in the eForms process.

Your NEOGOV implementation consultant will be your main point of contact post-go-live for **30** days to ensure a smooth rollout.

At that point, you will transition to our Customer Support Team. NEOGOV has a team of experienced professionals ready to help answer your questions by phone, email, or by logging a case with our Help Desk. Our live Customer Care Team is available from **6:00 AM** to **6:00 PM** (Pacific), Monday through Friday (excluding NEOGOV holidays). During these phone support hours, you have an unlimited number of calls available. If you call outside of these hours, or if all our representatives are busy, simply leave a message and your call will be returned once a team member is available. You can expect a response in 24 hours or less.

There is no charge for calling into the Customer Support Team for help. Additional fees may apply if you choose to purchase additional onsite training in the future or decide to attend the annual User Conference.

Attachment 2

NEOGOV™

NEOGOV EMPLOYEE INTEGRATION

Revision 7 – April 23, 2019

Table of Contents

1 OVERVIEW

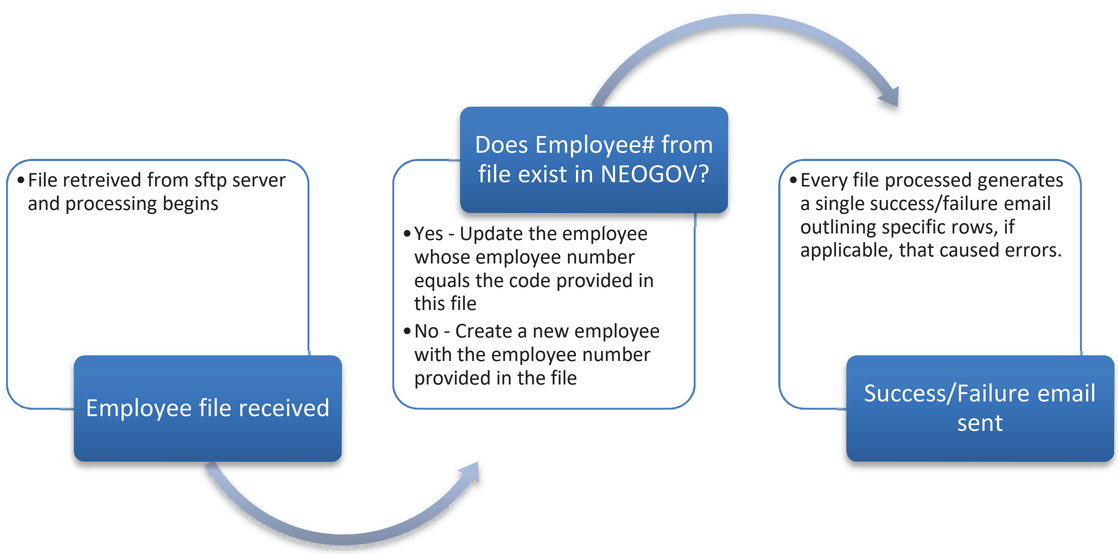
1.1 EMPLOYEE INTEGRATION

The employee integration will provide an ongoing or one-time import of data from a file to NEOGOV applications.

Each record in the file will be uniquely identified by their "Primary Key". In general, the NEOGOV system uses the object's "Code" as this key. When creating an Employee, the Employee number is the value that will act as the Primary Key that uniquely identifies a particular employee.

Employee integration files should only include records to be added or updated. The integration will update or insert the records in the employee file based on the Employee Number. If the Employee number exists in the system, the record will be updated. If the Employee number does not exist in the system, the record will be added. If an Employee number exists in the system but is missing from the file, no action will be taken.

All integration files are to be placed in the agency's 'Inbound' folder on the NEOGOV SFTP server. NEOGOV will retrieve the files from the SFTP server and then import the data into NEOGOV. After the file is processed, an email notification will be sent indicating the number of records added or changed.



1.2 PURPOSE OF THIS DOCUMENT

This document will outline the file requirements and process necessary for a successful data import to the NEOGOV system.

2 FILE SPECIFICATIONS

2.1 FILE NAME

The file name for each import needs to be the same each time the file is sent to the SFTP server. This will ensure that the NEOGOV system can find the file to be uploaded as expected.

The recommended file name is <agencyName>_emp.<file extension>.

For example, if the Agency's name is "My City", and the data feed is a Pipe delimited Employee file, the recommended file name is "myCity_emp.txt".

In addition, agencies have the option to include a date stamp at the end of the file name to facilitate revision control. For example: "myCityName_emp_20151217.csv."

2.2 FILE FORMAT

The acceptable file import format is a pipe-delimited .txt file

2.3 FREQUENCY

File imports are supported 24 hours a day, and 7 days a week. NEOGOV will check for new files *every hour* at 30 minutes past the hour and if a file exists in the agency's 'Inbound' folder, it will import the file and generate a delivery notification email. It is recommended that files be placed on the SFTP server at 15 minutes past the hour for processing. This will ensure that the file is completely transferred well in advance of the NEOGOV process running.

2.4 SECURE FTP

All standard integration files are to be placed in the agency's 'Inbound' folder on the NEOGOV SFTP. NEOGOV will retrieve the files from the SFTP server and then import the data into Insight. After the file is processed, an email notification will be sent indicating the number of records added or changed.
Integration files will be housed on NEOGOV's Secure FTP (SFTP) server. NEOGOV will request the following information to configure the import as desired:

- Delivery confirmation email address (this should be a single email address)

Please complete the worksheet provided in Appendix B to provide this information.

NEOGOV will provide the following information for you to upload the file imports:

- SFTP Host Name and Port
- SFTP Username
- SFTP Password
- SFTP Folder

2.5 FILE HEADER

A file header must be included in the first row of the import file.

2.6 ENCRYPTION

Since import files are placed on a Secure FTP (SFTP) managed by NEOGOV, file encryption for standard integrations is unnecessary. If file encryption is desired, NEOGOV will provide a public key for the encryption.

3 DATA REQUIREMENTS

3.1 FOR EACH IMPORT

i. The specified fields must be included in the file, in the order listed in Section 3.2 below.

ii. The identifying field for all updates and inserts will be the Primary Key field.
   - If the Primary Key already exists in the system, the record will be updated
   - If the Primary Key does not exist in the system yet, the record will get added
   - If a Primary Key exists in the system, and is not provided in the file, it will be ignored (i.e. the record will not be changed or deleted)
   - Employee Integration files should only include records to be added or updated.

3.2 EMPLOYEE FEED

Sample file names:
agencyName_emp.txt or agencyName_emp_20160104.txt

Employee Record mappings - Primary Key options*

> ** Be sure to discuss which Primary Key option should be configured for your organization with your Implementation Consultant.*

Option 1: Primary Key = Employee Number

Import script will search for Employee Number. If not found, then will search for Email. If it finds an email match, then it will update the employee number. If both are not found, new record will be created.

Option 2: Primary Key = combination of First Name/Last Name

Will attempt to import the employee based on Employee Number. If not found, then will search for Email. If both are not found, the import will search for First Name and Last Name. If multiple employees exist with the same First and Last Name, then an exception will be thrown.

> Option 2a: Primary Key = combination of First Name/Last Name
>
> Add a column to the employee import file called 'NewHire'. If a 1 is entered in this column, the import will add the employee, even if there is a match on First Name/Last Name.

Note: Although email notifications are sent to new employees when an account is created through the user interface, email notifications are NOT sent to employees that are added through the Employee feed.

3.2.1 File Formats

1. Basic
   a. User Name may be included in file

b. Recommended for Perform and Learn customers and Onboard customers using offboarding

2. Position Management
   a. Can only be used in combination with the Position Management product/module

3.2.1.1 Employee Feed - Basic

Can include user name.

Field Name	Data Type	Max Length	Req'd	Notes
FirstName	String	50	Yes	
LastName	String	50	Yes	
Employee #	String	50	Yes	Primary Key - Maps to Employee Number stored in NEOGOV. If record exists it will be updated. If the employee number does not exist a new record will be created.
Email	String	50	Yes	Must be unique across the entire NEOGOV user-base.
Start Date	Date	50	Yes	Date must be in the following format: MM/DD/YYYY
Separation Date	Date	50	No	Date must be in the following format: MM/DD/YYYY
Address 1	String	100	No	
Address 2	String	100	No	
City	String	50	No	
State	String	20	No	Please used 2-letter abbreviation. See Appendix A for acceptable values.
Zip Code	String	10	No	
Phone	String	20	No	
Direct Manager	String	50	No	Employee number of the Direct Manager. Note: Employee cannot be their own Direct Manager.
Position Code	String	50	Yes	Code of the position that the employee belongs to. The position must already exist in the NEOGOV system. *
Position Title	String	100	Yes	Name/Title of the position the employee belongs to. *
Position Department Code	String	50	Yes	Department Code that the employee's position belongs to *
Position Department Name	String	100	Yes	Department Name that the employee's position belongs to *
Position Division Code	String	50	No	Division Code that the employee's position belongs to *
Position Division Name	String	100	No	Division Name that the employee's position belongs to *
Position Class Code	String	50	No	Class Code that the employee's position belongs to *

Position Class Title	String	100	No	Class Title that the employee’s position belongs to *
IsActive	Bit	1	No	0=box is not checked : 1=box is checked
Username (Optional)*	String	50	*Yes	*This is an optional column that can be configured per agency. *If included, values are expected. If not included, import file should not include column. NOTE: if the username column is included new employees will be added with the provided username; existing employees records will be updated with the username value.*
New Hire ‘Flag’ (Option 2a)	Bit	1	*Yes	*This is an optional column that can be configured per agency. *If included, values are expected. If not included, import file should not include column.* 0=box is not checked: 1=box is checked. A ‘1’ value will always create a new record. A ‘0’ value will check for an existing employee in the system and update the record.

Note: The employee’s position must be valid before the employee’s record can be added or updated through this feed. If the *Position Code/Position Title/Position Department Code/Position Department Name/ Position Division Code/Position Division Name/Position Class Code/Position Class Title* combination cannot be found, it will be rejected by the system, and the employee’s record will not be inserted or updated.

3.2.1.2 Employee Feed for Position Management

This option can only be used if your organization has purchased the NEOGOV Position Management product (NOTE: as opposed to a Position control integration).

Field Name	Data Type	Max Length	Req'd	Notes
FirstName	String	50	Yes	
LastName	String	50	Yes	
Employee #	String	50	Yes	Primary Key - Maps to Employee Number stored in NEOGOV. If record exists it will be updated. If the employee number does not exist a new record will be created.
Email	String	50	Yes	Must be unique across the entire NEOGOV user-base.
Start Date	Date	50	Yes	Date employee started at the agency. Date must be in the following format: MM/DD/YYYY
Separation Date	Date	50	No	Date must be in the following format: MM/DD/YYYY
Address 1	String	100	No	
Address 2	String	100	No	
City	String	50	No	
State	String	20	No	Please used 2-letter abbreviation. See Appendix A for acceptable values.
Zip Code	String	10	No	
Phone	String	20	No	
Direct Manager	String	50	No	Employee number of the Direct Manager. Note: Employee cannot be their own Direct Manager.
IsActive	Bit	1	No	0=box is not checked : 1=box is checked
PositionClientID	String	50	Yes	Code of the position that the employee belongs to. The position must already exist in the NEOGOV system. * This is usually the code that uniquely identifies the position from the originating HRIS system.
Employee Position Action	String	50	*Yes	Acceptable values include: Initial Data Transfer Hire Rehire Promotion Demotion Transfer Position Change Termination

Effective Date	datetime		Yes	Date employee position action is effective. Date must be in the following format: YYYY/MM/DD
Reports To Position	String	500	No	

3.3 DATA FORMATTING

i. A file header containing the field names is required.

ii. Each record must be delimited by a Windows line break/carriage return. Files with Unix line break will not process. Please verify the line breaks by opening the file in Notepad++ on a Windows machine.

iii. Every field specified must be included in the file and presented in the order listed.

iv. Although the value for a field may be optional, the inclusion of that field is still required. For example, if the Employee does not have a value for the “Separation Date” field, then the “SeparationDate” field must still be in the file, but the value will be blank.

v. If a string value contains quotation mark as part of the text, send **"** instead of a quotation mark.

   a. Example, First Name is John “Johnny”:
   JohnquotJohnny&quot,|LastName|Employee#|Email|StartDate|SeparationDate|Address1|Address2|City|State|ZipCode|….

4 NOTIFICATIONS

4.1 EMAIL NOTIFICATIONS

An email notification will be sent after each file has processed. The email will outline the number of rows added to the system, the number of rows that were updated, and the number of rows that contain errors. Rows that contained errors will be sent in an attachment outlining the validation error that prevented the record from being added to the system.

Sample Email Notification:

From: neogovIntegrations@neogov.com [mailto:neogovIntegrations@neogov.com]
Sent: Monday, January 11, 2009 9:17 AM
To: John Doe
Subject: Neogov Employees Integration to PE Success Email

Neogov Employees Integration to PE Completed Successfully
0 Total Rows Inserted.
55 Total Rows Updated.
2 Total Rows Contained Errors (see attachment for details).
Process Completed on: 12/4/2015 12:35:43 PM

Sample Error Attachment:

Primary_Key|Exception_Message
EmployeeNumber: u205D|Duplicate EmployeeNumber in file
EmployeeNumber: u205D|Duplicate EmployeeNumber in file

4.2 EMAIL ADDRESSES

Please provide the email address that should receive the notifications. Only one email address may be used. If the notification needs to go to more than one person, it is advised that a distribution list be set up by the agency's email administrator. The notifications can then be sent to the distribution list address

APPENDICES

APPENDIX A – STATE LOOKUP VALUES

State Name	Allowed Values
Alabama	AL
Alaska	AK
Arizona	AZ
Arizona	AR
California	CA
Colorado	CO
Connecticut	CT
Delaware	DE
Washington DC	DC
Florida	FL
Georgia	GA
Hawaii	HI
Idaho	ID
Illinois	IL
Indiana	IN
Iowa	IA
Kansas	KS
Kentucky	KY
Louisiana	LA
Maine	ME
Maryland	MD
Massachusetts	MA
Michigan	MI
Minnesota	MN
Mississippi	MS
Missouri	MO
Montana	MT
Nebraska	NE
Nevada	NV
New Hampshire	NH
New Jersey	NJ
New Mexico	NM
New York	NY
North Carolina	NC
North Dakota	ND
Ohio	OH
Oklahoma	OK

Oregon	OR
Pennsylvania	PA
Puerto Rico	PR
Rhode Island	RI
South Carolina	SC
South Dakota	SD
Tennessee	TN
Texas	TX
Utah	UT
Vermont	VT
Virginia	VA
Washington	WA
West Virginia	WV
Wisconsin	WI
Wyoming	WY
Virgin Islands	VI
International	“null” (leave blank)

APPENDIX B – COMMON IMPORT ERRORS

Error Message	Details
Missing Employee Number for Email: <Email address>	
Missing Email	
Invalid Email address	Thrown if the value is not a valid email address format
Missing Start Date	
Invalid State Abbreviation	
Email already in use: <Email address>	Thrown if the email address exists for a different employee number for the agency
Employee# already in use	Thrown if the employee number exists for a different email address for the agency
UserName in use by another agency: <Username >	Usernames need to be unique within the system
UserName already in use	Usernames need to be unique within the system
This email address is already used as a UserName	Usernames need to be unique within the system. If the username is not provided in the file, the email address is copied as the username. A user in the system is already using this email address as their user name.
Email repeated in system. Email needs to be unique, please update one: <Email address>	The email address is found for multiple users in Neogov. The value(s) should be updated in the UI for one or all users with this email address, and then the file should be imported again.
Employee Cannot be his own Direct Manager	
Direct Manager cannot be a terminated employee	Direct Manager is inactive
Invalid Direct Manager#	Direct Manager is not found in the system
Employee # not found, and there is more than one match with the First Name/Last Name	Only thrown if First Name/Last Name mapping is used
Missing Position Code	
Missing Position Title	
Missing Department Code	
Missing Department Name	
Invalid PositionCode/PositionTitle	
DepartmentCode/DepartmentName not matching Position Info	
DivisionCode/DivisionName not matching Position Info	
ClassCode/ClassTitle not matching Position Info	

APPENDIX C – EMPLOYEE INTEGRATION WORKSHEET

<u>SFTP Host</u>: Integration files will be placed on a NEOGOV hosted Secure FTP (SFTP). The SFTP is included as a component of the integration for no additional charge. Your agency will be provided login credentials and will have the ability to fully manage the files maintained in your private folder for up to 30 days.

The following information will be provided shortly after the project kick off:

- SFTP Server Name
- SFTP Port
- SFTP User ID
- SFTP Password

File Information

Employee Import File Name: ____

File extension: txt

File Delimiter: pipe

Email Notifications

Email address to email notifications to: ____
Note: this should be a single email address. For example: 'integrations@agency.com'