AMENDMENT TO THE SOFTWARE LICENSE AND SERVICE AGREEMENT BETWEEN SNOHOMISH COUNTY AND NEOGOV, INC.

THIS AMENDMENT to that certain SOFTWARE LICENSE AND SERVICE AGREEMENT, (the "Agreement") is entered into as of this 30 day of September, 2019, by and between Snohomish County, a home rule charter county and a political subdivision of the State of Washington (the "County"), and NeoGov, Inc., a corporation, licensed to do business in the State of Washington (the "Contractor").

In consideration of the covenants hereinafter set forth and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the County and Contractor agree that the Agreement shall be amended as follows:

1. Exhibit A-2, B-2,C-2, and D-2 are added to the Agreement as attached hereto and by this reference incorporated herein.

2. This Amendment may be executed in counterparts, each of which shall constitute an original and all of which shall constitute one and the same Amendment.

Except as expressly amended in this Amendment, the terms and conditions of the Agreement remain unchanged and in full force and effect.

IN WITNESS WHEREOF, the parties hereto have caused this Amendment to be duly executed as of the date set forth above.

"Contractor"
~~NEOGOV, Inc.~~ HighLine Software Corporation
By: [signature]
Authorized Signature
Printed Name: Tracey Virtue
Title: Chief Customer Success Officer
Date: 10/24/19

"County"
SNOHOMISH COUNTY
By: [signature] KEN KLEIN Executive Director cpr
Dave Somers
Snohomish County Executive
Date: 9/30/19

AMENDMENT TO THE SOFTWARE LICENSE AND SERVICE AGREEMENT BETWEEN SNOHOMISH COUNTY AND NEOGOV, INC.

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"Contractor"

NEOGOV, Inc.

By: ______________________________
Authorized Signature
Printed Name: ______________________
Title: ______________________________
Date: ______________________________

"County"
SNOHOMISH COUNTY

By: ______________________ KEN KLEIN Executive Director for
Dave Somers
Snohomish County Executive
Date: 9/30/19

EXHIBIT A-2
Time Management Self Service Statement of Work

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 shall be 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 Agreement.

1.2 "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.

1.3 "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.

1.4 "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).

1.5 "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.

- To upgrade the existing High Line software to Personality 5.05 level at the hosting location.

- To set up and configuration of Time Management Self-Service module including Time Rules including Planned Leave.
- To introduce standard workflows to support Time Management Self-Service.
- To Program and deliver enhancements outlined in the Planning Report (See Exhibit B).

2.2 Background

High Line Corporation was selected as the highest ranking vendor to supply a Snohomish County Human Resources Management system via RFP-04-02. Snohomish County began using the High Line Human Resources Information and Applicant Tracking System (HRIS/ATS) in 2005. In 2018 a new version of the product (NextGen) was implemented by the vendor as a vendor hosted solution. This amendment will upgrade the current software, set up, configure and implement Time Management Self-Service.

2.3 Contractor Deliverables

Contractor shall perform all of the deliverables listed below within the time stated below and in conjunction with Exhibit D-2. Where Exhibit D-2 contradicts this section, this section shall prevail.

Work	Activities	County Acceptance	Contractor Deliverables	Timeline
Timekeeping Self-Service	Activate and install Timekeeping Self-Service Module	Approval by the County.	Making the module available and functional to the County on or before October 31, 2019.	October 31, 2019
County business requirement defined enhancements	(a) Managed Work Week (b) Add second employee certification dialog (c) Holiday hours pro-ration for full time employees (d) Holiday hours pro-ration for part time employees (e) Out of Class identification	Approval by the County.	Create and install enhancements to the County's software on or before November 30, 2019.	November 30, 2019

	(f) Timesheet generation by week See specifications on enhancements on Exhibit C-2.			
Train the Trainer	Contractor conducts training on train the trainer method, which includes configuration to meet our business needs. Performed remotely.	County verifies all training rendered complete.	Training completed by December 31, 2019.	Dec 31, 2019
Technical Assistance	Contractor will provide support and aid with report and script creation to allow for updating and validation of records for implementation. Performed remotely.	County shall accept when all reports provide accurate information based the data in the database. Billed as utilized (this is a billable item).	Provide reports that are accurate based on the data in the database.	Dec 31, 2020
Project Account Management Assistance	Contractor shall provide project management for issues and resolutions associated with this project. Performed remotely.	Billed as utilized (this is a billable item).	Provide services to December 31, 2020.	Dec 31, 2020
Timekeeping Issue Resolution and Assistance	Contractor shall resolve and troubleshoot, configuration and software issues. Performed remotely.	Billed as utilized (this is a billable item).	Provide services to December 31, 2020.	Dec 31, 2020

3. CONTRACTOR'S RESPONSIBILITIES

(a) The contractor shall provide all deliverables as mentioned in 2.3 of Exhibit A-2 and in conjunction with Exhibit B-2, Exhibit C-2 and Exhibit D-2.

4. COUNTY'S RESPONSIBILITIES

4.1 Complete obligations

A complete list of County's obligations under this SOW is set forth below. All other work, resources, personnel, data, software, hardware, etc. required for the Contractor to achieve the results specified herein (limited only by the Scope of this SOW) are the sole and exclusive responsibility of the Contractor.

4.2 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.

4.3 County Task and Responsibilities:

(a) After Contractor satisfies their responsibilities as outlined in 2.3, the County shall implement, migrate, set-up from a test environment to production, train staff, monitor overall implementation, and troubleshoot post go live.

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 acceptance level of project management oversight at the Kickoff Meeting.

6. PROJECT COMPLETION CRITERIA

The full High Line software to Personality 5.05 solution supplied and hosted by the Contractor (including all hardware, software, custom configurations, training, and support agreements) has been installed or delivered to the County and are fully functional and proven to be satisfactory to the project sponsor. 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 testing (at the discretion of the County).

7. ROLLING ESTOPPEL

County assumes responsibility for providing the resources as indicated in the SOW. County will be conclusively deemed to have fulfilled its obligations, unless it receives a deficiency report from Contractor by the fifteenth (15th) day of the month following the month of the alleged deficiencies and Contractor identifies specific deficiencies in County's fulfillment of its obligations in that report. Deficiencies must be described in terms of how they have affected the specific performance requirement of Contractor.

Contractor is estopped from claiming that a situation has arisen that might otherwise justify changes in the project timetable, the standards of performance under the contract or the contract price, if Contractor knew of that problem and failed to include it in the applicable report.

In the event Contractor identifies a situation wherein County is impairing Contractor's ability to perform for any reason, Contractor's deficiency report should contain Contractor's suggested solutions to the situation(s). These suggestions should be in sufficient detail so that County project managers can make a prompt decision as to the best method of dealing with the problem and continuing the project in an unimpeded fashion.

If the problem is one that allows Contractor (within the terms of the contract) to ask for changes in the project timetable, the standards of performance, the project price or all of these elements, the report should comply with the change order procedures.

8. DURATION OF SOW

This SOW is estimated to last through December 31, 2020, and more specifically will commence on execution of contract amendment and conclude on or about December 31, 2020 unless extended further by mutual written agreement of both parties in an amendment to this SOW.

9. TIMELINE

Time is of the essence. Contractor is required to meet all milestone deadlines specified in the SOW section 2.3.

10. FEES

Billings will be initiated upon signature approval from an authorized representative from Snohomish County for each milestone. There is a 25% retainage for software enhancements paid upon final acceptance by the County. Enhancements and Implementation shall be billed to the County at the rate of $1200 per day based on the actual amount of days the Contractor used to complete the deliverable. In no case shall the billed amount exceed the dollar amounts below without a further amendment.

Contractor will be paid according to the Payment Schedule below:

Phase	Estimate Date of Completion	Dollar Amount
Timekeeping Self-Service (including Time Rules)	October 31, 2019	$22,318
Additional Maintenance Fee	October 31, 2019	$4,687
County business requirement defined enhancements	November 30, 2019	Not to exceed $28,800
Implementation Services • **Train the Trainer** • **Technical Assistance** • **Project Account Management Assistance** • **Timekeeping Issue Resolution and Assistance**	December 31, 2020	Not to exceed $44,100
Total		**Not to exceed $99,905**

11. EXPENSES

County shall pay no other expenses other than what is outlined in section 10.

12. PROJECT MANAGERS

County Project Manager ("SCPM")		Contractor Project Manager ("CPM")	
Name:	Terri Shields	**Name:**	Brian Diamond
Address:	Finance 3000 Rockefeller Ave Everett, WA 98201	**Address:**	300 Continental Blvd. Suite 585 El Segundo, CA 90245
Phone:	425-388-7123	**Phone:**	1-800-268-3340 ext. 227
Email:	tsheilds@snoco.org	**Email:**	bdiamond@neogov.net

Escalation path

Snohomish County:

Sharyl Raines, Controller, 425-388-3308, sharyl.raines@snoco.org

NEOGOV Inc.:

Tracey Virtue, Chief Customer Success Officer, 310-658-5761 tvirtue@neogov.net

13. SECURITY REQUIREMENTS

High Line is a hosted only, non on-premise system.

The County does not offer unlimited Contractor access to servers housed in the County Data Center. The County will create a Contractor access account, as needed. Server access will be coordinated against internal change control request and access is facilitated via Citrix. No other Contractor access application use is supported by the County.

The Contractor shall instruct its employees, agents, and subcontractors that they shall comply with the County's security, access, and safety requirements for the protection of the County's facilities and employees while on the County's premises.

14. 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.

15. SECTION 508 – ELECTRONIC AND INFORMATION TECHNOLOGY STANDARDS

Before acceptance, when the Contractor is required to perform testing to validate conformance to the agency's accessibility requirements, the vendor may be required to provide a **Supplemental Accessibility Conformance Report (SAR)** that contains the following information:

- Accessibility test results based on the required test methods.
- Documentation of features provided to help achieve accessibility and usability for people with disabilities.
- Documentation of core functions that cannot be accessed by persons with disabilities.
- Documentation on how to configure and install the ICT item to support accessibility.
- When an ICT item is an authoring tool that generates content (including documents, reports, videos, multimedia productions, web content, etc.)., provide information on how the ICT item enables the creation of accessible electronic content that conforms to the

Revised 508 Standards, including the range of accessible user interface elements the tool can create.

- Before final acceptance, the contractor shall provide a fully working demonstration of the completed ICT Item to demonstrate conformance to the agency's accessibility requirements. The demonstration shall expose where such conformance is and is not achieved.

Before acceptance, the agency reserves the right to perform independent testing to validate that the ICT solution provided by the contractor conforms to the applicable Revised 508 Standards.

16. SITES AND LOCATIONS

The work will be conducted both remotely.

17. ATTACHMENT(S)

This amendment and Exhibit A-2 utilizes Exhibit B-2, C-2 and D-2. In all cases both parties agree that any language that conflicts with the other Exhibit A-2 prevails.

EXHIBIT B-2

HIGH LINE
a NEOGOV company

Personality Time Management Planning Report

for

Snohomish County (SNC)

Revision History

Name	Date	Reason for Changes	Ver./Rev.
Brian Diamond	June 13, 2019	Initial Document	draft
Brian Diamond	June 18, 2019	Update after County review	Version 1
Brian Diamond	August 26, 2019	Update of final enhancement estimates	Final

Implementation Planning Report Document – ACCEPTANCE

This document sets forth the entire final Implementation Planning Document agreed to between both NEOGOV and Snohomish County.

As agreed to by:

NEOGOV / High Line Acceptance	Date
Signature:	August 28, 2019
By: Brian Diamond	

Snohomish County	Date
Signature:	
By:	

Table of Contents

1. Executive Summary

1.1 Introduction

NEOGOV (NGV) and Snohomish County (SNC) continued the implementation planning on June 11, 2019 for the Time Management processing. This report summarizes the discussion which included a review of SNC requirements, establishment of priorities and scope.

A time rule discovery session was held April 22-24, 2019 to review the various contracts and work arrangements in order to determine if there were any business rules currently not handled by the current functionality. Please refer to the document "SNC TMSS Rule Review Trip Report-v2.docx". A summary of functional gaps are included in this report and the trip report.

In order for NEOGOV to provide the requested enhancements and related functionality it was recommended that the County upgrade to the latest Personality software. The 5.05.xx level of Personality will be released at the end of August 2019.

There are two major milestones:

- Upgrading to the 5.05 version of Personality
- Implementation of the Time Management for 3 beta departments

1.2 Objectives

The objectives of these sessions were to:

- Review and define the steps involved in implementing Personality Time Management software.
- Review the steps involved in upgrading from Personality 5.03 to 5.05.
- Identify and document the proposed configuration options of TMSS.
- Review the County's requirements and environment to determine if any issues will impact the Implementation Plan. Identify software/process/technology requirements GAPs.
- Review SNC system requirements in detail, to determine the structure necessary and ensure that it will support all requirements in this module

1.3 Planning Session Participants

Snohomish County (SNC) Attendees

Name	Title	Phone	Contact Email
Terri Shields	Senior Fiscal Systems Analyst	425-388-7123	tshields@snoco.org
Charlotte McAuley	Senior Fiscal Systems Analyst	425-388-3208	charlotte.mcauley@snoco.org

NEOGOV / High Line (NGV) Attendee:

Brian Diamond	Snr Vice President, Client Services (HL)	905-940-8777	bdiamond@highlinecorp.com

1.4 Project Scope

The intent of this phase is to provide the County an integrated Time Management system.

Product modules to be addressed in the TMSS Project:

- Time Management Self-Service (TMSS)
- Time Rules
- Work Flow and Approvals
- Employee & Manager Self-Service new features (Leave Planning)

The County has grouped their departments into four groups based on the business requirements.

The time management system will be implemented for three beta departments from group 1, Human Resource, Finance, and Information Services will be the first to be implemented. There are approximately 19 employees with 1-2 Managers in Human Resources, approximately 51 employees with 8 Managers in Finance and approximately 89 with 12 Managers in Information Services.

These three departments will include employees from the Personnel Rules, Exempt Personnel, AFSCME-Finance, and AFSCME-Information Services Units. These units will incorporate all of the key business features and software enhancements. Once these three departments are implemented, the County will plan on the rollout to other departments. All training and configuration will be focused solely on these first three departments.

During the discovery session, a variance from the bargaining contract language to actual practice was uncovered in the payment of over-time and comp time banked. This item must be resolved prior to implementing any departments with this business requirement.

1.5 Related Documents

- SNC TMSS Rule Review Trip Report-v2.docx – results of the April discovery session
- BusinessUnitAsIs_04042019.xlsx – current time collection overview by department
- WorkingNotes_04042019.xlsx – description of the current Unit time collection and assignment of Groups
- TMSS_Scoping_04042019.docx - detailed time entry information and timesheet samples
- TMSS_Spec_Revised_04042019.docx – detailed specification requirements to time management

2. Upgrade to Personality 5.05

2.1 Environments

The County currently has three environments at the hosting facility. All three environments are on the 5.03 level of software:

- NG Prod - the current production environment
- NG Dev - contains older data being used to investigate production issues/cases
- NG Test – current data being used to test new configuration

2.2 5.05 Testing

- A fourth database will be used for the testing of the 5.05 software
- The fourth database will also be used for the TMSS build and testing
- The production data as of May 19, 2019 was saved off to be used for this testing (case 140496)
- This data will allow the County's team to perform regression testing using the May 16 to 31st pay period.

2.3 Software Versions

The Oracle WebLogic is the major upgrade when moving from 5.03.02SNC to 5.05.xx level of Personality.

Software	Current Version 5.03/5.04	5.05 Version
Oracle WebLogic	12.1.3	12.2.1.3
Oracle Database	12.1.0.2	12.2.0.1+ (no change)
JDK in WLS	1.8_45	1.8.0_162 (JDK 8 update 162)
Windward Reporting	14.0	14.x (no change)

2.4 5.05 Regression Testing Strategy

- The County has a combined regression/parallel test strategy
- Eight departments are selected to test

- The team will use the pay period May 16-31st.
- The testing team includes Terri and Charlotte with the assistance of the Payroll and Human Resource staff
- The team performs all the day to day tasks as the actual users including new hires, termination, Personnel Action process, etc.
- The payroll is processed and the results are verified against the 5.03 Production results

2.5 Self-Service Enhancements

- All NG self-service screens have been 'flattened', meaning we have standardized the screens to remove Tabs leaving all the information on one page with the scroll bar. The current 5.03 customized screens will need to be reviewed however they will be available in their current format in 5.05.
- Most self-service screens in use have been customized by the County. The team will review the current customized screens and compare to the default standard custom screens in order to determine whether to use and re-customize the standard screens or modify their existing custom screens.
- The Logi dashboard functionality is recommended to be included in this implementation as it is the basis of the self-service menu structure.
- The 5.05 version of software will allow the County to move away from the Administrative user interface (Java) to using the Browser based user interface. This will be implemented in a future phase after the TMSS is implemented.

2.6 Current Usage of Self-Service

2.6.1 Employees

- Employees are allowed to access the system outside of the County's network.
- Employees can change their address and contacts, print paystubs, and view their assignment, banking, W4, benefits and dependents.

2.6.2 Payroll Liaisons

- Payroll Liaisons use the Administrative Edition user interface.
- They can initialize Personnel Actions, enter time and exceptions in the IPTRE screen, view employee pays, attendance data and approve batches on IPBB.

2.6.3 Managers

- The managers use the Self-Service user interface.
- Managers approve Personnel Actions. They do not use the send back facility if the data is incorrect. This feature will be implemented in a future phase.
- They can view employee attendance data, work assignments, etc.

- They currently do not enter any data with the exception of separations.

2.7 NEOGOV Resources

It is recommended that 2-3 days of trouble shooting assistance be budgeted for this phase. One day is currently scheduled to review the key difference between 5.03 and 5.05. The other remaining time can be scheduled in 2 hour minimum sessions for any trouble shooting assistance required.

These sessions can be arranged through Brian Diamond or Meg McFarland (mmcfarland@neogov.net). In the case of my absence, Bill Hughes, is the main contact.

2.8 Configuration Changes

All configuration changes need to be tracked in order to reproduce the next 5.03 Prod to 5.05 refresh. Example: new menu features, new screen layouts, security changes. Some of the configuration changes can exported and then reloaded on the next refresh but some configuration changes will need to be manually changed.

3. Time Management

3.1 Current Processing

There are two main methods of collecting employees' timesheet information. Please see related documents for detailed processing.

a. Generate standard time, employees' complete a paper/Excel timesheet, and Payroll Liaisons enter the exception on the pay transaction form (IPTR).
b. Time is collected in an external system and loaded into Personality.

3.2 Timesheet and Trackers

Currently the County has a Timesheet and a similar document called a Tracker. Timesheet are used by non-exempt staff and have scheduled hours pre-generated. The Tracker does not have pre-generated hours and is only used to record any exceptions to their pay.

This will be a change to the current business process.

All employees, with the exception of Temp/Seasonal/Elect Officials, will have regular scheduled hours, holiday hours and planned leaves generated onto their timesheet. Employees will key exceptions.

3.3 Hosting Tier Increase

The County has approximately 3,200 active employees and is hosted. There are approximately 500 outside district employees (JTD) that will not use Employee/Manager Self-Service. The current hosting contract is at Tier 1 which supports basic Employee/Manager Self-Service. Once the County rolls out the Time Management Self-Service to over 600 employees (approximate) the County will require additional computer resources to support the activity with multiple self-service services configured in a round-robin load balancer.

This will put the County at Tier 3. NEOGOV will provide a quote for this. The rollout plan for 2019 will not put the County over the limit.

4. Time Management Definitions and General Notes

4.1.1 Work Rules

Work Rules contain the policies and factors that describe an employee's work arrangement including how timesheets are generated and managed, the time rules that will be applied to the employee's timesheets and how the employee will be paid.

Basic Work Rules are currently in place at the County to support their current practice of time collection. New Work Rules will be required to be built and tested for each different department/unit. The discovery document contains the required work rules and associated time rules for the different employee groups.

4.1.2 Go-Live - Work Rules

Each employee's Work Assignment will require an effective date change record to be created. The new record will then need to be updated to the new Work Rule that is required for the time rules.

As well, the Work Rule can be stored on the following tables and these records should be reviewed to see if they require updating. The most common location of the Work Rule will be on the Position Definition therefore when an employee is assigned to the Position, the employee will inherit its Work Rule.

NEOGOV can provide a sample script that will create an effective date split of the employee Work Assignment which then can be updated through SQL to move to the new Work Rule.

Decision Required: The County can modify this script or they can request technical consulting to engage NEOGOV to perform this work.

Best Practice: Due to the small number of employees for the initial go-live the scripts do not need to be completed, however NEOGOV recommends these scripts to be modified, tested and used since they will be required in future rollouts.

4.1.3 Leave Planning

Employees will be allowed to enter leave requests in self-service. The leave will be routed to the employee's manager to be approved. Once approved, the leave will be generated to the employee's timesheet. Leave banks are stored in hours and time taken is also in hours. Employees can take leave in any fraction of a day.

There is some minor set up required to the existing leave policies to work correctly within self-service.

- Managers will approve Leave requests in EMSS and in the future via Mobile
  - Leave Requests will require:
    - Approval process including notification via splash screen in EMSS
    - Workflow notification to Managers when employees makes requests
    - Workflow notification to employees when Managers approve/decline leave requests

4.1.4 Elected Officials

Currently the County is generating pay period hours and the pay period salary. The Elected Officials are not required to certify their time and they do not have leave banks.

Recommendation: Do not implement TMSS for these employees. Continue to generate their pay period hours (if required) and/or salary into the pay transactions.

4.1.5 Approvals

The County currently has Approvals with related Work Flow in production. There will be one level of approval for timesheets and planned leaves.

If the employee is unavailable to submit (certify) their timesheet the manager will submit/approve on their behalf. Upon the employee's return, the employee will need to certify after the fact.

If the timesheet remains un-submitted at the payroll cutoff, the payroll will process the timesheet as is. A refresher on the approval process is required.

4.1.6 Out of Class

Employees are restricted to overriding the Job that they worked within their own Unit. There currently is a filter (Where Clause) being used in the pay transaction screen (IPTR). The same filter will be added to their custom timesheet.

4.1.7 Schedules

There are three options available related to an employee's schedule:

- No schedules
- Simple schedules – with or without shifts/standard hours
- Complex schedules – shifts only

4.1.7.1 No Schedules (Temporary and Seasonal)

Timesheets can be generated by day without time. In this case, the system does not 'know' if/when the employee is scheduled to work, so does not automatically handle/create exceptions.

4.1.7.2 Simple Schedules

Work Rules can control how an employee is paid and includes a standard Work Calendar, for example Monday to Friday, 8 hours a day. A timesheet can be generated with standard hours per day which allows for exception entry only. This will be implemented for most of the groups. It is up to the departments to maintain their employees work calendars.

4.1.7.3 Shifts (Out of Scope)

In / Out time (shifts) can optionally be used with simple schedules and must be used for complex schedules.

4.1.8 General Ledger Distribution

Currently the Payroll Liaisons occasionally override the employee's GL distribution code when an employee is loaned to a different department.

The County will review whether they will allow the employees to change the GL distribution code, any specific segments of the code or implement the system's "cost center" facility to restrict employees to charging their time to specific GL codes.

4.1.9 Time Codes

- 'Time Codes' is currently a 16-character alphanumeric field which allows the user to provide a unique code to identify the time being recorded in employee timesheets.
- The Time Code field is expanded from 16-characters to 50-characters in the 5.05 release.
- Time Codes are currently set up and are used by the Payroll Liaisons to enter pay transactions.

- Since this functionality will be rolled out to employees the County may either rename the time codes to be more descriptive. Another approach would be to add new Time Codes which can be mapped to the same payroll Pay Components.

4.1.10 Cost Center (IDCC)

A 'cost center' is a code up to 50-characters used for time entry in Personality. It can represent a work order, job code, cost center, anything the County would require to capture at time entry.

The cost center's functionality includes:

- Ability for the user to key or select from a list of value a 'code' at time entry.
- The ability to overlay any portion of the general ledger distribution code based on the code selected.
- Date sensitivity on the codes compared to the transaction date.

4.1.11 Employee Supervisors

The employee's supervisor is maintained by the departments on the employee's work assignment screen. The County does not use the Position reporting hierarchy.

This is currently being performed in the Administrative Edition using a custom version of the IEMGR screen. The County will move this custom form into the Self-Service UI.

4.1.12 Customized Timesheets

There will be one customized timesheet for the go live employees.

4.1.13 Standard Columns on Timesheets

These fields, along with others, will be available on the employee's timesheet specific transactions and will flow to the corresponding payroll pay line (IPPH). Since they can be specified on each transaction/pay line, these values are available to be sent to the financial system with the standard GL processing. The columns below that have a strikethrough are not anticipated to be used for the go-live employees.

Column	Definition
Assign	The Work Assignment that was used when Time was entered. For example, Primary or Secondary for when an employee is authorized to perform multiple jobs/positions.
Date	The Date the work was completed.
Job Code	No position, just the Job Code for OOC.

Time Code	The type of time that was used during the work day. Time and Leave Codes are created in IDTC.
~~Cost Center~~	~~The 'Cost Center' that the time should be allocated to. The Cost Centers are user defined codes set up in IDCC. Cost Centers may overlay any segment of the GL Distribution Code. There is also security to restrict the list of values (LOV) to certain employees.~~
~~Work Order~~	~~A User Defined code that can be selected from a list of values and be associated to a specific transaction/pay line.~~
~~Distribution~~	~~Any or all segments of the General Ledger Distribution Code can be overridden.~~
~~Reference info~~	~~Free form text field to store comments, etc. This is a 2000-character alphanumeric optional field~~
Value	The number of hours or days for the time code.
Basis	Basis of the Value entered. For example, HR for hours. Display only
Time Reason	Reasons for Time Entry, if applicable. User Defined Lexicon.

4.1.14 User Defined Columns on Timesheets

Multiple user defined columns can be added to the system to be included on the employee's timesheet. These values do not flow to the pay lines and therefore cannot be posted to the financial system using the standard GL interface.

4.1.15 Leave Balances Display

The timesheet has a leave bank balance display. This includes every bank the employee has on the Leave Accrual. Most clients will restrict which banks will be displayed. The County will determine which ones will be hidden such as the LWOP bank.

4.1.16 Timesheet Generation

Based on the work rule a timesheet can be generated as follows:

- Weekly or by pay period
- By day with or without standard hours per day
- Statutory holidays only

This allows for data entry of exceptions only for certain groups of employees. For employees that transfer between departments, the system will generate two timesheets.

The County will be running UEGTSSR nightly to pick up work assignment changes.

Test Item: Test transferring employees mid-week, new hires, terminations, back dated transfers with and without timesheet exceptions already entered.

4.1.17 Over-Time vs. Comp Time

During a working session with the County and NEOGOV, it was determined that when timesheets are generated by week the currently processing of Over-Time and Comp Time meet the County's business requirements. Configuration was captured and send to the County for future use.

4.1.18 Expenses

County expenses do not flow through the timesheets. Taxable Per Diems and Mileage are entered by Central Payroll.

5. Gap Enhancements

The following is an itemized list of gaps and enhancements that were identified during this session.

If required the County is responsible for submitting detailed specifications for each enhancement to be developed. Once received, NGV will review and provide a quote for agreed/approved enhancements. Once the enhancement has been approved by the County, it will be scheduled and a target date will be provided.

The following GAPs were previously identified during the discovery session.

Gap List			
Description	Case	Business Requirements Document	Time Estimate
Managed Work Week	140253	Managed Work Week spec v3.docx	3-4 days
Add second employee certification dialog	140262	Multiple Submit Certify Dialogs v1.docx	2-3 days
Holiday hours proration for full-time employees	140223	Full Time Holiday Hours Proration v1.docx	3-4 days
Holiday hours calculation for part-time employees	140224	Part Time Employees Holiday Hours v1	4-5 days
Out of Class identification	140270		3-4 days
Comp / OT Split	N/A	Not required, configuration options	N/A
Timesheet Generation by Week	140223	Add support for weekly timesheets for SM frequency	3-4 days
Total Estimate Enhancement Days		18 – 24 Days	

NEOGOV (NGV) and Snohomish County (SNC)

Task List			
Task Description	**Assigned To**	**Due Date**	**Notes/Comments/Status**
Provide quote for the higher tier of hosting computer resources.	NEOGOV		
Complete micro services agreement and return to the County	NEOGGOV		
Complete TMSS contracts	NEOGOV/SNC		

EXHIBIT C-2

Managed Work Week

1. The following approach is using standard functionality

Managed work week is where the employee can use the excess hours worked from day one to top up another day. This is also referred to as flexible schedules. This additional time worked must not count towards daily overtime or affect pay. This rule applies to multiple groups of employees.

Example: An 8 hour per day employee works 10 hours on Monday and plans on working 6 hours on Tuesday.

Monday's Time Entry

- 8 Regular Hours
- 2 Flex Time Worked

Total time worked on Monday: 10 hours on timesheet

Tuesday's Time Entry

- 6 Regular Hours
- 2 Flex Time Taken

Total time worked on Tuesday: 6 hours on timesheet.

Once transferred to payroll the 2 Flex Time Taken hours will be also reflected in Regular Hours to be paid using pay component set up.

Flex Taken and Worked are not paid items unless an employee terminates in between the taken/worked is made up. In this case the employee's supervisor will need to adjust the employee's pay.
Example

The employee in the above example works on the Monday but for some reason they do not work the rest of the week. The supervisor would have to change their 2 hours 2 Flex Time Worked to Overtime or something similar. The timesheet would not be able to be submitted by the employee or supervisor until a change is made with the enhancement below.

2. Enhancement for Online Warning

Flex Time must balance out to zero each week, negative or positive. Employee must account for the time with either leave or leave without pay.

Since SNC is on a semi-monthly payroll the Flex Time Worked and Taken will not be within the same pay period.

The new time rule will need to check to ensure Flex Time Worked and Taken within a work week (not pay period) balances to zero. If not, it will provide an error upon timesheet Submit and disallow the action.

Possible Solution 1

A new time rule for Flex Time Balance will stop a timesheet from being submitted if the weekly (Sunday to Saturday) balance is not zero.

The time code set will include Flex Time Worked and Taken. If the employee is using Leave or LWOP to make up the time, then two transactions will be required to be entered.

Example – the employee did not make up the time on Tuesday or the remainder of the week

- 2 Flex Time Taken
- 2 hours LWOP

Possible Solution 2 – No Cost Option

The County creates a report to audit the time once the timesheet data has been entered to review the transactions for the week and report any variances. Due to the volume of employees that use Managed Work Week, this is not a workable option.

Submit / Approvals / Certification (aka Add Second Employee Certification Dialog)

Certification

When an employee, from the self-service user interface, clicks on the submit button the employee must 'certify' that their timesheet is correct.

There are two certification dialogs required: one for exempt employees and another for non-exempt employees, see Gap 1 below.

Need to be able to track who did the submit. The first "signature" would be the employee submit and the second would be the "approver".

If the employee is not available on the last day of the pay period to submit their timesheet, their supervisor will submit the timesheet and the employee must certify upon their return. How can we capture and get this employee declaration of the time sheet for their return? Currently this is done by the payroll liaison after the employee returns.

First Manager approval is only required with the exception of ELECTEDS employees who do not require approval.

Setup

1. An approval rule will be setup on IDAP for Timesheets. This will have a where clause attached that will exclude the ELECTEDS work rule.

2. When an employee, from the self-service user interface, clicks on the 'Submit' button the employee must 'certify' that their timesheet is correct. The submit function from within self-service will start the approval process and turn on the employee sign-off toggle in one step.

   When the supervisor/manager click on the 'Submit' button from the administrative or self-service non-employee timesheet screen, the action will start the approval process however **will not** turn on the employee sign-off toggle

A custom screen can be developer to display all the timesheets that need to be signed off by the employee. And/or the County could create a report on all the timesheets that have not be signed off.

Approval Gaps

The current software (5.04+) does not support two separate certifications (dialog boxes). An enhancement is required in order to provide an additional dialog to be used. This enhancement will add a second submit action and stored the results in a new field on the timesheet. Similar to the existing dialog.

Holiday Hours Proration - Full Time Employees

Full Time Employees will have their Holiday Hours generated as per the Holiday Calendar attached to their Work Rule on to their timesheet. Time will be pre-generated and will not be manually changed.

If the employee or supervisor enters LWOP on full or part on a scheduled day before or after the holiday, the holiday hours to be paid need to be recalculated by:

Hours Worked / Hours Scheduled * Holiday Hours Generated = Holiday Hours

This is similar to the OFFSET PAID HOL rule, the exception is that the value of the offset must be calculated with the above formula. Below are modified notes on the OFFSET PAID HOL rule.

If a leave day is found immediately before or after a holiday then the employee will be entitled to a prorated holiday paid time, as a result the generated holiday paid time will be offset by this rule.

Time Code should be the time code that is used when the holiday time is generated so that the Time Rule knows which Time Code is to be offset

Target Time Code Set should contain the Work time codes so that it can help identify the work days

Apply Time Code Set should contain the Leave time codes so it can help identify the leave days

The timeframe to look back/forward from the holiday is by default 4 days. However, this can be overridden by defining the wanted number of days in the Value field in the time rule.

Example:

- Holiday is Monday May 27, 2019. Pay Period is May 16th to 31st.
- 8 Hours Holiday Paid Time is generated onto the employee's timesheet.
- The employee's regular schedule is Monday to Friday and regular hours are generated onto the timesheet.

Expected Input and Result

- Employee does not enter any exceptions, only generated regular pay in on the timesheet.
  - Input: Nothing
  - Result: 8 hours Holiday Paid
- Employee enters LWOP on Thursday May 23rd
  - Input: LWOP May 23 4 hours
  - Result: No recalculation is required, 8 hours Holiday Paid

- Employee enters LWOP on Friday May 24th
  - Input: LWOP May 24th 4 hours
  - Result: Hours Worked / Hours Scheduled * Holiday Hours Generated = Holiday Hours
    - Hours Worked: 12 hrs

- (4 hours worked on Friday + 8 hours worked on Tuesday)

- Hours Scheduled: 16 hrs
    - 2 x IEAS Std Hrs per Day
- Holiday Hours Generated: 8 hours
- Holiday Hours should be replaced or offset to be : 6 hours holiday pay

(12/16) * 8 = 6 Holiday Hours Paid

Part Time Employees Holiday Hours

Part Time employees are paid for holiday worked regardless of time worked before or after the holiday. They are paid based on average worked hours in the past two paid periods. The holiday hours to be paid must appear on the employee's timesheet for approval.

Formula: [Hours worked up to 80 hours (40 per week max) divided by scheduled hours (IEAS hrs week x 2)] X Holiday Hours

Currently the system generated the holiday hours prorated by the employee's FTE. The above formula is calculated manually by the timekeepers and then manually overridden on the pay transactions.

Proposed Solution

Calculate the holiday hours to be paid during each payroll gross to net using a UserCalc and store the hours on the employees' statistical record (IEST).

Program enhancement - modify the time generation programs (UEGTS/UEGTSSR) to use a new field on the Holiday Calendar logic to use the hours from the statistic. The new field will be a Statistical code storing the holiday hours to use.

Note: the enhancement cost quoted is for the programming only. The County will develop the required UserCalcs with assistance if required. There is sufficient time in the services budget.

Calculation of the Holiday Hours (PR UserCalc)

1. Create two new Statistical Codes/Pay Components to store Hours Worked Pay 1 (current payroll) and Hours Worked Pay 2 (previous payroll.

2. There is an existing Statistical Code/Pay Component (PC 9822) that currently contains the employees Schedule Hours. A second Statistical Code/Pay Component will be created. There will be Schedule Hours Pay 1 and Schedule Hours Pay 2. The current UserCalc that use the existing Stat will need to be modified.

3. Create a new Statistical Code/Pay Component to store Holiday Hours. This is the Stat to be used when generated part-time employee holiday hours.

4. New UserCalc will be required to execute each payroll calculation.

    a. Move the existing value in Work Hours Pay 1 to Work Hours Pay 2.
    b. Move the existing value in Scheduled Hours Pay 1 to Schedule Hours Pay2
    c. Calculate the current and populate pay's Work Hours Pay 1 and Scheduled Hours Pay 1.
    d. Using the Work & Schedule Hours values to calculate Holiday Hours.

Out of Class Identification

When an employee is entering their timesheet and selects either a different job or position (out of class), there must be an indicator to the approver that an entry exists. The entry does not need to be approved, it just needs to be identified to the approver. Exact screens to be used are still to be determined.

While completing their timesheet the employee selects a different job or position on the timesheet entry for regular, OT hours, (work hours). Then the employee submits their timesheet, the supervisor requires to have this entry highlighted to them at the summary level. Then the supervisor should drill into the details to review the individual lines, but not force them to approve the individual transaction.

Timesheet generation by week

Reference: Case 141470

The timesheet generation program (UEGTSSR) was originally created based on the requirements for biweekly payroll frequency to create separate timesheets for each week or for any payroll frequency for the entire pay period.

Snohomish County requires a program enhancement to support generating "weekly" timesheets within the semi-monthly pay frequency. In a semi-monthly payroll with weekly OT time rules we need to ensure that pay periods can be generated without issue for a weekly environment.

We need the ability to generate an entire pay period with one program execution which will create weekly time sheets that respect the semi-monthly period and Work Rule schedule. This must work with the TR_WEEKLY_OT

Example: week one starts on the 16th which is starting part way through a week to the IDWR Start Day of Week. Week Two is a complete week from the IDWR Start Day of the Week and Week Three from the IDWR Start Day of the Week to the end of the pay period only.

Example 1	Semi Monthly 16 to 31 with a IDWR First Day of the Week Sunday				3 weeks required to be generated		
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1					16	17	18
Week 2	19	20	21	22	23	24	25
Week 3	26	27	28	29	30	31	
Example 2	Semi Monthly 16 to 31 with a IDWR First Day of the Week Sunday						
	4 weeks required to be generated						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1							16
Week 2	17	18	19	20	21	22	23
Week 3	24	25	26	27	28	29	30
Week 4	31						

In Example 2, if the employee is not scheduled to work on Saturday the 16th, the system should generate week 1 timesheet with Saturday the 16th without time. The employee will not have to submit the week 1 timesheet unless the time is entered. When timesheets are processed if the week 1 timesheet does not contain time, the timesheet will be closed.

Exhibit D-2

HIGH LINE
a NEOGOV company

Time Management Implementation

Statement of Work

for

Snohomish County

Submitted: August 28, 2019

Prepared by: Brian Diamond

Contents

Introduction/Background

There are two major milestones for this project.

1. Upgrading to the 5.05 version of Personality
2. Implementation of Time Management module for 3 pilot departments identified in the planning report.

The Personality 5.05 release was originally scheduled for June 21, 2019. The release was delayed until August 22, 2019. This has delayed all aspects of this project.

Scope of the Project

- Upgrade the existing software to Personality 5.05 level at the hosting location
    - Due to the delay, NEOGOV has agreed to a fourth environment at no-charge for this project. Once the County is live in Production with the Time Management software, this temporary environment will be removed
- Set up and configuration of Time Management Self-Service module including Time Rules for 3 pilot departments
- Introduce standard workflows to support Time Management Self-Service
- Program and deliver enhancements outlined in the planning report

Schedule of Milestones

- Upon acceptance of this SOW the work will be scheduled and estimated delivery date provided
- NEOGOV will rework the project timeline with the County at no additional charge

Acceptance Criteria

- Project acceptance will be completed
    - Upon successful promotion of the configuration/programs to the County's production environment
    - After a successful payroll process starting with timesheet generation, entering of time & attendance, through the approval process, to the result of a completed payroll processing

Change Control Process

Change and Issue Management addresses the processes by which issues are recorded, evaluated, and either resolved or determined to be a change request. Change control is a responsibility of both Snohomish County and NEOGOV.

Project Costs

1. Software Enhancements

Description	Case	Business Requirements Document	Time Estimate	Estimated Costs
Managed Work Week	140253	Managed Work Week spec v3.docx	3-4 days	$3,600-$4,800
Add second employee certification dialog	140262	Multiple Submit Certify Dialogs v1.docx	2-3 days	$2,400-$3,600
Holiday hours proration for full-time employees	140223	Full Time Holiday Hours Proration v1.docx	3-4 days	$3,600-$4,800
Holiday hours calculation for part-time employees	140224	Part Time Employees Holiday Hours v1	4-5 days	$4,800-$6,000
Out of Class identification	140270	Section D of planning report	3-4 days	$3,600-$4,800
Comp / OT Split	N/A	Not required, configuration options	N/A	N/A
Timesheet Generation by Week	140223	Add support for weekly timesheets for SM frequency	3-4 days	$3,600-$4,800
Total Estimate Enhancement		18 – 24 Days		$21,600 - $28,800

2. Personality Module Licensing

Software Licenses		
Item	License Fee	Maint. Fee
Timekeeping Self-Service (including Time Rules)	$22,318	$4,687
Total - NEOGOV Software:	$22,318	$4,687

3. Implementation Services (Train the Trainer Plus)

Implementation Services		
Item (Train the Trainer method)	Days	Costs
Planning Session (3-day remote session + report and acceptance)	3	$4,500
Technical Assistance (remote)	3	$3,600
Project Account Management Assistance (remote, 0.5-day sessions)	3	$4,500
Timekeeping Initial Training / set up (remote)	5	$6,000
Timekeeping Issue Resolution and Assistance (remote)	15	$18,000
Optional, Timekeeping Issue Resolution and Assistance (remote)	10	$12,000
Total - Implementation Estimate:	39	$48,600

4. Total Estimated Project Cost

The total estimated one-time project costs for software enhancements, module and implementation services are between $92,518 and $99,718.

The annual recurring costs for software maintenance is currently $4,687 per year.

Approvals

As agreed to by:

NEOGOV	Date
Signature:	August 28, 2019
By: Brian Diamond – Snr VP, Client Services	

Snohomish County	Date
Signature:	
By:	