

Signature Document

Customer Name	City of Orlando (“ Customer ”)
Workday Entity Name	Workday, Inc. (“ Workday ”) 6110 Stoneridge Mall Road, Pleasanton, CA 94588, United States
Name of Professional Services Agreement	Professional Services Agreement (“ PSA ”)
PSA Effective Date	November 12, 2012
SOW Effective Date	The later of the dates beneath the parties’ signatures below
Currency	USD
Project Name	City of Orlando - Recruiting Deployment (“ Project ”)

Customer Contact Information	Billing Contact	Project Contact
Contact Name	Sandra Petrie	Jessica Mason
Street Address City, State, Zip Code Country	400 S. Orange Avenue, 4th Floor, Orlando, FL 32801 United States	400 S. Orange Avenue, 4th Floor, Orlando, FL 32801 United States
Phone #	407-246-3471	407-246-2121
Email (Required)	sandra.petrie@orlando.gov	jessica.mason@cityoforlando.net

Primary Location(s) for Onsite Work (if applicable)	
Street Address City, State, Zip Code Country	400 S. Orange Avenue, 4th Floor, Orlando, FL 32801 United States

Attachments to Statement of Work	
Appendix 1	SOW Terms
Appendix 2	Financial Terms
Appendix 3	Description of Professional Services

By executing this Document (“**Signature Document**”), the undersigned agree that they are duly authorized signatories and that all attachments listed in the above table (the “**Attachments**”) are entered into between the parties, effective as of the SOW Effective Date.

The offer set forth in this SOW is valid only through January 31, 2024 (“**SOW Offer Expiration Date**”), and if this SOW is not executed by the parties on or before that date, Workday has the right to rescind the offer, in which case this SOW is null and void. Neither party will have any obligation to the other party hereunder until the PSA and this SOW are executed by both parties. Unless otherwise defined herein, capitalized terms used in this SOW and applicable exhibits have the same meaning as set forth in the PSA or in the primary Service subscription agreement between the parties (the “**MSA**”), as applicable.



City of Orlando

Signature

Name

Title

Date Signed

Workday, Inc.

Signature

Name

Title

Date Signed

Appendix 1 SOW Terms

1. General. Customer and Workday have executed this Statement of Work (including the Signature Document and the Attachments, this “**SOW**”) as of the SOW Effective Date. Upon execution, this SOW is appended to and governed by the PSA between Customer and Workday. In the event of a conflict between the terms of this SOW and the terms of the PSA, the terms of this SOW will prevail with respect to the subject matter hereof.

2. Professional Services and Scope. This SOW describes the Professional Services that Workday will perform for Customer. Workday will have no obligation to perform any services that are not expressly described in this SOW unless the parties execute a mutually agreed Change Order or separate statement of work. Upon execution, any Change Order is incorporated into this SOW. To facilitate communication between Customer and Workday under this SOW, the parties may input limited data, screenshots, or other content from Customer's Tenant, instance, or File Transfer Server folder into third-party project management or collaboration tools (e.g., email, Smartsheet). The parties will make reasonable efforts to limit such content to non-sensitive data, which will be treated as Confidential Information but is not Covered Data, Customer Data, or Professional Services Data.

3. Termination.

3.1 Either party may terminate this SOW only for cause as agreed to between the parties under the PSA.

3.2 Unless either party terminates this SOW in accordance with the PSA or the terms hereof, this SOW automatically terminates upon the earlier of: (i) completion of the Professional Services performed hereunder, (ii) the termination of the PSA, or (iii) the end of a fixed term, if any, set forth in this SOW. Notwithstanding any other provision to the contrary, termination or breach of this SOW hereunder by either party for any reason will not terminate nor give that party the right to terminate the MSA or any Order Forms thereto.

3.3 Upon receipt of any outstanding Customer payment (s) at the time of termination, Workday will provide to Customer any partially completed Deliverables in the form they exist as of the effective date of termination on an “as-is” basis, without warranty or further Workday obligation of any kind. Workday will refund Customer any excess prepaid fees for the affected Professional Services that were not performed prior to the effective date of termination.

4. Processing and Security of Personal Data. If the Security Exhibit between the parties does not expressly apply to Professional Services, and for all Professional Services provided with respect to Workday Adaptive Planning and Workday Strategic Sourcing, the Workday Universal Security Exhibit located at <https://www.workday.com/en-us/legal/contract-terms-and-conditions/index/exhibits.html> will apply to this SOW as if fully set forth herein. If Customer's Data Processing Exhibit or Data Protection Agreement does not expressly apply to Professional Services, and for all Professional Services provided with respect to Workday Adaptive Planning and Workday Strategic Sourcing, the Workday Universal Data Processing Exhibit located at <https://www.workday.com/en-us/legal/contract-terms-and-conditions/index/exhibits.html> will apply to the processing of Personal Data as part of the Professional Services performed by Workday.

5. Deletion of Professional Services Data. If the deletion of Professional Services Data is not expressly addressed in Customer's PSA, this Section will apply. Workday will delete the Professional Services Data by deletion of Customer's files on the File Transfer Server; provided, however, that Workday will not be required to remove copies of the Professional Services Data from its backup media and servers until such time as the backup copies are scheduled to be deleted, provided further that in all cases Workday will continue to protect the Professional Services Data in accordance with the PSA until deleted.

6. Definitions.

“Change Order,” if not defined in the PSA, means an agreement executed by the parties to document any change(s) in Project scope, the estimated level of effort, Project timeline, and/or other changes in the Professional Services to be performed by Workday pursuant to a SOW.

“File Transfer Server,” if not defined in the PSA, means a server provided and controlled by Workday using secure file transfer (or successor protocol) to transfer the Professional Services Data between Customer and Workday for deployment purposes.

“Peakon Employee Voice Service” means the subscription based Peakon Employee Voice online service purchased by Customer from Workday.

“Professional Services Data,” if not defined in the Universal Data Processing Exhibit, Data Processing Exhibit, or Data Protection Agreement (as applicable) between the parties, means electronic data or information that is provided to Workday under the PSA for the purpose of being input into the Service, or Customer Data accessed within or extracted from Customer’s Tenant to perform the Professional Services.

“Workday Adaptive Planning Service” (fka Adaptive Insights Service) means the subscription-based online Workday Adaptive Planning service purchased by Customer from Workday.

“Workday Strategic Sourcing” (fka Scout) means the subscription-based online Workday Strategic Sourcing service purchased by Customer from Workday.

**Appendix 2
Financial Terms – Fixed Fee**

1. Fixed Fee Payment Structure.

Workday will perform the Professional Services and provide Deliverables under this SOW based upon the total Professional Services Fees and the invoice schedule set forth below:

Invoice Number	Invoice Date	Invoice Amount
Payment 1	SOW Effective Date	\$78,610.00
Payment 2	March 1, 2024	\$78,610.00
Payment 3	June 1, 2024	\$78,610.70
Total Payments		\$235,830.70*

*Travel and other expenses incurred by Workday related to Professional Services outlined in this SOW ("T&E") are not included in the Total Professional Services Fees.

2. Invoicing and Payment.

- 2.1** The Professional Services Fees above are based on the scope, timeline, and assumptions set forth in this SOW. All Professional Services Fees due under this SOW (except fees subject to good faith dispute) are due and payable as provided in the PSA.
- 2.2** Workday will send electronic invoices only that are effective upon receipt, or if Workday receives a bounce back message, the invoice is deemed to be effective on the next business day. Workday will invoice Customer for any T&E incurred under this SOW on a monthly basis.
- 2.3** Customer will direct all remittance advice and invoice inquiries via email to Accounts.Receivable@workday.com. Upon Workday's request, Customer will make payments via electronic bank transfer.
- 2.4** Unless otherwise provided in the PSA or expressly designated in this SOW, Customer's address set forth in the MSA will be used to determine any Taxes to be collected and/or paid hereunder.

**Appendix 3
Description of Professional Services**

Global Launch Deployment

1. Deployment Approach.

The Workday Launch approach (described below) will serve as the baseline roadmap for this SOW. The overall process is supported by a set of Workday deployment tools, planning documents, activities, techniques, and/or Deliverables necessary to effectively implement Workday applications for your institution. The Workday deployment methodology is subject to change and may lead to updated materials or nomenclature over the course of this SOW. Any Workday deployment methodology adjustments that impact the timeline or deliverables of this SOW are subject to the mutual written agreement of the parties.

In the event of a conflict between the terms of this SOW and the terms of this Appendix 3, the terms of this Appendix 3 will control. Any feature, functionality, and/or Professional Services not explicitly identified in the Workday Project Scope section is out of scope for this SOW.

Workday assumes that Customer Employee Count will change over the course of the deployment; however, for purposes of scoping and estimating this Project effort and resource requirements, Workday will rely on the Employee Counts per Country in the table below to perform the Professional Services. **“Employee Count”** may include, but is not limited to, active employees, retired employees, terminated employees, & contingent workers.

Customer will promptly notify Workday of any changes to the Employee Count which increase complexity, create business process change, require additional effort (e.g., data loading, report creation) so the parties can discuss and mutually agree on a Change Order or other changes consistent with the terms hereof at the time of the change.

2. Project Timeline.

Based on the assumptions in this SOW, the time required to complete these Deliverables is expected to be 18 weeks, with an expected start date of February 12, 2024, and approximate Go-Live date of June 14, 2024, plus Post-Production Support as set forth in this Appendix 3. The Target Go-Live Date is the first date on which the parties estimate a Service SKU will be in Production.

Under the Workday methodology all design decisions and requirements are finalized, and unit tested during the Architect and Configure Stage. Workday will configure and fix all defects associated with functional or integration/report design decisions made during this stage. New or modified requirements occurring in the Test stage and beyond will be handled via a change order or will be addressed by the customer post go-live. It is expected that the customer will have the necessary resources and data available to test said configuration, integrations, and reports during the A&C stage according to the project schedule. Any delays in providing requirements, decision making, testing, data provisioning, or vendor alignment (integrations) during the Architect and Configure Stage will result in configuration pushing to post-production and being the responsibility of the customer”.

Recruiting (Phase X)	Plan	Architect & Configure	Test	Deploy	Post Production	Total
Total Estimated Weeks	4*	5	7**	2	4	22
Start Date	02/12/2024	03/11/2024	04/15/2024	06/03/2024	06/17/2024	
End Date	03/08/2024	04/12/2024	05/31/2024	06/14/2024	07/12/2024	

- * Workday consultant will conduct Onboarding and Recruiting Functional overview for one-week. Customer and Workday Teams will have a blackout period between 02/19/2024 and 02/23/2024. Workday consultant will be available for 1-2 hour per week for questions from Customer.
- ** Test includes two weeks of black out period for the City Team to conduct additional testing. During these two weeks, Workday consultant will be available for 1-2 hour per week periods for any questions from Customer

The deployment timeline estimated above assumes that all of Customer’s organizations, including manager and employee self-service, use a standardized business process framework. Workday will use its preconfigured processes as a starting point for all process configurations. Except as provided herein, the parties will use a Workday-provided File Transfer Server for all data conversions performed during the Project.

During the Plan Stage, Workday will deliver to Customer mutually agreed, written plan outlining the deployment and timeline of the Project ("**Project Plan**").

3. Project Scope.

The Project scope has been defined through several discussions with Customer and is detailed in the Workday Project Scope section also included below.

“**Responsible Party**” means the party primarily responsible for providing or delivering the deliverable, including coordinating with and obtaining contributions from the Secondary Responsible Party.

“**Secondary Responsible Party**” means the party responsible for providing contributions and/or assistance as may be required to enable Responsible Party to complete the deliverable (e.g., input, information, time, information, expertise, data), but is not primarily responsible for delivering the deliverable.

4. Launch Deployment Project Activity.

4.1 The Workday Launch approach (described below) will serve as the baseline roadmap for this SOW. The overall process is supported by a set of Workday deployment tools, planning documents, activities, techniques, and/or deliverables necessary to effectively implement Workday applications for your institution.

Activity	Output	Responsible Party	Secondary Responsible Party
Conduct project initiation activities: <ul style="list-style-type: none"> • Project Startup Checklist • Sales to Services Transition • Review Multi Factor Authentication Plan • Tenant Management Plan • Plan and conduct Kick Off Meeting • Develop Project Plan 	Initiate Project	Workday	
<ul style="list-style-type: none"> • Develop Change Management Plan • Review Audit Considerations 	Initiate Project	Customer	Workday
<ul style="list-style-type: none"> • Confirm Training Plan • Confirm Prerequisites of Alignment Sessions 	Confirmation of Customer Training	Workday	
Gather information from Customer as required for Tenant build	Gather Requirements	Workday	Customer
Build Prototype Tenant	Build Prototype Tenant	Workday	

Activity	Output	Responsible Party	Secondary Responsible Party
Conduct Configuration Impact Assessment to ensure copy of Tenant does not impact previously existing functionality	Configuration Impact Assessment	Workday	Customer
Conduct Alignment Sessions <ul style="list-style-type: none"> Focus on Business Process modifications Review Tenant configuration 	Alignment Sessions	Workday	Customer
Review test strategy and test scenarios	Prepare Test Plan	Customer	Workday
Review changes made in Tenant from Alignment session	Confirm Alignment	Workday	Customer
<ul style="list-style-type: none"> Conduct Unit Testing Validate data conversion 	Customer Prototype Verification	Customer	
<ul style="list-style-type: none"> Prioritize reports and integrations Assign ownership Develop custom reports Unit test reports and calculated fields Configure packaged integrations Develop studio integration code Ensure Customer understands how to create, run, and test reports Support Customer report writers Perform Unit Testing 	Reports and Integrations	Workday	
<ul style="list-style-type: none"> Review Test Scenarios Execute Test Scenarios Update Issues Log Review Test Results 	End to End Testing	Customer	
Conduct Regression Testing	Regression Testing	Customer	
Plan for cutover from legacy system that clearly outlines roles and responsibilities	Cutover plan	Customer	Workday
Execute the training strategy	End User Training	Customer	
Migrate configuration and data conversion	Migrate to Production	Workday	
Go Live (first move to Production)	Go-Live Authorization	Customer	Workday
Post-Production data updates and final conversion	Production Tenant	Customer	Workday
Provide support during the initial Production period	Post-Production Support	Workday	

4.2 Post-Production Support.

Workday post-Production support begins once the Workday Service has been moved into Production use. Workday will provide part-time Consulting and Engagement Management support to answer questions about the use of the Workday Service. Upon completion of the Post-Production Support period, excluding any outstanding Change Orders, the SOW is considered to be completed. The Post-Production period will include:

Functional Area	Post-Production Support Period
Phase X Functional Area(s)	First four (4) weeks following move to Production use

5. General Assumptions.

The Professional Services Fees and timeline for this Project are conditioned on the General Assumptions set forth below and the other assumptions set forth in this SOW. If any of these assumptions are not met, Workday will advise Customer in writing (an email will suffice for this purpose). Each party will promptly remedy any unmet assumption for which it is responsible.

5.1 Project Assumptions.

- Each party will assign a Project Manager to manage such party’s roles and responsibilities for the Project, and a representative to a “**Steering Committee**” comprised of Customer Executive Sponsor, Customer Project Manager, Workday Executive Sponsor, and Workday Engagement Manager (or their respective designees). Customer will assign an Executive Sponsor to participate in Steering Committee meetings and be available to resolve issues impacting the success of the Project.
- Issues that cannot be resolved by the Project teams in a timely manner will be escalated to the Customer Project Manager and Workday Engagement Manager then, if not resolved, to the Steering Committee.
- Workday will track all Project issues within a consolidated risk and issues log and assign a resolution owner and proposed resolution date to each issue. The Project team will escalate those issues that it cannot resolve as set forth herein.
- Customer is responsible for granting Tenant or Instance access to all Project members as reasonably required to perform the Professional Services.
- Workday will perform all Professional Services remotely except for specific activities that are mutually agreed in writing. If travel is mutually agreed, Customer will reimburse Workday for T&E. Customer will provide adequate workspace and network connections when Professional Services are performed at an onsite location.
- Workday will perform Professional Services during common business hours in the location where such services are performed, excluding holidays as observed by the parties.
- Customer will timely provide knowledgeable and appropriate resources to actively participate in all required Project activities. Customer understands that certain Project meetings and activities may occur in US-based time zones.
- Customer is responsible for the timely coordination of internal resources and external vendors necessary to timely perform all required activities in this SOW. Customer is responsible for timely obtaining and maintaining all licenses and other agreements with its third-party service providers and other suppliers required for Workday to perform the Professional Services.
- Customer will develop and deploy a Production support model, including defining roles and responsibilities, processes, and internal service level agreements between Customer teams.
- Change management, internal communications, testing, and training are outside the scope of this SOW, except to the extent expressly provided herein..
- Customer will ensure that its resources timely complete all Workday-required training for their respective roles prior to the commencement of the appropriate stage. This SOW does not include any Workday-required training courses, which Customer may purchase from Workday by separate agreement.
- The pricing and schedule set forth in this SOW are based on using Workday-provided systems, tools, and devices. Any use of Customer-provided systems, tools, or devices must be pre-approved in writing by Workday, in its sole discretion, and are subject to a Change Order and PSA amendment.

- Delays caused by incorrect or incomplete Customer-provided information and Customer's failure to timely meet obligations may result in schedule delays and/or a Change Order.
- Customer's delay or failure to meet its obligations may result in a pause in performance until the parties have reached mutual agreement.
- All Professional Services, Deliverables, agreements, communications, and documentation will be written, executed, and/or delivered (as the case may be) in the English language. Any translation into any other language will be at the discretion and cost of Customer.
- Customer chooses how the Service is configured to meet its business and legal needs, and Customer understands that it is responsible for determining if its chosen configuration and use of the Service complies with Law. The foregoing does not modify, or limit Workday's obligations set forth in the UDPE or other data processing agreement between the parties.
- Any services, activities, product features, functionality, or configurations not expressly listed in this Appendix 3 are not in scope for this Appendix 3. The parties agree that no additional Professional Services or Deliverables are implied under this SOW.

5.2 Deployment and Scope Assumptions.

- Workday will not perform any fit-gap or deep-dive review or analysis of Customer's business requirements. Customer will have knowledge of and/or provide documentation that reflects its existing business processes (e.g., hiring, termination).
- Foundation Alignment Sessions do not constitute a "design" of delivered business processes - instead they are intended to review the delivered pre-configuration and modify the existing configuration to support Customer requirements, provide knowledge transfer, and validate Customer Data or Professional Services Data to support the Launch program configurations.
- The number of deployment Tenants and/or Instances made available to Customer without charge is governed by the Workday Deployment Tenant/Instance Pricing Policy. If additional Tenants and/or Instances are required to support the Project, additional fees will apply.
- Customer agrees to utilize a consistent Workday business process framework for the entire institution until post-Production, and Customer will acquire additional Professional Services to make desired configuration changes or make the configuration changes itself.
- All pre-configurations and business processes will be based on the Workday Launch Program.
- Customer will leverage the delivered security roles, with no changes to existing security roles or creation of custom security roles unless otherwise noted in this Appendix 3 until post-Production. If Customer requires additional changes, the parties may enter into a mutually agreed Change Order. Workday will provide the relevant knowledge transfer.
- Customer will assume responsibility for the functional and technical configurations of the Workday Service as part of post-Production with full responsibility at time of Project closure.

5.3 Testing Assumptions.

- Customer is responsible for assigning a Test Manager to drive and oversee the Testing stage.
- Workday will provide standard test scenarios to be used as a foundation; however, Customer team will develop detailed test scenarios based on Customer's user requirements and system configuration.
- Customer will lead testing and sign off on the final configuration prior to the move to Production. Workday will support issue resolution to Customer's testing efforts.
- Customer Test Manager will create a testing strategy document to support the testing cycles, including roles and responsibilities, testing schedule and process for managing test execution and issue resolution.
- Workday will provide guidance and assistance to Customer's Test Manager and test team during test execution of each of the test cycles.
- Workday will assist Customer to prioritize the severity of the defects and to timely assign them help for resolution.
- Customer to enlist SMEs from workstreams that are already 'live' to regression test/validate the revised configuration on Phase X deployments.

5.4 Data Conversion Assumptions.

- Workday does not provide a service to extract data from Customer's source systems.
- Customer is responsible for populating and supplying data in the Workday-prescribed format and is responsible for ensuring data is cleansed and duplicate values removed.
- Once the data is loaded, Customer is responsible for verifying the accuracy of the data in the Tenant.
- Workday will provide Customer with data conversion templates and training to populate Professional Services Data. Customer is solely responsible for the extracting, transforming and loading of the data into the data conversion templates. Workday or Customer will then use these templates to load the data into the Tenant, as governed by the data conversion strategy shared and reviewed during the Plan and Architect & Configure stages.
- Workday will convert current records for all active and terminated Customer employees for the current calendar year.
- Customer is responsible for any additional data conversion beyond the scope set forth in this SOW.
- Customer will establish and determine processes to create a static copy of its legacy system(s) to provide source data extracts and a reference point for comparison for each Tenant build.
- Data Conversion is out of Scope for this Project.

5.5 Integration Assumptions.

- Workday will design, configure, unit test, and/or deploy integrations where Workday is the Responsible Party in the Integrations In Scope table above. Similarly, Customer will be responsible for the design, development, configuration, and unit testing of integrations where Customer is the Responsible Party.
- Customer will make available appropriate technical and functional resources to assist with discovery, design, data mapping, data validation, testing, and deployment activities for each integration. Workday will make reasonable attempts to complete the integrations in scope but is not responsible for delays caused by Customer.
- Any changes to specified Workday Integration Template(s), associated complexity, Responsible Party, build schedule, or overall scope outlined herein that results in a material change to the total hours or number of Deliverables allocated in this SOW will be subject to a mutually agreed Change Order.
- Customer is responsible for data quality required for integrations to operate successfully, including responsibility for loading data into third party applications, if required, unless otherwise noted in the Integrations In Scope table above.
- Customer is responsible for testing all integrations, regardless of type, including, but not limited to, data verification. If a data-related issue is identified during testing, Customer will load and successfully test corrected data prior to go-live.
- Any unit testing performed by Workday is for basic fit and format only and does not include detailed functional scenarios, which will be performed by Customer during end-to-end-testing.
- Use of any Configured Integration assumes Customer and its vendor requirements fit within Workday's standardized integration. If a Configured Integration does not meet the vendor or Customer requirements or is not available at time of deployment, the parties may agree to deploy a Developed Integration.
- Customer will lead interactions with third party vendors and/or internal system owners required to deploy integrations hereunder. Customer will also coordinate timely responses from and secure data transfer and integration testing with all vendors (and internal systems).
- If Customer determines a change is required to its internal platform, Customer assumes responsibility for such changes, which are not included in the scope of this SOW. Please note: Workday Professional Services consultants are not trained on third party applications or technology platforms.
- Customer is responsible for timely obtaining subscriptions and/or establishing contracts required from third party providers in time to engage with the vendor for design and delivery of the integration.
- Customer assumes operational responsibility and configuration for all integrations after go-live, including monitoring, troubleshooting, and deploying and testing updates.
- Unless expressly agreed by the parties herein, each Workday-provided integration will be a delivery of one file to one end-point.
- Customer will provide an SFTP server or an appropriate endpoint for integration file exchange during the Project.

6. Project Risks.

- Change Management is critical to the success of any deployment. Customer must identify a change management leader early in the Project to ensure that communication and education relating to the Service is provided.
- Participation of Customer business process owners, subject matter experts and business analysts is vital to the success of the Service deployment. Customer must identify individuals from each geographic area, country, and/or business unit who possess the correct business knowledge, process knowledge and/or industry knowledge to participate on the Project team.
- Timely decision making is critical to the progress and ultimate success of the deployment. When a decision cannot be made through consensus, the Project management team must escalate the decision through Workday's Engagement Manager and Customer's Executive Sponsor to avoid impacts to timeline and costs.
- Many Project delays can be attributed to Customer's challenges in cleaning and converting its data to load into the Service. Customer must prioritize this activity to avoid impacts to timeline and costs.

7. Functional Scope.

The table below lists the functional and technical scope that are included as part of this SOW. Any functional or technical details not listed below are out of scope for this SOW.

Product	Description	Scope
HCM	Ad Hoc	Onboarding

Product	Description	Scope
Recruiting	Setup and Features	Internal Application
		Auto Disposition Candidate's Other Job Applications
		Auto Unpost Jobs
		Task Consolidation for Review Offer
		Job Requisition Management
		One Time Payment for Offers
		Up to 3 Job Application templates
		Up to 3 Job Posting templates
		Simple Referral (does not include payout process)
		Evergreen Requisition Management
		Candidate Screening
		Candidate Review
		Career Site Configuration
	1 Internal and 1 External Career Site	
	External and Internal Candidate Job Alerts	
	External Career Site Privacy Policy	
	Configurable Candidate Consent	
	Prospect Introduce Yourself on External Career Site	

Product	Description	Scope
	Configurable Content	<p>Workday Documents – 1 document template to capture Internal/External dynamic offer letter variations including: -Simple letter header including company logo and footer (note this will appear on all pages of the offer letter) -Up to 10 conditional paragraphs (may include introduction, offer details (full-time, part-time, location, manager, job details), basic compensation language (hourly, salary, bonus, allowances, one-time payments), conclusion) -Up to 2 static document attachments for candidate offer review</p> <p>Up to 3 Internal and Up to 4 External Application Questionnaires (each questionnaire with up to 15 questions 2 External Applicant Questionnaire site with up 65 questions)</p>
	Integrations	<p>Guidance of Apply with LinkedIn</p> <p>Guidance for Workday Outlook or Google Calendar Interview Scheduling integration.</p>
	Security	<p>Delivered Primary Recruiter Security</p> <p>Prospect Management</p> <p>Candidate Pool functionality</p>
	Setup	<p>Assessments (see Integration table for e-skills integration)</p> <p>Background Check Integrations. (See Integration List Table below.)</p> <p>Interview Management (no associated integration)</p> <p>Interview Ratings</p> <p>Candidate Endorsement</p> <p>1 Employment Agreement</p> <p>Configurable Section Headers and Instructional Text on Job Application Templates</p> <p>Duplicate Management (delivered framework)</p> <p>Parallel Stages</p> <p>Job Requisition Categories and Reason</p> <p>Support of background checks via integration</p> <p>Notification Designer - Up to 1 simple custom notification template</p> <p>Delivered User and Role Based Security Groups</p>

Product	Description	Scope
	Reporting	Autocomplete on Staffing business processes
		Delivered Recruiting Standard Reports
		Candidate Grid (delivered) Job Requisition Workspace
	Modifiable Business Processes	Job Application (1 Dynamic Workflow to include nested subprocesses)
		Offer
		Job Requisition
	Data Conversion	Up to 100 Open Job Requisitions and Corresponding Open Positions
		Open Positions Not Associated With Job Requisitions Excluded
		Candidate Conversion Excluded (both active and historical)
		Prospect Conversion Excluded

8. Integrations.

8.1 Integration Scope.

This section describes the integrations to be delivered by Workday under this SOW based on the information provided by Customer and the parties' understanding as of the SOW Effective Date. During delivery, and upon further discovery, the parties may agree that changes are required to meet Customer's requirements, which changes will be effected via a Change Order.

8.2 Integration Classifications.

"Configured Integrations" describes the productized connectors developed and supported by Workday that exist as Workday Integration Templates (as defined below) in each Tenant and are licensed to customers for use with the Workday Service. Configured Integrations require only configuration to deploy; no customization of the Configured Integration is required or performed. An explanation for each Configured Integration can be found in Workday Product Documentation by searching for the name of the applicable Workday Integration Template.

Configured Integrations (including Workday Integration Templates) are supported by Workday, irrespective of who configures them, as a Workday Service support obligation, except that the SLA and Service Level Credits will not apply to any Configured Integration due to Workday's reliance on the third-party system with which each Configured Integration interfaces.

"Developed Integrations" describes all other integrations, including any Custom Integration (if such term is defined in the PSA), that are developed by Customer, by Workday (other than a Configured Integration), or by a third party, including Workday's software partners. Developed Integrations also include solutions or connectors available that interact with the Workday Service platform (e.g., by direct connection to Customer's Tenant public API, as pre-built integrations), using such parties' own tools or Workday's Integration Template(s).

Integrations delivered by Workday hereunder may include a combination of one or more Configured Integration(s) and Developed Integration(s), as identified in the Integrations in Scope table below.

8.3 Workday Integration Templates and Classifications.

“**Workday Integration Templates**” are Workday-provided integration template tools that are used by Workday and may be licensed and used by Customer and third parties to create connectors and/or integrations to the Workday Service.

Integrations to the Workday Service can be built using the Workday Integration Templates. The table below describes available Workday Integration Templates as of the SOW Effective Date. The table also explains which Workday Integration Templates are Configured Integrations or used for Developed Integrations and which are typically used for the simpler to more complex use cases.

Integration Classification	Workday Integration Template	Description	Complexity
Configured Integration	End to End Connector	Support a specific named third-party application or service. When you deploy an End-to-End Connector, no additional coding required. These integrations are (i) part of the Workday Service, and (ii) provided with ongoing support by Workday in accordance with Workday's current Production Support and Service. Detail on these connectors can be found in Workday Product Documentation by searching for the name of the Integration Template	Full Range
	Connector	Prebuilt integrations that address most of the integration effort required to connect to third-party endpoints. These integrations import and export data in a Workday-defined file format and typically require pre/post processing with a Developed integration.	Low
Developed Integration	Enterprise Interface Builder (EIB)	Simple, secure, and customizable integrations consisting of an integration system, an integration data source,	Moderate

Integration Classification	Workday Integration Template	Description	Complexity
		an integration transformation, and an integration transport protocol.	
	Document Transformation (DT)	Integration to consume the output file generated by a Configured Integration, EIB, or Workday Studio integration system and transform the file based on instructions in an XSLT file.	Moderate
	Business Intelligence Reporting Tool (BIRT)	Solution to design and use business form layouts for meeting the layout specifications including rich text formatting, headers and footers, page breaks, and exact placement of labels, data, spaces, and margins.	Moderate
	Workday Studio	An Eclipse-based development environment solution required to build more complex, entirely custom, integrations with Workday.	High
	Direct Connection to Tenant API	An external (non-Workday) system acts as a client making a connection to Customer's tenant Public API directly, using web services or Reports-as-a-Service, which form part of the core Workday Service. There is no "runtime" or job executing on the Workday platform.	Low
	Technical Services Standards	Preconfigured integration solutions that provide defined functionality so that they can be implemented with minimal or no need for modification.	Low

8.3 Integration Support.

Configured Integrations and Workday Integration Templates. Workday provides ongoing support for Configured Integrations and Workday Integration Templates in accordance with Workday’s current Production Support and Service, irrespective of who configures them, except that the SLA and Service Level Credits will not apply to any Configured Integration due to Workday’s reliance on the third party system with which each Configured Integration interfaces. If Customer uses or develops any connector or integration that incorporates a Workday Integration Template, Workday will support the Workday Integration Template only, and the remainder of the connector or integration is a Developed Integration that must be supported by Customer or a third party. Customer (or its third party provider) is responsible for testing and supporting all Configured Integrations.

Developed Integrations. Developed Integrations are not part of the Workday Service and are not supported by Workday. Customer is responsible for designing, developing, and deploying all Developed Integrations, except to the extent expressly set forth in this SOW. Customer (or its third party provider) is responsible for testing and supporting all Developed Integrations.

8.4 Integrations in Scope.

The table below lists the integrations scope that are included as part of this SOW. Any integrations not listed below are out of scope for this SOW.

List of Integrations in Scope

The total number anticipated number and associated complexity of the Integration effort to be developed by Workday will be 16 in total. Customer has identified the following 3rd party vendors, for a total of 6 integrations (both inbound and outbound for each) to be developed by Workday.

- Florida Department of Children and Families (DCF) - Level 2 Background
- Florida Department of Law Enforcement (FDLE) - Level 2 Background
- eSkill’s Assessment

During the Architect and Configure phase of the project, both the City and Workday teams will meet and develop a list all the integrations (Integrations Master List) for the Recruiting Project. Once the list is finalized, both the Workday and Customer will assign integration to the respective teams. Customer will be responsible for any integration development above 16 integrations. As part of the list, Workday will own the integrations to the 3rd Parties identified above.

Workday Integration Solutions	Complexity	# Of Deliverables – Workday Developed
End to End Connectors	Minor	2
Connector	Low	2
EIB / DT / BIRT	Moderate	4
Workday Studio	High	8
Total # of Deliverables		16

11. SOW Scope Exclusions.

The following application components are excluded from the scope of this SOW. Customer may choose to implement these Project components to which Customer has subscribed at its discretion following the initial

Project phase described in this SOW. Any additional scope would necessitate a separate SOW with an associated cost.

11.1 Product/Functionality.

- a. Any functional domain not expressly included in the Functional Scope tables above are not in scope.

11.2 Integrations.

- a. Any integration not expressly included in List of Integrations in Scope table above is out of scope.

12. Staffing – Project Roles and Responsibilities.

12.1 Workday Roles.

Workday will assume responsibility for the following roles and tasks. Depending on the scope and complexity of the project, some roles may not apply. Please note that multiple roles may be fulfilled by a single Workday resource.

Team Member	Key Responsibility
Executive Sponsor	<ul style="list-style-type: none"> • Confirms that the appropriate Workday resources are available for the Project and works with the Workday Engagement Manager to resolve any escalated issues in a time-effective manner. • Serves on the Steering Committee.
Engagement Manager	<ul style="list-style-type: none"> • Manages the Project including directing Project activities based on the Project Plan • Provides status updates to both Workday and Customer team
Foundation Tenant Services	<ul style="list-style-type: none"> • Engaged in all activities and Deliverables related to the initial Foundation Tenant
Consultant(s)	<ul style="list-style-type: none"> • Responsible for providing Workday functional and technical knowledge and expertise on deployment activities and Deliverables

12.2 Customer Roles.

Customer will assume responsibility for the following roles and tasks. Please note that multiple roles may be fulfilled by a single Customer resource.

Team Member	Description of Role
Executive Sponsor(s)	<ul style="list-style-type: none"> • Responsible for championing the Project and accountable for budget • Provides appropriate resources for Customer obligations • Resolves escalations as needed • Commits to attending Steering Committee meetings
Project Manager(s)	<ul style="list-style-type: none"> • Co-owns Project Plan • Manages Customer resources as needed • Manages issues and decision logs. Escalates as needed • Communicates weekly Project status to Customer Executive Sponsor(s) and Project stakeholders • Owns all Customer activities such as change management, employee training, testing, Customer-built integration(s), third party deployments
Change Management Lead	<ul style="list-style-type: none"> • Manage completion of change management activities

Team Member	Description of Role
and Support Resources	<ul style="list-style-type: none"> Identify and engage support resources including communications, training, change network participants, etc. Provide insight on Customer relationships, stakeholders, culture, and other institutional knowledge of Customer Manage the internal review and sign-off of change work products
Functional Leads/Subject Matter Experts	<ul style="list-style-type: none"> Responsible for identifying, cleansing, and validating data to be converted Tests business processes and configuration Develops Customer-specific training and documentation Provides functional knowledge and expertise on business processes, data mapping, organizations, and system configurations Escalates to the Project Managers issues that may impact the Target Go-Live Date
Integration Leads	<ul style="list-style-type: none"> Provides technical knowledge and expertise on Customer's business processes, data mapping, organizations, and system configurations Develops Customer-provided integrations identified in SOW (if any)
Workday Administrator(s)	<ul style="list-style-type: none"> Workday "Tier 1" support when in Production Point of contact for the Workday Production Support team Security Administrator: maintains Customer's security configuration Business Process Administrator: manages Customer's business processes
Test Manager	Oversees Customer's testing strategy, resource plan, scenario tracking and reporting.

Customer Staffing Roles:

HCM				
	Plan	A&C	Test	Deploy
HCM/Onboarding	0.25	0.25	0.75	0.5
Recruiting	0.25	0.75	0.75	0.75
HCM/PAY Baseline Total	0.5	1	1.5	1.25
Lead	2.5	4.4	4.5	4.2
Support/BA	0.8	1.5	1.5	1.4

PM	1	1	1	1
Test Lead/Coordinator	0.2	0.75	0.75	0.5
CM Lead	0.75	0.75	1	0.75
Prod Support Manager	0.1	0.25	0.25	0.5

**Note: Lead & Support/BA are calculated off of total FTE. It is expected that the BA effort *will increase* in total effort, as well as in additional resources, during the testing phase

Tech	
Reporting	Tech roles will vary based on number of reports, integrations, etc.... and assignments between Workday and Customer
Integrations	
Conversion	
Subtotal	