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# **COACHELLA VALLEY WATER DISTRICT**

Finance Department - Procurement Division



## **REQUEST FOR PROPOSAL**

**RFP No. 2024-19**

**PROGRAM MANAGEMENT SERVICES  
(OVERSIGHT, SUPPORT AND COORDINATION)  
FOR WORKDAY ERP AND SPRYPOINT UB/CIS IMPLEMENTATION**

**Proposal Due Date:  
July 17, 2024 at 2:00 p.m.**

By:  
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Procurement & Contracts Mgr.  
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## 1. **PURPOSE**

The Coachella Valley Water District (CVWD/District) is soliciting proposals from qualified firms to provide Program Management Services for overseeing the implementation of Workday Enterprise Resource Planning (ERP) and Sprypoint Utility Billing (UB) / Customer Information System (CIS) software. This includes modules such as Financials, Supply Management, HR / Talent, Payroll, and Utility Billing, as well as integration with other enterprise-wide systems as specified herein.

This engagement is expected to span approximately 30-36 months, aligning with the project implementation timeline as outlined in Attachment # 3 – Implementation Timeline of this RFP. Please note, the timeline serves as a reference and is subject to adjustments. Additionally, CVWD retains the right to extend the term as necessary for project completion or to terminate the agreement with 10 days' written notice to the contractor.

## 2. **BACKGROUND**

In July 2023, CVWD issued RFP 2023-35 to replace its legacy NaviLine ERP software application. As a result of this RFP, the District chose Alight Solutions (Alight), in collaboration with Workday and Sprypoint, to implement a cutting-edge, commercial-off-the-shelf (COTS) ERP solution, coupled with a fully integrated Utility Billing (UB) / Customer Information System (CIS) product set.

Alight Solutions will lead the implementation as the project manager, assuming full responsibility for deploying both the Workday ERP and Sprypoint UB/CIS solutions. Throughout the implementation, Sprypoint, working closely with Alight Solutions and Workday, will handle the implementation of their UB/CIS solution (Phase 1) under the direction of Alight's Project Manager.

The program management consultant sought through this RFP will manage, on behalf of the District, the implementation of both the Workday ERP and Sprypoint UB/CIS solutions. The consultant's role is to ensure efficient and effective implementation services and to assist the District in developing strategies and making key decisions at critical project milestones. Moreover, the awarded contractor is expected to provide expertise in optimizing the implementation to align with identified business process improvements and industry best practices.

Objectives of the ERP and UB/CIS Software Solution Include:

- Comprehensive Financials management
- Streamlined Supply Management processes
- Effective HR/Talent management
- Accurate Payroll administration
- Seamless Utility Billing operations
- Integration with other enterprise-wide systems

The final delivered ERP and UB/CIS system aims to enhance CVWD's transparency and decision-making capabilities through efficient, data-driven processes. The system will facilitate:

- Enhanced transparency across operations
- Identification of opportunities through data-driven insights
- Streamlined decision-making processes
- Improved operational efficiency and effectiveness

## 3. **MINIMUM QUALIFICATIONS**

The District requires a well-managed and financially sound consultant with demonstrated skills and technical ability to fulfill the requirements outlined in this Request for Proposals (RFP). The successful

Consultant must have a proven successful track record in providing the required services and have a minimum of ten (10) years of related experience with three (3) project references for projects that have been completed in the last five (5) years similar in scope to this RFP.

#### 4. **PROJECT OVERVIEW**

This solicitation describes the RFP schedule, proposal submittal instructions, proposal format and content, proposal evaluation criteria, evaluation process, the required scope of services and an example of the contract document which will be signed by the successful Proposer. Failure to submit information in accordance with the RFP requirements may result in disqualification.

#### 5. **STANDARDS OF CARE**

The successful Consultant must perform the Scope of Services in accordance with those standards of care that are generally recognized as being used by competent persons in Consultant's area of specialty. Consultant must perform the Services in compliance with all applicable federal, state and local codes, statutes, laws, regulations, and ordinances relating to the services.

#### 6. **REQUEST FOR PROPOSAL (RFP) SCHEDULE**

<b>TABLE 1- RFP SCHEDULE</b>	
RFP Released by CVWD	June 6, 2024
<b>Mandatory Pre-proposal Meeting</b>  <b>Location:</b> Coachella Valley Water District 75515 Hovley Lane East Palm Desert, CA 92211  Firms interested in attending the pre-proposal meeting are requested to confirm their attendance via e-mail to Mr. John Miller– Procurement & Contracts Manager at <a href="mailto:jmiller@cvwd.org">jmiller@cvwd.org</a> <b>no later than 2:00pm on Tuesday, June 25, 2024.</b>	June 26, 2024  Time: 10:00 AM Pacific Time
Deadline for Submission of Questions	July 3, 2024 by 2:00pm
Proposal Submission Deadline	July 17, 2024, Year by 2:00pm
Interviews/discussions (if needed)	Week of July 29, 2024
Award Recommendation by CVWD Evaluation Committee	Week of August 12, 2024
Award Approval by Board of Directors	September 10, 2024
Finalize Contract and Notice to Proceed (approximately)	Week of September 23, 2024

#### 7. **EXCEPTIONS / DEVIATIONS**

Any exceptions to, deviations from, or inability to comply with the requirements of this RFP must be clearly stated in the proposal response segregating “technical” exceptions from “contractual” exceptions. Should a Proposer elect to propose alternative approaches to meeting the District's technical or contractual requirements, these should be thoroughly explained. The District reserves the right to accept or reject any or all exceptions / deviations at its sole discretion. Proposers are cautioned that exceptions to or deviations from RFP requirements may cause their proposal to be considered non-responsive.

## 8. **QUESTIONS**

Proposers shall be responsible for reading carefully and understanding fully the terms and conditions of this RFP. Any questions, interpretations, clarifications, or request for additional information about any portion of this RFP must be requested in writing (by the deadline indicated in the RFP Schedule) via the District's online Bid Management System (PlanetBids):

<https://pbsystem.planetbids.com/portal/16339/bo/bo-search>. All written questions will be answered in writing and conveyed to all Proposers in writing via PlanetBids. Oral explanations or instructions will not bind the District. To the extent that a question causes a change to any part of this RFP, an addendum shall be issued addressing such change.

## 9. **ADDENDA**

Changes to the requirements of this RFP will be made by the District via a written addendum and shall become part of any resulting Purchase Order and/or Agreement. All addenda issued to this RFP will be posted to PlanetBids. Before submitting a proposal, each Proposer is responsible to acknowledge the issuance of addenda via PlanetBids. The District shall not be bound to any modifications to or deviations from the requirements set forth in this RFP as the result of oral instruction or communication.

## 10. **GENERAL PROPOSAL SUBMITTAL INSTRUCTIONS**

### 10.1 **District's Rights Under this Solicitation**

The District is not committed to any course of action as a result of its issuance of this RFP and/or its receipt of a proposal from any Proposer in response to it. In particular, Proposers shall note that the District may:

- a. Amend the RFP by written addendum prior to the RFP closing date and time
- b. Reject any and all proposals
- c. Reject conditional proposals
- d. Waive any informality, irregularity, immaterial defects or technicalities in any proposal or other responses received
- e. Postpone or cancel the RFP at any time
- f. Make no award of contract
- g. Reserve the right to request additional information from Proposer prior to final selection and to consider information about a firm other than that submitted in the proposal
- h. Establish a short list of eligible Proposers after review of Proposals
- i. Negotiate with any, all, or none of the Proposers
- j. Solicit best and final offers from all or some of the Proposers
- k. Award contract(s) for all or part of the Specifications or Scope of Work
- l. Award a contract to one or more Proposers
- m. Award to other than the lowest cost offer

### 10.2 **Proposal Presentation and Interviews**

During the evaluation period, the District may interview some or all Proposers. The District has tentatively identified the week of **July 29, 2024**, for interviews. Proposers will be asked to keep this date available. Proposers who are unable to attend their interviews as scheduled may be eliminated from further participation in this competitive procurement. The interview may consist of a short presentation by the Proposer after which the Evaluation Committee may solicit information relative to the Proposer's proposal and qualification.

### 10.3 **Electronic Notifications and Proposal Submission**

- a. Proposals must be uploaded and submitted electronically via the District's Bid Management System (PlanetBids): <https://pbsystem.planetbids.com/portal/16339/bo/bo-search>. Please

ensure you allow enough time to submit your proposal by the stated deadline. Proposals that are in progress and not submitted by the deadline will automatically be rejected by the system as it will not allow any proposal submissions once the RFP closes.

- b. All notifications, updates and addenda will be posted on the District's Bid Management System. Proposers shall be responsible for monitoring the site to obtain information regarding this solicitation. Failure to respond to required updates may result in a determination of a non-responsive proposal.

#### **10.4 Pre-Contractual Expense**

Pre-contractual expenses are defined as expenses incurred by Proposer in:

1. Preparing its proposal in response to this RFP;
2. Submitting its proposal to the District;
3. Negotiating with District any matter related to its proposal; or
4. Any other expenses incurred by Proposer prior to award of the Contract.

The District shall not, in any event, be liable for any pre-contractual expenses incurred by Proposer in the preparation of its proposal. Proposer shall not include any such expenses in its proposal.

Proposals (including accompanying materials) will become the property of the District.

Proposals will be held in confidence to the extent permitted by law. After award of a contract or after rejection of all proposals, the proposals will be public record subject to disclosure under the California Public Records Act (Government Code Section 6250 et seq.).

All proposals shall remain valid and open for the District's acceptance for a minimum of 120 days following the RFP due date.

- 10.5** By submitting a proposal, the Proposer represents that it has thoroughly examined and is familiar with the work required under this RFP and that it can perform quality work to achieve the District's objectives.

#### **11. PROPOSAL FORMAT AND CONTENT**

Proposals must be typed using 11-12 point font on letter size (8 ½" x 11") sheets of white paper, with each section clearly titled, and each page clearly and consecutively numbered. Proposals should be limited to no more than **75 pages**, inclusive of transmittal letter and resumes of key personnel. Proposals must be clean and suitable for copying. Proposals must be specific unto themselves. For example, "See Enclosed Manual" will not be considered an acceptable proposal. Receipt of all addenda, if any, must be acknowledged in the proposal response.

The Letter of Transmittal shall be addressed to **Mr. John Miller, Procurement and Contracts Manager**, and must, at a minimum, contain the following:

- Identification of Proposer, including name, address, email, and telephone number.
- Proposed working relationship between Proposer and subcontractors, if applicable.
- Acknowledgment of receipt of all RFP addenda, if any.
- A statement outlining Proposers acceptance of the provisions as contained in the **Professional Services Agreement as specified in Exhibit E of this RFP**. Any deviations or inability to comply with the requirements of this RFP must be clearly stated.
- Name, title, address, email address, and telephone number of contact person during period of

proposal evaluation.

- A statement to the effect that the proposal shall remain valid for a period of not less than 120 days from the date of submittal.
- A statement that the Proposer is independent of the District and that it is unaware of potential conflicts of interest.
- An affirmative statement verifying the Proposer and all assigned key professional staff are properly licensed to perform services.
- Identification of whether Proposer has had a contract terminated for convenience or default in the prior five (5) years.
- Signature of a person authorized to bind Proposer to the terms of the proposal.

### **11.1 Technical Proposal**

The Technical Proposal should be prepared simply and economically, providing straightforward, concise description of the Proposer's qualifications, experience, project approach and work plan methodology to satisfy the requirements of this RFP.

#### **A. Qualifications and Related Experience of the Firm**

This section of the proposal should establish the ability of Proposer to satisfactorily perform the required work by reasons of: experience in performing work of a similar nature; demonstrated competence in the services to be provided; strength and stability of the firm; staffing capability; work load; supportive client references.

##### Proposer shall:

1. Provide a brief profile of the firm, including the types of services offered; the year founded; form of the organization (corporation, partnership, sole proprietorship); number, size, and location of offices; and number of employees.
2. Provide a general description of the firm's financial condition and identify any conditions (e.g., bankruptcy, pending litigation, planned office closures, impending merger) that may impede the firm's ability to provide all of the services listed in this RFP.
3. Describe the firm's experience in providing like services of a similar nature performed for public agencies, municipalities or other government agencies.
4. Provide at a minimum, **three (3)** references, for projects cited as related experience within the last five (5) years, and furnish the name, title, address, telephone number, and email of the person(s) at the organization who is most knowledgeable about the services performed. The District reserves the right to contact any and all clients or agencies listed as part of the reference verification.

#### **B. Proposed Staffing / Project Management**

This section of the proposal should establish the method that will be used by the Proposer to manage the Scope of Work, as well as to identify key personnel assigned.

##### Proposer shall:

1. Provide education, experience, and applicable professional credentials of Proposer's staff assigned to provide the services requested in this RFP
2. Provide details and task responsibilities of Project Manager and proposed staff that would be assigned to the project, including education, experience, course work, training, special qualifications and applicable professional credentials.
3. Furnish brief resumes (not more than two [2] pages each) for the proposed Project Manager

and other key personnel.

4. Provide assurance that changes to the designated project team shall not be made without the prior written approval of the District.

### **C. Technical Narrative and Work Plan Methodology**

Proposer shall provide a narrative that addresses the services they are proposing as outlined in the Scope of Work. The narrative should show that Proposer understands District's needs and requirements. The proposal shall include a detailed scope of services that demonstrates a complete work effort breakdown within each major task. A general scope of work and a list of detailed requirements (specific to this project). This section of the proposal shall also include a detailed project schedule, including all key project milestones and deliverables. The project schedule shall reflect the efforts associated with the elements of work identified in the detailed scope of services.

#### **Proposer shall:**

1. Demonstrate the approach for the work required in meeting the goals and requirements of this RFP.
2. Outline sequentially the activities that would be undertaken in completing the tasks and specify who would perform them.
3. Identify methods that will be used to ensure quality control, as well as budget and schedule control for the Scope of Work
4. Provide a list of all sub-contractors (if any) that would be providing services to the Proposer for the completion of the Scope of Work and describe the role they will perform. If no sub-contractor(s) will be used, include a statement stating this.
5. Provide any other information the Proposer deems essential to the evaluation of their proposal.

### **11.2 Cost and Price Proposal**

Total cost proposed and the relevance of those costs based on proposed approach and the qualifications of proposed personnel. All costs must be identified to include any travel related expenses and reimbursements. The cost proposal shall include a budget narrative with proposed payment plan; to include, a listing of hourly billing rates, by staffing level, which would apply to any supplemental services which may be requested by the District during the term of the contract.

## **12. EVALUATION CRITERIA**

All proposals will be given a thorough review. All contacts during the procurement process must go through the District's Procurement and Contracts Manager or Contracts Administrator. Attempts by the Proposer to contact any other District representative or Board Member in regards to this RFP may result in disqualification of the Proposer.

The District reserves the right to make the award that is most advantageous to the District. Proposals will be evaluated based on criteria determined to be appropriate by the District, which may include, but not necessarily limited to the following:

### **12.1 Pass /Fail:**

- a. Completeness of Response;
- b. Experience: Proposer has demonstrated as least ten (10) years of relevant experience with a minimum of three (3) references for projects that have been completed in the last five (5) years similar in scope to this RFP



- c. Clarification, Exceptions, or Deviations
- d. Financial Stability of the Firm; and
- e. Debarment and Suspension

#### **12.2 Qualifications and Experience of the Firm: (30%)**

Experience and success in performing work or services of a similar nature; experience working with public agencies; key personnel's and the responsible management; key personnel's level of involvement in completing related work; assessment by client references and other verifiable information.

#### **12.3 Proposed Staffing / Project Management: (20%)**

Specific qualifications, experience, skill set fit, and appropriate licenses, if applicable, of the primary staff and responsible management proposed for the work. The proposed project organization, use of staff resources, and overall staffing approach to the project and the tasks.

#### **12.4 Technical Narrative and Work Plan Methodology: (30%)**

Depth of Proposer's understanding of District's requirements as set forth in this RFP; overall quality of work plan; logic, clarity, and thorough response to proposed scope of work; willingness and ability to meet services proposed; level of commitment to meet the District's needs and overall proposal content.

#### **12.5 Cost and Price Proposal: (20%)**

All services and work called for in the Scope of Work. All costs/fees must be identified; to include, all project-related or supported expenses.

### **13. SELECTION PROCESS**

The District uses a selection process in which proposals contain both price and qualitative components, and award is based upon a combination of price and qualitative considerations. Qualitative considerations may include experience and qualifications, technical approach, quality of proposed personnel, and/or management/work plan. The award selection is based upon consideration of a combination of technical and price factors to determine the offer deemed most advantageous to the District.

An evaluation committee composed of District representatives will first evaluate the proposals according to the technical evaluation criteria stipulated above. From this initial technical evaluation, the District will develop a short list of Proposers with the highest overall rating (technical and price) to continue on in the evaluation process. During this evaluation period, the District reserves the right to request clarification or additional information from Proposers and also reserves the right to conduct interviews/presentations with one or more of the highest-ranking Proposers. The District may also request best & final offers, if deemed necessary, and will determine the scope and subject of any best & final request. However, the Proposer should not expect that the District will ask for best & final offers. Therefore, Proposer should submit its best offer based on the scope of work and terms and conditions set forth in this RFP.

At the conclusion of the evaluation, the evaluation committee will determine the Proposer who ranked highest and recommend that the Board of Directors award a contract to such Proposer. The selection process and District's Board approval of a contract is anticipated to be completed by **September, 2024**.

The District reserves the right to cancel or modify this process at any time.

### **14. PROTEST PROCEDURES**

Only a Proposer who has actually submitted a proposal is eligible to protest a contract award. In order for a Proposer's protest to be considered, the protest must comply with the following:

- 14.1 Submitted within five (5) business days of the electronic notification of intent to award. The District's Procurement & Contracts Manager must receive the protest by the close of business on the fifth (5th) business day following posting of notification of intent to award.
- 14.2 Clearly identify the specific irregularity or accusation.
- 14.3 Clearly identify the specific District staff determination or recommendation being protested.
- 14.4 Specify, in detail, the grounds of the protest and the facts supporting the protest.
- 14.5 Include all relevant and supporting documentation with the protest at time of filing.

If the protest does not comply with each of these requirements, it will be rejected as invalid. If the protest is submitted in accordance with the above requirements, the District's Procurement and Contracts Manager or other designated District staff member shall review the basis of the protest and all relevant information. The Procurement and Contracts Manager or other designated District staff member will provide a written decision to the protestor. The protestor may appeal the District's decision to the District's General Manager.

## **15. CONFIDENTIAL INFORMATION AND PROPRIETARY DATA**

Subsequent to the District's evaluation of proposals, which requires proposal submission in response to the solicitation process, become the exclusive property of the District. Upon submission of a proposal, the submission and any pertaining documents is subject to the State of California Public Records Act. Exceptions will be those elements in the California Government Code section 6250 et seq. (Public Records Act) and which are marked "trade secret," "confidential," or "proprietary." The District shall not be liable or responsible for the disclosure of any such records, including, without limitation, those so marked, if disclosure is required by law, or by an order issued by a court of competent jurisdiction. In the event the District is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a Qualification marked "trade secret," "confidential," or "proprietary," the Consultant agrees to defend and indemnify the District from all costs and expenses, including reasonable attorney's fees, in action or liability arising under the Public Records Act. Where applicable, federal regulations may take precedence over this language.

## **16. DISTRICT OBSERVED HOLIDAYS**

<b>HOLIDAY</b>	<b>DAY OBSERVED</b>
New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Juneteenth	June 19
Labor Day	First Monday in September
Veterans' Day	November 11
Thanksgiving Day	Fourth Thursday in November
Following Thanksgiving	Friday following the fourth Thursday in November
Christmas Eve*	December 24
Christmas Day	December 25

\*The last four hours of an employee's regular workday on December 24th, annually is declared a holiday when it falls on Monday, Tuesday, Wednesday or Thursday.

# EXHIBIT A SCOPE OF WORK PROGRAM MANAGEMENT SERVICES (OVERSIGHT, SUPPORT AND COORDINATION) FOR WORKDAY ERP AND SPRYPOINT UB/CIS IMPLEMENTATION

## 1. INTRODUCTION / OVERVIEW

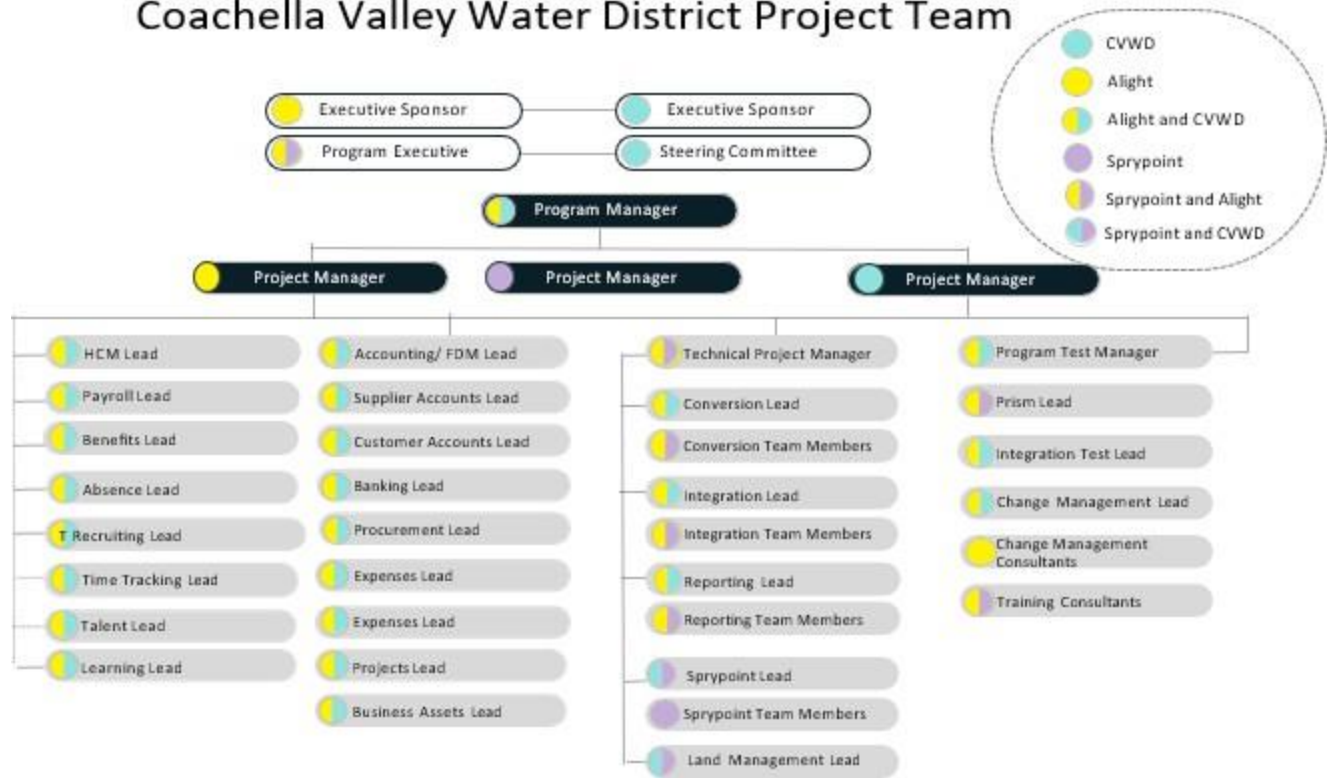
The Coachella Valley Water District (CVWD/District) is soliciting proposals from qualified firms to provide Program Management Services for overseeing the implementation of Workday Enterprise Resource Planning (ERP) and Sprypoint Utility Billing (UB) / Customer Information System (CIS) software. This includes modules such as Financials, Supply Management, HR / Talent, Payroll, and Utility Billing, as well as integration with other enterprise-wide systems as specified herein.

In July 2023, CVWD issued RFP 2023-35 to replace its legacy NaviLine ERP software application. As a result of this RFP, the District chose Alight Solutions (Alight), in collaboration with Workday and Sprypoint, to implement a cutting-edge, commercial-off-the-shelf (COTS) ERP solution, coupled with a fully integrated UB / CIS product set.

<b>Human Resources</b> <ul style="list-style-type: none"> <li>• Position Control</li> <li>• Employee Master File</li> <li>• Benefit Administration</li> <li>• Leave Administration</li> <li>• Pay Administration</li> </ul>	<b>Finance</b> <ul style="list-style-type: none"> <li>• General Ledger/Accounting</li> <li>• Budget</li> <li>• Purchasing/Vendors</li> <li>• Contracts Management</li> <li>• Accounts Payable</li> <li>• Accounts Receivable</li> <li>• Cash Receipts</li> <li>• Fixed Assets</li> <li>• Payroll Processing</li> <li>• Inventory Management</li> <li>• Project and Grant Accounting</li> </ul>
<b>Utility Billing</b> <ul style="list-style-type: none"> <li>• Accounts Management</li> <li>• Rates Management</li> <li>• Delinquency Management</li> <li>• Billing</li> <li>• Work Orders</li> <li>• Meter Inventory</li> </ul>	
<b>Land/Development</b> <ul style="list-style-type: none"> <li>• Permitting</li> <li>• Planning</li> <li>• Inspections</li> </ul>	

Alight Solutions will lead the implementation as the project manager for the Vendors, assuming full responsibility for deploying both the Workday ERP and Sprypoint UB/CIS solutions. Throughout the implementation, Sprypoint, working closely with Alight Solutions and Workday, will handle the implementation of their UB/CIS solution (Phase 1) under the direction of Alight's Project Manager. The following project organization chart identifying the key staff and their role in the implementation is provided below:

## Coachella Valley Water District Project Team



The implementation timeline is expected to span approximately 30-36 months and will follow a multi-phased approach in collaboration with Sprypoint and Workday. Please see Section 1.2 – Timeline below for details.

The phases are as follows:

**Phase 1: Sprypoint Implementation** - This phase marks the beginning of the project and focuses on implementing Sprypoint's utility billing solution.

**Phase 2: Workday HCM, Payroll, and Financials Implementation** - Following Phase 1, Phase 2 entails the implementation of Workday Human Capital Management (HCM), Payroll, and Financials modules.

**Phase 3: Workday Financial Planning Implementation** - Phase 3 concludes the project with the implementation of Workday Financial Planning.

Please note, the implementation timeline is subject to change and may be adjusted as necessary to ensure project success and alignment with CVWD's objectives.

The total project hours for the Workday implementation is approximately 25,000 hours:

Workday Implementation Hours	
Service	# of Hours
Readiness Total	139

PMO Total by Stage	4,440
HCM Total by Stage	4266
Payroll Total by Stage	1065
FINS Total by Stage	9913
Test Management by Stage	1330
Testing Automation By Stage	0
Data Transformation by Stage	1503
Change Management and Training by Stage	1913

The total project hours for the Sprypoint implementation is approximately 14,000 hours.

Sprypoint Implementation Hours	
Service	# of Hours
Project Management	1920
Deployment	16
Analysis	696
Integrations	1344
Enhancements	1105
Organizational Change Management	360
Reporting & Dashboards	760
Software Configuration	1960
Data Conversion	1200
Training	600
Testing	1424
Mock Cutover	240
Cutover	200
Post Implementation Support	1720

The final delivered system aims to enhance CVWD's transparency and decision-making capabilities through efficient, data-driven processes. The system will facilitate:

- **Single Unified System:** Bring finance, HR, and spend management together with planning/budgeting and analytics and seamlessly bringing in Utility Billing data for consolidated reporting

- **Simplified Integration:** Create connectivity between systems with lower complexity, effort, and cost for external integrations.
- **Commanding Built-In Analytics:** Drill into data with built-in actionable analytics for reporting capabilities resulting in financial stability.
- **Simplified User Experience:** Empower users to easily complete tasks in the system using modern and familiar consumer-internet features.
- **Agile Technology Platform:** Respond to shifting requirements with a flexible and configurable system that adapts to the changing world of work.
- **Mobile Access:** Complete tasks and access information from any device anywhere there is an internet connection.
- **Long-Term Value:** lower total cost of ownership enabled by a cloud delivery model that removes the overhead of hardware, maintenance, product upgrades, and the associated IT costs.

### 1.1 Program Manager Responsibilities

The Program Management Consultant sought through this RFP will manage, on behalf of the District, the implementation of both the Workday ERP and Sprypoint UB/CIS solutions. Their role is to ensure efficient and effective implementation services and to assist the District in developing strategies and making key decisions at critical project milestones. In this role, consultant may also be responsible for developing and reviewing Standard Operating Procedures (SOPs), attending Board meetings (up to 2 per year), and reviewing and creating as-needed miscellaneous support documents. Moreover, the awarded contractor is expected to provide expertise in optimizing the implementation to align with identified business process improvements and industry best practices.

The objective of the Workday ERP and Sprypoint (UB/CIS) implementation is to:

- Consolidate information, link processes and functions, and eliminate separate departmental systems/spreadsheets/access databases in favor of a single system that connects the District's financial and non-financial applications through a common database
- Streamline business processes to take advantage of best practices through automation, integration, and workflows
- Provide a user-friendly and intuitive user interface to promote system use and productivity
- Eliminate and/or reduce redundant data entry
- Eliminate and/or reduce the need for manual input when preparing various financial documents, including the annual budget and preparation of the Annual Comprehensive Financial Report
- Improve and/or provide necessary reports and reporting capabilities and access to data through inquiry or drill-down capabilities
- Provide interface capabilities with third-party systems
- Ensure application and data security is up to the latest industry standards
- Reduce costs and/or time and motion to improve effectiveness and efficiency
- Improve decision making
- Provide enhanced customer service to both internal and external customers
- Improve access and trust in the accuracy of financial and human resources information and increasing

the ability to leverage this information

- Improve accountability

## 1.2 Timeline:

This engagement is expected to span approximately 30-36 months, aligning with the project implementation timeline as outlined in Attachment # 3 – Implementation Timeline. Please note, this timeline serves as a reference and is subject to adjustments. Additionally, CVWD retains the right to extend the term as necessary for project completion or to terminate the agreement with 10 days' written notice to the contractor.

### Phase 1: Sprypoint Implementation Timeline

Phase 1 begins the Sprypoint Implementation and requires a 113-week project timeline to complete. Currently, the timeline assumes a Plan start date of August 19, 2024 and a Go Live Date of June 26, 2026 followed by a 16-week stabilization and support stage.

	Analyze	Configure	Testing	Deploy	Operate	Total
Estimated Weeks	13	49	34	1	16	113
Start Date	09/19/2024	11/18/2024	10/27/2025	6/22/2026	06/29/2026	08/19/2026
End Date	11/15/2024	10/24/2025	06/19/2026	06/26/2026	10/16/2026	10/16/2026

### Phase 2: Workday HCM, Payroll and Financials Implementation Timeline

Phase 2 begins Workday HCM, Payroll and FINS implementation and requires a 102-week project timeline to complete. Currently, the timeline assumes a start date of December 16, 2024 with a Go Live Date June 26, 2026 followed by a 12-week stabilization and support stage. It also assumes that formal a project kick-off will take place on the week of January 27, 2025 marking the start of the Architect stage. The Plan phase is preceded by a six-week Readiness period.

	Readiness	Planning	Architect & Configure	Testing	Deploy	Post Deployment	Total
Estimated Weeks	10	6	46	24	4	12	102
Start Date	10/07/2024	12/16/2024	01/27/2025	12/15/2025	06/01/2026	06/29/2026	10/07/2026
End Date	12/13/2024	01/24/2025	12/12/2025	05/29/2026	06/26/2026	09/18/2026	09/18/2026

### Phase 3: Workday Financial Planning Implementation Timeline

Phase 3 begins the Workday Financial Planning implementation and requires a 28-week project timeline to complete. The timeline assumes a start date of June 22, 2026 with a Live Date on December 4, 2026 followed by a 4-week stabilization and support stage. It also assumes that a project kick-off will take place

on the week of June 29, 2026 marking the start of the Architect stage.

	Planning	Architect and Configure	Testing	Deploy	Post Deployment	Total
Estimated Weeks	1	18	4	1	4	28
Start Date	06/22/2026	06/29/2026	11/02/2026	11/30/2026	12/07/2026	06/22/2026
End Date	06/26/2026	10/30/2026	11/27/2026	12/04/2026	01/01/2027	01/01/2027

## 2. SCOPE OF WORK

The awarded contractor will assume an active oversight role in the implementation process on behalf of the District. While not directly involved in implementation tasks, the contractor will serve as a knowledgeable partner for CVWD, ensuring successful implementation and integrations.

The District will collaborate with the selected consultant to develop a specific statement of work tailored to their capabilities and proposed approach. While this scope may vary slightly from the outlined requirements, the general outline of duties will remain integral to any finalized agreement.

### **Oversight Management:**

The contractor will provide oversight management to the project, acting on behalf of the District. This includes coordinating with the District project team and software/implementation vendor(s) (Alight, Workday, and SpryPoint).

### **Logistical Support:**

- The selected consultant will provide logistical support as necessary, including, but not limited to:
  - Project oversight to ensure alignment with goals.
  - Development and maintenance of the project schedule.
  - Facilitation of communication and coordination between stakeholders.
  - Identification and resolution of project issues.
  - Validation of progress towards the successful implementation of ERP and UB/CIS goals and related activities.

### **Implementation Oversight & Support:**

The selected consultant will act as the District's representative, collaborating closely with the project manager(s) of the implementation team, service/software providers, and District staff. Responsibilities include, but are not limited to:

- **Project Management & Execution Plan:** Collaborating on the development and maintenance of the Project Management & Execution Plan, setting priorities, coordinating tasks, and allocating resources.
- **Performance Measurement:** Monitoring performance and progress, managing risk, and supporting change management and training efforts.
- **Monthly Project Status Reports:** Providing Monthly Project Status Reports to stakeholders, ensuring transparency and accountability.



## **Technical Expertise:**

The selected consultant must possess sufficient subject matter and technical expertise in Workday and Sprypoint implementation. This includes, but is not limited to:

- Supporting installation and serving as the District's champion in workshops.
- Assisting in design, decision-making, and configuration.
- Providing IT support, such as reviewing technical specifications and ensuring system compatibility.
- Developing and reviewing Standard Operating Procedures (SOPs), attending CVWD Board meetings (up to 2 per year), and reviewing support documents as needed.

**Note:** The successful completion of these tasks is the ultimate responsibility of the contractor awarded the program management services.

## **Specific Roles**

The selected consultant will provide the following Tasks as an extension of District staff:

- a. **Data Conversion.** The selected consultant will manage and coordinate with the implementation vendor(s) and District staff to perform the actual data migration, error checking, and testing of data conversion into the new system.
- b. **Integration.** The awarded contractor will manage and coordinate with the implementation vendor(s) and/or software vendor(s) and District staff to perform the development of integrations and other data systems as required. Information regarding existing integrations, data formats, etc. will be available as needed.

## **Responsibilities**

These responsibilities emphasize communication, collaboration, and transparency, ensuring alignment between stakeholders and progress tracking.

- a. Engage actively with the Steering Committee, tracking and following up on suggestions and recommendations.
- b. Provide regular updates and solicit feedback from the Steering Committee.
- c. Coordinate with Executive Sponsors to update and present progress reports to the Executive Team (Directors) and, if necessary, the Board.
- d. Deliver frequent status reports to all employees, possibly through newsletters.
- e. Organize monthly meetings in a webinar style, open to all staff, to address concerns or issues raised by employees.

## **Deliverables Include:**

- a. **Program Management & Execution Plan.** This document will identify the software/program elements to be implemented, roles & responsibilities, lines of communication, how the implementation will be executed, baseline schedule for the implementation, change control, risk management, document management, and identify how critical components will be managed/coordinated. Following review of existing documentation (see below), this plan will also document other relevant plans for successful completion of implementation (e.g., test plans, training plans).

- b. **Monthly Project Status Reports.** This monthly report will document project status, focusing on implementation, with baseline-to-actual schedule updates, cost reporting, issue identification / resolution, and other relevant information. Successful milestones in implementation and in business process changes will be documented.

### 3. **DISTRICT STAFFING PLAN**

The District will develop staffing plans to provide necessary support as the implementation progresses. Both CVWD management and staff are deeply committed to ensuring the successful execution of this project. The District has identified key personnel from various departments, including Information Technology, Finance, Human Resources, Operations, and Customer Service, who will be available as needed during the implementation phases. This ensures that expertise from diverse areas of the organization are readily accessible to support the project's objectives.

#### **Steering Committee Involvement:**

A Steering Committee, comprising management representatives from all CVWD departments, will oversee the project informally. This committee will review project progress, communicate updates within their respective departments, and provide insights on department-specific concerns.

CVWD will expect the Program Manager to actively engage with the Steering Committee, tracking and following up on their suggestions and recommendations. Additionally, the vendor should provide regular updates and solicit feedback from the Steering Committee. In coordination with the Executive Sponsors, the Program Manager should also update and present progress reports to the Executive Team (Directors) and, if necessary, the Board. Furthermore, CVWD will require the Program Manager to deliver frequent status reports to all employees, such as through newsletters. Monthly meetings should also be organized in a webinar style, open to all staff, to address any concerns or issues raised by employees.

### 4. **PROGRAM MANAGEMENT**

#### **4.1 Key responsibilities of the Program Management Consultant:**

The program management consultant will assume critical responsibilities including, but not limited to:

- **Primary Point of Contact:** Acting as the primary liaison with Alight, Workday, and Sprypoint project managers, ensuring seamless communication and coordination throughout the project lifecycle.
- **Reporting to Steering Committee:** Providing regular updates on project progress to the District's Steering Committee, offering valuable insights and addressing any concerns that arise during the implementation process.
- **Change Management Communications:** Taking the lead in facilitating change management communications and coaching efforts within the District, fostering a smooth implementation and minimizing disruptions.
- **Technical Expertise:** Demonstrating proficient subject matter and technical expertise in Workday and Sprypoint applications to support installation and implementation. This involves serving as CVWD's advocate in workshops, contributing to design and decision-making processes, and providing essential IT support, including reviewing technical specifications and ensuring system compatibility.

At a minimum, the program management consultant shall have demonstrated skills and proven ability to provide the following services:

- **Document Review:** Review the initial discovery Gap Analysis, and all other pre-award and post award documents to be provided by CVWD.
- **Support the Business Process Improvement Strategy:** Work with ERP integrator to implement the business process improvement strategy and provide recommendations for enhancements as necessary.
- **Support Implementation Strategy:** Support the detailed plan and roadmap for the ERP implementation, considering factors such as scope, timeline, resource allocation, and risk management.
- **Project Management:** On behalf of CVWD, oversee the entire ERP implementation project, including task coordination, resource management, milestone tracking, and proactive issue resolution.
- **Problem Management (Troubleshooting):** Providing expertise in identifying and resolving issues and challenges that may arise during the implementation process, ensuring minimal disruption to operations.
- **Cost (Budget) Management:** Monitoring and controlling the project budget, ensuring that costs are within the defined scope and delivering value for the investment made.
- **Technical Resources (Data and Solutions Architecture):** Offering technical expertise in areas such as data architecture and enterprise architecture, ensuring the ERP and UB/CIS systems are designed and implemented to meet the organization's technical requirements.
- **Staff Augmentation:** Providing additional technical support, such as cybersecurity, network management, database reporting, or cloud services, to supplement the existing IT team during the implementation process and software integrations, including, third party system integrations.
- **Quality Assurance, Testing, and Validation:** In coordination with the integrator, implement a comprehensive quality assurance process, including testing the ERP system, validating its functionality, and ensuring it meets the predefined business requirements and objectives.
- **Training:** In coordination with the integrator, Develop and deliver training programs to educate end-users on how to effectively and efficiently use the ERP and UB/CIS system, enabling a smooth transition and maximizing user adoption.
- **Go-Live Coordination:** Coordinating and facilitating the actual go-live event, ensuring a seamless transition from the legacy systems to the new ERP and UB/CIS system, while minimizing downtime and disruption to business operations.
- **Optimization Phase (Usually 6 to 12 months):** Engaging in a post-implementation optimization phase to assess the effectiveness of the ERP and UB/CIS system, identify areas for further improvement, and make necessary adjustments to maximize its benefits.
- **Vendor Management:** In coordination with CVWD staff, provide vendor management to ensure requirements are met per the ERP and UB/CIS contract deliverables (including integrations with third party vendors).
- **Staff Augmentation:** Providing additional technical support, such as cybersecurity, network management, database reporting (data generation), programming, systems integration, or cloud services, to supplement the existing IT team during the implementation process and software integrations, including, third party system integrations.

By incorporating these requirements, the program management consultant will be positioned to lead CVWD through a successful implementation process. Their pivotal role in coordinating project team members, acting as the primary point of contact with Alight, Workday, and Sprypoint project managers, and facilitating change management communications and coaching will ensure effective oversight. Furthermore, the program management consultant subject matter and technical proficiency in Workday and Sprypoint applications will be indispensable. This expertise will be instrumental in supporting implementation, advocating for CVWD's interests in workshops, and providing invaluable assistance in design and decision-making processes.

## **4.2 Program Management Task Responsibilities:**

The following tasks establish a comprehensive framework for effective program management of the ERP and UB/CIS implementation project. These program management tasks encompass a range of critical responsibilities aimed at ensuring seamless coordination, efficient planning, stakeholder engagement, risk mitigation, resource management, and quality assurance throughout the project lifecycle.

### **1. Coordination with Vendor Consultant:**

- Act as the primary liaison between the agency and the implementation vendors.
- Ensure clear communication and alignment of goals, timelines, and deliverables.
- Facilitate regular meetings to coordinate efforts and address issues promptly.

### **2. Project Planning and Integration:**

- Collaborate with Alight, Workday and Sprypoint to develop an integrated project plan.
- Synchronize the agency's project milestones with the project timeline.
- Ensure all parties are aware of dependencies and critical paths.

### **3. Stakeholder Management:**

- Engage internal stakeholders to communicate project status and gather feedback.
- Coordinate stakeholder involvement in key project phases, such as requirements gathering and user acceptance testing (UAT).
- Ensure stakeholders are informed of the project activities and progress.

### **4. Requirements Validation:**

- Work with the implementation vendors to validate and prioritize requirements.
- Ensure that the vendor's solution aligns with the agency's needs and regulatory requirements.
- Manage any requirement changes and ensure they are properly documented and communicated.

### **5. Risk and Issue Management:**

- Develop a joint risk management plan.
- Monitor and manage risks, issues, and changes collaboratively.
- Maintain a shared risk register and ensure regular updates.

### **6. Resource Management:**

- Coordinate internal resources to support the implementation efforts.
- Ensure the availability of key CVWD personnel for project activities.
- Manage resource conflicts and ensure optimal resource utilization.

### **7. Budget Oversight:**

- Monitor the project budget in collaboration with Alight, Workday and Sprypoint.
- Track expenditures and manage cost variations.
- Report on budget status and financial forecasts to stakeholders.

### **8. Change Management:**

- Develop a change management plan that complements the implementation approach.
- Coordinate training programs and materials with the implementation team.
- Manage internal communications to ensure staff are prepared for the new ERP and UB/CIS system.

### **9. Quality Assurance:**

- Implement a quality assurance plan in collaboration with the implementation vendor.
- Conduct joint reviews and testing to ensure deliverables meet quality standards.
- Manage UAT with support from the vendor's consultant.

**10. Documentation and Reporting:**

- Maintain comprehensive project documentation.
- Prepare joint status reports for stakeholders.
- Ensure all documentation is consistent and accessible to all parties involved.
- Generate miscellaneous supporting documentation for manuals, letters, reports, updates etc.

**11. System Integration and Data Migration:**

- Coordinate with the vendor's consultant on system integration efforts.
- Develop a detailed data migration plan in collaboration with the vendor.
- Ensure data integrity and accuracy during the migration process.

**12. Training and Support Coordination:**

- Work with the vendor's consultant to develop a training schedule.
- Ensure that training sessions are conducted effectively.
- Plan for post-implementation support and issue resolution.

**13. Post-Implementation Review:**

- Conduct a joint post-implementation review with the vendor.
- Gather feedback from all stakeholders and document lessons learned.
- Develop an improvement plan for future projects identified during implementation to further enhance the use/functionality of the new ERP and UB/CIS system.

# **Exhibit A**

## **Attachment No. 1**

### **Workday Implementation**

## **EXHIBIT A – ATTACHMENT NO. 1**

### **WORKDAY ERP IMPLEMENTATION STATEMENT OF WORK**

The Workday Solution, module-level feature, and functionality of the Client Tenant to be configured, tested and deployed by Vendor includes the following:

#### **Phase 1:**

- Sprypoint Implementation (See Attachment # 2 for Sprypoint's implementation Statement of Work)

#### **Phase 2:**

- Foundation Data Model
- Core Human Capital Management
  - Benefits
  - Absence
- Payroll
- Time Tracking
- Learning
- Talent Optimization (Talent + Succession)
- Recruiting
- Financial Accounting
  - Banking and Settlements
  - Customer Accounts
  - Supplier Accounts
  - Budgets
  - Business Assets
- Procurement
- Projects
- Grants
- Inventory
- Expenses
- Prism

#### **Phase 3:**

- Workday Planning (Formerly Adaptive)

Additional Services to be provided by Vendor

- Pre-Deployment Readiness
- Testing With Automation
- Integration Testing
- Change Management
- HCM and FINS Reporting

## SCOPE

### Foundational

Functional Area	Feature Definition
Organizational Management	Organizations are groups of resources, workers, costs, and other organizations for business process routing, security, analysis, and reporting. Along with roles and hierarchies, organizations are part of the foundation that provides configurable and contextual security within Workday. The way that organizations are configured influences everything from staffing models and role assignments to physical locations and reporting.
Address Localization	Workday formats address based on location
Staffing Management	Position Management vs Job Management Staffing model
Contact Information	Employee's primary and additional Phone, Address, Work, Email Data
Personal Information	DOB, Place of Birth, marital Status, Race Ethnicity, Citizenship
Payment Elections	Check, direct deposit information
Job and Position Assignment	All workers are assigned to a specific position vs Job Management - no defined quantity
Supervisory Organization and Hierarchy	Supervisory Organizations group workers into a management hierarchy. Supervisory Organizations can be a business unit, department, group, or project. Jobs, positions, and compensation structures are associated with supervisory organizations and workers are hired into jobs or positions associated with a supervisory organization. Each worker can only be a part of one supervisory organization.
Locations and Location Hierarchy	Locations where workers work; Hierarchy is a roll up of the locations with the workers and is used for reporting purposes
Companies and Company Hierarchies	Reflect Client's legal entities. There should only be one FEIN per company. Hierarchy is a roll up for reporting purposes.
Cost Centers and Cost Center Hierarchy	Cost centers are used to group workers by related revenues and expenses. Track financial transactions and HCM transactions with a financial impact, such as hiring or terminations
Custom Organizations and Hierarchy	Additional organization used when WD orgs will not capture client's organizational requirements.
Currencies	Currency rate types enable Client to establish more than one conversion rate for the same currency pair and time period.
Pay Groups	A group of workers defined to have their pay calculated and processed together. Workers in a pay group must share the same period schedule.



Functional Area	Feature Definition
Employee Types	A user-defined type that Client assigns to each employee when the employee is hired. Primarily informational only; Client can search or filter employees by their employee type. However, Client can designate a type as Fixed Term Employees, and employees of that type have fixed end dates of employment.
Contingent Workers	Contractor, Consultant, Vendors, etc.
Pre-Packaged Business Processes	Standard business process used by most organization for transactional purposes
Language Support (Translations)	This covers the translation of client provided data within the available Workday fields
Delivered Security Model	Assign security at the top level of the hierarchy, then uses WD's inheritance for visibility and support
Two Factor Authentication	2 step authentication process for sign on
Mobile	Mobile functionality for security groups activated for the following functionality: People Directory with search, Organization Chart, Workfeed Inbox, Self-Service tasks, Announcements, Time Entry, Time Off, Pay slips, Expense Reports, Worker Profile, Personal Notes, Performance Reviews, Delivered Dashboards & reports only
Standard Notification Templates	When Workday uses an email template, it constructs the message from the specified elements in order
Standard Dashboards & Analytics	Workday delivers dashboards with worklets that are specific to them.
Reporting	Reports delivered by Workday as part of their reporting library.
Data Conversion	Ties the employees to all functional area's configuration data
Workday Today	Workday delivered home page including 4 standard cards.
Workday Assistant	Delivered digital assistant help for end users within Workday.
Funds	Funds are used to manage how clients consume their grants. Fund worktags identify the sources of funding when associated with spending activities on awards. These worktags are typically Federal, State, and Other.
Custom Worktags	

## Core Human Capital Management (HCM)

Functional Area	Feature Definition
Core HCM	<p>The Core HCM module includes the following features and functions:</p> <ul style="list-style-type: none"> <li>• HCM Basics</li> <li>• Basic Compensation</li> <li>• Set-up, manage, and report on contact information such as address, phone numbers, and email addresses</li> <li>• Set-up and manage compensation guidelines (grade, grade profiles, grade steps), compensation basis, and eligibility rules</li> <li>• Define job families, job profiles, job classifications, management levels, and other job-related setup data</li> </ul>
Organizations (Supervisory, Cost Center, Company, Region, Location) and Associated Hierarchies	<p><b>Supervisory Organizations</b> - group workers into a management hierarchy.</p> <p><b>Cost Center</b> - used to group workers by related revenues and expenses.</p> <p><b>Companies</b> - are the primary organization type used by Workday Financials. A company in Workday equates to a single tax ID within Client's enterprise, based on Client's configuration.</p> <p><b>Region</b> - Customer-specific regions reflect the area of responsibility for a worker instead of work location.</p> <p><b>Location</b> - represents a work location that will include the physical address as well as additional details such as email and phone number(s).</p>
Establishments	<p>Establishments support compliance with local regulatory reporting by combining a worker's legal entity and location.</p>
Employee and Manager Self-Service	<p><b>ESS</b> – Phone, Address, Work, Email Data, DOB, Place of Birth, marital Status, Race Ethnicity, Citizenship</p> <p><b>MSS</b> – Hire, Change Job, Compensation Transaction, Termination, and other processes that pertain to their direct reports</p>
Multiple Jobs	<p>An employee with a primary job or position can be assigned to another job or position. The additional job can have a different supervisory organization, compensation rate, pay rate, scheduled hours, location, or job profile. Employees can have a number of additional jobs. Contingent workers can't have additional jobs.</p>
Certifications	<p>Client can create certifications that workers can add on their worker profiles. Client can also access these certifications when Client creates or edits:</p> <ul style="list-style-type: none"> <li>• Job profiles.</li> <li>• Job requisitions.</li> <li>• Positions.</li> <li>• Position restrictions.</li> </ul> <p>The combination of issuer name and certification must be unique.</p>

Functional Area	Feature Definition
Job Catalog	<p><b>Job Families &amp; Job Family Groups</b> - help to organize and group job profiles, as well as allow Client to use these groupings as criteria in condition rules or compensation eligibility rules. Job profiles can be added to a job family, and job families can be added to job family groups.</p> <p><b>Job Profiles</b> - enable Client to describe general characteristics of a position and identify special skills, training, or other qualifications. A job profile can be assigned to multiple positions or workers.</p>
Position Management Staffing Model	Position management staffing model is used when a single position is created to be filled. To hire, promote, demote, contract or transfer into a position, there must be an approved and available position as of the worker's start date. Positions can open after a job change and can be moved from one supervisory organization to another as part of a job change. A position can be closed if it is no longer needed.
Shifts	Captures employees working within a different time during the day. Often used for reporting.
Delivered Security Groups, Roles	The security group and role links the assignee allows an employee to view or view and modify access.
Management Types & Management Level Hierarchy	The management level hierarchy allows a customer to define the hierarchy of management levels such as manager, vice president, and so forth. Management levels can be used for reporting or in the creation of condition rules and business process workflow, as well as eligibility rules.
Personal Data, Contact Information, ID Information	Employee personal information
Emergency Contact Information	Employee Emergency Contact
Employee Photos	Pictures within WD
Education	A library of schools, degrees, and fields of study can be set up in Workday, and workers can use these to manage their education record on the worker profile. Educations can also be assigned on the job profile.
Job History	Employee's job history in profile
Language Tracking	Enables language proficiency level tracking for employees.
Skills Cloud (with ISA Opt In)	Enables tracking of employee's skills leveraging skill cloud functionality with over 55k unique skills. Requires signing of Innovation Services agreement with Workday.
Service Dates	Allow the customer to bridge the gaps between dates of employment.
Worker Types	Categorization of worker type for legal purposes
Job Requisitions	Is a process used to request a hire
Basic Compensation Management	Functionality to support Grades, Grade Profile, Compensation Package, Hourly Plan, Salary Plan and Period Salary.

Functional Area	Feature Definition
Compensation Package	A compensation package is a grouping of compensation guidelines (grades, grade profiles, and their associated steps) and plans that Client can assign to workers as a set. Packages provide a quick view of the eligible plans for a particular job or group of employees.
Delivered Compensation Basis	A compensation basis groups compensation components to define estimated earnings for different employee populations.
Salary Plan	Salary plans within Workday are assigned to eligible employees. For amount-based and unit-based plans, Client can include or exclude the prorated compensation for employees assigned to a specific plan based on their full-time equivalent hours percentage (FTE %) as a default on the salary plan. Eligibility rules are created to determine which employees are eligible for the plan.
Hourly Plan	Hourly plans designate compensation for hourly employees. Eligibility rules are created to determine which employees are eligible for the plan.
Allowance Plans	Allowance plans are payments included as part of an employee's pay and could include something as common as car or cell phone allowances to vouchers for movie tickets. The allowance plan can be: <ul style="list-style-type: none"> <li>• Amount based</li> <li>• Percent based</li> <li>• Unit based</li> </ul>
One Time Payment Plans	Facilitate ad-hoc payments to Client's employees
Shell Commission Plan	A performance measure, such as sales or gross profits, to determine payout.
Period Salary Plan	A plan that enables Client to assign extra months, weeks, or days of pay to employees.
Compensation Statements	Wage Theft Prevention Notice: Written notice of wage rates to employees.  Total Rewards: Statement that displays a breakdown of base pay, bonuses, health and other benefits, stock, commissions, etc.
Union	Unions track and report on union membership for workers.
Collective Agreement	Set up collective agreements as a stand-alone business process or as a sub process of the Change Job business process to specify how local labor laws apply to Client's business.
Modifiable BPs	Use pre-configured BPs
Event Categories and Reasons	Reasons for transactional purposes that can be used for reporting.
Tenant Branding	Look and feel of Workday production tenant.
Announcements	Communication on worker's home page.
Safety Incident Tracking	Set up of Safety Incident tracking in Workday

Functional Area	Feature Definition
Data Conversion	Process of applying all organizational, compensation, employee, financial and data configuration to an employee in order to populate the Workday tenant.
Dashboards	A grouping of reports and information accessed on a single view.

## Onboarding

Functional Area	Feature Definition
Onboarding Setup	Welcomes the new hire and provide them with Helpful Contacts and 'People to Meet' during their first day or week of employment
Bulletin Worklet for Onboarding	Bulletin worklets deliver tailored messages to different groups of workers. Condition rules can be defined with each message to determine who receives the message.
Custom Onboarding Templates	Gives managers a starting point for engaging new hires onto their teams. Client can create custom templates for different organizations or worker types and match them to new hires based on eligibility rules. Client can then send them to managers so that they can customize the content in the From My Manager and Helpful Contacts worklets.
I-9 Functionality	The electronic Form I-9 is for newly hired and rehired employees who work in the U.S.
Setup I-9	Create electronic Form I-9s for U.S. employment verification.
Onboarding Dashboard	Configurable dashboard with new hire information
Reporting	
Modifiable BPs	Additional validation or condition rules added to multiple steps of a BP for routing purposes

## Benefits

Functional Area	Feature Definition
Benefit Groups (Including Eligibility Rules)	Benefit Groups are used to define a population of workers who qualify for similar benefits plans, rates, and processing. Workday enables Client to create benefit groups dynamically using eligibility rules to define membership criteria. The workers who meet the criteria specified in a Benefit Group eligibility rule are automatically assigned to that group. For instance, benefit groups can be created based on eligibility rules that assign executive management staff to one group, salaried employees to a second group, and hourly employees to a third group.
Benefit Plans (including all components, such as eligibility rules, coverage tiers, and rates)	Benefits Plans define the coverage levels or amounts available to employees enrolling in an insurance, health care, defined contribution or spending account plan. Benefit Plan also identifies the populations (e.g., employee, employee + spouse, employee + children, etc.) eligible for benefits. Finally, it provides restrictions on the age(s) of the covered dependent(s) as well as plan rates and costs.
Benefit Eligibility rules	Create the condition rules that Workday uses to identify an employee's eligibility for a benefit group, or plan, or dependent's eligibility for benefits.

Functional Area	Feature Definition
Retiree Benefits	Ability to maintain benefit entitlement and eligible for employees who have retired from the organization. A benefit group and the benefit plans dedicated to managing retirees and/or their surviving spouse.
Medicare Tracking/Split Dependents	Tracking Medicare coverage and enrollment information for employees, retirees or eligible dependents to coordinate benefits based on Medicare coverage to determine the primary and secondary payer on medical expenses.
Benefit Events (Plus Conversion Events)	An event in the employee's life that gives the employee the opportunity to change benefit elections. These include staffing changes (such as getting hired or promoted) as well as "life events" such as getting married or having a child
Reinstatement Events	An event in the employee's life that gives the employee the opportunity to change benefit elections due to a return from leave or rehire. This configuration can allow rehires/returnees from leave to default into their previously elected benefits.
Passive Events	Passive Events are used to identify employees, or an employee's dependents, which are either gaining or losing benefit plan eligibility because of the passage of time. Client can configure whatever passive events to suit Client's business needs for the milestones that occur.
Enrollment Event Types	An event in the employee's life that gives the employee the opportunity to change benefit elections. These include staffing changes (such as getting hired or promoted) as well as life events such as marriage and childbirth.
Enrollment Event Rule	Enrollment Event Rules are rules that determine how different benefit groups will receive their benefits based on a number of factors including coverage begin/end dates, maximum coverage level or amount increases, waiting periods, evidence of insurability requirements and other differentiating features and conditions of enrollment events among benefits groups. An Enrollment event is any event that results in a gain or loss of benefits coverage. This covers both open enrollment and benefit events such as a new hire and termination.
Benefit Defaults	Workers may be defaulted into a plan or plans during a benefit event if no active elections are made.
Manage COBRA Eligibility	COBRA records can be created for eligible workers and dependents based on configured reasons. These records can be passed to the COBRA provider via integration.
Manage Evidence of Insurability	Evidence of Insurability records can be created during applicable benefit events based on configured rules. Benefit Administrators can use a delivered report to track and eventually approve or deny employees pending EOI approval.
Cross Plan Enrollment Rules	Coverage options available to workers during an enrollment event based on their choice of other benefit plans and coverage amounts. For example, Client can limit coverage in a specific plan to a percentage of the total coverage in one or more other benefit plan
Derived Coverage Targets	Coverage targets are automatically determined based on the selected covered dependents during an enrollment.
Benefit Annual Rates	Annual amount of compensation for insurance plan calculations
Open Enrollment	Benefits enrollment process for employees
Enrollment Instructions	Instructions on each page of the enrollment screens to provide worker with additional pertinent information

Functional Area	Feature Definition
Core ACA Functionality: ACA Measurement Periods and Eligibility, ACA Dashboard, Setup for 1094-C and 1095-C Reports	<p>ACA eligibility and processing</p> <p>For new hires, Workday uses passive events to determine eligibility for benefits according to the Affordable Care Act standards. Passive events, using the ACA Measurement Period Eligibility Rule type, determine:</p> <ul style="list-style-type: none"> <li>• Whether a measurement period must be recorded.</li> <li>• Whether a worker's hours during a measurement period make the worker full-time.</li> </ul> <p>The result is defined in the Qualified As ACA Full-time field. Next, the condition rule called If there is an effect on employee benefits? Determines whether a benefit event is created. For ongoing workers, Workday uses open enrollment to determine eligibility for variable hour, part-time employees. When Client add the Qualified As ACA Full-time field to eligibility rules for the benefit group and plan, those workers are now considered for open enrollment</p>
Modifiable BPs	<p>Use pre-configured BPs</p> <p>Can add up to 3 steps to the Change Benefits for Life Events BP</p>
Data Conversion	<p>Conversions resources will load Current Benefit Elections, Dependents &amp; Beneficiaries, and Medical History for Current Year for ACA Reporting into testing and production environments. If applicable, Benefit Annual Rates will be loaded. ACA Worker Hours and Wages will be loaded for a maximum of one benefit group and 2 historical medical plans, 1 self-funded &amp; 1 fully insured</p>

#### Absence Management

Functional Area	Feature Definition
Time Off Plans	<p>Track short term time away from work (i.e., Vacation, PTO, and Personal).</p> <p>Non-Accruing Plans: Non-balance tracking plans, zero accruing plans for balance loading/overrides only, no calculated accruals.</p> <p>Accruing Plans: configured accrual calculations and balance tracking</p>
Time Offs	Time off attributes tied to time off plans
Accruals	<p>Calculated accruals for balance tracking time off plans.</p> <p>Low complexity prorations included (days in period, claw back configuration)</p>
Custom Field	Create custom field for opting in to the 9/80 schedule
Related Calculations	Calculations used by the Absence Calculation Engine to return values.
Holiday	Statutory/Company Holiday Calendars
Work Schedule Calendars	Specify the days workers are scheduled to work and the start of the work week

Functional Area	Feature Definition
Leaves	<p>Leave plans to track long term time away from work (i.e., Short Term Disability, Long Term Disability, Sabbatical)</p> <p>Basic Leave types for tracking leave of absence events. Basic leave does not have entitlement calculations and is used to track leave type, status, and dates only.</p> <p>Non-Entitlement: configure leave type, leave impacts, leave eligibility only; no calculated entitlements</p> <p>Advanced leave types for tracking leave of absence events. Entitlement: configure basic setup, plus configure entitlement calculations for leave balance tracking, leave additional fields, leave reasons</p>
External Earning Codes	Created when a payroll interface or report requires mapping to send time off data
Leave Segment Security	Parameters to allow for Leave of Absence security segments
Custom Security	Configuration of Intersection Security for Absence Management
Absence Setup	<p>Absence Type Groups act as “folders” and help the user navigate to the appropriate leave or time off plan when requesting.</p> <p>Team Absence is the absence calendar display for managers and their direct reports, as well as employee as self and their coworkers.</p> <p>Absence Manager Dashboard</p>
Workday Assistant	Workday Assistant for ESS Time Offs
Unions	Track and report on union membership for workers
Modifiable BPS	<p>WD Delivered</p> <p>Can add/edit up to 2 steps per process unless otherwise indicated</p>
Data Conversion	Process of loading Time Off Balances and Leave history into the tenant.



## Payroll

Functional Area	Feature Definition
Pay Components (Earnings and Deductions)	<p>Earnings and deductions, also known as pay components, are the fundamental building blocks of payroll calculations.</p> <p>Complex earning calculations are defined as anything OUTSIDE the following list: Salary earnings code where rate is pulled from comp, Hours * rate where rate is pulled from comp, group term life imputed income pulling the taxable amount from benefits, and simple pay input where the client calculates the amount of the earning outside of the system and loads it thru EIB or the UI.</p>
Pay Accumulations, Pay Balances, Pay Component Groups	<p><b>Pay Accumulations</b> - A pay accumulation is a set of earnings, deductions, pay component-related calculations, pay component groups, or other pay accumulations for which Workday can calculate a total. Client specifies which values to add or subtract.</p> <p><b>Pay Balances</b> - Over a balance period that includes multiple gross-to-net results (such as quarter-to-date, year-to-date, or fiscal periods), Client can set up pay balances to calculate a combination of:</p> <ul style="list-style-type: none"> <li>• Earnings</li> <li>• Deductions</li> <li>• Pay-component-related calculations</li> <li>• Pay component groups</li> <li>• Pay accumulations</li> </ul> <p><b>Pay Component Groups</b> - These are added to the Earning and Deductions codes in order to accumulate the right amounts on the run categories when running pay calculation. For example, the PCG “Adds to Gross” is added to earnings such as Hourly Pay, Salary Pay, Holiday Pay, etc. and is also added to the run category pay accumulation “Gross.” Anytime a pay calc is run, everything that “Adds to Gross” is calculated, as well as the other PCGs tied to the run category.</p>
Net Pay Validation and Arrears	Net pay validation and arrears tracking and recouping rules in the event of a negative net pay scenario.
Retro Processing	Use Vendor POV for supported events
Off-Cycle Payments	<p>Off-cycle payment transactions occur outside of a regularly scheduled (on-cycle) pay run and include:</p> <ul style="list-style-type: none"> <li>• Manual payments made to employees outside of Workday Payroll, such as check or cash.</li> <li>• On-demand payments that replace or add to an employee’s on-cycle payments.</li> <li>• Reversals that back out of an employee’s completed pay calculation.</li> </ul>

Functional Area	Feature Definition
Payroll Involuntary Withholding Orders and Deduction Recipients	<p>Workday provides rules for processing these types of income withholding orders:</p> <ul style="list-style-type: none"> <li>• Bankruptcy</li> <li>• Creditor Garnishments</li> <li>• Federal Administrative Wage Garnishments</li> <li>• Federal Student Loans</li> <li>• Federal Tax levies</li> <li>• State tax Levies</li> <li>• Support (including Lump Sum)</li> <li>• Wage Assignments</li> </ul> <p>Workday also supports these types of income withholding orders issued by Puerto Rico when the employee works in a state other than Puerto Rico:</p> <ul style="list-style-type: none"> <li>• Creditor Garnishments</li> <li>• Support Orders</li> </ul> <p>Based on state and federal law, Workday:</p> <ul style="list-style-type: none"> <li>• Determines the amount to withhold from the employee's disposable earnings, including arrears and any agency and employer fees.</li> <li>• Applies withholding limits and sets garnishment priorities.</li> <li>• Follows statutory rules to determine what to withhold for each order when: <ul style="list-style-type: none"> <li>o An employee has multiple orders.</li> <li>o The amount to withhold exceeds the limit.</li> </ul> </li> </ul> <p>Deduction Recipients - Record information for a third-party deduction recipient, including the:</p> <ul style="list-style-type: none"> <li>• Recipient.</li> <li>• Contact information.</li> <li>• Method of payment.</li> <li>• Bank account details.</li> </ul>
Pay Groups	
Pay Run Categories	
Period Schedules for Payroll	Indicates processing frequency (monthly, biweekly, semi-monthly, etc.), period start and end dates, payment dates, and forward accruals. The period schedule is assigned to the pay group (like the run category).
Fiscal Posting Intervals, Schedules, Summary Schedules, Fiscal Years	The payroll accounting elements required to pass payroll expenses to Workday Financial Management, including accounts, account posting rules, fiscal schedules, and ledger types.
Journal Sources, Ledger, Ledger Types, Account Sets, Account Posting Rules	The payroll accounting elements required to pass payroll expenses to Workday Financial Management, including accounts, account posting rules, fiscal schedules, and ledger types.
Labor Costing	<p>Specify how to allocate employee earnings and employer-paid expenses to the organizations and locations Client defines.</p> <p>Workday represents organization types and locations as worktag types (also called dimensions).</p>
Payroll Tax Filing Configuration	Workday can send periodic, quarterly, and annual tax information from Workday Payroll to a third-party service provider using a tax filing integration. Payroll tax for Federal/State/Local Jurisdictions will need to be configured during implementation then maintained by Payroll or Tax administrator.

Functional Area	Feature Definition
Companies	The primary organization type for Workday Financial Management. All financial transactions are for a company, and most financial reports are run in the context of a company, such as balance sheets and income statements. Workday recommends that Client creates a separate company for each internal entity with a separate tax ID.
Financial Institutions	
Bank Accounts	Define the business entities that provide company financial and banking services and have bank accounts, define branches of a financial institution, establish standard bank accounts at a financial institution, and establish petty cash accounts.
Routing Rules	Bank routing rules determine the bank accounts the settlement process uses to route payments that Client initiates in Workday. These rules apply only to payments involving standard bank accounts, and not petty cash accounts.
Check Layouts	<p>Workday delivers 3 business form layouts for checks and advices. Each layout contains a metadata XSL style sheet that defines the default placement of fields, company logo, and signature on checks and advices. To customize the default configuration, Client can create XSLT check print layouts.</p> <p>The layout that Workday uses at print time depends on whether the printout is a:</p> <ul style="list-style-type: none"> <li>• Financial check.</li> <li>• Payroll check.</li> <li>• Payslip.</li> </ul>
Sample Check Images	The image that is displayed when the employee sets up a new banking account. Allows employee to understand where routing and account number can be found on check.
Prenote	Send banking information over to bank to verify account numbers prior to ACH transactions.
Payment Election Rules	<p>Workday allows payment election rules to define choices for receiving and making payments, such as:</p> <ul style="list-style-type: none"> <li>• Methods of payment: check, direct deposit, or manual.</li> <li>• Number of allowed payment methods.</li> <li>• Number of allowed payment split distributions.</li> </ul>
Pay Group Automatic Assignment Rules	Rules to propose a default pay group for worker when assigning a pay group
Audit Report configuration	Workday allows Client to set up exception audit reports to display exceptions on Workday delivered reports. Also, Client can set up audit reports that compare results across periods, flagging exceptions for further investigation.
Company Federal, State and Local Payroll Tax Reporting	Workday Periodic, QTD, and Year End reporting can be viewed for Federal, State, and Local taxes via the delivered Tax Filing reports
Payroll Reporting Codes	Reporting Codes capture Geographic Code, Occupational Code, Branch Code, Location Code, Unit Number, Multi-Unit Number, Unit Code, or Unit Number to be reported for various states on the QTD tax file.
W-2 Configuration	Workday provides default W-2 form configuration and a View W-2 Box Configuration report that payroll administrators can use to view and edit the W-2 form configuration for year-end processing. Boxes that are not populated by default will need to be populated by the Payroll Administrator or Partner (earnings, deductions, and pay component-related calculations to calculate and display).

Functional Area	Feature Definition
FLSA Work Period Calendar Rules	When Client processes payroll, Workday follows the FLSA work period calendar rules to assign workers to the associated FLSA work period calendars and calculates their FLSA earnings based on those work periods
Tax Integrations	Workday can send periodic, quarterly, and annual tax information from Workday Payroll to a third-party service provider using a tax filing integration. Payroll tax for Federal/State/Local Jurisdictions will need to be configured during implementation then maintained by Payroll or Tax administrator. This does not include the actual coding of the integration. See integration section for scope details.
Tenant Setup - Payroll	<p>Manage tenant-wide settings for Workday Payroll in these areas:</p> <ul style="list-style-type: none"> <li>• Proration Settings</li> <li>• Costing Allocations</li> <li>• Payroll Accounting</li> <li>• Payroll Commitments</li> <li>• Payslips</li> <li>• Canada Year-End Configuration and Tax Documents Electronic Signature Text</li> <li>• W-2/W-2C Form Alignment Override</li> <li>• US Year End Tax Documents Electronic Signature Text</li> <li>• ID Sequence Generators</li> <li>• Administrator Results</li> </ul>
Tenant Setup - Worklets	<p>Client can display reports as worklets on Workday landing pages or in dashboards.</p> <p>Worklets provide quick access to frequently referenced data and tasks common to a specific functional area. There are 2 types of worklets:</p> <ul style="list-style-type: none"> <li>• Custom worklets. Client can create advanced, matrix, nBox, transposed, trending, or composite custom reports, and then enable them as worklets.</li> <li>• Workday-delivered worklets. Client can't copy or modify Workday-delivered worklets.</li> </ul>
Payroll Compliance Updates Dashboard	<p>The Payroll Compliance dashboard gives Client quick visual insight into the compliance updates that are most important to Client. Client can quickly identify whether a compliance update potentially impacts Client's employees and take appropriate action, such as alerting employees, spot-checking payroll results, or being ready to answer questions. Its drillable worklets enable Client to understand the details of what is changing without guesswork or the need to run weekly reports with various criteria.</p> <p>Can be configured to display 3 worklets:</p> <ul style="list-style-type: none"> <li>• Delivered Last Week</li> <li>• Effective Next Month with Employee Impact</li> <li>• Other Updates Delivered Last Week or Effective Next Month</li> </ul>
EIBs for Payroll (Period Schedule, Off-cycle, Payroll Input)	Enterprise Interface Builder - An integration tool that enables Client to create simple, secure, and customizable integrations with Workday. Alternately, an EIB is a simple integration created by the integration tool. An EIB consists of an integration system, an integration data source, an integration transformation, and an integration transport protocol.

Functional Area	Feature Definition
Modifiable BPs	<p>Can add/edit up to 2 steps per process</p> <ul style="list-style-type: none"> <li>• Settlement Run Event</li> <li>• Payment Release Event</li> <li>• Assign Pay Group</li> <li>• Complete Federal Withholding Elections</li> <li>• Complete State and Local Withholding Elections</li> <li>• Payment Election Enrollment Event</li> <li>• Payment Printing Event</li> <li>• Print Checks Task</li> </ul>
Data Conversion	

## Time Tracking

Functional Area	Feature Definition
Groups for Time Tracking	Identifies the time entry codes for which workers are eligible. (Example - Unions, Collective Bargain, Hourly, Salaried, Salaried Non-Exempt, Non-Exempt, etc.).
Time Entry Codes	Types of time that workers can enter
Time Calculations	Generate categories of payable time by applying calculation tags such as overtime and double time to a worker's hours.
Time Calculation Groups	Specify worker eligibility for time calculations
Time Entry Templates	Controls the appearance of a worker's time entry calendar. It identifies the default time entry code to associate with reported time, valid worktags for time entries, and various time entry options.
Time Validations Rules	Used to alert or prevent workers from entering or submitting invalid time entries. Can be defined as errors or warnings.
Work Schedule Calendars	Determine the days and hours of the work week on the Time Entry calendar.
Worktags	Capture information about a worker's hours for costing and other purposes (i.e., cost center, project).
Security Groups to Support Employee Self Service and Manager Self Service	Intersection security to control Time Tracking access
Specific Reports & Calculated fields	Workday custom report prioritized by client
Alerts & Reports	Alerts for Time Tracking Reports
Time Tracking Period Schedules	The time period schedule, in combination with the pay period schedule, determines when employees receive pay for time worked. It defines the dates that are open for time entry, lock dates to prevent employees from entering time while payroll is being processed, and which time entries (dates) to load for a pay period.
Time Tracking for Projects	Employees enter time against projects
Submit Text	Message displayed when a worker submits their time.
Time Clock Device Integration	Integration with a third-party vendor(s) to capture hours from time clocks (non-web based).

Time Tracking Setup	Review Time is a report managers can use to review time tracking hours for the week. Time Tracking Manager Dashboard
Modifiable BPs	WD Delivered Can add up to 2 steps per process.

## Recruiting

Functional Area	Feature Definition
Candidate Home	External Candidate will apply to an open position through the candidate home
Prospect Management	Someone who has not applied to a position, but Client is following to possibly bring onto Client's team
Internal and External Career Sites	<p>Workday provides the ability for Client to create external career sites that enable:</p> <ul style="list-style-type: none"> <li>• Client to publish and market job postings on dedicated and branded career sites.</li> <li>• Candidates to search for job posting opportunities and apply on an intuitive and responsive website.</li> </ul> <p>When Client creates an external career site, Workday automatically provides the ability for candidates to register for an account based on their name and email address. When a candidate applies to a job, this enables Client to communicate with a candidate during any stage of the recruiting process. Client can send them a request to:</p> <ul style="list-style-type: none"> <li>• Complete a questionnaire.</li> <li>• Review documents and electronically sign them.</li> <li>• Provide their government or national IDs.</li> <li>• Provide additional personal information.</li> </ul> <p>The one account works on all Client's external career sites.</p>
Internal and External Questionnaires	<p>Client can configure Workday to have:</p> <ul style="list-style-type: none"> <li>• An external or internal candidate complete up to 2 questionnaires when they apply for job from an external or internal career site.</li> <li>• An external candidate with a registered Candidate Home account or internal candidate complete one or more questionnaires at any stage in the recruiting process.</li> </ul>
Internal Application	Current worker application process
Recruiting Standard Reports	Recruiting reports
Simple Referral Plan	Referring a candidate
Auto Unpost Jobs	Un-posting a position from the candidate site
Assessments	Possible Logic or system test for the candidate
Auto Disposition Candidate's Other Job Applications	Removing candidate from consideration from other jobs they have applied too
Background Check	Checking candidates previous work and criminal history
Duplicate Management	Merging of multiple applications for the same candidate
Interview Management	Have the entire recruitment team provide feedback on the candidate

Job Requisition Categories and Reason	Reason for creating a job requisition
Interview Ratings	Rating candidate after the interview
Primary Recruiter Security	Ability to view and modify non WD delivered data
Candidate Screening	Initial contact to ensure the candidate is still interested in the job
Candidate Grid	Way to manage Client's candidate through the recruitment process. Adjusts the look and feel of the page the recruiter reviews.
Candidate Review	Provides Client with the opportunity to move the candidate to the next phase recruitment process
Evergreen Requisition Management	Specific Job Application for high volume positions always open
Job Requisition Management	Job requisitions are the basis for job postings in Workday Recruiting. Client must complete specific recruiting-related requirements so candidates can submit applications to Client's job postings. Use the Manage Job Requisitions report to view all open, pending approval, on hold, and closed job requisitions. Details include job requisition and candidate information. Also, included are the days the requisition has been open, the requested completion date, the close date, and last recruiting stage
Generated Documents	Clients can create document templates that can be customized and used to dynamically generate documents such as offer letters, benefit summary, or confidentiality agreements.
One Time Payment for Offers	Ability to generate a request for a One Time Payment as part of the Offer process.
Candidate Endorsement	It enables employees to endorse a candidate's application
Candidate Pools	Enable functionality to group candidates.
Recruiting (Core Configuration)	
Modifiable BPs	Editing all Recruiting BP's
Data Conversion	Previous system data conversion

### Talent Optimization

Functional Area	Feature Definition
Mentor	Employees can establish mentoring relationships
Interests	Employee can designate career interests, Relocation Preferences, Job Interests and Travel Preferences
Development Items	Development Items allow workers to track career objectives that are not rated during performance events.
Anytime Feedback	Allow feedback to be given or requested, named or anonymous in free-form at any time
Performance Review Templates	Performance Review Templates include configurable sections for self-evaluations by employees, and evaluations by managers and additional reviewers. Rating scales can be added to these templates.
Check-Ins	Allows Managers and Employees to document 1:1 sessions.

Goals	Goals are guiding principles or values that Client would like the business or organization to achieve throughout a given period of time and assessed as part of the performance review.
Competencies	A set of defined behaviors that provide a structured guide, enabling the identification, evaluation, and development of the behaviors in individual employees. In Workday, worker competencies are rated as part of performance.
Performance Improvement Plan Templates	Used to capture and track performance issues
Modifiable BPs	Use pre-configured BPs Can add up to 3 steps to BPs Can add up to 5 custom notifications across BPs
Succession Planning (for Position Management)	Identify critical roles for succession, create plans and assess readiness on candidates.
Assess My Team's Potential	Managers and other support roles can assess an employee's potential and retention risk by a supervisory organization.
Assess Potential	Managers and other support roles can assess employees' potential, retention risk, loss impact, and achievable level
Modifiable BPs	Use pre-configured BPs Up to 2 custom notifications across BPs.

## Financial Accounting

Functional Area	Feature Definition
Core Financial System of Record	Primary operational financial system
Fiscal Schedule	Fiscal Schedule to be set up in tenant
Fiscal Schedule Summaries	Fiscal Schedule to be set up in tenant
Accounting Adjustment	Change Reason codes to reclassify specific accounting transactions
Custom Validations	Defined transactional validations that help workers identify transaction issues
Single Level Allocations (up to 25 Allocations)	Simple single source and simple targets (within the same company, no intercompany; not across multiple cost centers, locations, etc.); simple offsets (i.e., offset against the source account)
Statistics	Statistics used as the basis for allocations, as well as for reporting based on the Statistics or Statistic Lines report data sources.
Average Daily Balance Rule	Ledger accounts and associated worktags that the client wants to include in average daily balance calculations
Allocation Group Sets	For processing Allocations, group related allocation definitions into allocation group sets
Ledgers	Workday has three ledgers that can be configured:  Actuals Encumbrance Pre-encumbrance No customizations



Currency Translation	Account translation methods to determine how you want to calculate fiscal year beginning balance and activity
Year End Closing Rules	Define rules that map source accounts to target accounts at year-end. Rules are applied when you roll forward account balances and close ledger years. If no rule is specified, Workday, by default, rolls account balances forward to the same account during roll-forward and year-close processing.
Currency Rate Types	
Capital Assets - Work in Progress	Work in progress assets (or assets under construction) for assets as they relate to a capital project.
Import Journals via Spreadsheet	Delivered EIB's
Consolidation	
Intercompany Process	Intercompany system generated balancing entries
Alternate Fiscal Schedules for Reporting Only	When companies have different fiscal calendars
Accounting Books and Book Codes	Sets of books such as GASB and Tax
Balancing by Company/Legal Entity and Fund	
Single Primary Chart of Accounts Only	
Tax Configuration	Local taxes assessed on the value added to goods and services.
Financial Leases (per GASB definition)	
Reporting	Workday Delivered reporting that is activated for core financial needs using the Workday delivered "Aliases".
Modifiable BPs	Workday delivered business processes specific to financials core
Data Conversion	
Excluded Features from Initial Go Live	These additional features will require additional research, alignment sessions, increase in timeline, and require a change order to add additional hours.

## Banking

Functional Area	Feature Definition
Bank Account Management	Financial Institutions or banks
Financial Institution	Financial Institutions or banks
Bank Accounts	Bank Accounts linked to banks
Custom Validations	Defined transactional validations that help workers identify transaction issues
Settlement	Process that facilitates all in-scope payments
First Notice Rules	Automated recording of transactions from bank statement lines
Ad Hoc Payment	Ability to create Ad Hoc Payments

Delivered Advanced Bank Matching Rules	Delivered Rules only, excludes custom matching rules
Check Printing	Delivered check format only, no custom logic or layout changes
Bank Routing Rule	Bank routing rules determine the bank accounts the settlement process uses to route payments that you initiate in Workday
Electronic Payments	ACH and Wire Supplier payments
Bank Account Transfer for Settlement	
Ad Hoc Bank Transaction	
Bank Account Signatories and Thresholds for Reporting	
Escheatment	
Lockbox	
Modifiable BPs	
Data Conversion	

#### Business Assets

Functional Area	Feature Definition
Asset Accounting	Accounting treatment for registered assets
Multi Asset Book Accounting	
Asset Sharing	Asset sharing enables the ability to split asset cost and depreciation across multiple cost centers or other worktags
Depreciation	Workday provided methods of deprecating methods
Asset Book Rules	Asset book rules identify capital assets and assign depreciation profiles to depreciable capital assets
Leased Assets from Supplier Contract	Assets tied to a lease from supplier contracts. Procurement must be in scope
Pooled Assets	Assets that consist of a group of similar tangible items that you register as a single asset in Workday
Asset Adjustments	Asset cost & in-service date adjustment events
Asset Tracking	Assets tracked separately without affecting any accounting activities
Asset Transfer	Event that allows for the transfer of assets from one worker, location, or worktag to another
Asset Reclassification	An event that provides the ability to change spend categories and other details for capital assets with posted depreciation, reclassify the spend category
Composite Assets	
Work in Progress Capital Assets (Projects - Related)	Assets tied to the capital projects.
Asset Book	For accounting and reporting purposes (i.e., tax or alternate accounting books)
Custom Validations	Defined transactional validations that help workers identify transaction issues
Modifiable BPs	

Functional Area	Feature Definition
Data Conversion	Current Assets that are registered within the company. It is best to clean out the registry and not bring over disposed assets
Excluded Features from Initial Go Live	These additional features will require additional research, alignment sessions, increase in timeline, and require a change order to add additional hours.

## Budgets

Functional Area	Feature Definition
Financial Plan Type	Budget defined in the account system
Plan Worktags	Worktags associated to budgets
Plan Structures	Plan structures are the foundation for plans and budgets in Workday.
Plan Templates	Plan templates consist of a base workbook and set configuration options to guide creation of future plan workbooks
Import Budget via Spreadsheet	Delivered spreadsheet integration to import budget data
Budget Checking	Budget check functionality in Workday automatically checks your transactions against your financial plans
Budget Hierarchy	
Reporting	Budget vs actual by cost center (Workday delivered report)
Modifiable BPs	
Data Conversion	
Excluded Features from Initial Go Live	These additional features will require additional research, alignment sessions, increase in timeline, and require a change order to add additional hours.

## Supplier Account

Functional Area	Feature Definition
Supplier Invoice	Physical or electronic documents from vendors providing purchase and payment information
Custom Validations	Defined transactional validations that help workers identify transaction issues
Supplier Contracts	If Procurement is not in scope, then only functionality around Supplier Invoice Scheduling will be available.
Supplier Invoice Request	Create a payment request for goods or service lines in Workday by adding invoice information to the request. After the payment requests are approved, Workday converts them into supplier invoices.
Supplier Invoice Retention	Payment Retention Functionality
1099 Adjustment	Business process to enable updates to 1099's
1099 Suppliers	1099 Suppliers reporting of payment data to the IRS
Supplier Connection	Enables multiple remit-to bank accounts, addresses and name per supplier
Prepaid Spend Amortization	Process and account for prepaid invoices and related amortization within Workday, without the need to outside spreadsheets and manual journal entries
Intercompany Supplier Invoice	Workday generated invoicing of one legal entity from another legal entity under the client's umbrella. Includes direct intercompany and pay-on-behalf of invoicing
Supplier Request	Business process to request a new supplier
Remittance Advice (Standard Format)	Notice of ACH remittance to suppliers
Tax Authorities	
Tax Rates	
Tax Codes	
Workday OCR scanning	
Supplier Portal	
Modifiable BPs	
Data Conversion	
Excluded Features from Initial Go Live	These additional features will require additional research, alignment sessions, increase in timeline, and require a change order to add additional hours.

## Customer Service

Functional Area	Feature Definition
Customer Invoice	An electronic or paper document used to charge customers for goods and services.
Customer Payment	An electronic or physical payment by a customer for goods and services
Delivered Auto-Apply Payment Rules Only	
Intercompany Invoice	Ability to raise invoices to affiliated entities not on Workday (or not in client tenant).
Customer Invoice Maintenance	
Customer Statement (Standard Layout)	A report that details a customer's open balance, open invoices and payments
Cash Sale	Sales conducted in cash vs electronic payments
Customer Refund	Business process that determine how customer refunds are handled
Deferred Revenue Recognition	Revenue recognition schedule using deferred revenue templates
Customer Deposit	Customer payment deposited on a bank account
Bad Debt Write Off	Method of writing off customer open balances
Receivable Aging	Tracking and reporting of the open customer invoices by time period
Collections and Dispute Activities	Tracking and reporting of customer collections and dispute activities
Custom Validations	Defined transactional validations that help workers identify transaction issues
Tax	Tax codes, rates, & authorities
Dunning Letters	
Modifiable BPs	<ul style="list-style-type: none"> <li>• Customer Invoice Event</li> <li>• Customer Invoice Email Event</li> <li>• Bad Debt Write Off Event</li> <li>• Customer Refund Event</li> <li>• Customer Event</li> </ul>
Data Conversion	

## Procurement

Functional Area	Feature Definition
Requisition	Provides a method for worker to request the purchase of goods/services
Purchase Order	Provides a method for sending purchasing document to supplier
Change Order	Create change orders for issued purchase orders
Receipt Accruals	Configuration to accrue purchase order lines that have been received but not invoiced

Functional Area	Feature Definition
Punchout Configuration	Catalog capability to access supplier punchout website Note – This is the functional effort. Need to ensure integrations are included in the Integrations section of the SOW.
Supplier Invoice Matching	Process that determines variances between supplier invoices and related business documents, including supplier invoice lines that exceed quantities or amounts of purchase order lines
Supplier Contract	Provides spend vehicle for procuring goods and services. Allows for scheduled and manual purchase orders and supplier invoicing.
Lease Contracts	Set up supplier contract that includes Financial and Operating leases
Purchase Order (Standard Layout)	Workday delivered Purchase Order layout only
Receipt	Receive goods and services from Purchase Order lines
Sourcing	Requisitions sourced to purchasing documents
Return to Supplier	Return goods to suppliers
Matching Override	Define reasons for workers to request an override for supplier invoices in match exception
Supplier Contract Amendment	Make changes to an existing supplier contract
Payment Retention	You can set up payment withholding to capture and track payment amounts using purchase orders and supplier contracts
Custom Validations	Defined transactional validations that help workers identify transaction issues
Modifiable BPs	<ul style="list-style-type: none"> <li>• Requisition Event</li> <li>• Change Order Event</li> <li>• Purchase Order Event</li> <li>• Supplier Accounts Match Event</li> <li>• Supplier Accounts Match Exception Override Event</li> <li>• Supplier Contract Event</li> <li>• Supplier Contract Amendment Event</li> </ul>
Data Conversion	
Excluded Features	These additional features will require additional research, alignment sessions, increase in timeline, and require a change order to add additional hours.

## Projects

Functional Area	Feature Definition
Project	Objects that enable you to effectively plan, track, and manage work
Workday Standard Project Reports	Workday provided project reporting
Task	Tasks are associated to projects

Functional Area	Feature Definition
Project Resources	Resources that can be assigned to a project
Idea	Task that allows users to submit an idea for work/project that supports an overarching organization goal
Standard Cost Rate Sheets	
Project Cost Rate Rules	Condition rules that will drive costing functionality when using Standard Cost Rate functionality
Custom Validations	Defined transactional validations that help workers identify transaction issues
Project Budgets	
Resource forecasts with Worksheets	
3 <sup>rd</sup> Party Project Integrations	<ul style="list-style-type: none"> <li>• Integration to baseline projects</li> <li>• Integration of Project WBS (Phase/Task)</li> <li>• Integration to Project resource Plan (Project Roles)</li> </ul>
Modifiable BPs	<ul style="list-style-type: none"> <li>• Create Project</li> <li>• Verify Capital Project Expense</li> <li>• Resource Plan Line</li> </ul>
Data Conversion	

## Funds and Grants

Functional Area	Feature Definition
Sponsors	Sponsors, sponsor types, contact details
Object Class Mapping	Mapping of spend categories to sponsor categories for reporting purposes
Award Contracts	Terms and conditions of the awards
Letters of Credit	Federal sponsor payment collection method
Billing Schedules	Installment, prepaid or transaction-based billing
Award Posting Intervals	Time periods and schedules for awards
Spend Restrictions	Ability to allow or disallow spend based on sponsor requirements
Subawards and Subrecipients	Entity acts as middleman and awards dollars to a local subrecipient
Facilities and Administration	Indirect spend that will be reimbursed by the sponsor
Import Grant via Spreadsheet	Delivered spreadsheet integration to import grants
Reporting	
Modifiable BPs	<ul style="list-style-type: none"> <li>• Award</li> <li>• Award Amendment</li> <li>• Award Correction</li> </ul>
Custom Validations	Restrict/require conditions on transactions
Effort Certification	Certify staff time against grants
Grant Budget Structures	Grant budget configuration
Grant Budget Checking	Budget check transactions against grant budget
Data Conversion	Award life to date (LTD) balances



## Inventory

Functional Area	Feature Definition
Item Master	Total number of inventory and non-inventory items
Inventory Sites	Number of perpetual inventories that include perpetual inventory asset value. Example: Main Warehouse, OR, Cath Lab
Number of storage locations	Locations where goods may be stored and transacted On-hand inventory levels maintained at these locations Example: A1/S1/B1
PAR Locations	Locations where perpetual inventory balance is not tracked Example: Office Supply Closet
Define put-away rules	Rules to automatically increment OHQ (On-Hand Quantities) for items that exist in corresponding stocking locations.
Barcode generation and printing	
Purchase Item Images	
Cost Validation Method	Inventory Costing Method
Data Conversion	

## Expenses

Functional Area	Feature Definition
Expense Reports for Workers	Allows for workers to submit reimbursable and credit card expenses
Mileage Rates	Mileage rates held in a mileage rate table assigned to an expense item
Expense Report Payment	Method of settling expense report payment obligations
Create Delegation	Delegating admin rights to approve and execute expense reports
GST setup and Configuration	Local taxes assessed on the value added to goods and services. There are local rates and local reporting requirements.
Workday Delivered Expense Item Attributes	Workday Delivered attributes tied to a specific expense item
Configurable Expense Item Attributes	Configurable reporting attributes tied to a specific expense item
Expense Report Instructions	Configured user instructions to provide a communication to user during expense report entry (Spend Instructions - Expense Report)
Mobile Enablement	Enable Workday mobile apps for Expenses to collect receipts and submit expense reports
Payment Election	Allows users to enter payment elections utilizing self-service
Expense Report for Pre-Hire	Enable Create Expense Report event to detail expenses incurred by pre-hires to report and analyze company spend
Guest	Enable Create Expense Report event to detail expenses incurred by guests to report and analyze company spend.
Custom Validations	Data validations on Expense Reports
Expense Rate Table	Expense rate tables are used to determine eligibility and reimbursement amounts for expense items on expense reports, such as a mileage rate tables and per-diems.
Spend Authorizations and Cash Advances	
Simple Per Diem (non-Travel Journal)	
Any Credit Card Integrations in Scope for Expenses related to Worker T&E Expenses Only	
Modifiable BPs	
Data Conversion	

## Prism

### Assumptions:

1. Use case details will be identified during planning phase
2. External files will be provided by customer
3. \*one dashboard or scorecard
4. This is a high-level ROM which will be refined and could change in Discovery

Below are the proposed use cases Vendor believes to use as a starting point from the requirements, these cases can be adjusted to meet requirements of CVWD

1. Worker History
2. Payroll Earning and Deductions History
3. Environmental/Water Resources
4. Fleet Management
5. Asset Management
6. Land Management

The below technical assumptions apply for each of the 5 use cases in the proposal:

# Prism Objects/ETL Datasets	6
ETL Complexity	Med (Transformation – case statements, filter, join, union / link to RaaS)
Security Complexity	Med (Row and Column)
# Visualization(s)	2
# Dashboard(s)	1

## Accounting Center

	Scope	Scope Description
Accounting Center	External Source and Journal	Up to 3 Data Sources
		Customer will provide required data elements in extracts for Workday Accounting Center to produce journal transaction entries
		Assumes Configuration Accounting Source (same as a use case in Prism)
		Assumes no validation of ingestion data
	Data Transformation	Workday will perform data transformation services in Prism to enable processing in Accounting Center
		Standard Transformation (value mapping, join, grouping)
	Worktag Mapping	Workday will perform up to 5 worktag mappings
		Any additional worktag mappings will be performed by Customer
	Account Posting Rules	Workday will create up to 2 Account Posting Rules
		Any additional Account Posting Rules will be performed by Customer
	Reporting/ Discovery Dashboard	Detailed Accounting Report + 1 discovery dashboard

	Integrations	Workday will build one (1) Prism integration for Accounting Center processing to support the (3) source system files (See Integrations section)
	Migration	E2E, Production

### Workday Financial Planning (Workday Phase 3)

Product	Description
Financial Planning	Structure
	Revenue
	Operating Expense
	Personnel Expense
	Capital Expense
	Balance Sheet
	Cash Flow Forecasting
	Financials and HCM Workday Data Management
	Data Exports
	Security
	<ul style="list-style-type: none"> <li>Financial Statements- Income Statement, Balance Sheet, Cash Flow</li> <li>Build OfficeConnect Reports</li> <li>(Board Book, Management Reporting)</li> <li>Build HTML Reports</li> <li>(Analysis Reporting)</li> <li>Build Dashboards</li> </ul>
	<ul style="list-style-type: none"> <li>Training and Enablement</li> </ul>

### Integration Inventory:

Based on Vendor's understanding of Client's requirements, Vendor has estimated:

Integration Owner	Integration Count
Vendor	55
Shared	0
Client	0
<b>Total Integrations</b>	55

## Vendor Owned Approach

Vendor fully owns the requirements gathering, design, building testing and migration of integrations. These integrations will be denoted as “Vendor” in the integration table.

Assumption	Description
Ownership of Cloud Connect	The development of Cloud Connect interfaces must be owned by Vendor per Workday's guidelines.
Requirements and design	Vendor will be responsible for requirements gathering.
Migration of configuration	Vendor will migrate in scope integrations for each build.
Development, testing and support	Client will own the development, testing and support of these integrations.

## Workday Subscriptions to be implemented:

SKU	Service	Annual Subscription Rights
CHCM	Core Human Capital Management	Full Enterprise
TLO	Talent Optimization	Full Enterprise
CCB	Cloud Connect for Benefits	Full Enterprise
USP	Payroll for United States	United States-based Employees only
LRN	Learning	Full Enterprise
MCNF	Media Cloud - No Fee	Full Enterprise
REC	Recruiting	Full Enterprise
FIN	Core Financials	Full Enterprise
GM	Grants Management	Full Enterprise
ACC	Accounting Center	Up to 25 Accounting Source Input Rows (in millions) and Up to 15 Months of Reporting History
PLNF	Financial Planning	Full Enterprise
PRA	Prism Analytics Enterprise	Full Enterprise with up to 20 million Published Data Rows at any time for each Tenant (or Instance as applicable)
PRJT	Projects	Full Enterprise
TT	Time Tracking	Full Enterprise
EXP	Expenses	Full Enterprise
PRO	Procurement	Full Enterprise
INV	Inventory	Full Enterprise

## FSE Count:

Worker Category	Total Workers	Applicable Percentage	FSE Count
Full Time Employees	585	100.0%	585
Part-Time Employees	15	25.0%	15
Associates	0	12.5%	0
Former Workers with Access	0	2.5%	0
<b>Total FSE Count:</b>	600		600

# **Exhibit A**

## **Attachment No. 2**

### **Sprypoint Implementation**



***45 Queen Street  
Charlottetown,  
PE  
C1A 4A4, Canada***

***[SpryPoint.com](http://SpryPoint.com)***



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## Background Statements:

- **SpryPoint** will provide a range of software solutions and services to achieve a business solution that meets the identified Customer Information System (CIS) Integrated Systems & Services Solution ("Solution") requirements of the **Client**. **Client** is open to new ways to achieve the same outcome but are not looking to go backward in functionality or efficiency.
- The Solution will encompass several **SpryPoint** products:
  - SpryCIS – Customer Information System
  - SpryMobile – Mobile Field Service
  - SpryEngage – Customer Engagement Portal
  - SpryIDM – Interval Data Management
  - Metabase – Enterprise Reporting and Dashboard Solution
- The **Client** wishes to work together with **SpryPoint** for the implementation of the Solution and **SpryPoint** agrees to provide such services and/or software as agreed to in the terms provided herein.

## Guiding Principles

The Project will employ the following guiding principles throughout its operation and execution:

1. Standardize and align business operations to Industry best practices where it makes sense.
2. The Project will be based on a 'Solution-Based' approach rather than a 'System-based' approach. A 'System-based' approach focusing on the integration and interfacing of various systems. A 'Solution-based' approach results in a transformational business platform with a focus on high value processes and driving efficiencies.
3. The **Client** will empower designated Project team members knowledgeable on current state of operations to make decisions that will bind the **Client** in future state business process operations. These designated team members will be represented in each workshop.
4. Leverage base application capabilities as much as possible and minimize **Client** specific customizations.
5. **SpryPoint**, and the **Client** will operate as a unified team and partners in the execution of the Project.
6. There will be a focus and commitment to organizational change management and staff preparation and readiness throughout the Project.
7. Transparency of Project status and readiness will not be compromised regardless of desired outcome.
8. **SpryPoint** will lead the project and keep consistent communication and transparency in the progress tracking of the project as outlined in the Project Governance Section of this document.
9. **Client** will measure the success of the project against the following statement: "A fully delivered Solution of acceptable quality, on time and within budget that delivers accurate and timely meter to cash, field services, and work & asset management processes." The following applies:

- Scope as defined in this agreement is fully met at the acceptance of the system: Project is "fully and successfully delivered into production";
- Acceptance of delivered scope at the completion of the project occurs as scheduled: Project is "on time";
- Costs do not exceed the projected budget as appropriated at the start of the project and/or any additional approved change orders: Project completes "within budget";
- Acceptance criteria according to that defined in this agreement and subsequent deliverables, are met and project deliverables are of "acceptable quality".

## Overall Project Approach

**SpryPoint** shall use its implementation methodology, to deliver the **SpryPoint** Services, while reporting and delivering to the **Client** the requested deliverables, milestones, and service levels in this SOW. **SpryPoint** will use its hybrid approach that brings together the best of the traditional Waterfall Methodology and combined it with the best elements of the Agile Methodology. This hybrid approach encompasses Project Management tasks, Pre-Project tasks, and six (6) phases, as follows:

- Initiation
- Analysis
- Configure
- Test



- Deploy
- Operate

The project scope assumes all **SpryPoint** Products will go live at the same time along with Workday Implementation. If it is determined during the implementation that the solutions will go live at different times, then the change order process will be engaged to outline any impacts.

## **Project Initiation**

Project Initiation describes the collaboration between the **Client**, **SpryPoint** and **Alight** to begin the project. **SpryPoint** cannot start Project initiation until the contracts have been fully executed.

Within 30 days of execution of the contract, **SpryPoint** will initiate the Project, and start preparation and mobilization of its resources in accordance with the requirements defined in this SOW.

## Project Initiation – Deliverables, Roles & Responsibilities

No.	Deliverable Name	Deliverable Description
PI1	Pre-Project Kickoff	Initial Project Managers Meeting to introduce people outline next steps, schedule meetings, and start project work.
PI2	Prepare project infrastructure	Send welcome information, setup shared drives and access.
PI3	Initial Project Schedule	Update project plan that will be used as baseline for project.
PI4	Project Kickoff	Formal meeting to kickoff the Project. This includes the following activities: <ul style="list-style-type: none"><li>▪ Meeting agenda</li><li>▪ Meeting presentation</li><li>▪ Meeting scheduling</li></ul>
PI5	Environment Setup	Provision environments and provide access for core team.
PI6	Verify environments	Confirm list of initial access and confirm users can log in.
PI7	Analysis Workshop Schedule complete	The creation of the workshop schedule and invites sent.

## Analysis

A **SpryPoint** team member will lead topic workshops involving appropriate **SpryPoint** project resources, and the **Client** business process experts to create an Analysis Report. These workshops and the resulting documentation will work to finalize the recommended future business processes and identify any gaps between the existing and desired future business processes.

**SpryPoint**, and the **Client** will jointly identify and document the business processes. **SpryPoint** will provide draft copies of the Analysis Report and other documentation on an agreed upon timeframe for review and approval by **Client** to ensure accuracy of the information gathered.

### Analysis – Deliverables, Roles & Responsibilities

No.	Deliverable Name	Deliverable Description
ANA1	System Familiarization	A product overview session(s) that are designed to provide the <b>Client</b> with a look at how the <b>SpryPoint</b> product(s) work before the Analysis workshops
ANA2	Workshop Questionnaires	Document(s) with questions that will need to be answered by the core team and are used as part of the discovery workshop sessions. Note: The <b>SpryPoint</b> PM may determine these are not required for the project
ANA3	Workshop Questionnaires	Provide answer in the questionnaires.
ANA4	Topic Specific Workshops	Workshop(s) will be completed to discuss the requirements in each area and identify any gaps. An agenda will be provided for each workshop.
ANA5	Attend workshops	<b>Client</b> will ensure the correct subject matters experts are available and participate in workshops.
ANA6	Analysis Report	A document that outlines the information gathered during the discovery. This document will outline any gaps identified during the workshops
ANA7	Analysis Report Review	The time required for the <b>Client</b> to review the Analysis Report and provide feedback.
ANA8	Analysis Report Updates	Updates to the Analysis Report with any changes/feedback from the <b>Client</b>
ANA9	Analysis Report Approval	The time required to for the <b>Client</b> to review the Analysis Report and approve the document
ANA10	Test Plan	A document that outlines the testing strategy for the /implementation
ANA11	Training Plan	A document that outlines the strategy for training the <b>Client</b> throughout the implementation.

ANA12	Security Plan and Baseline Roles (out of box)	A document(s) that outlines the security access limits and the out of the box security roles and their purpose.
ANA13	Data Conversation Strategy	A document that defines all the <b>Client</b> Data that will be converted. This document defines the details and plan for conversion throughout the implementation.
ANA14	Report & Dashboard Plan	This plan is used to identify which reports are required, what tool will be used to create the report and who is responsible to develop them.
ANA15	Security Plan Role Assignment	Updates to the document matching users to security roles.
ANA16	OCM Presentation/Discovery	A presentation that outlines the approach to change management
ANA17	OCM Plan	A document that outlines a strategy for Organizational Change Management.
ANA18	Business Process Document	A document that outlines the Clients Future State Business Processes as they relate to use of the SpryPoint Solution



## Configuration

The configuration stage is the period in the Project where the project teams work to complete the initial “setup” of the **SpryPoint** product(s) to meet the specific business process requirements of the **Client** as defined in the Analysis document.

No.	Deliverable Name	Deliverable Description
CON1	System Configuration(s)	The process to complete configuration in the System Environments.
CON2	Configuration Workbook Completed	The Configuration Workbook is filled out for the initial round of configuration.
CON3	Configuration Workshops (if applicable)	Workshops that are held on an agreed upon schedule to determine the initial configuration requirements.
CON4	Configuration Workbook Assignments & Homework (if applicable)	Provide required inputs & information for completion of the Configuration Workbook, if required.
CON5	System ready for initial review	Initial system configuration completed and system for initial review by Client
CON6	Core Team Training	Full system training provided to the <b>Client's</b> core team members per the training plan that ensures the core team understands how the <b>SpryPoint</b> product(s) works.
CON7	Participate in Core Team Training	<b>Client's</b> Core Team will participate in the scheduled training sessions
CON8	Core Team Training Materials	Out of the box training materials to support the Client in Core Team Training
CON9	Configuration Review	Sessions to review the recommend configuration and how it aligns with the future state business process

No.	Deliverable Name	Deliverable Description
CON10	Participate in Configuration Review Session(S)	Be engaged in configuration review sessions to answer questions and understand how the system is configured to meet the business requirements
CON11	Bill Statement Requirements Document	A document that outlines the Clients requirements for their bill statement design
CON12	Bill Statement Requirements Document Approval	Client sign off on the bill statement requirements document
CON13	Bill Statement	Development of Bill statement
CON14	Collection Letters Requirements Document	A document that outlines the Clients requirements for their collection letter(s) design
CON15	Collection Requirements Document Approval	Client sign off on the Collection Letter(s) requirements document
CON16	Collection Letters	Development of Collection Letter(s)
CON17	Service Orders	Service Order Configuration to support business processes
CON18	Miscellaneous Letters	Additional letters required to support business processes
CON19	Data Mapping Document	A spreadsheet that maps each field being converted from the legacy system to a field in an appropriate in scope <b>SpryPoint</b> product.
CON20	Data Extraction from legacy system - DC1	The activities required to get data out of the <b>Client's</b> legacy system.
CON21	Data Import into <b>SpryPoint</b> Product(s) – DC1	The activities required to bring data into the <b>SpryPoint</b> product(s).

No.	Deliverable Name	Deliverable Description
CON22	Data Conversion Results Report – DC1	The report(s) that is generated after the data conversion round is completed.
CON23	Data Acceptance Checklist Template Population – DC1	Population of specific data elements to be tested during data acceptance testing into the Data Acceptance Checklist.
CON24	Data Acceptance Testing – DC1	Testing that is completed by the <b>Client</b> to check and validate the data that has been converted.
CON25	Data Acceptance Testing Support – DC1	Answer questions and provide guidance during data acceptance testing
CON26	Identify data issues – DC1	Identification and documentation of data issues found during data acceptance testing
CON27	Data Cleansing Decisions – DC1	Make decisions on the best way to resolved data issues ** see Data Cleansing Section above.
CON28	Complete Data Cleansing Activities – <b>SpryPoint</b> – DC1	Complete data cleansing activities
CON29	Completed Data Cleansing Activities – <b>Client</b> – DC1	Complete data cleansing activities
CON30	Data Extraction from legacy system - DC2	The activities required to get data out of the <b>Client's</b> legacy system.
CON31	Data Import into <b>SpryPoint</b> Product(s) – DC2	The activities required to bring data into the <b>SpryPoint</b> product(s).
CON32	Data Conversion Results Report – DC2	The report(s) that is generated after the data conversion round is completed.

No.	Deliverable Name	Deliverable Description
CON33	Data Acceptance Checklist Template Population – DC2	Population of specific data elements to be tested during data acceptance testing into the Data Acceptance Checklist.
CON34	Data Acceptance Testing – DC2	Testing that is completed by the <b>Client</b> to check and validate the data that has been converted.
CON35	Data Acceptance Testing Support – DC2	Answer questions and provide guidance during data acceptance testing
CON36	Identify data issues – DC2	Identification and documentation of data issues found during data acceptance testing
CON37	Data Cleansing Decisions – DC2	Make decisions on the best way to resolved data issues ** see Data Cleansing Section above.
CON38	Complete Data Cleansing Activities – <b>SpryPoint</b> – DC2	Complete data cleansing activities
CON39	Completed Data Cleansing Activities – <b>Client</b> – DC2	Complete data cleansing activities
CON40	Data Extraction from legacy system - DC3	The activities required to get data out of the <b>Client's</b> legacy system.
CON41	Data Import into <b>SpryPoint</b> Product(s) – DC3	The activities required to bring data into the <b>SpryPoint</b> product(s).
CON42	Data Conversion Results Report – DC3	The report(s) that is generated after the data conversion round is completed.
CON43	Data Acceptance Checklist Template Population – DC3	Population of specific data elements to be tested during data acceptance testing into the Data Acceptance Checklist.

No.	Deliverable Name	Deliverable Description
CON44	Data Acceptance Testing – DC3	Testing that is completed by the <b>Client</b> to check and validate the data that has been converted.
CON45	Data Acceptance Testing Support – DC3	Answer questions and provide guidance during data acceptance testing
CON46	Identify data issues – DC3	Identification and documentation of data issues found during data acceptance testing
CON47	Data Cleansing Decisions – DC3	Make decisions on the best way to resolved data issues ** see Data Cleansing Section above.
CON48	Complete Data Cleansing Activities – <b>SpryPoint</b> – DC3	Complete data cleansing activities
CON49	Completed Data Cleansing Activities – <b>Client</b> – DC3	Complete data cleansing activities
CON50	Data Extraction from legacy system - DC4	The activities required to get data out of the <b>Client</b> 's legacy system.
CON51	Data Import into <b>SpryPoint</b> Product(s) – DC4	The activities required to bring data into the <b>SpryPoint</b> product(s).
CON52	Data Conversion Results Report – DC4	The report(s) that is generated after the data conversion round is completed.
CON53	Data Acceptance Checklist Template Population – DC4	Population of specific data elements to be tested during data acceptance testing into the Data Acceptance Checklist.
CON54	Data Acceptance Testing – DC4	Testing that is completed by the <b>Client</b> to check and validate the data that has been converted.

No.	Deliverable Name	Deliverable Description
CON55	Data Acceptance Testing Support – DC4	Answer questions and provide guidance during data acceptance testing
CON60	Dashboards	Build/Configure Dashboard as determined by the report plan
CON61	Reports	Build/Configure Reports as determined by the report plan
CON62	Security Configuration	The process of assigning users to security roles.



## Test

The Test phase's primary focus is on testing and training. This phase is the key to mitigating risk and gaining user confidence in the new business processes. This is accomplished through **SpryPoint**'s systematic and thorough testing and training. **SpryPoint**'s iterative testing methodology adds a layer of thoroughness at each step, building on the success of the previous steps. It is important that the **Client** spends time testing their business processes in the **SpryPoint** Solution(s) to ensure all business needs are met.

**Test – Deliverables, Roles & Responsibilities**

No.	Deliverable Name	Deliverable Description
TEST1	Provide Test Scripts – Functional Testing	Provide out of box test scripts based on future state business processes.
TEST2	Update Test Scripts – Functional Testing	Activities required to update test scripts to match <b>Client's</b> future state and edge cases
TEST3	Provide Test Scripts – Integration Testing	Provide out of box test scripts based on future state business processes
TEST4	Update Test Scripts – Integration Testing	Activities required to update test scripts to match <b>Client's</b> future state and edge cases
TEST5	Provide Test Scripts – User Acceptance Testing	Provide out of box test scripts based on future state business processes
TEST6	Update Test Scripts – User Acceptance	Activities required to update test scripts to match <b>Client's</b> future state and edge cases
TEST7	Tester Training Material	Training material provided to Client to support users learning
TEST8	Tester Training	Training provided to any non-core team users that will be involved in testing activities.
TEST9	Participate in Tester Training	Participate in tester training
TEST10	Execute Bill Validation Testing – R1	Activities required to complete a round of bill validation testing



No.	Deliverable Name	Deliverable Description
TEST11	Bill Validation – Issue Corrections – R1	Correction of issues found during bill validation. This could be in the form of changes to configuration, training for <b>Client</b> , development, etc.
TEST12	Bill Validation Testing Acceptance – R1	A sign off provided by the <b>Client</b> that represents acknowledgment that the <b>Client</b> has reviewed the testing results and approves the results of the testing round
TEST13	Execute Bill Validation Testing – R2	Activities required to complete a round of bill validation testing
TEST14	Bill Validation – Issue Corrections – R2	Correction of issues found during bill validation. This could be in the form of changes to configuration, training for <b>Client</b> , development, etc.
TEST15	Bill Validation Testing Acceptance – R2	A sign off provided by the <b>Client</b> that represents acknowledgment that the <b>Client</b> has reviewed the testing results and approves the results of the testing round
TEST16	Execute Bill Validation Testing – R3	Activities required to complete a round of bill validation testing
TEST17	Bill Validation – Issue Corrections – R3	Correction of issues found during bill validation. This could be in the form of changes to configuration, training for <b>Client</b> , development, etc.
TEST18	Bill Validation Testing Acceptance – R3	A sign off provided by the <b>Client</b> that represents acknowledgment that the <b>Client</b> has reviewed the testing results and approves the results of the testing round
TEST19	Execute Bill Validation Testing – R4	Activities required to complete a round of bill validation testing
TEST20	Bill Validation – Issue Corrections – R4	Correction of issues found during bill validation. This could be in the form of changes to configuration, training for <b>Client</b> , development, etc.
TEST21	Bill Validation Testing Acceptance – R4	A sign off provided by the <b>Client</b> that represents acknowledgment that the <b>Client</b> has reviewed the testing results and approves the results of the testing round

No.	Deliverable Name	Deliverable Description
TEST22	Enhancement Testing	Individual tests performed by SpryPoint to validate enhancements meets the Clients requirements.
TEST23	Execute Integration Testing - R1	Activities required to complete a round of integration testing
TEST24	Support Integration Testing – R1	Support users with integration testing
TEST25	Integration Testing – Issue Resolution – R1	Correction of issues found during integration testing. This could be in the form of changes to configuration, training for <b>Client</b> , development, etc.
TEST26	Execute Integration Testing - R2	Activities required to complete a round of integration testing
TEST27	Support Integration Testing – R2	Support users with integration testing
TEST28	Integration Testing – Issue Resolution – R2	Correction of issues found during integration testing. This could be in the form of changes to configuration, training for <b>Client</b> , development, etc.
TEST29	Execute Integration Testing - R3	Activities required to complete a round of integration testing
TEST30	Support Integration Testing – R3	Support users with integration testing
TEST31	Integration Testing – Issue Resolution – R3	Correction of issues found during integration testing. This could be in the form of changes to configuration, training for <b>Client</b> , development, etc.
TEST32	Execute Integration Testing - R4	Activities required to complete a round of integration testing

No.	Deliverable Name	Deliverable Description
TEST33	Support Integration Testing – R4	Support users with integration testing
TEST34	Integration Testing Signoff	A sign off provided by the <b>Client</b> that represents acknowledgment that the <b>Client</b> has review the testing results and approves the results of the testing round
TEST35	Execute Functional Testing - R1	Activities required to complete a round of functional testing
TEST36	Functional Testing Support -R1	Support users with integration testing.
TEST37	Functional Testing – Issue Resolution -R1	Correction of issues found during integration testing. This could be in the form of changes to configuration, training for <b>Client</b> , development, etc.
TEST38	Execute Functional Testing – R2	Activities required to complete a round of functional testing
TEST39	Functional Testing Support -R2	Support users with integration testing.
TEST40	Functional Testing – Issue Resolution –R2	Correction of issues found during integration testing. This could be in the form of changes to configuration, training for <b>Client</b> , development, etc.
TEST41	Execute Functional Testing – R3	Client Activities required to complete a round of functional testing
TEST42	Functional Testing Support – R3	Support users with integration testing.
TEST43	Functional Testing Signoff – R3	A sign off provided by the <b>Client</b> that represents acknowledgment that the <b>Client</b> has reviewed the testing results and approves the results of the testing round.
TEST44	Execute Performance Testing	Client Activities required to complete a round of functional testing
TEST45	Performance Testing Support	Support users with testing.

No.	Deliverable Name	Deliverable Description
TEST46	Performance Testing Signoff	A sign off provided by the <b>Client</b> that represents acknowledgment that the <b>Client</b> has reviewed the testing results and approves the results of the testing round.
TEST47	Execute User Acceptance Testing -R1	Final testing performed by the <b>Client</b> Key Users and any identified testers prior to system sign-off. Security, Modifications and Reports testing will be performed as part of UAT.
TEST48	Support User Acceptance Testing – R1	Support users with testing.
TEST49	User Acceptance Testing – Issue Resolution – R1	Identification of issues found during user acceptance testing. This could be in the form of changes to configuration, training for the <b>Client</b> , development, etc..
TEST50	Execute User Acceptance Testing -R2	Final testing performed by the <b>Client</b> Key Users and any identified testers prior to system sign-off. Security, Modifications and Reports testing will be performed as part of UAT.
TEST51	Support User Acceptance Testing – R2	Support users with testing.
TEST52	User Acceptance Testing – Issue Resolution – R2	Identification of issues found during user acceptance testing. This could be in the form of changes to configuration, training for the <b>Client</b> , development, etc..
TEST53	Execute User Acceptance Testing – R3	Final testing performed by the <b>Client</b> Key Users and any identified testers prior to system sign-off. Security, Modifications and Reports testing will be performed as part of UAT.
TEST54	Support User Acceptance Testing – R3	Support users with testing.
TEST55	User Acceptance Testing – Issue Resolution – R3	Identification of issues found during user acceptance testing. This could be in the form of changes to configuration, training for the <b>Client</b> , development, etc..

No.	Deliverable Name	Deliverable Description
TEST56	Execute User Acceptance Testing -R4	Final testing performed by the <b>Client</b> Key Users and any identified testers prior to system sign-off. Security, Modifications and Reports testing will be performed as part of UAT.
TEST57	Support User Acceptance Testing – R4	Support users with testing.
TEST58	User Acceptance Testing Signoff -R4	A sign off provided by the <b>Client</b> that represents acknowledgment that the <b>Client</b> has completed user acceptance testing and approves the results of the testing
TEST59	Client Walkthrough	Core team demonstration of solution
TEST 60	Future State Business Process Document – R3	Updates to Future State Business Process Documentation
TEST61	Follow up ADKAR Assessment	Conduct follow-up ADKAR assessment
TEST62	Update OCM Plans	Adapt OCM Plan with findings

## Deploy

The Deploy phase is the point at which the **Client** and **SpryPoint** decide whether all critical pieces are in place to turn the system over to production. This phase includes a production readiness evaluation, cutover planning, and remaining end user training.

**SpryPoint** and the **Client** will develop a Cutover Plan prior to the proposed Go-Live date. **SpryPoint** and the **Client** will stage all aspects of the system in preparation for production cutover.

The Production Readiness phase focuses on four critical areas:

1. **Application Readiness.** Is the application tested and ready for production? This includes modifications, interfaces, and reports needed to run in full operations.
2. **Data Readiness.** Is the data conversion ready for operations? Have all data cleansing issues been resolved or planned for during the cutover period?
3. **Process Readiness.** Have the business processes been reviewed? Have all business process-reengineering tasks been completed, documented, and made ready for operations?
4. **Resource Readiness.** Are all the end-users trained? Is the **Client's** staff trained to deal with problem-solving during the business cycle?
5. **Organization Business Readiness.** OCM results identify the organization's commitment to adopt to the new solution.

### Deploy - Deliverable(s), Roles & Responsibilities

No.	Deliverable Name	Deliverable Description
DEPLOY1	Go Live Plan	A document that outlines the plan for Go-Live, including any schedules and checklists for the Go-Live weekend.
DEPLOY2	<b>SpryPoint</b> Internal Go/No Decision	An internal <b>SpryPoint</b> meeting where the <b>Client's</b> readiness for Go-Live is reviewed.
DEPLOY3	<b>SpryPoint/Client</b> Go/No Go Decision	A meeting upon the acceptance of prerequisite activities that gives the approval to move forward with the Go-Live.

No.	Deliverable Name	Deliverable Description
DEPLOY4	End User Training Material	Material user to supplement end user training
DEPLOY5	End User Training	Training for users is teaching them how to use the <b>SpryPoint</b> products, as identified in the training plan.
DEPLOY6	Schedule Practice Sessions for Trained End Users	A schedule that assigns system practice time to trained users.
DEPLOY7	Practice Lab	A space where trained end users can go to use the <b>SpryPoint</b> Product(s) and practice their system skills.
DEPLOY8	Practice Session(s)	The time an end user(s) spends practicing what they learned in training sessions.
DEPLOY12	Mock Go Live 1	A complete dress rehearsal of the Go-Live activities to ensure all parties understand their role in Go-Live.
DEPLOY13	Mock Go Live 2	A complete dress rehearsal of the Go-Live activities to ensure all parties understand their role in Go-Live.
DEPLOY14	Final Data Conversion Exports	All activities required to complete the final data conversion exports from the legacy system.
DEPLOY15	Final Data Conversion Imports	All activities required to complete the final data conversion import in the production system.
DEPLOY16	Go-Live Activities	Complete all cutover activities as defined in the cutover plan.
DEPLOY17	Issues Log Updates	The issues log that gets updated with any issues that occur during cutover.
DEPLOY18	Go Live Sign off	A document that confirms that the system is ready for production use and that the <b>Client</b> is ready to being using the <b>SpryPoint</b> solution(s) as the system of record.

## Operate

The purpose of this phase is to ensure complete and successful transfer to the new customer information system as well as the other applications included in the Project scope and provide the **Client** with direct access to the implementation team personnel. The **SpryPoint** implementation team will work together with your production staff to ensure the systems are well understood and functioning per the agreed business processes.

### Operate – Deliverables, Roles, & Responsibilities

No.	Deliverable Name	Deliverable Description
OP1	Post Live Support Month 1	SpryPoint Implementation available to support Client users with the day to day use of the SpryPoint Solutions
OP2	Post Live Support Month 2	SpryPoint Implementation available to support Client users with the day to day use of the SpryPoint Solutions
OP3	Post Live Support Month 3	SpryPoint Implementation available to support Client users with the day to day use of the SpryPoint Solutions
OP4	Post Live Support Month 4	SpryPoint Implementation available to support Client users with the day to day use of the SpryPoint Solutions
OP5	Refresher Training	Any identified and agreed upon refresher training completed.
OP6	Transition to Customer Success Internal Meeting	A <b>SpryPoint</b> internal knowledge transition meeting to review the project details.
OP6	Transition to Customer Success Meeting	A meeting held with <b>SpryPoint</b> to introduce them to the Customer Success Team and how they work with them.



No.	Deliverable Name	Deliverable Description
OP7	Finalize Punchlist	A document that lists any open items that need to be resolved as part of the scope of the product.
OP8	Signoff on Punchlist	Acknowledgement, by the <b>Client</b> that they have reviewed the punchlist and they agree to it.
OP9	Phase 1 Close Out Document	A document that summarizes phase 1 project details.
OP10	Phase 1 Close Out Signoff	Acknowledgement, by the <b>Client</b> that all SOW deliverables have been completed and the phase 1 has been signed off on and closed.
OP11	Retainage Release	Payment of retainage per the conditions in section 3.7.7

## Project Governance

### Project Management (PM)

**SpryPoint** uses a highly structured and layered project management methodology, which relies on detailed and complete project plans, to determine who is working on each task, and when, throughout the life of the project. Central to **SpryPoint's** philosophy is maintaining strong communication throughout the teams, setting expectations early, facilitating and coaching as required and monitoring progress.

**SpryPoint** will provide a Project Manager throughout the life the project. The SpryPoint Project Manager will work directly with **Client's** Project Managers on day-to-day project activities. The SpryPoint Project Manager will report into the Aight Program Executive to support program reporting and program meetings.

**SpryPoint Project Manager** shall be responsible for the planning and execution of the SpryPoint Project. They shall work collaboratively to manage all project activities from project management activities, including planning and execution, the delivery of change management, and project communications throughout the Project.

The **Client's** Project Manager is ultimately accountable for the **Client's** resources, project tasks and internal project plans and **SpryPoint's** Project Manager is accountable for resources and project tasks. Both project managers will need to work together and retain authority for day-to-day project decisions and ensure project success.

### Project Communications & Tools

The **SpryPoint** Project Manager, working in conjunction with the **Client** Project Manager and the **Aight** Program Executive for supporting the Program communication and tools

As the implementation experts **SpryPoint** agrees to communicate clearly which issues/tasks are on the critical path and have immediate impact on the project schedule and which issues/tasks are not. For issues that are not on the critical path the **SpryPoint** Project Manager will monitor these to ensure that these do not become critical path issues/tasks.

**SpryPoint** recommends the following communication approach, however, finalized communication will be determined and followed based on the overarching program.

Communication Method	Frequency	Tool/Method	Attendees
<b>Project Team Status Meetings</b>	Every second week	Agreed upon Virtual Meeting tool & Google Docs/PDF	Program Manager, Both PMs, <b>Client</b> Core Team Meetings, <b>SpryPoint</b> Project Team (as required)

<b>Project Status Reports</b>	Monthly, our more frequently near critical project points as mutually agreed to	PDF	N/A
<b>Updates to the project plan</b>	Weekly	Wrike or other tools mutually agreed to	N/A
<b>Risk Log</b>	Weekly	Google Sheet/Excel	N/A
<b>Issue Log</b>	Weekly	Google Sheet/Excel	N/A

### Milestone Acceptance Process

This project will be invoiced on a milestone basis. The milestones, delivery criteria and payment timelines are noted below in the Milestone section.

On a monthly basis, the **SpryPoint** Project Manager will submit a list of milestones that have been completed for review and approval to **Client** Project Manager. Service deliverables shall be accepted or rejected within 5 consecutive business days from the time of submittal for acceptance. Service deliverables will be considered accepted with written approval from the **Client**. In the event the **Client** does not provide written approval or feedback within the agreed upon time period **SpryPoint** may invoice the milestone. The use or partial use of any service deliverable in a Production Environment constitutes acceptance of that service deliverable but only to the extent of such use or partial use.

The Service Deliverable Acceptance Process is described below.

- **Submission of Service Deliverables.** The **SpryPoint** Project Manager, or his or her designee, will prepare a list of completed milestones and forward with the respective service deliverable to the **Client** Project Manager, or the **Client** designee, for consideration no more than 5 consecutive business days from the end of a calendar month for invoice consideration review.
- **Assessment of Service Deliverables.** The **Client's** Project Manager will determine whether the service deliverable meets the requirements as defined in this SOW and that the service deliverable is complete.
- **Acceptance / Rejection.** After reviewing, the **Client** will either; accept the service deliverable in writing or will provide a written reason for rejecting it to the **SpryPoint** Project Manager. If the Milestone is accepted, the **SpryPoint** Project Manager will invoice for the Milestone(s). If the Milestone is rejected the **SpryPoint** Project Manager will review the reason and work with the **Client's** Project Manager to determine if the rejected reason is within scope and if so, resolve any concerns. Once concerns are addressed the Milestone Acceptance Form will be updated and resubmitted for approval in the next month invoicing cycle.

## Scope & Project Change Management

During implementation either party may request additions, deletions, or modifications to the services or software described in this SOW ("the Change"). All Changes will be documented and approved, regardless of whether there is an associated cost for the change.

Requests for changes should be made to either project team's PM. The **SpryPoint** Project Manager is responsible for creating a Change Order Form. The Change Order Form will include the following:

- A description of the problem that needs to be solved or the scope change to be addressed.
- A description of the solution to the problem or scope Change being requested, including the use/business case and/or reason for the Change and suggested solution.
- And estimated impact of the Change on the project schedule.
- If applicable, any fees/cost and expenses associated the Change.

The Change process that will be employed is defined below. The Change must be approved by both **SpryPoint** and the **Client** before any work related to a Change is completed.

- Identify the requested Change
- Identify and document the solution and scope of work associated with the Change requested
- Estimate required effort, and any associated costs
- Assess impact of the change on schedule, travel fees, milestones, contract, risks and/or any other identified impacts.
- Assess and determine impact on the overall program
- Submit for review and approval by the **Client** and **SpryPoint** Management Team
- If not approved, no changes are completed and the Change request is canceled
- If approved, Project documents are updated and work on the Change is scheduled into the Project
- Monitor and report progress on the Change
- Communicate the Change resolution
- Communicate the change to the SpryPoint Program Manager

Once the change order is signed, the change order impact will be updated in the program schedule.

## Issues and Risk Management

The following procedure will be used to manage Project issues and risks:

- Identify and document all concerns
- Assess the impact and prioritize the impact to the Project
- Assign responsibility to resolve the issue or risk
- Monitor and report progress on the issue or risk
- Communicate issue resolution

On a monthly basis, the Project Managers will meet to review the status of the risks and outstanding issues. When a risk is identified each risk will be assessed for its probability and impact and weighted.

**Exhibit A**  
**Attachment No. 3**  
**ERP and UB/CIS Implementation Schedule**

## **EXHIBIT A – ATTACHMENT NO. 3**

### **ERP AND UB/CIS IMPLEMENTATION SCHEDULE**

Attachment No. 3 is included in this RFP as a separate excel spreadsheet attachment. The implementation timeline is expected to span approximately 30-36 months and will follow a multi-phased approach in collaboration with Sprypoint and Workday. Please note, the implementation timeline is subject to change and may be adjusted as necessary to ensure project success and alignment with CVWD's objectives

**Exhibit “B”**  
**COST AND PRICE PROPOSAL**

1. The Cost and Price Proposal shall be uploaded as a separate electronic file via the District's Bid Management System (PlanetBids) and shall include a budget narrative that describes, in detail, how the District's requirement will be met and how costs will be controlled.
2. Proposer must provide all of the project-related or supported expenses per Section 11.2 – Cost and Price Proposal of this RFP. Cost and Price Proposals shall include all incidental, additional, or optional costs required to complete the scope of work requirements.
3. The Cost and Price Proposal shall contain a table showing all elements of work and corresponding tasks provided in the detailed scope of services. The elements of work shall comprise the y-axis of the table. The names or initials of individual team members or disciplines shall comprise the x-axis of the table. Hourly involvement by each team member or discipline shall be listed for each element of work. The Cost and Price Proposal shall include extended costs for all labor and subconsultant services, as well as a subtotal of costs by major task. The totalized cost shall be the proposed not-to-exceed fee.

## CERTIFICATIONS

I \_\_\_\_\_, a duly authorized agent of \_\_\_\_\_,  
 Printed Name of Agent/Officer Name of Organization

hereby certify that \_\_\_\_\_ by submission of this proposal in response to the  
Name of Organization

Professional Services RFP, agree upon contract award to carry out the requirements specified and obligations set forth therein.

Signature \_\_\_\_\_, Date \_\_\_\_\_

Title of Agent/Officer \_\_\_\_\_

**Exhibit "C"**  
**BUSINESS STATEMENT AND REFERENCES**

This form must be completed and signed by the Proposer proposed to participate in this award.  
Attach additional copies of this form as required.

Company Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone No. \_\_\_\_\_ Fax No.: \_\_\_\_\_

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Contact Person's Name: \_\_\_\_\_

Telephone No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_

Email Address: \_\_\_\_\_

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Business License No.: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Federal ID No. or Social Security No.: \_\_\_\_\_

DIR Registration Number: \_\_\_\_\_

Telephone No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_ Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

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**Type of Organization:** (Check all that apply)

☐ Corporation, under the laws of the  
State of \_\_\_\_\_

☐ Individual

☐ Joint Venture

☐ Municipal, State, or Federal

☐ S Corporation

☐ General Partnership

☐ Limited Partnership

☐ Non-Profit Corporation

☐ Small Business Enterprise: A  
business enterprise that is  
independently owned and operated;  
organized for profit; is not dominant in  
its field; and meets the criteria set  
forth by the Small Business  
Administration in Title 13, Code of  
Federal Regulations, Part 121.

Company representative authorized to sign contracts.

Name	Official Capacity	Telephone

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## R E F E R E N C E S

A minimum of three (3) project references for projects that been completed within the last 5 years similar in scope to this RFP.

	REFERENCE NO. 1
NAME OF FIRM	
ADDRESS	
CITY, STATE, ZIP	
TELEPHONE NO.	
CONTACT	
PROJECT NAME	
COMPLETION DATE	
APPROX. COST	
	REFERENCE NO. 2
NAME OF FIRM	
ADDRESS	
CITY, STATE, ZIP	
TELEPHONE NO.	
CONTACT	
PROJECT NAME	
COMPLETION DATE	
APPROX. COST	
	REFERENCE NO. 3
NAME OF FIRM	
ADDRESS	
CITY, STATE, ZIP	
TELEPHONE NO.	
CONTACT	
PROJECT NAME	
COMPLETION DATE	
APPROX. COST	
	REFERENCE NO. 4
NAME OF FIRM	
ADDRESS	
CITY, STATE, ZIP	
TELEPHONE NO.	
CONTACT	
PROJECT NAME	
COMPLETION DATE	
APPROX.. COST	

## Exhibit "D"

### POTENTIAL CONFLICTS OF INTEREST SUMMARY FORM

All respondents and proposed sub-contractors must respond to each of the following questions to determine if any actual or perceived conflicts of interest may exist. If any response has a "yes" answer, the supporting questions must also be answered completely and accurately in full detail to identify any potential or actual conflicts of interests, including organizational conflicts, bias, and unfair competitive advantages. CVWD reserves the right to review and make a final determination regarding whether any actual or potential conflicts of interests would violate CVWD's procurement and ethics policies, and thus preclude a respondent's participation in this award.

To the best of your knowledge, have you or any of your team member(s) ever been employed or retained by CVWD? ☐ Yes No ☐

If your answer is "Yes," please provide the following additional information (attach additional sheets as needed):

Name of individual: \_\_\_\_\_

Title/position within your company: \_\_\_\_\_

Yes

No

Was the individual an CVWD full-time employee? ☐

Was the individual an CVWD part-time employee? ☐

Was the individual an CVWD as-needed employee? ☐

Was the individual an CVWD retained consultant? ☐

Or, other? Please explain: \_\_\_\_\_

Dates of employment/engagement with CVWD: \_\_\_\_\_

CVWD department(s)/area(s) worked: \_\_\_\_\_

Name of CVWD supervisor: \_\_\_\_\_

Description of job duties and responsibilities for each CVWD position held:

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To the best of your knowledge, are any present or former CVWD employees or Board members, or immediate relatives of any present or former CVWD employees or Board members, currently serving as officers, partners, or shareholders in your company?

☐ Yes or No ☐

If the answer is "Yes," please provide the following additional information as (attach additional sheets as needed):

Name of individual: \_\_\_\_\_

Title/position within your company: \_\_\_\_\_ Percentage of ownership of company shares: \_\_\_\_\_

To the best of your knowledge, are any of your former employees or officers currently employed or retained by CVWD? ☐ Yes or ☐ No.

If the answer is "Yes," please provide the following additional information (attach additional sheets as needed):

Name of individual: \_\_\_\_\_

Title/position within your company: \_\_\_\_\_

Description of job duties within your company: \_\_\_\_\_

Dates of employment/service within your company: \_\_\_\_\_

In the preceding twelve (12) months, have you, your company, or any employee or officer made, arranged, or delivered any gifts (including entertainment) to any CVWD Board member or employee? ☐ Yes or No ☐

If the answer is "Yes," please provide the following additional information (attach additional sheets as needed):

Name of CVWD Board member/employee receiving gift: \_\_\_\_\_ Value of the gift: \_\_\_\_\_

Description of the gift: \_\_\_\_\_ Date that gift was delivered: \_\_\_\_\_

In the preceding twelve (12) months, have you, your company, or any employee or officer made, arranged, or delivered any campaign contributions to any CVWD Board member? Yes ☐ No ☐.

If the answer is "Yes," please provide the following additional information (attach additional sheets as needed):

Name of CVWD Board member receiving contribution: \_\_\_\_\_ Amount of contribution: \_\_\_\_\_

Form of contribution (i.e., cash, check, etc.): \_\_\_\_\_ Date that contribution was delivered: \_\_\_\_\_

To whom was the contribution delivered: \_\_\_\_\_

I declare under penalty of perjury of the laws of the State of California that the foregoing is true and correct.

\_\_\_\_\_  
Name (Type or print)

\_\_\_\_\_  
Name (Signature)

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

**EXHIBIT “E”**  
**EXAMPLE PROFESSIONAL SERVICES AGREEMENT**

## COACHELLA VALLEY WATER DISTRICT PROFESSIONAL SERVICES AGREEMENT

This **Professional Services Agreement** ("Agreement") is entered into this **[\*\*INSERT DAY\*\*]** day of **[\*\*INSERT MONTH\*\*]**, 20[ ] by and between **Coachella Valley Water District**, a public agency ("CVWD") and **[\*\*INSERT CONSULTANT NAME\*\*]**, a **[\*\*INSERT ENTITY'S LEGAL TYPE (E.G., CORPORATION, LIMITED LIABILITY COMPANY, ETC.)\*\*]** ("Consultant"). CVWD and Consultant may be collectively referred to as the "Parties" and individually as a "Party."

### RECITALS

A. CVWD is a public agency of the State of California and is in need of professional services for **[\*\*INCLUDE A DESCRIPTION OF WHAT THE DESIRED SERVICES\*\*]**.

B. CVWD issued a Request for Proposals ("RFP") seeking proposals from qualified consultants to provide the required professional services, a copy of which is incorporated herein by reference.

C. Consultant submitted a proposal in response to the RFP and CVWD selected Consultant to provide the required professional services.

D. Consultant is duly licensed in the State of California and has the necessary qualifications to provide such services.

E. The Parties desire to enter into this Agreement for the purpose of setting forth the terms and conditions upon which Consultant shall render certain services to CVWD.

NOW, THEREFORE, the Parties hereto hereby agree as follows:

### ARTICLE 1

#### Scope of Services to be Performed and Term

1.1 Scope of Services to be Performed. The scope of services to be provided by Consultant is set forth on Exhibit "A" attached hereto and by this reference incorporated herein ("Services"). Consultant warrants that it will perform the Services as set forth herein in a competent, professional and satisfactory manner.

1.2 Term of Agreement. The term of this Agreement shall be from **[\*\*INSERT DATE\*\*]** to **[\*\*INSERT DATE\*\*]**, unless earlier terminated as provided herein. **[\*\*INSERT THE FOLLOWING SENTENCE FOR MULTI-YEAR, OPTIONAL RENEWAL NOT TO EXCEED FOUR CONSECUTIVE YEARS; OTHERWISE, ALWAYS DELETE: CVWD shall have the unilateral option, at its sole discretion, to renew this Agreement and negotiate a revised price, if any, for no more than [INSERT NUMBER] additional one-year terms. If the parties are unable to reach an agreement, CVWD, at its sole discretion, will not move forward with the renewal option and shall re-bid the work.\*\*]**

[USE THE FOLLOWING LANGUAGE ONLY IF THERE WILL BE A SET SCHEDULE OF ACTIVITIES SET FORTH IN EXHIBIT "A."]

(a) Consultant shall complete the Services within the term of this Agreement, and in accordance with the schedule set forth on Exhibit "A."

(b) Consultant shall commence work immediately upon receipt of a notice to proceed from CVWD. CVWD will have no obligation to pay for any services rendered by Consultant in advance of receipt of the notice to proceed, and Consultant acknowledges that any such services are at Consultant's own risk. Consultant shall confer as requested with CVWD representatives to review progress of work elements, adherence to work schedule, coordination of work, scheduling of review and resolution of problems which may develop.

(c) Task Orders. CVWD, may, from time to time, make changes or authorize certain work set forth in the Scope of Services, including but not limited to, issuance of additional instructions, require additional work, or direct omissions of work previously ordered by issuing a Task Order to Consultant ("Task Order") and the provisions of this Agreement shall apply to all such Task Orders. The Task Order shall be in such form and content as set forth on Exhibit "D" attached hereto and by this reference incorporated herein. Consultant shall not perform and CVWD shall not be liable for any services performed by Consultant unless written authorization from CVWD is given to Consultant prior to the performance of such work. The cost of such Task Orders which may or may not add to or reduce the work called for hereunder and any extension of completion date that might be required thereby, shall be mutually agreed upon in writing by CVWD and Consultant before commencement of the work called for by such Task Order.

1.3 Contract Documents. The following documents are incorporated into and made part of this Agreement by this reference:

Request for Proposals  
Scope and Schedule of Services (Exhibit "A")  
Consultant's Cost Proposal (Exhibit "B")  
Insurance Requirements (Exhibit "C")  
Addenda  
Task orders issued in accordance with the Contract Documents (Exhibit "D")  
Amendments issued in accordance with the Contract Documents

1.4 Permits, Licenses, Fees and Other Charges. Consultant shall, in accordance with applicable laws and ordinances, obtain at his/her/its expense all permits and licenses necessary to accomplish the Services. Failure to maintain a required license or permit may result in immediate termination of this Agreement.

1.5 Qualifications. Consultant represents and warrants to CVWD that it has the qualifications, experience, licenses, and facilities necessary to properly perform the Scope of Services in a competent and professional manner.

1.6 Standard of Care. Consultant's services will be performed in accordance with generally accepted professional practices and principles and in a manner consistent with the level of care and skill ordinarily exercised by members of the profession currently practicing under similar conditions.

## ARTICLE 2

### **Payment for Services Rendered/Reimbursement**

2.1 Payment for Services Rendered. CVWD shall compensate Consultant for the services performed pursuant to this Agreement in the amount set forth on the schedule attached hereto as Exhibit "B" and by this reference incorporated herein. In no event shall the total amount paid for services rendered by Consultant under this Agreement exceed the sum of \$[INSERT NOT TO EXCEED AMOUNT] without a written amendment.

#### 2.2 Billing Procedure.

(a) If applicable to this Agreement, Consultant shall, on a monthly basis, submit to CVWD, accurate, detailed and complete statements for services ("Invoices") actually performed during the previous month. The Invoices shall specify the percentage of completion (as of the end of the preceding month) of the work and compensation due Consultant. The Invoices shall be supported by such data substantiating the Consultant's right to payment as CVWD may require.

(b) Payment shall not constitute acceptance of any work completed by Consultant.

(c) The making of final payment shall not constitute a waiver of any claims by CVWD for any reason whatsoever.

2.3 Payment. CVWD shall make payment to Consultant within thirty (30) days of receipt of an undisputed invoice or the resolution of any billing dispute. CVWD may withhold a portion of an application for payment because of defective work not remedied or unsatisfactory prosecution of the work by the Consultant. CVWD will release any withheld funds upon Consultant satisfactorily remedying the issue that resulted in the withholding. CVWD will not pay late fees to the Consultant on the compensation due Consultant under the terms of this Agreement.

## ARTICLE 3

### **Accounting, Inspection and Audit**

3.1 Records. Consultant shall keep and shall preserve for four (4) years after final completion of the project, accurate and detailed records of all ledgers, books of account, invoices, vouchers, cancelled checks, and other documents or records evidencing or relating to the work, services and disbursements charged to CVWD under this Agreement (collectively, "Books and Records"). Any and all Books and Records must be maintained in accordance with generally accepted accounting principles and must be sufficiently complete and detailed so as to permit an accurate evaluation of the services provided by Consultant under this Agreement. During such four (4) year period, Consultant shall give CVWD and its agents, during normal business hours, access to such Books and Records. CVWD and its agents shall have the right to make copies of any of the said Books and Records.

3.2 Custody. Where CVWD has reason to believe that any of the Books and Records required to be maintained by this Article may be lost or discarded due to dissolution or termination of Consultant's business, CVWD may, by written request, require that custody of such Books and Records be given to a person or entity mutually agreed upon and such Books and Records

thereafter shall be maintained by such person or entity at Consultant's expense. Access to the Books and Records shall be granted to CVWD and its Representatives.

## **ARTICLE 4**

### **Termination**

4.1 Termination. CVWD may terminate the Agreement, in whole or in part, with or without cause, upon ten (10) days written notice to Consultant. Upon receipt of the termination notice, Consultant shall promptly discontinue services unless the notice directs to the contrary. In the event CVWD renders such written notice to Consultant, Consultant shall be entitled to compensation for all services properly rendered prior to the effective date of the notice and all further services set forth in the notice. CVWD shall be entitled to reimbursement for any compensation paid in excess of services rendered and shall be entitled to withhold compensation for defective work or other damages caused by Consultant's services. Consultant acknowledges CVWD's right to terminate this Agreement as provided in this Article, and hereby waives any and all claims for damages that might arise from CVWD's termination of this Agreement. Consultant shall deliver to CVWD and transfer title (if necessary) to all completed work, and work in progress including drafts, documents, plans, forms, maps, products, graphics, computer programs and reports. CVWD shall not be liable for any costs other than the charges or portions thereof which are specified herein. Consultant shall not be entitled to payment for unperformed services, and shall not be entitled to damages or compensation for termination of work.

## **ARTICLE 5**

### **California Labor Code Provisions**

5.1 Prevailing Wage Laws. Consultant is aware of the requirements of California Labor Code sections 1720 et seq. and 1770 et seq., which require the payment of prevailing wage rates and the performance of other requirements on certain "public works" and "maintenance" projects ("Prevailing Wage Laws"). If the Services are being performed as part of an applicable "public works" or "maintenance" project, as defined by the Prevailing Wage Laws, and if the total compensation is \$1,000 or more, Consultant agrees to fully comply with such Prevailing Wage Laws. Consultant shall defend, indemnify and hold CVWD, its elected officials, officers, employees and agents free and harmless from any claims, liabilities, costs, penalties or interest arising out of any failure or alleged failure to comply with the Prevailing Wage Laws. It shall be mandatory upon the Consultant and all subconsultants to comply with all California Labor Code provisions, which include but are not limited to prevailing wages (Labor Code Sections 1771, 1774 and 1775), employment of apprentices (Labor Code Section 1777.5), certified payroll records (Labor Code Section 1771.4 and 1776), hours of labor (Labor Code Sections 1813 and 1815) and debarment of contractors and subcontractors (Labor Code Section 1777.1). The requirement to submit certified payroll records directly to the Labor Commissioner under Labor Code section 1771.4 shall not apply to work performed on a public works project that is exempt pursuant to the small project exemption specified in Labor Code Section 1771.4.

5.2 Registration. If the Services are being performed as part of an applicable "public works" or "maintenance" project, in addition to the foregoing, then pursuant to Labor Code Sections 1725.5 and 1771.1, the Consultant and all subconsultants must be registered with the Department of Industrial Relations ("DIR"). Consultant shall maintain registration for the duration of the project and require the same of any subconsultants, as applicable. Notwithstanding the foregoing, the contractor registration requirements mandated by Labor Code Sections 1725.5 and



1771.1 shall not apply to work performed on a public works project that is exempt pursuant to the small project exemption specified in Labor Code Sections 1725.5 and 1771.1.

5.3 Compliance Monitoring and Stop Orders. This Agreement may also be subject to compliance monitoring and enforcement by the DIR. It shall be Consultant's sole responsibility to comply with all applicable registration and labor compliance requirements. Any stop orders issued by the DIR against Consultant or any subconsultant that affect Consultant's performance of Services, including any delay, shall be Consultant's sole responsibility. Any delay arising out of or resulting from such stop orders shall be considered Consultant caused delay and shall not be compensable by CVWD. Consultant shall defend, indemnify and hold CVWD, its elected officials, officers, employees and agents free and harmless from any claim or liability arising out of stop orders issued by the DIR against Consultant or any subconsultant.

5.4 Labor Certification. By its signature hereunder, Consultant certifies that it is aware of the provisions of section 3700 of the California Labor Code which require every employer to be insured against liability for Worker's Compensation or to undertake self-insurance in accordance with the provisions of that Code, and agrees to comply with such provisions before commencing the performance of the Services.

## **ARTICLE 6**

### **Project Management**

6.1 Representative of Consultant. [INSERT CONSULTANT'S REPRESENTATIVE] ("Consultant's Representative") is hereby designated as the principal and representative of Consultant authorized to act on its behalf with respect to the work and services specified herein and to make all decisions in connection herewith. Consultant shall not substitute Consultant's Representative without first notifying CVWD in writing of Consultant's intent. CVWD shall have the right to review the qualifications of said substitute. If CVWD determines said substitute Consultant's Representative is unacceptable, Consultant shall submit alternate candidates until CVWD determines that substitute Consultant's Representative is acceptable.

6.2 Representative of CVWD. [INSERT CVWD REPRESENTATIVE] is hereby designated as the representative of CVWD and except as otherwise provided herein authorized to act on its behalf with respect to the work and services specified herein and make all decisions in connection therewith.

## **ARTICLE 7**

### **Work Product**

7.1 Work Product. All original papers, maps, models, designs, studies, surveys, reports, data, notes, computer files, documents, drawings and other work product (collectively "Work Product") produced by Consultant pursuant to this Agreement, except documents which are required to be filed with public agencies, shall be deemed solely the property of CVWD. Consultant will take such steps as are necessary to perfect or protect the ownership interest of CVWD in such Work Product. Upon completion, expiration or termination of this Agreement, Consultant shall turn over to CVWD all such original Work Product in Consultant's possession or control.

## ARTICLE 8

### Insurance

8.1 Insurance. Consultant agrees to procure and maintain, at Consultant's expense all insurance specified in Exhibit "C" attached hereto and by this reference incorporated herein. Consultant shall require all subconsultants to carry the same policies and limits of insurance that the Consultant is required to maintain pursuant to this Article, unless otherwise approved in writing by CVWD, and shall furnish separate certificates and endorsements for each subconsultant..

8.2 Failure to Provide Insurance. If Consultant fails or refuses to procure or to maintain the insurance as required by this Agreement or fails or refuses to furnish CVWD with required proof that the insurance has been procured and is in force and paid for, CVWD shall have the right, at CVWD's election and upon ten (10) days' notice to Consultant, to terminate this Agreement or procure and maintain such insurance. The premiums paid by CVWD shall be treated as an amount due from Consultant with interest at the rate of ten percent (10%), to be paid on the first (1st) day of the month following the date on which the premiums were paid. CVWD shall have the right to offset any amounts CVWD pays hereunder with amounts due Consultant for services rendered pursuant to this Agreement. CVWD shall give prompt notice of the payment of such premiums, stating the amounts paid and the names of the insurer or insurers, and interest shall run from the date of the notice.

## ARTICLE 9

### Indemnification

9.1 Consultant's Duty to Indemnify. To the fullest extent permitted by law, Consultant shall defend (with counsel of CVWD's choosing), indemnify and hold CVWD, its officials, officers, employees, volunteers, and agents free and harmless from any and all claims, demands, causes of action, costs, expenses, liability, loss, damage or injury of any kind, in law or equity, to property or persons, including wrongful death, in any manner arising out of, pertaining to, or incident to any acts, errors or omissions, or willful misconduct of Consultant, its officials, officers, employees, subcontractors, consultants or agents in connection with the performance of the Consultant's Services, the Project or this Agreement, including without limitation the payment of all damages, expert witness fees and attorney's fees and other related costs and expenses. Consultant's obligation to indemnify shall not be restricted to insurance proceeds, if any, received by Consultant, CVWD, its officials, officers, employees, agents, or volunteers.

If Consultant's obligation to defend, indemnify, and/or hold harmless arises out of Consultant's performance as a "design professional" (as that term is defined under Civil Code Section 2782.8), then, and only to the extent required by Civil Code Section 2782.8, which is fully incorporated herein, Consultant's indemnification obligation shall be limited to claims that arise out of, pertain to, or relate to the negligence, recklessness, or willful misconduct of the Consultant, and, upon Consultant obtaining a final adjudication by a court of competent jurisdiction, Consultant's liability for such claim, including the cost to defend, shall not exceed the Consultant's proportionate percentage of fault.

Consultant's obligation to fully defend and indemnify CVWD, its Board, members of the Board, employees, and authorized volunteers shall extend to any and all liability incurred by CVWD based on an allegation that Consultant has been misclassified as an independent contractor or failed to pay any or all necessary state or federal taxes.

## ARTICLE 10

### General Provisions

10.1 Notices. All notices permitted or required under this Contract shall be given at the following address, or at such other address as the parties may provide in writing for this purpose:

**Coachella Valley Water District:**

P.O. Box 1058  
Coachella, CA 92236  
Attn: J.M. Barrett, General Manager

**[INSERT CONSULTANT'S NAME]:**

[\*\*INSERT ADDRESS  
INSERT ADDRESS\*\*]  
Attn: [\*\*INSERT NAME\*\*]

The parties may designate, in writing, other individuals to whom notice is to be given. Notices shall be deemed to be received upon personal delivery to the addresses above; if sent by overnight delivery, upon delivery as shown by delivery service records; if sent by facsimile, upon receipt as confirmed by the sending facsimile equipment; if by United States Postal Service, five days after deposit in the mail.

10.2 Notification. In the event of a problem or potential problem that could impact the quality or quantity of Services or the level of performance under this Agreement, the Consultant shall, within one (1) business day of actual knowledge of the problem or potential problem, notify CVWD in writing and by telephone.

10.3 Separate Contracts. Consultant understands that this is not an exclusive Agreement and that CVWD shall have the right to negotiate with and enter into separate contracts with others providing the same or similar services as those provided by Consultant as CVWD desires.

10.4 Compliance with Applicable Laws. Consultant shall, in the performance of this Agreement, comply with all federal, state and local laws and regulations and orders issued under any applicable law.

10.5 Disputes. If any disputes should arise between the Parties concerning the work to be done under this Agreement, the payments to be made, or the manner of accomplishment of the work, Consultant shall nevertheless proceed to perform the work as directed by CVWD pending settlement of the dispute.

10.6 Setoffs and Counterclaims. All claims for moneys due or to become due to Consultant shall be subject to deduction by CVWD for any setoff or counterclaim arising out of this or any other of CVWD's agreements with Consultant.

10.7 No Waiver. The fact that CVWD has made payment under this Agreement shall not be interpreted so as to imply CVWD has inspected, approved or accepted the work which has been performed by Consultant. No delay or omission in the exercise of any right or remedy by the non-defaulting Party on any default shall impair such right or remedy or be construed as a waiver. A Party's consent to or approval of any act by the other Party requiring the Party's consent or approval shall not be deemed to waive or render unnecessary the other Party's consent to or approval of any subsequent act. Any waiver by either Party of any default must be in writing and shall not be a waiver of any other default concerning the same or any other provision of the Agreement.

10.8 Assignment and Subcontractors. Consultant shall not assign or subcontract any portion of the work to be performed under this Agreement or any of the rights or obligations under this Agreement, without the prior written consent of CVWD, which consent may be withheld in CVWD's sole and absolute discretion. Any attempted assignment in violation of the provisions of this paragraph shall be void. Subject to the foregoing, this Agreement shall be binding upon the heirs, administrators, successors and assigns of CVWD and Consultant.

10.9 Independent Contractor. The Consultant shall act as an independent contractor in the performance of the services provided for in this Agreement and shall furnish such services in Consultant's own manner and method and in no respect shall Consultant be considered an agent or employee of CVWD, maintaining complete control over all men and operations. No provisions of this Agreement shall be intended to create a partnership or joint venture between Consultant and CVWD and neither Party shall have the power to bind or obligate the other Party, except as expressly set forth in this Agreement. This provision shall apply even if Contractor co-locates at CVWD offices for purposes of this Agreement.

10.10 Non-Liability of CVWD Officials and Employees. No official or employee of CVWD shall be personally liable to the Consultant in the event of any default or breach by CVWD or for any amount which may become due to the Consultant or for any breach of the terms of this Agreement.

10.11 Conflict of Interest. The Consultant warrants that it has not paid or given and will not pay or give any third party any money or other consideration for obtaining this Agreement.

10.12 Confidential Information. All information gained or Work Product produced by Consultant in the performance of this Agreement will be considered confidential, unless such information is in the public domain. Consultant shall not release or disclose any such information or Work Product to persons or entities other than CVWD without the prior written consent of the General Manager of CVWD, except as otherwise required by law. Consultant shall promptly notify CVWD should Consultant or its Representatives be served summons, complaint, subpoena, notice of deposition, request for documents, interrogatories, requests for admissions or other discovery request or court order from any third party regarding this Agreement and the services performed under this Agreement.

10.13 Amendment. This Agreement may not be amended except by a subsequent writing which is signed by the Parties.

10.14 Cooperation. Consultant shall cooperate in the performance of work with CVWD and all other agents.

10.15 Incorporation of Recitals. The Recitals and section titles set forth herein are incorporated herein and are an operative part of this Agreement.

10.16 Governing Law, Venue. This Agreement shall be governed by and construed in accordance with the laws of the State of California. The Parties agree that any action or proceeding to enforce or relating to this Agreement shall be brought exclusively in the federal or state courts located in Riverside County, California, and the Parties hereto consent to the exercise of personal jurisdiction over them by any such courts for purposes of any such action or proceeding

10.17 Attorneys' Fees and Costs. If any action in law or equity, including an action for declaratory relief, is brought to enforce or interpret the provisions of this Agreement, each Party shall pay its own attorneys' fees.

10.18 Severability. If any provision of this Agreement is found by a court of competent jurisdiction to be void, invalid or unenforceable, then the Parties agree that such invalidity or unenforceability shall have no effect whatsoever on the balance of this Agreement.

10.19 Counterparts. This Agreement may be signed and delivered in any number of counterparts, each of which, when signed and delivered, shall be an original, but all of which shall together constitute one and the same Agreement.

10.20 Entire Agreement. This Agreement contains the entire agreement between the Parties with respect to the subject matter of this Agreement and any agreement or representation with respect to the same or the obligations of either Party with respect to the same which is not expressly provided in this Agreement or in a written document which is signed by the Party to be charged, shall be null and void.

10.21 Time is of the Essence. Time shall be of the essence as to all dates and times of performance contained in this Agreement.

10.22 Authority to Execute. Each Party represents and warrants to the other Party that all necessary action has been taken by such Party to authorize the undersigned to execute this Agreement and to bind it to the performance of its obligations hereunder.

10.23 Binding on Successors. All representations, covenants and warranties set forth in this Agreement, by or on behalf of, or for the benefit of any or all of the Parties hereto, shall be binding upon and inure to the benefit of such Party, its successors and assigns.

10.24 Survival. All rights and obligations hereunder that by their nature are to continue after any expiration or termination of this Agreement, including, but not limited to, the indemnification obligations, shall survive any such expiration or termination.

10.25 Third Party Rights. Nothing in this Agreement shall be construed to give any rights or benefits to anyone other than CVWD and the Consultant.

**[SIGNATURES ON FOLLOWING PAGE]**

**PROFESSIONAL SERVICES AGREEMENT  
SIGNATURE PAGE**

IN WITNESS WHEREOF, the Parties have hereunto set their hands on the first day date above written.

**COACHELLA VALLEY WATER  
DISTRICT**

**[INSERT CONSULTANT NAME]**

By: \_\_\_\_\_

By: \_\_\_\_\_  
(Authorized Representative of Consultant)

Printed  
Name: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Dated: \_\_\_\_\_

Dated: \_\_\_\_\_

EXAMPLE

## **PROFESSIONAL SERVICES AGREEMENT**

### **EXHIBIT LIST**

EXHIBIT "A" SCOPE AND SCHEDULE OF SERVICES

EXHIBIT "B" CONSULTANT'S COST PROPOSAL

EXHIBIT "C" INSURANCE REQUIREMENTS

EXHIBIT "D" TASK ORDER

EXAMPLE

EXHIBIT "A"  
TO  
PROFESSIONAL SERVICES AGREEMENT  
**SCOPE AND SCHEDULE OF SERVICES**

EXAMPLE



EXHIBIT "B"  
TO  
PROFESSIONAL SERVICES AGREEMENT

**CONSULTANT'S COST PROPOSAL**

[\*\*INSERT COMPENSATION SCHEDULE IF DIFFERENT FROM OR NOT INCLUDED IN PROPOSAL – OTHERWISE DELETE THE FOLLOWING\*\*]

**Final Compensation Schedule & Reimbursable Expenses**

1.0 Hourly Compensation Rates

**Position/Title**

**Hourly Rate**

2.0 Reimbursable Expenses

[INSERT ANY AUTHORIZED REIMBURSABLE EXPENSES AS NEGOTIATED]

**END OF EXHIBIT B – CONSULTANT'S COST PROPOSAL**

EXHIBIT "C"  
TO  
PROFESSIONAL SERVICES AGREEMENT

**INSURANCE REQUIREMENTS**

1. Time for Compliance. Consultant shall not commence Work under this Agreement until it has provided evidence satisfactory to the Coachella Valley Water District ("CVWD") that it has secured all insurance required under this Section. Consultant shall require and verify that all subconsultants maintain insurance meeting all the requirements stated herein. Consultant shall not allow any subconsultant to commence work on any subcontract until each subconsultant has provided evidence satisfactory to Consultant that it has secured all insurance required under this Section.
2. Minimum Requirements. Prior to the beginning, and throughout the duration of services to be performed, Consultant shall, at its expense, procure and maintain, insurance against claims arising from Consultant's rendering of professional services, including claims for injuries to persons or damages to property, which may arise from or in connection with the performance of the Agreement by the Consultant, its agents, representatives, employees or subconsultants. Consultant shall require all of its subconsultants to procure and maintain the same insurance for the duration of the Agreement and shall verify subconsultants' compliance as set forth in the Section entitled "Subconsultant Insurance Requirements" below. Such insurance shall meet at least the following minimum levels of coverage:
  - (A) **Commercial General Liability Insurance** which shall be written on an occurrence basis and be at least as broad as the latest version of ISO form CG 00 01 with limits of not less than \$1,000,000 per occurrence and \$2,000,000 in the aggregate for claims against bodily injury, personal and advertising injury, and property damage. Such policy shall include Broad Form Contractual Liability coverage.
  - (B) **Business Automobile Liability insurance** which shall be as broad as ISO form CA 00 01 covering bodily injury and property damage with a combined single limit of not less than \$1,000,000 per accident for all owned, non-owned, and hired automobiles used in connection with the services or operations to be performed under this Agreement.
  - (C) **Workers' Compensation Insurance** with statutory limits, and **Employer's Liability insurance** with limits of not less than \$1,000,000 per accident or disease. The Workers' Compensation policy shall be endorsed with a waiver of subrogation in favor of CVWD, its directors, officials, officers, employees, agents, and volunteers.
  - (D) **Professional Liability Insurance (Errors & Omissions Liability )** covering the services to be performed under this Agreement with limits of not less than \$5,000,000 per occurrence or claim and \$5,000,000 in the aggregate. This coverage may be written on a claims-made form. If coverage is written on a claims-made form, the provisions set forth in the Section entitled "Provisions Applicable to All Insurance Requirements :Claims-Made Coverage" below shall apply. If this

contract is for services that do not involve geotechnical engineering, surveying or the preparation of design or construction documents, the limit may be reduced to \$2 million per occurrence or claim and in the aggregate with written approval from CVWD. CVWD reserves the right to require a project-specific endorsement. Consultant shall require each of its subconsultants to maintain Professional Liability insurance with the same limits, unless otherwise approved by CVWD.

3. Provisions Applicable to All Insurance Requirements.

(a) **Additional Insured Coverage.** Except for the Workers' Compensation and Professional Liability insurance policies, all liability policies shall be endorsed to include CVWD, its directors, officials, officers, employees, agents, and volunteers as additional insureds on all primary, umbrella or excess policies for ongoing and completed operations performed by, or on behalf, of Consultant, including materials, parts or equipment furnished in connection with such work. Coverage for the additional insured under the Commercial General Liability policy shall be as broad as that provided by ISO CG 20 10 (ongoing operations) and 20 37 (completed operations).

(b) **Acceptability of Insurers.** Unless otherwise reviewed and accepted by CVWD, all required insurance must be placed with insurers with a current A.M. Best rating of not less than A- VII and be admitted to do business in California, or approved by the Surplus Lines Association.

(c) **Verification of Coverage.** Consultant shall furnish CVWD with original certificates of insurance and endorsements effecting coverage required by this Agreement on forms satisfactory to CVWD. The certificates of insurance shall be signed by a person authorized by that insurer to bind coverage on its behalf. All certificates and endorsements must be received and approved by CVWD before work commences. CVWD reserves the right to require complete, certified copies of all required insurance policies, at any time. Acceptance of Consultant's Certificates of insurance does not relieve Consultant of the insurance requirements, nor decrease the liability of Consultant under this Agreement. It is Consultant's responsibility to ensure its compliance with these insurance requirements. Any actual or alleged failure on the part of CVWD to obtain proof of insurance required under this Agreement shall not in any way be construed to be a waiver of any right or remedy of CVWD, in this or any regard.

(d) **Primary and Noncontributory.** The insurance required to be maintained by Consultant shall be primary and any insurance or self-insurance maintained by CVWD shall be excess only, and not be required to contribute with it.

(e) **Umbrella or Excess Insurance.** Any Umbrella or Excess insurance shall also apply on a primary and noncontributory basis for the benefit of CVWD, before CVWD's own primary insurance or self-insurance shall be called upon to protect it as a Named Insured.

(f) **Waiver of Subrogation.** Consultant shall obtain waiver of subrogation endorsements stating that Consultant and its insurers waive any and all rights of recovery against CVWD, its directors, officials, officers, employees, agents, and volunteers. Consultant shall pay all damages and costs arising out of Consultant's failure to provide a waiver of subrogation from its insurers.

(g) **Broader Coverage and Limits.** The insurance requirements under this Agreement shall be the greater of (1) the minimum coverage and limits specified in this Agreement, or (2) the broader coverage and maximum limits of coverage of any insurance policy or proceeds available to the Named Insured. It is agreed that these insurance requirements shall not in any way act to reduce coverage that is broader or that includes higher limits than the minimums required herein. No representation is made that the minimum insurance requirements of this Agreement are sufficient to cover the obligations of Consultant hereunder.

(h) **Severability of Interest (Cross Liability).** A severability of interest provision must apply for the additional insureds, ensuring that Consultant's insurance shall apply separately to each insured against whom a claim is made or suit is brought, except with respect to the policies' limits.

(i) **Notices; Cancellation or Reduction of Coverage.** At least fifteen (15) days prior to the expiration of any such policy, evidence showing that such insurance coverage has been renewed or extended shall be filed with CVWD. If such coverage is cancelled or materially reduced, Consultant shall, within ten (10) days after receipt of written notice of such cancellation or reduction of coverage, file with CVWD evidence of insurance showing that the required insurance has been reinstated or has been provided through another insurance company or companies. In the event any policy of insurance required under this Contract does not comply with these specifications or is canceled and not replaced, CVWD has the right but not the duty to obtain the insurance it deems necessary and any premium paid by CVWD will be promptly reimbursed by Consultant or CVWD may withhold amounts sufficient to pay premium from Consultant's payments. In the alternative, CVWD may suspend or terminate this Agreement. No policy required to be maintained by Consultant shall be canceled and not replaced with equivalent coverage without thirty (30) days prior written notice to CVWD, unless cancellation is due to the non-payment of premium, in which case, ten (10) days prior written notice shall be provided.

(j) **Claims-Made Coverage.** For any coverage provided on a claims-made form (which type of form is only permitted at CVWD's sole discretion) the following shall apply:

- i. The retroactive date must be shown, and must be before the date of this Agreement and before the commencement of services or operations related to this Agreement;
- ii. Insurance must be maintained and Certificates of Insurance must be provided to CVWD for at least five (5) years after the expiration or earlier termination of this Agreement;
- iii. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a retroactive date prior to the effective date of this Agreement or commencement of any services or operations related to this Agreement, Consultant must purchase an extended reporting period for a minimum of five (5) years after the expiration or earlier termination of this Agreement.

(k) **Deductibles, Self-Insurance, Self-Insured Retentions.** Any deductibles, self-insurance, or self-insured retentions (SIRs) applicable to the required insurance coverage shall be declared to, and accepted by, CVWD. At the option and request of CVWD,

Consultant shall provide documentation of its financial ability to pay the deductible(s), self-insurance, or SIR.

4. Subconsultant Insurance Requirements. Consultant shall not allow any of its subconsultants to commence work on any subcontract relating to the work under the Contract until Consultant has verified that all subconsultants have procured insurance meeting all requirements under this Agreement and provided evidence to Consultant of such insurance. If requested by Consultant, CVWD may approve different scopes or minimum limits of insurance for particular subconsultants. The Contractor and CVWD shall be named as additional insureds on subconsultants' Commercial General Liability insurance.
5. Reservation of Rights. CVWD reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

**END OF EXHIBIT C - INSURANCE REQUIREMENTS**

EXAMPLE

EXHIBIT "D"  
TO  
PROFESSIONAL SERVICES AGREEMENT  
**TASK ORDER**

EXAMPLE

**COACHELLA VALLEY WATER DISTRICT  
PROFESSIONAL SERVICES CONTRACT**

TASK ORDER NO. [ ]

This Task Order No. [ ] ("Task Order") is entered into this [ ] day of [ ], 20[ ] by and between Coachella Valley Water District ("CVWD") and [INSERT CONSULTANT NAME] ("Consultant").

**RECITALS**

A. On or about [ ], 20[ ] CVWD and Consultant executed that certain Professional Services Agreement ("Agreement").

B. The Agreement provides that the Parties would enter into a Task Order to make changes to or authorize certain work set forth in the Scope of Services (as defined in the Agreement). The purpose of this Task Order is to make changes to or authorize work on the terms and conditions set forth herein.

NOW, THEREFORE, the Parties hereto hereby agree

1. Pursuant to Section 1.2 of the Agreement, CVWD hereby authorizes those services listed on Exhibit "1" attached hereto and by this reference incorporated herein.

2. Section 2.1 of the Agreement is hereby amended to [increase] or [decrease] or [confirm] the amount to be paid by CVWD to Consultant as more particularly set forth on Exhibit "1."

3. Consultant shall perform the services listed in Paragraph 1 above pursuant to the schedule set forth on Exhibit "1."

4. Contractor acknowledges that the compensation (time and cost) set forth herein comprises the total compensation due for the work defined in this Task Order. The signing of this Task Order acknowledges full mutual accord and satisfaction for the work and that the stated time and/or cost constitute the total equitable adjustment owed the Contractor as a result of the authorized work.

5. Except as amended or supplemented herein or in previous task orders, the terms and conditions of the Agreement shall remain in full force and effect. Notwithstanding the immediately preceding sentence, the Agreement shall be interpreted in a manner consistent with the intent of this Task Order.

[SIGNATURES ON FOLLOWING PAGE]

**SIGNATURE PAGE FOR TASK ORDER NO. \_\_\_\_**

IN WITNESS WHEREOF, CVWD and Consultant have caused this Task Order No. [ ] to be executed as of the day and year first above written.

[INSERT CONSULTANT NAME]

COACHELLA VALLEY WATER DISTRICT

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Its: \_\_\_\_\_

Its: \_\_\_\_\_

EXAMPLE



EXHIBIT "1"  
TO  
TASK ORDER NO. [ ]

1. Description of Services Included, Deleted or Authorized.
2. Increase, Decrease, or Confirmation of Amount to be Paid to Consultant.
3. Time to Perform Services Listed Herein.

EXAMPLE