



TeleStaff

ORIGINAL

380-S1010,
AMENDMENT #1 for ADDITIONAL SOFTWARE LICENSES

Customer: El Dorado County Sheriffs

TeleStaff Components -

TELESTAFF Enterprise Software License for 260 SHERIFF Staff Members	\$	24,700
Sales Tax at 7.25% on TELESTAFF Software License	\$	1,791
TELESTAFF Deployment Services for 260 SHERIFF Staff Members	\$	10,850
TELESTAFF Phase 2 Implementation Services for 260 SHERIFF Staff Members	\$	7,475
One year of PDSI-hosted Web Access for 260 Staff Members	\$	Included
Sybase Concurrent Connections (1) Qty: 5	\$	625
Sales Tax at 7.25% on Sybase Concurrent Connections (1)		45
Electronic timecard Module	\$	Included
Configuration of Electronic timecard Module	\$	600
Auctions for 180 Staff Members	\$	1,800
Sales Tax at 7.25% on TELESTAFF Software License		131
Auctions Configuration for vacation bidding and position bidding only	\$	5,000
TOTAL	\$	53,017

- The pricing above is in U.S. Dollars and will be valid until 9/8/2011. TeleStaff Enterprise software and Auctions software and Sybase Software including sales tax due upon execution. Deployment services due net upon completion. Phase 2 , configuration of timecard ,and auctions configuration due upon completion.
- Appendix B in amendment # 1 supersedes appendix B in the original contract #380-S1010
- TeleStaff Annual Maintenance beginning year two will be **\$ 6,175**
- Web Access Annual Support fee for 180 staff members beginning year two will be **\$ 2,470**
- Auctions Annual Maintenance beginning year two will be **\$ 450**
- All other terms and conditions apply from contract # 380-S1010 between PDSI and County of El Dorado
- The fee's for amendment # 1 are in addition and separate from the fee schedule in the original contract #390-S1010
- If PDSI ceases to offer Support services at any time during which Customer has elected to receive or renew Support for any Product licensed pursuant to this agreement, PDSI shall provide to Customer and support, at no additional cost, any product announced or licensed by

Kronos to any other customer ("Replacement Product") that (i) is or is marketed as a replacement for or successor to the TeleStaff Product, (ii) has substantially similar price to such TeleStaff Product and (iii) provides substantially similar functionality and features as the TeleStaff Product

- Licenses may be added in blocks of 25 at the original purchase price and proportional annual maintenance increase. Maintenance beginning year two for all new licenses added.

By signing this Quotation, the parties acknowledge that they have read and agreed to the terms herein.

PRINCIPAL DECISION SYSTEMS INTERNATIONAL, INC.

Name: _____

Signature: _____

Title _____ Date: _____

COUNTY OF EL DORADO

Dated: _____

ATTEST:
Suzanne Allen de Sanchez, Clerk
of the Board of Supervisors

By: _____
Chair
Board of Supervisors
"County"

By: _____
Deputy Clerk
Date: _____

Appendix B – TELESTAFF Implementation Services Partnership Agreement

For the Implementation Services fee specified in paragraph 5 of this AGREEMENT, TeleStaff Solutions Group (TSG) will train CUSTOMER on how to configure TELESTAFF and will train CUSTOMER on the operation of TELESTAFF using CUSTOMER data. The following steps comprise a summary of the TELESTAFF Implementation Services. NOTE: This Appendix outlines the recommended approach to the implementation process, based on TSG's experience with its customers. Because of the highly configurable nature of TELESTAFF, there may need to be changes to the Implementation Process and Services described below. (NOTE: A PROJECT PLAN DETAILING SPECIFIC CUSTOMER DELIVERABLES, MILESTONES, AND SCHEDULE WILL BE DEVELOPED BY CUSTOMER AND TSG DURING THE PROJECT.)

DEPLOYMENT PLAN: The following tasks are part of the Deployment Implementation Process. When CUSTOMER completes these tasks they will be in production with the TeleStaff Roster and Calendar and will be able to reap the benefits associated with centralized staffing, audit trails, emergency notifications, reports, and feeds to down stream systems. At the end of this process, users will be able to request leave, sign up for overtime, and respond to emergency call outs via phone, client, or web access.

- **ASSESSMENT:**
 - An INTRO CALL with the TSG Project Manager (PM), TSG Account Executive, and CUSTOMER sponsor is held to discuss expectations, roles and responsibilities. This meeting ensures the appropriate resources are assigned to CUSTOMER project team and that the scope of the project is accurately defined. After the INTRO CALL, PM sends CUSTOMER a Welcome Packet containing an overview of the Implementation Process and information on how to prepare for the changes associated with

implementing TeleStaff. A TECH CALL with the PM, CUSTOMER sponsor, CUSTOMER project lead and IT representative, is held to review hardware and software specifications. The PM is responsible for guiding CUSTOMER through the implementation process; however, CUSTOMER is ultimately responsible for a successful implementation, including allocating appropriate resources.

- A PROJECT PLAN CALL with PM, CUSTOMER sponsor and CUSTOMER project lead is held to create and refine the project plan. The Project Plan provides details on the specific tasks including due dates, predecessors, and owner. The plan also details CUSTOMER and TSG deliverables, milestones, and status. After the call the Project Plan is provided to the CUSTOMER.
- Project Kick-Off: The PM and CUSTOMER project team hold a KICK-OFF CALL to review the Project Plan, with particular focus on project scope, objectives, product functionality, project team roles and responsibilities, and a roadmap for the implementation. Dates for CONFIGURATION TRAINING(S) are discussed. CUSTOMER provides Daily Detail Roster Sheets before DATA COLLECTION.
- **PLANNING:**
 - Hardware Setup: TAG ships TELESTAFF hardware (that was purchased through TSG – dialogic telephony cards, dongles, etc.) to CUSTOMER and provide the necessary installation documentation.
 - Data Collection: This phase begins with a DATA COLLECTION Web Conference call with the PM and CUSTOMER project team during which the PM instructs CUSTOMER project team to collect, organize, and format pertinent CUSTOMER data for the creation of the TELESTAFF database. During the call, PM reviews organization structure with CUSTOMER. CUSTOMER provides the data which the PM uses to create a database.
 - Database Review: PM creates the TELESTAFF database. PM and CUSTOMER review the initial database (via Web Conference). PM makes recommendations to CUSTOMER regarding reworking the database to accurately reflect CUSTOMER organizational structure. CUSTOMER makes necessary changes, as appropriate.
- **SOLUTION BUILD:** PM and CUSTOMER perform basic configuration of TeleStaff via multiple web conference calls. After each call, CUSTOMER applies the acquired knowledge and completes the tasks.
- **TEST AND CERTIFY:** Once the roster and work codes are configured by CUSTOMER, rigorous testing must be undertaken by CUSTOMER. CONFIGURATION TESTING includes testing of all components that CUSTOMER needs for Deployment of the roster, calendar, and work codes, which may include: phones, Contact Manager, Line Manager, Task Manager, E-mail Manager, Fax Manager, and the Gateway (in the case that the system is interfacing with a Third-party application). CUSTOMER creates a test plan, assigns users to test the system, creates test scripts, and conducts any reconfiguration necessary.
- **DEPLOY AND SUPPORT:**
 - Training: After testing and reconfiguration is completed, Train the Trainer (Administrator) training is conducted by PM for CUSTOMER project team. CUSTOMER is also responsible for end-user training (including creating a training plan, creating training documentation, and conducting super-user and end-user training classes). Training documentation and direction to standard online training material is supplied by TSG.
 - Deployment is typically in 2 stages: parallel testing for 2 weeks, then full Deployment of the roster, calendar, and work codes in a production environment throughout the entire organization.

Advanced Configuration Plan is PHASE 2 of Implementation. These services apply if section 5 of the license agreement has included the fees associated with PHASE 2

ADVANCED

CONFIGURATION PLAN: The following tasks are part of the Advanced Configuration Process. Once CUSTOMER has successfully deployed the TeleStaff Roster, Calendar, and Work Codes into a production environment, they can optionally proceed to the Advanced Configuration Process to add intelligent staffing functionality to TeleStaff. At the end of this process, staffers will be able to automate intelligent staffing functionality in TeleStaff.

- **ADVANCED ASSESSMENT:**
 - Project Scope: PM and CUSTOMER review project scope and objectives.

- **Staffing Process Review:** PM instructs CUSTOMER on how to effectively analyze and document the current process the department follows to fill vacancies. After the staffing diagrams are completed, PM and CUSTOMER project team review the current staffing process. The current process is defined and, if necessary, revised and standardized within the department. PM creates a Project Scope document defining project objectives agreed upon by both parties.
- **ADVANCED SOLUTION BUILD:** CUSTOMER dedicates appropriate resources for configuration training. The purpose of the ADVANCED CONFIGURATION TRAINING is to train CUSTOMER on how to configure for intelligent staffing, have CUSTOMER actually configure the rules, and begin testing the configuration. ADVANCED CONFIGURATION TRAINING occurs at TSG's training facility in Irvine, CA. The ADVANCED CONFIGURATION TRAINING class has a maximum duration of 5 days. The actual duration will depend on CUSTOMER's business needs.
- **ADVANCED TEST AND CERTIFY:** Once TELESTAFF is fully configured by CUSTOMER, rigorous configuration testing is undertaken by CUSTOMER. CONFIGURATION TESTING includes testing of all components that CUSTOMER needs for production of intelligent staffing, which may include: phones, Contact Manager, Line Manager, Task Manager, E-mail Manager, Fax Manager, and the Gateway (in the case that the system is interfacing with a Third-party application). CUSTOMER creates a test plan; assigns users to test the system, creates test scripts, and conducts reconfiguration as necessary. CUSTOMER is also responsible for additional training (including creating a training plan, creating training documentation, and conducting super-user training classes).
- **ADVANCED SUPPORT:** PM and CUSTOMER project team review the TSG TeleStaff Help Desk procedures. From this point forward, the Help Desk is the first point of contact for technical issues with TELESTAFF.