

CONTRACT AMENDMENT #1  
Sealed Bid # 18-6390  
Contract #18220

Date of Amendment: July 16, 2020

**Owner:** Cobb County Board of Commissioners. Cobb County, Georgia  
**Contractor:** Kronos Incorporated  
**Project:** Bid # 18-6390, Workforce Management Systems and Related Products, Services and Solutions

**Current Contract Term:** March 18, 2019 to March 17, 2022

This action amends the current contract dated March 18, 2019, for Sealed Bid # 18-6390. It is valid when signed by both the Owner and Contractor. The signature of the Contractor indicates his/her agreement herewith, including any adjustments in the contract pricing, contract term, or contract scope.

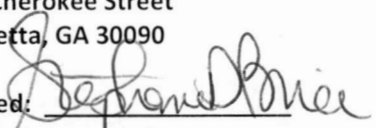
**Additional Terms and Conditions as per Exhibit K-C**

This amendment serves as confirmation that Cobb County Government has approved the modification of terms and conditions per the attached. This amendment will cover the period July 1, 2020 through March 17, 2022.

**ACCEPTED** - The above listed terms and conditions of this Amendment are satisfactory and are hereby accepted.

**OWNER**

Cobb County Board of Commissioners  
100 Cherokee Street  
Marietta, GA 30090

Signed:   
Title: Interim Purchasing Director

Date: 7/22/2020

**CONTRACTOR**

Kronos Incorporated  
900 Chelmsford Street  
Lowell, MA 01851

Signed: Nicole Dandurant  
Order Processing Analyst  
Title: Nicole Dandurant Jul 21 2020 3:30 PM

Date: \_\_\_\_\_

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**Kronos Incorporated Modifications to Exhibit K-C “Customer Success” of the Kronos Terms and Conditions for Participating Public Entities**

**The following additional terms shall apply from the effective date of this Amendment**

**Exhibit K-C: The parties hereby agree that the entirety of Exhibit K-C shall be replaced with the following provisions:**

## Exhibit K-C: Customer Success

### Section 1. Success Plans

1.1 Kronos offers the following Success Plans for Workforce Dimensions:

- a. Essentials (included in Customer’s PEPM Fee)
- b. Enhanced (available for an additional Fee as indicated on the Order Form)

1.2 As part of the Essentials Success Plan, Kronos will provide:

- a. Local Time Zone Support: 8am – 8pm Monday to Friday, with two-hour response time to support cases.
- b. 24/7 Mission Critical Support: Immediate and on-going support for a critical issue with no available workaround, where the system or a module may be down, experiencing major system degradation, or other related factors.
- c. Kronos Community Access: Ability to access how-to articles, discussion boards, and open support cases .
- d. Kronos Onboarding Experience: Step-by-step guidance to assist Customer during onboard activities.
- e. KnowledgeMap™: On-line education portal providing access to Kronos e-learning resources.
- e. KnowledgeMap™ Live may be purchased for an additional Fee.
- f. A Technical Account Manager (TAM) may be purchased for an additional Fee: senior Technical Support Engineers or former Kronos Application Consultants with industry-specific Kronos product knowledge.

1.3 As part of the Enhanced Success Plan, Kronos will provide:

- a. All of the services under the Essentials Success Plan.
- b. 24/7 Local Time Zone Support with one-hour response time to support cases.
- c. Dedicated Success Manager included at no additional charge.
- d. Integration/API Support: Assistance with enhancing and updating existing APIs and integrations.
- e. New Feature Review and Activation assistance.
- f. Industry Best Practices Review: Review configuration and use of Workforce Dimensions against industry peers and provide recommendations.
- g. Configuration Review: Assistance with optimizing the use of Workforce Dimensions based on your current usage patterns.

1.4 The Kronos policies set forth in Attachment C-1 shall apply to all Success Plans.

Attachment C-1: Support Policies:

<https://www.kronos.com/workforce-dimensions/agreement/support-policies>