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El Paso County Agenda Item Details

Item Title:	Information Technology Department - Contract No. 2025-0294 UKG Dimensions - UKG Dimensions / Timekeeping & Management Software / Amendment 5 - Order Form
Submitted By:	Art Nevarez, Director
Department:	Information Technology Department
Department Phone Number:	915-273-3301
Subject:	Approve and authorize the County Judge to sign an amendment to original order form between El Paso County and UKG Dimensions that modifies the additional purchased consulting hours for the WorkForce Central (WFC) to WorkForce Pro Management (Dimensions/WFM) migration project under Contract No. 2024-0898. Original allocation was for \$28,600.00 and is available in GF-ITD-CONTR SVC-GEN. (Contract No. 2025-0294)
Background:	<p>Information Technology Department (ITD) is committed to supporting robust and functional IT solutions. ITD dedicates resources focused on understanding and maintaining organizational and technological solutions to achieve this goal. ITD strives to consolidate our IT solutions to leverage institutional knowledge, focused training, and more efficient support.</p> <p>The County oversees time management for over 3,500 employees using advanced software to track attendance and activities essential for payroll and financial operations. Currently, the County utilizes the vendor-hosted UKG Workforce Central solution. The County Auditor's and Human Resources Departments rely on this system to manage the time associated with various employee activities, ensuring efficient payroll, leave, and attendance management. As the UKG Workforce Central platform approaches the end of its life cycle, the County is preparing to upgrade to Workforce Management Dimensions. The vendor will dedicate time and material resources to assist the County with the transition to the new system.</p>

ITD is requesting that the Court approve and authorize the County Judge to sign this agreement for change in statement of work for the professional services rendered by the vendor for the Dimensions transition. This agreement has been reviewed and approved by ITD, the County Attorney's Office, and the Purchasing Department. ITD recommends approval.

Fiscal Impact:

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Original Approved Allocation \$28,600 was reduced by \$600 bringing the Amended Total Allocation to \$28,000

Account: GF-ITD-CONTR SVC-GEN
COGF-1000-0000000-431-10-11140-0001-00000-601404-

Recommendation:

Approve and authorize the County Judge to sign an amendment to original order form between El Paso County and UKG Dimensions that modifies the additional purchased consulting hours for the WorkForce Central (WFC) to WorkForce Pro Management (Dimensions/WFM) migration project under Contract No. 2024-0898. Original allocation was for \$28,600 and it is available in GF-ITD-CONTR SVC-GEN. (Contract No. 2025-0294)

Prior Action:

On November 4, 2024, Commissioners Court approved Contract No. 2024-0898 for the purchase of additional Project Manager and Solution Consultant hours for El Paso County UKG migration project from WorkForce Central (WFC) to WorkForce Pro Management (Dimensions/WFM).

Strategic Plan:

Goal:

null

Objective:

Strategic Plan Information:

**Estimated Time Needed
For This Item:**



ORDER FORM

Quote#: Q-306259
Expires: 31 Mar, 2025
Sales Executive: Jason Coppi
Effective Date: Effective as of the date of last signature of this Order

Order Type: Quote
Date: 17 Dec, 2024

Customer Legal Name:
COUNTY OF EL PASO

Ship To: COUNTY OF EL PASO
500 EAST SAN ANTONIO SUITE 500
EL PASO, TX 79901 USA

Customer Legal Address:
500 EAST SAN ANTONIO
SUITE 500, EL PASO, TX 79901 USA

Bill To: COUNTY OF EL PASO
500 EAST SAN ANTONIO SUITE 500
EL PASO, TX 79901 USA

Bill To Contact:

Ship To Contact: Carlos Puga

Ship to Phone: 9153086739
Ship to Mobile: 915-873-4576
Contact: Carlos A. Puga
Email: ca.puga@epcountytx.gov

Currency: USD
Customer PO Number:
Solution ID: 6007056
Term: Co-Term
Uplift Percent: 4 %

Shipping Terms: Shipping Point
Ship Method: FedEx Ground
Freight Term: Prepay & Add
Renewal Term: 12 months
Payment Terms: Net 30 Days

Billing Start Date: Upon Signature of Order Form

Data Center Location: USA

Professional Services - Bill As You Go Services

Billing Frequency: Billed monthly as delivered

Professional Services - Bill As You Go Services	Billing Role	Quantity	Unit Price	Total Price
UKG PRO WORKFORCE MANAGEMENT ONBOARDING SERVICES SMB	Project Manager	25	USD 200.00	USD 5,000.00
UKG PRO WORKFORCE MANAGEMENT ONBOARDING SERVICES SMB	Solution Consultant	90	USD 200.00	USD 18,000.00
UKG PRO WORKFORCE MANAGEMENT ONBOARDING SERVICES SMB	Integration Consultant	25	USD 200.00	USD 5,000.00
Total Price				USD 28,000.00

Quote Summary

Item	Total Price
Total Bill As You Go Services	USD 28,000.00

Order Notes:

This order entered into between the Customer and UKG Kronos Systems LLC (formerly known as Kronos Incorporated) is subject to the terms and conditions of the Master Agreement Reference #18220 dated March 18th, 2019, between the Lead Agency (acting as "Owner") and Kronos Incorporated (as the "Contractor"), as amended (collectively referred to as the "US Communities Agreement #18220").

IN WITNESS WHEREOF, the parties have caused this Order to be executed by their authorized representatives and shall be effective as of the date of the last signature below.

COUNTY OF EL PASO		UKG Kronos Systems LLC	
Signature:	_____	Signature:	_____
Name:	_____	Name:	_____
Title:	_____	Title:	_____
Date:	_____	Date:	_____
<p>The monthly price on this Order has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. Due to the rounding calculations, the actual price may not display as expected when displayed on your Order. Nonetheless, the actual price on your invoice is the true and binding total for this Order for purposes of amounts owed for the term. If you are tax exempt, please email a copy of your "Tax Exempt Certificate" to TaxExemption@ukg.com along with the quote number otherwise this order is subject to applicable taxes. The actual tax amount to be paid by Customer will be shown on Customer's invoice.</p>			

UKG is aligning our product brand and announcing that the UKG Dimensions® and UKG Pro® solutions will be one product suite under the name UKG Pro. Click here to learn more and view examples of current to future names

<https://www.ukg.com/one-suite#WhatproductnamesarechangingunderUKGDimensions>

UKG Statement of Work for El Paso TX

This Statement of Work (SOW) outlines the scope of services to be provided by UKG for the Professional Service(s) in the corresponding Order and is subject to the terms and conditions set forth in the UKG Master Services Agreement (MSA) or such other existing underlying agreement between Parties. The SOW shall apply to this Order and shall supersede any Statement of Work linked in the Order. The scope of services described herein are time and materials and subject to the same terms and conditions as the corresponding Order. Unless otherwise defined herein, words and expressions defined in the Order shall have the same meaning in this Statement of Work.

1. Professional Services in Scope

The Customer has engaged UKG to provide the following Professional Services:

Service	Description
Test	UKG will: <ul style="list-style-type: none"> This will include Update codes/settings as necessary. Support parallel test for the applicable UKG Subscription Service(s).
Go Live	UKG will: <ul style="list-style-type: none"> This will include UKG resetting Tenant, assisting with the first live processing, Go live support and transition to UKG support.

2. Service Parameters

The following parameters provide an additional set of considerations as it applies to the Project and Professional Services described in this document:

Item	Parameters
Project Assumptions	<ul style="list-style-type: none"> These services end when the scope of services are completed or expire (5) five months after the project kick-off, whichever comes first. UKG estimates the total cost for this effort to be \$92,000 // 464 hours. However, the County of El Paso requests UKG's assistance with the Go Live, limited to a maximum of \$28,000 // 140 hours. Should the Go Live not be achieved within this amount 140 hours, UKG's responsibility shall be limited solely to the provision of Time and Materials up to the \$28,000 // 140 hours cap, with no further obligations beyond that.
Services Pricing	<ul style="list-style-type: none"> Time and Materials pricing for the scope of services described herein is based on typical duration identified in this SOW and assumes Customer will have established standardized HR, pay, and/or time policies/practices for employees included within the Order. There may be opportunities to complete the project in a compressed duration. If, however, Customer's project resources are unprepared or unavailable, the project's duration may need to be extended, increasing the budget required to complete this SOW. Services will be delivered as one continuous project. If any necessary Customer information, data, materials, access, cooperation and/or personnel is incomplete or delayed, UKG reserves the right to place the project on hold, reassign resources, and amend the quoted pricing accordingly. Material scope changes impacting project resource requirements and/or duration will require a separate Service Request.
Work Hours	<ul style="list-style-type: none"> UKG will perform work during standard business hours, Monday through Friday from 8:00 a.m. to 5:00 p.m. in the Customer's primary time zone. Work outside of the standard business hours must be mutually agreed upon in advance and requested with enough notice to ensure resource availability.
Customer Tasks and Communication	<ul style="list-style-type: none"> Both UKG and the Customer's project team will complete assigned tasks by mutually agreed upon due dates as set forth in the project plan. UKG will not be responsible for delays caused by the Customer's failure to provide adequate resources for the project or complete tasks promptly. UKG will communicate with the Customer's project manager, the appointed point of contact for Customer on this project. The Customer's project manager will be responsible for all communications and project management among all Customer parties (staff, vendors, consultants) and for the escalation and resolution of any issues for the Customer.

Item	Parameters
Travel and Access	<ul style="list-style-type: none"> • All project tasks are completed through UKG’s remote deployment model unless otherwise mutually agreed to in advance or via an authorized Service Request order. • Customer will provide UKG resources with access to necessary infrastructure to complete project tasks. Remote access will be granted using industry standard tools (GoToMyPC, PCAnywhere, etc.). • Travel expenses are not included and will be invoiced separately as incurred. Customer is responsible for airfare, lodging, and related travel expenses incurred while UKG resources are traveling for Customer’s business. All travel and expenses are billed at actual costs incurred. UKG resources will book travel through UKG’s preferred travel management company.

3. Service Requests

Requests for changes to this SOW, additional scope, or activities outside of this planned project scope must be submitted to the UKG project manager in writing or in the form of an electronic Service Request.

The following excluded items are considered out of scope and will require a Service Request:

- Material changes in the defined scope or effort
- Material changes in the number or type of work items to meet the defined scope of effort
- Changes to the project remote delivery model
- Changes to the project duration

UKG will assess the time needed to implement the Service Request, its impact on the project's delivery, and will quote the Service Request based on current rates. UKG will perform the requested work once the Service Request has been completed and signed by the Customer. UKG will not be responsible for troubleshooting Subscription Service(s), interfaces or hardware not provided by UKG.