

Statement of Work

Oracle Cloud HCM Managed Services Support Contract (2022-2023)



November 23, 2022

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1 Support Overview

This Statement of Work is between Camptra Technologies LLC, acting as a provider (“Camptra”) and Lake Havasu City, acting as a client (“LHC”, “Client”, or “Lake Havasu”) for the support on multiple modules of the Oracle Cloud HCM Payroll and ERP Cloud Suite products. This Statement of Work will be governed by and subject to the terms and conditions set forth and agreed upon by Lake Havasu and Camptra under the Master Agreement dated April 1st, 2020, (“the Agreement”).

This SOW will be effective from October 17th, 2022

2 Support Timeline

Start Date: Nov 28th, 2022

End Date: Nov 29th, 2023

3 Scope of Services

In Scope Oracle Cloud Applications for support:

Human Capital Management (HCM) modules
• Core HCM • Recruiting • Onboarding and Offboarding (Journeys) • Benefits • HCM Helpdesk • Health & Safety

It is understood that during the term of this SOW there will be times when Camptra may need to coordinate with Oracle due to issues identified during the support of the modules stated above and Lake Havasu City.

Core HCM

- Troubleshoot day to day issues related to maintaining Core HCM
- Troubleshoot day to day issues related to maintaining Employee & Manager Self Service
- Providing support and guidance for user security access and workflow approvals
- Maintain a proper position model and ensure the correct pay grades are applied
- Maintain guardrails used to guide users on data entry
- Changes to or creation of custom objects, such as DFFs, fast formulas, and reports

Recruiting, Onboarding, and Offboarding (Journeys)

- Troubleshoot day to day issues related to maintaining Recruiting, Onboarding, and Offboarding
- Managing the internal and external career sites
- Maintaining offer letters, candidate selection processes, and application flows
- Changes to or creation of custom objects, such as DFFs, fast formulas, and reports
- Configuring changes to the Onboarding or Offboarding processes

Benefits

- Troubleshoot day to day issues related to maintaining Benefits in Oracle
- Assisting and providing guidance on Open Enrollment processing
- Changes to or creation of custom objects, such as DFFs, fast formulas, and reports
- Researching the root cause of bad or missing data as it relates to employee enrollments, dependents, and beneficiaries
- Providing guidance on best practices and configuration of current benefit plans and life events
- Configuring and testing of new benefit plans

HCM Helpdesk

- Troubleshoot day to day issues related to maintaining HCM Helpdesk in Oracle
- Providing guidance on best practices and configuration of issue workflows
- Assistance with case management tracking
- Troubleshooting issues with dashboards
- Changes to or creation of custom objects, such as DFFs, fast formulas, and reports

Health & Safety

- Troubleshoot day to day issues related to maintaining Health & Safety in Oracle
- Assistance with case management tracking
- Troubleshooting issues with dashboards
- Providing guidance on best practices for maintain Health & Safety policies at LHC
- Changes to or creation of custom objects, such as DFFs, fast formulas, and reports

Technical

- Fixes and enhancements to existing reports and interfaces
- Development of new reports and interfaces for any modules listed above

4 Scope Exclusions and Changes

4.1 Scope Exclusions

Anything not explicitly stated as in-scope within this SOW is deemed out of scope. Scope exclusions include (but are not limited to) the following:

- Functional Support for non-Oracle Cloud related business processes or applications
- Technical support for infrastructure related issues such as:
 - Network and connectivity
 - Database-related support (including but not limited to backups and up-time)
 - Non-Oracle Cloud side of integrations
 - Hardware and operating systems
- Implementation or modification of non-Oracle Cloud systems to make them compliant with Oracle Cloud
- Decommissioning of the legacy systems being replaced by Oracle Cloud
- Engaging in a primary role with LHC's third-party vendors
- Data extraction, transformation, cleaning, and quality issues related to incoming data from legacy systems (or other Non-Oracle Cloud systems) for integrations and conversions to Oracle Cloud
- Change Management/Business process re-engineering (LHC) (including communicating changes to the business, helping the business adapt to the change, defining new non-Oracle Cloud business process resulting from Oracle Cloud implementation)
- Anything not specifically related to Oracle Cloud Functional, Technical, or Administration of the in-scope applications/modules.
- Developing Reports or Outbound Integrations using custom data models, SQL or anything outside of Oracle Cloud pre-built subject areas within OTBI. This can be added to the scope via a change order. However, the requirements and complexity of any non-OTBI reports and integrations are typically not known until the support is underway and cannot be priced accurately for the signing of the SOW.
- Any configuration that requires an overall effort of **40 hours for design, develop, test and deployment** is considered out of scope and will need to be handled through a Change Order.

4.2 Scope Changes

Changes to the scope will be addressed by LHC's Project Manager and Camptra's Project Manager. Modifications to the schedule and fees may be needed based on the specific change. A Change Order signed by authorized representatives of both LHC and Camptra is necessary for all scope and timeline changes.

5 Client Staff

- LHC will provide qualified and knowledgeable team members at the staffing levels and according to the timeline with the business and technical skills required as defined
- Camptra will provide a Project Manager on an as needed basis
- LHC executive management will receive monthly support updates from Camptra

6 Termination of Statement of Work

If either of the Parties are of the opinion to terminate the statement of work at any time before the stipulated time, they must do so by giving a written notice 1 month prior to that date. If either Party decides to terminate the SOW without any notice, in such a case, the Party who wishes to terminate the SOW must pay to the other Party, the estimated costs for the aforesaid 1-month or the remaining work hours as per the Statement of Work, whichever is less.

7 Remote access

LHC will provide Remote Access (subject to its standard security procedures and protocols as disclosed in writing to and agreed upon by Camptra) to support Camptra resources when working off-site and to support offshore resources. Remote Access is defined as the ability for Camptra personnel to access Support environment from locations not on-site at the Support via a Web browser that meets LHC's security standards. Subject to LHC's standard security procedures and protocols, LHC will allow remote connections into the Oracle Systems (and other systems required by the Support) for Camptra personnel, including those working off-site, as required to meet Support requirements. LHC will provide necessary remote connection security solutions to protect LHC's information, and Camptra will use such security solutions.

8 Change Orders

Any change requested by LHC after sign-off, not part of In Scope services defined section 3 will be considered a change request. However, certain changes may be accommodated depending on various factors and upon discussion with the Camptra Project Management.

Any task that requires a change order must be approved by LHC in advance before the work is commenced.

9 Testing and Defect Reporting

All reported issues/defects will be reported in Camptra Support portal. The logged issue will be considered fixed upon the closure of the issue in the Camptra support portal.

10 Professional Service Fees

10.1 Services

The activities are on a time and materials basis. Activities performed will be as per the scope stated in **Section 3 Scope of Services**. The effort estimated for the engagement is estimated at **500 hours total**.

Distribution of Cost Resources/Activity monthly

Role	Hours	Rate (\$/hour)	Total for the period
Managed Services (Offshore + Onshore) SMEs for Core HCM, Recruiting, Onboarding and Offboarding (Journeys), Benefits, HCM Helpdesk, Health & Safety	667*	\$90.00	\$60,000.00

* Hours usage cannot exceed 667 hours without prior written authorization from Client and Camptra Project Manager

Total allocated budget cannot exceed **\$60,000**

Total allocated hours cannot exceed **667 hours**

The 667 hours must be used by the end of the Statement of Work period. Rollover may be allowed if the Client decides to extend the SOW for a minimum duration of 6 months.

10.2 Hours of Service/SLA

Lake Havasu will receive support for all standard hours during set hours and urgent support services based on SLAs.

Camptra will leverage a hybrid model with onshore and offshore resources to ensure we provide maximum coverage. Standard support hours will be 6 AM – 3 PM MST for all standard and urgent support services and scheduled service activities. Any time outside of the standard support hours will be considered “after hours.”

For Priority 1 service requests received "after hours" or on designated holidays or weekends, Lake Havasu should contact the Camptra team directly, as well as log the support ticket. Should Client users face critical issues, alternative contacts and support personnel will be made available during such period. Camptra will provide team members names and contact email/numbers for Lake Havasu to contact under such circumstances.

Priority	Priority Definition
Priority 1 Critical	A complete failure of an in-scope application or supported process in the Production Instance has occurred. There are no workarounds for the problem. A majority of the Client end-user of the Production Instance are affected or an entire Client division is affected, or the outage has occurred during a critical business process or period, such as end of the unsuccessful transmission of pay impacting integration files to vendors, etc. Priority 1 incident will take precedence over all other requests. Acknowledged within 1 hour. Must call the client partner for escalation.

Priority 2 High	Major problems exist within an In-Scope Application or supported process in the Production instance. The problem affects substantial portions of the Client community. This includes high visibility problems involving upper management or time sensitive issues. Examples of this priority level include inability to run critical integrations, issues with critical reports for external audits etc. Acknowledged in 6 hours and work begins within 12 hours.
Priority 3 Medium	Problems exist with an In-Scope Application or supported process in the Production Instance that affect a few users on a regular basis, thereby preventing some work from being accomplished. Examples of this type of priority would be inability to access implemented functionality or implemented functionality not operating as it should, such as incorrect column values in a non-critical report, user not able to update their information, non-critical personalization. Acknowledged in 12 hours and work begins within 24-48 hours.
Priority 4 Low	An informational inquiry or non-recurring incident exists with the Production instance that affects a few noncritical users or processes. Workarounds are readily available. Examples of this type could be cosmetic changes in a report, changing the output for a report or an integration file. Acknowledged in 24 hours and work begins within 24-72 hours.
User Access & Roles Requests	Request for a user access to production, non-production environments, additional roles etc. This will continue to be tracked approved through Change Management process

10.3 Invoicing

Camptra will submit monthly invoice after the reported hours are approved for each invoicing period. Payment term will be Net 30 days from the receipt of invoice.

10.4 Accepted Payment Methods

- Wire Transfer
- Check
- ACH

11 Travel

No travel is anticipated at the time of support

[Signature page follows]

Camptra Technologies, LLC.

Lake Havasu City

Signature: _____

Name: _____

Position: _____

Date: _____

Signature: _____

Name: _____

Position: _____

Date: _____