

# Statement of Work

## Oracle Cloud Comprehensive Managed Services Support Contract (2025-2026)



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## 1 Support Overview

This Statement of Work ("SOW") 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, ERP, EBPCS, and EPRCS Cloud Suite products. This SOW 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 1<sup>st</sup>, 2020 ("the Agreement").

This SOW will be effective from July 1<sup>st</sup>, 2025.

## 2 Support Timeline

Start Date: July 1<sup>st</sup>, 2025

End Date: June 30<sup>th</sup>, 2026

## 3 Scope of Services

In Scope Oracle Cloud Applications for support:

Human Capital Management (HCM) Modules	Enterprise Resource Planning (ERP) Modules	Projects	EPBCS	EPRCS
<ul style="list-style-type: none"><li>• Core HCM</li><li>• Recruiting</li><li>• Onboarding and Offboarding (Journeys)</li><li>• Benefits</li><li>• HCM Helpdesk</li><li>• Health &amp; Safety</li><li>• Payroll</li><li>• Time and Labor</li></ul>	<ul style="list-style-type: none"><li>• Account Payable</li><li>• Accounts Receivable</li><li>• General Ledger</li><li>• Cash Management</li><li>• Fixed Assets</li><li>• Expenses</li><li>• Lease Accounting</li><li>• Procurement</li><li>• Supplier Portal</li></ul>	<ul style="list-style-type: none"><li>• Project Billing</li><li>• Project Costing</li><li>• Grant Management</li></ul>	<ul style="list-style-type: none"><li>• Workforce Planning</li><li>• Financial Planning</li><li>• Integrations</li><li>• Projects</li><li>• Capital Expenses</li></ul>	<ul style="list-style-type: none"><li>• Narrative Reporting</li><li>• Report Packages</li><li>• Smart View</li><li>• Managing Libraries</li></ul>

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.

### 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 maintaining Health & Safety policies at LHC
- Changes to or creation of custom objects, such as DFFs, fast formulas, and reports

### **Payroll**

- Troubleshoot day to day issues related to Payroll processing
- Assist with creating custom flows
- Test new updates and upgrades
- Train users on new functionalities
- Assist with new element creation if required
- Assist with costing changes
- Train users on HSDL
- Changes to fast formula

### **Time and Labor**

- Troubleshoot day-to-day time entry and transfer issues
- Handle minor setup changes to time entry rules, groups, etc.
- Make minor changes to layouts

### **ERP (Financials)**

Functional Assistance for Client's cloud applications system on the following:

- Upgrade support, including impact analysis, notifications, and regression testing as requested by the Client.
- Provide Production Support Incident Troubleshooting and Root Cause Analysis
- Logging, managing, and resolving Service Requests with Oracle Support
- Assistance with test scripts and business flows for end users

Technical Assistance and training on the following:

- Report Creation or Modification
- Support for existing Oracle integrations to carriers and third-party applications
- Low Complexity Enhancements
- Additional Oracle integrations

End user support of relevant business flow issues as they relate to Oracle Cloud Application functionality or gaps therein on the following:

- Leadership advisory services related to changes in business processes that result in potential changes to the application configuration
- Setup and configuration support for new modules
- Training for End User and/or Super User
- Training for Technical resources

System Administration for the Cloud applications, including but not limited to:

- Refresh or Maintenance Requests with Oracle
- Security Setup and definition

### **Projects and Grants Management**

- Support Departments with grant application workflows
- Match funding workflows
- Applications link to capital project request for budget
- Support parent/child relations for projects and sub-projects
- Support multiple-year projects and grants
- Provide security profiles troubleshooting: Owner, Manager/Administrator
- Standard workflow notification and approvals
- Project start and end date for eligible expenditures
- Project set-up troubleshooting for multiple funds and departments
- Multiple sub-levels of projects (Example: Design, Preconstruction, post construction, completed), to include any user-defined sub-levels
- Project budget set-ups

## **EPBCS**

EPBCS Support activities include the modules Workforce Planning, Financial planning of EPBCS, Capex and Projects. Some of the activities are as follows:

- Assist with ongoing training
- Support with budget planning and changes to integrations
- Additional reports/dashboards
- Triage issues with integration with ERP budgets and budgetary controls

## **EPBRS**

EPBRS Support activities for Narrative Reporting in Oracle Cloud, includes but is not limited to:

- Assist with ongoing training
- Supporting the end-to-end lifecycle of creating and managing Narrative Reports
- Troubleshooting or maintaining content libraries, report packages, and bursting definitions
- Additional reports/dashboards
- Triage issues with the connection between EPBCS & the financial cube
- Smart View setup and assistance

## **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 **50 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

- Lake Havasu will provide qualified and knowledgeable team members who can collaborate with Camptra on the modules specified in Section 3 Scope of Services to maintain day-to-day operations.
- Camptra will assign a Project Manager to facilitate coordination between Camptra and LHC resources on an as-needed basis
- LHC executive management will receive monthly support updates from Camptra showing case types, descriptions, hours, resources, and resolution timelines. Additional metrics can be provided by Camptra upon request of LHC management.

## 6 Termination of Statement of Work

In the event that either party wishes to terminate this SOW, the procedure documented in Section 3. Term and Termination of the Agreement will be followed. If the terminating party fails to provide the thirty (30) days written notice outlined in Section 3.2. Termination of Agreement of the Agreement, the terminating party must pay to the other party, the estimated costs for the aforesaid thirty (30) days or the remaining hours per this SOW, 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 in section 3 will be considered a change order. 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 commences.



## 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 **1500 hours total**.

#### Distribution of Cost Resources

Role	Hours	Rate (\$/hour)	Total Contract Budget	Minimum Hours Per Month
Managed Services – General Purpose Fund (includes all modules)	1500	\$100.00	\$150,000.00	80

A minimum of 80 hours per month must be billed. In the event that either Camptra or Client determine the minimum limit is not suitable, it can be amended through a Zero Dollar Change Order.\*

Total allocated budget cannot exceed **\$150,000.00**.

Total allocated hours cannot exceed **1500 hours**.

The 1500 hours must be used within the SOW period. Rollover may be allowed if the Client decides to extend the SOW for a minimum duration of 6 months.

\*Zero Dollar Change Order is a Change Order stated in Section 8 Change Orders which does not have any billing or financial cost associated with it.

### 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
<b>Priority 1</b> 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.
<b>Priority 2</b> 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.
<b>Priority 3</b> 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.
<b>Priority 4</b> 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 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]



## 12 Signatures

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**The Effective Date of this Statement of Work shall be Tuesday, July 1<sup>st</sup>, 2025.**

**Executed by Client:**  
**Lake Havasu City**

**Executed by:**  
**Camptra Technologies LLC.**

Authorized Signature  
Name: Jess Knudson  
Title: City Manager

Authorized Signature  
Name: Paulami Biswas  
Title: Managing Partner