# Statement of Work

# Oracle Cloud HCM Health Check and Add on Implementation Services

**Presented to**

# Contents

# 1 Introduction

This Statement of Work (hereafter to be referred to as "SOW") lays out the tasks and services to be provided by Camptra Technologies LLC (hereafter to be referred to as "Camptra") to Lake Havasu City (hereafter to be referred to as "LHC", "Client", or "Lake Havasu"). 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").

- LHC is interesting in implementation new modules and Health Check.
- LHC has approximately 610 employees.
- LHC is planning to implement Help Desk, Health & Safety, and Recruiting and Onboarding.

# 2 Overview & Implementation Timeline

LHC is engaging Camptra as the strategic advisor and systems integrator for their implementation of Oracle Cloud Services, which for the purposes of this document will be referred to hereafter as "Oracle Cloud". This SOW covers the services, applications, and modules that Camptra will provide, the scope, costs, and timelines of the same and the responsibilities to be assumed by LHC during the engagement. This project will be performed on a **fixed scope, fixed timeline, and fixed price basis**.

There are several factors that can affect this estimate incurred including project scope changes, changes in the timing of project activities, or the need to provide additional services. Additional or different scope, changes to assumption or any other items that may affect the implementation professional services fees or the technical services set forth above, if any, that emerge from either the development of the Project Plan, or the subsequent and ongoing project management process, will be brought to Client's attention as soon as possible and will not be incorporated without Client's prior approval of any associated additional costs or expenses.

The timeline to complete the implementation is as follows:

Start Date: 11/23/2022

End Date: 04/08/2024

One or more of the items listed in scope as outlined in Section 3 can be implemented concurrently.

## 2.1 Timeline Example
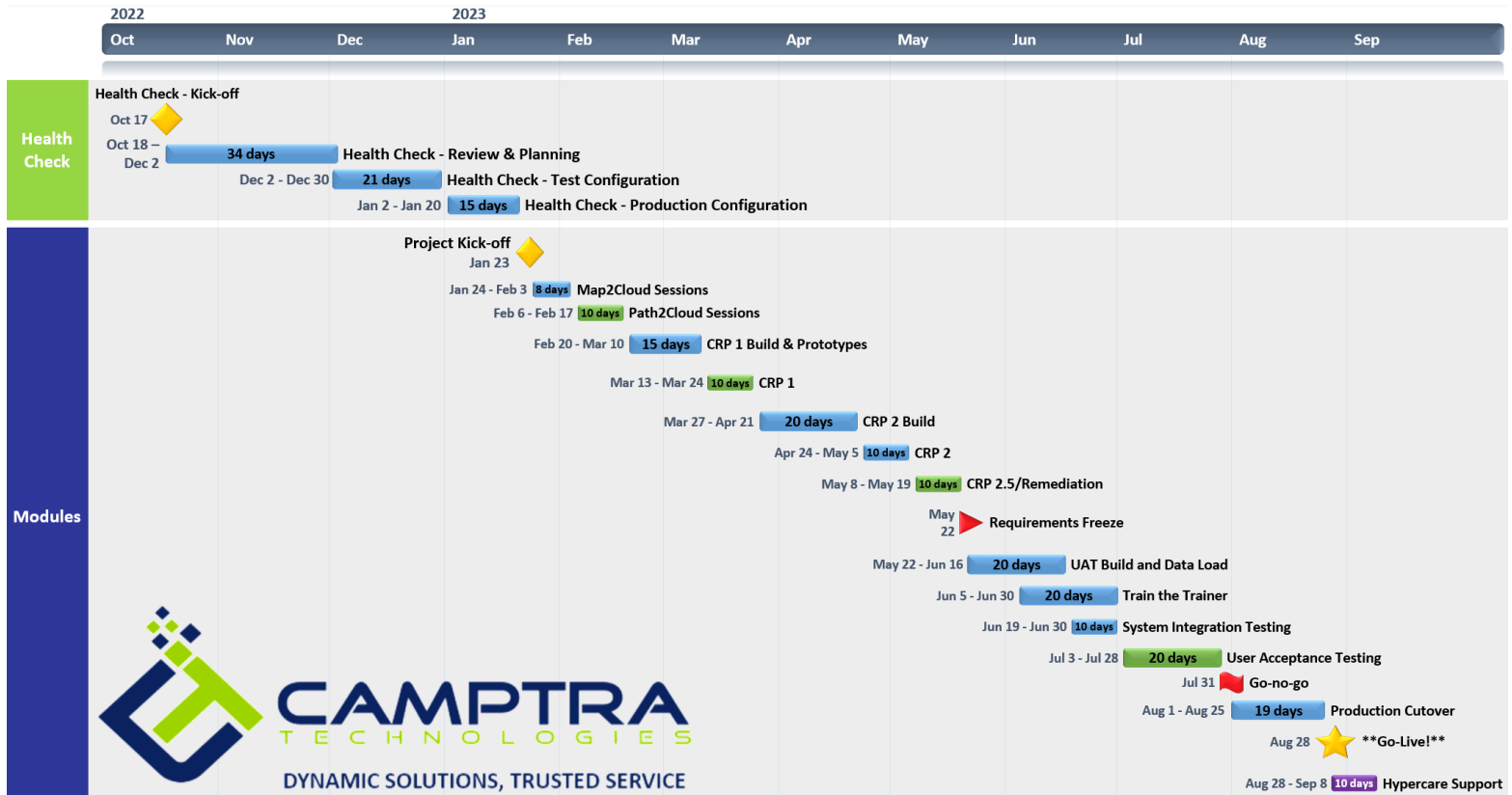


# 3 Scope and Description of Services

## 3.1 Cloud HCM Health Check, Training and Remediation Services

The SOW includes, but not limited to the following:

**HCM**

- Review of current jobs and positions and recommend new structure. The Client wants to move from its current pooled position model to a single incumbent model
- Redesign of position structure as agreed with the Client
- Realignment of grades to the new position structure
- Update employee assignment to reflect the new position-grade structure
- Implement up to 3 guardrails using Autocomplete functionality to reduce the possibility of incorrect data in the system (e.g. If Job FLSA Status is NONEXEMPT and Hourly Salaried is Salaried then trigger error Hourly-Salaried + FLSA are invalid!)
- Base pay rate clean-up
- Review current wage step progression set up and implement changes as required
- 8-10 hours of dedicated virtual training sessions with the users on topics provided by the Client

**Benefits**
- Review benefits element setup as its affecting payroll
- Deeper review of ongoing benefits issues such as:
  - Dependent without DOB or SSN or Gender
  - Employees Without Any Benefit
  - Employees with Unprocessed Life Events
  - Overall review of current recurring issues
  - Employees with Overridden Rates
  - Term Employee Still Enrolled in Benefits
  - Reverse Termination Impacted Benefits
  - Age Out Children

**Estimated Duration: 8 – 10 weeks**

## 3.2 Ongoing Training

### 3.2.1 Camptra in-app knowledge base

Our proprietary in-application Camptra Knowledge Repository contains Admin Guides, ESS and MSS Job Aids, and Training Videos for HCM modules. With its pre-built content repository curated by industry experts and the flexibility to customize content based on customer needs, Camptra's Knowledge Repository can be deployed in a short amount of time (4 weeks or less). Business transactions are standard for Oracle Cloud HCM therefore, having a pre-built repository can be extremely handy for business users during training as well as immediately after go-live.

## 3.3 Oracle Recruiting, Onboarding and Offboarding (Journeys) Implementation

**Oracle Recruiting Cloud**
- One (1) internal career site enabling English only
- One (1) external career site with one (1) landing page English only
- Up to four (4) Apply Flows (External, Internal)
- One (1) Partner Enablement for Background Check
- One (1) Candidate Selection Process with up to ten (10) candidate selection process (disposition) reasons
- Up to ten (10) prescreening questions
- One (1) Job Posting Location Hierarchy with up to ten (10) locations
- Up to three (3) offer letters
- Content Library:
  - One (1) Campaign Opt-in Statements
  - One (1) Employer Descriptions
  - Two (2) E-Signature Statement (Application, Offer)
  - One (1) Legal Disclaimer
  - Up to five (5) Recruiting Organization Descriptions
- Up to five (5) Interview Guides with up to five (5) questions per guide
- Up to five (5) user-defined data fields
- Up to ten (10) Requisition Templates
- Configuration of one (2) background check providers (HireRight or similar)

- o Develop up to four (4) custom reports and 1 dashboard
- o Conversion of up to 500 current candidates in current LHC system
- o Integration with LinkedIn (if applicable)

    **B. Oracle HCM Cloud – Preboarding & Onboarding**
- o One (1) onboarding process flow
- o Up to 10 onboarding forms. For fillable forms and e-signature, Camptra recommends the delivered integration with DocuSign
- o Up to five (5) Eligibility Profiles
- o Up to thirty (30) DFFs for forms

**Estimated Duration: 20-22 weeks for implementation plus 2 weeks of Hyper Care from the go-live date**

## 3.4 Oracle HR Helpdesk Implementation

This module allows employees to log HR and IT related cases. The HR team can manage these cases and include the applicable resources for resolution of the case.

Configuration Includes:
- o Setup of case categories
- o Conversion of Service Requests
- o Configuration of email workflow notifications
- o Setup of critical severity levels
- o Setup of channel types
- o Conversion of HR Policies
- o Identification of milestones
- o Setup of primary and secondary contacts for workflow
- o Enablement of case management tracking for non-core business cases (employment standards, legal cases, reduction in workforce, grievances, etc.)
- o All employees and managers should be able to view Time and Attendance and Absenteeism policies
- o Dashboard setups for Help Desk admins/managers

**Estimated Duration: 12-14 weeks for implementation plus 2 weeks of Hyper Care from the go-live date**

## 3.4 Oracle HCM Health & Safety Implementation

Oracle Workforce Health and Safety (part of Oracle Cloud HCM) provides organizations with the ability to manage environmental health and safety incidents effectively and simply. The entire process from reporting the incidents and hazards and capturing critical information, to conducting reviews, tracking KPIs, and automating follow up actions is dramatically simplified for all employees helping improve the overall safety of the workforce.

Configuration Includes:
- o Setup of case categories
- o Conversion of Service Requests

- Configuration of email workflow notifications
- Setup of critical severity levels
- Setup of channel types
- Conversion of HR Policies
- Identification of milestones
- Setup of primary and secondary contacts for workflow
- Enablement of case management tracking for non-core business cases (employment standards, legal cases, reduction in workforce, grievances, etc.)
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- Dashboard setups for Help Desk admins/managers

**Estimated Duration: 12-14 weeks for implementation plus 2 weeks of Hyper Care from the go-live date**

# 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.
- Upgrade of Oracle Cloud during the project (monthly/quarterly patch bundles for current releases are in-scope)
- Single Sign-On (SSO) between LHC's Active Directory (or other identity management solution) and Oracle Cloud. This is out of scope as the process to set up SSO can only be performed between LHC's system administrators and Oracle Support. Camptra will not have access to LHC's security infrastructure to facilitate SSO set-up.
- 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 (BPR) (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.

- NOTE: Some Oracle Cloud modules may be automatically installed as part of the basic installation process. Even if installed, any modules or business processes not listed as in-scope are considered out of scope and will not be configured or tested.

## 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. See Section 10, Change Orders, and Appendix B contains the Change Order Sample.

# 5 Infrastructure & Licensing Requirements

LHC will be responsible for procuring and maintaining all hardware environments and software licenses required before the start of this SOW and all through the duration of this contract. LHC maintains responsibility for the enforcement of the obligations of hardware and software vendors (including Oracle). The Client is responsible for any project delays caused by LHC's third-party vendor's products or services, including (but not limited to) unavailability of environments, patches or upgrades causing changes in functionality, bugs and performance issues.

The target software release for this implementation are:
HCM Cloud: Release 23 A,B,C

Monthly patch bundles (i.e., tax and compliance updates, bug fixes) deployed by Oracle for the above-mentioned release will be included as in-scope.

## 5.1 LHC Network, Files Sharing and Environment Access

LHC will provide Remote Access (subject to standard security procedures and protocols as disclosed in writing to and agreed upon by Camptra) to support Camptra resources when working off-site. Remote Access is defined as providing for Camptra personnel to access the Project environment from locations not on-site at the Project through 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 Project) for Camptra personnel, including those working off-site, as needed to meet Project requirements. LHC will provide the necessary remote connection security solutions to protect the Client's information and Camptra will use such security solutions.

## 5.2 Camptra Secured Drive

Unless otherwise specified by LHC, all data conversion files will be securely transferred and stored in Camptra Secured Drive. The Camptra team will provide additional instructions regarding the file transfer process. If LHC has their own secured location for storing data files, Camptra will accommodate such request as a part of this SOW.

## 5.3 Additional LHC Infrastructure Requirements

Additionally, LHC will:
- Provide customary office facilities for the Camptra team while working on-site including physical workspace, telephone lines, internet connection, conference rooms, and building access. Under the

current situation (pandemic), Camptra will not allow it's consultants to travel to Client-site. This will be reviewed periodically and Camptra will inform LHC if any changes happen to its travel policy.

- Ensure that all LHC workstations and network capabilities are compatible with Oracle Cloud.
- Provide Camptra with full administrator access to the Oracle Cloud production/non-production environments until the warranty period.
- Grant permission for Camptra to log Service Requests (SR) with Oracle on LHC's behalf to perform any tasks or resolve any issues related to the implementation or support functions. LHC retains responsibility for any costs related to SR's logged on their behalf to meet project deliverables or to resolve any support issues.
- Provide Camptra users with on-site and remote access to any other project-related servers, collaboration (i.e., SharePoint) tools etc. Access must:
  - Use a secure encrypted connection to allow remote access (i.e., VPN, https, etc.)
  - Prevent transfer of data outside of LHC network/firewall and/or limit transfers to approved locations (i.e., third-party vendor sites, externally hosted sites) including Oracle Cloud environments
  - Require individual user IDs and passwords for each Camptra user to gain access and limit access to that required for the given project role on the project (i.e., access to only certain areas within a system, such as read only vs. read/write)
- Complete all system/access requests within two (2) business days.

## 5.4 Recording Retention

Camptra may record certain sessions throughout the implementations for internal review. Such recordings will be shared with LHC for reference purpose as deemed necessary by Camptra. Any training sessions recorded will be shared with LHC for download purposes. LHC is encouraged to download such training session recordings within 7 days of sharing the download link. All recordings are owned by Camptra and it may delete the recordings at its own discretion.

## 5.5 Client Staff

- LHC will provide qualified and knowledgeable team members at the required staffing levels and according to the timeline with the business and technical skills required as defined
- Camptra will provide a Project Manager to help with coordination efforts and ensure quality control on the process

# 6 Project Team Organization

## 6.1 Joint Project Team Structure

The success of this project hinges on a joint effort between the LHC team and the Camptra team. The following diagram lays out the roles and relationships within the joint team structure. Each role is elaborated on in the sections below.
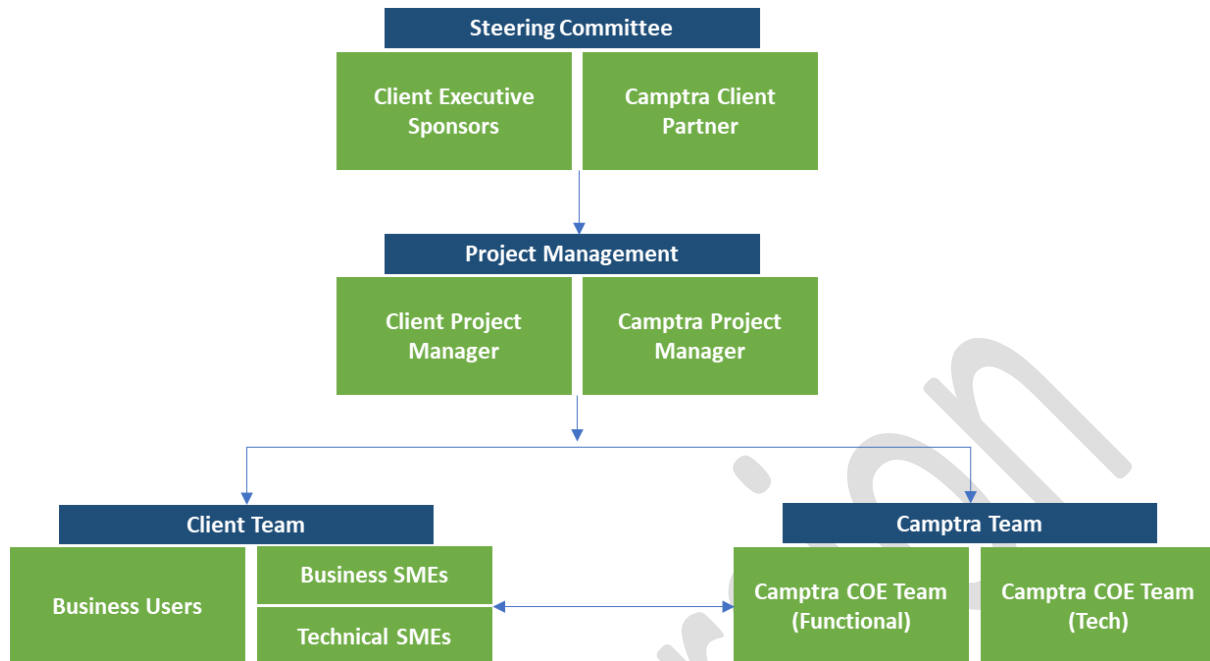
## 6.2 Steering Committee

The Steering Committee is a joint committee with representatives from both LHC and Camptra. The main purpose of the Steering Committee is to provide overall project direction and leadership to the project team and to resolve any issues that could not be resolved at the project manager level. Executive Sponsors (business and IT) from all areas affected by the project must mandatorily be part of the Steering Committee. Additionally, the project managers from LHC and Camptra and the LHC key stake holders/decision makers participating in the project must be active participants of the Steering Committee.

## 6.3 Camptra's Roles & Responsibilities

The table below outlines Camptra's project roles and responsibilities.

| Role | Responsibilities |
| --- | --- |
| **Client Partner** | The Client Partner provides executive oversight from Camptra, acts as the escalation point for issues which cannot be resolved at the Project Manager level, participates in the Steering Committee and acts as a strategic advisor to LHC. |
| **Project Manager** | The Project Managers are responsible for day-to-day execution of the project, status reporting, contract management, resource planning and project planning and communication. They also provide regular status reports and end-to-end overviews of successful project delivery. |
| **Camptra COE Team (Functional)** | One or more Functional Leads (depending on the number and breadth of modules) will be assigned. They are responsible for managing work allocation, assessing the quality of deliverables from the delivery Team, working directly with Project Managers and the Client team to demonstrate system capabilities, gathering requirements for configuration, and providing input to Client decisions on how the system should be |

| | configured to best meet the needs. They will also coordinate with the functional team for configurations, unit testing etc. as well as the technical team for development of conversions, integrations, customizations etc. |
|---|---|
| **Camptra COE Team (Technical)** | This team is responsible for the overall technical architecture and overseeing the development and testing of all conversions, integrations, custom reports, workflows, and any other technical configurations/customizations. |
| **Analyst** | The Analyst will provide Functional Analysis, Security Specialists, Technical SMEs, and Analysis. Camptra Team will engage directly with Camptra COE and carry out all configuration, development, and technical tasks. |

## 6.4 LHC Roles and Responsibilities

The success of this project hinges on a joint effort between the LHC team and the Camptra team. Camptra will not be able to complete the project without the active participation of the core LHC team. Specific tasks will be included in the project plan and discussed during project meetings. The table below highlights the LHC project responsibilities.

| Role | Responsibility |
|---|---|
| **Executive Sponsor** | The Executive Sponsor will provide overall Executive oversight of the engagement, preside over the project Steering Committee and be available to Camptra Executive on an as-needed basis for account status and high-level reporting. They will also engage a core team to represent all impacted legal entities, business units, departments, functions etc. who are knowledgeable about current business processes and empowered to make decisions on behalf of **LHC** to work with Camptra at relevant points within the project. An Executive Sponsor for each area of **LHC** organization impacted by this SOW (business and IT) is required. |
| **Project Manager** | Before the start of the engagement **LHC** will designate a person (Project Manager) to whom Camptra communications will be addressed and who holds the authority to represent **LHC** in all aspects of the engagement. The role is responsible for managing Client resources and ensuring that their tasks are completed in accordance with the project plan. |
| **Business Process SMEs** | The SMEs will provide **LHC-**specific business process knowledge and requirements to the Camptra team, make application/module configuration and other key project decisions in a timely manner and in line with the project plan. The SMEs also provide all information regarding all statutory/regulatory requirements during the Prepare phase of the project. SMEs will also participate in system-testing activities and sign-off test results, participate in Knowledge Transfer sessions, and become the "go-to" team for post implementation questions. One primary and one backup Business Process SME need to be assigned as the owner of each module. The same individual can be the Business Process SME for multiple modules. However, it is strongly recommended that each individual cover a maximum of two modules to avoid impacts to the project timeline. |
| **Technical SME** | The Technical SME will provide functional/technical knowledge along with conversion/integration files from non-Oracle Cloud systems, participate in Design Review sessions and Knowledge Transfer sessions, and coordinate Camptra access, environments, and network support for the project team. |

Delays in completion or quality of the above responsibilities may adversely impact the project. Any such delays will be escalated to the LHC Project Manager and Steering Committee as needed and may affect project timeline/cost (to be handled through the Change Order process as outlined in Sections 4.2 and 10).

## 6.5 Project Responsibilities and Deliverables

The table below lists the key project deliverables and activities for the combined Camptra and LHC team, as well as the roles of Camptra and LHC related to each item.

**Roles**

**O = Owner**

**A = Approver**

**C = Contributor**

**I = Informed**

| Deliverable/Activity | Details | Camptra | LHC |
|---|---|---|---|
| Implementation Project Plan | Listing of tasks, owners, durations, start/end dates, dependencies, and predecessors maintained in Camptra Project Portal. | O | C, A |
| Administrative Guides | Generic guides for the LHC team outlining how to perform functional tasks for the Oracle modules | O | I |
| Camptra Project Portal Training | Education for the LHC team on the methodology, the project plan and how the Camptra Project Portal will be used to manage the project. | O | A |
| Configuration Workbooks | Workbooks capturing functional requirements on how the system is to be configured. | O | C, A |
| Project Team Training Plan | Document outlining the tasks and steps for training and knowledge transfer to the LHC project team. | O | A |
| Data Conversion & Load Files | Data files containing data for application setup and conversion of transaction history such as enterprise structure, workforce structure and employees. Data is to be provided in the specific format as given by Camptra as the HDL compatible format. This will be needed for Development, Testing and Production Cutover | I | O, A |
| Data Quality Corrections | Use error messages from Oracle Cloud to identify and correct data issues in the Data Conversion and Load Files | I | O, A |
| Unit Test the Configuration | Application configuration testing to confirm the application functions as per the requirements in approved workbooks. ** | O, A | C, I |

| Deliverable/Activity | Details | Camptra | LHC |
|---|---|---|---|
| Post Warranty Period Support Plan | A plan that documents the LHC support strategy for handling technical, functional, and training-related questions and issues after Camptra's Warranty period has ended. | C, I | O, A |
| System Integration Test Plans – External Systems (to include acceptance criteria) | Document that defines specific data and/or processes required to confirm data transfer into or out of Oracle Cloud is working per requirements. ** | C, I | O, A |
| System Integration Testing – External Systems | Execution of automated data transmissions that bring data into or out of Oracle Cloud. ** | C, I | O, A |
| System Integration Testing – Cross Module | Testing of Oracle Cloud modules and whether they are working together properly. ** | O, A | C, I |
| User Acceptance Test Plan | A Test plan that outlines resources, scenarios, dates, durations etc. to be involved in the User Acceptance Testing process. ** | C, I | O, A |
| User Acceptance Test Scenarios and Test Scripts | Documentation that defines customer business scenarios to be executed during User Acceptance Testing. ** | C, I | O, A |
| User Acceptance Testing Execution | Execution of User Acceptance Testing. ** | C, I | O, A |
| User Acceptance Testing Issue resolution | Interactive discussions of proposed resolutions and tracking via Issues Log. Rectifying errors resulting from User Acceptance testing. ** | O, A | C |
| Production Cutover Plan | Detailed plan listing out the tasks, owners, dependencies, and approximate times needed to migrate to production and go-live. | O | A, C |
| Production Go/No-Go Decision | Review of User Acceptance Testing results to determine whether the system is ready to migrate to production. ** | C, I | O, A |
| Roll Out and Communication Plan | A plan that documents the deployment and launch to end users. Should cover resources, responsibilities, training, and support plans. | I | O, A |
| Production Readiness Signoff | Acceptance and Acknowledgement that the Production migration is complete and is working as expected. | C | O, A |
| Warranty | Fix issues logged where the production environment does not function as per the requirement. | O | A, C |

**See Section 3.1.11 Testing for additional details and responsibilities.

## 6.6 Project Communications

- A weekly project status review meeting will be conducted during the project execution. The schedule for the meetings will be finalized during the first week of the project and will be a joint responsibility between the Camptra and LHC project managers.
- A weekly status report will be provided detailing the tasks completed for the week along with issues/risks if any. Status reports will be available for the Client to access from within the Camptra Project Portal. Appendix A contains the Status Report Sample.
- Issues and risks will be tracked within the Camptra Project Portal. Timely updates are needed from both Camptra and LHC team members assigned. No issues or risks lists will be maintained outside of the Camptra Project Portal.
- All open escalations and issues not resolved at the Project Managers (PM) level will be determined by the PMs and presented before the Steering Committee. Other key project activities, issues, required decisions, and progress will be reported to the Steering Committee on a timely basis.
- The Steering Committee will meet at least once a month with additional meetings as needed to resolve any issues that may arise. The Project Managers will coordinate the specific schedule at the beginning of the project. The Executive Sponsors, project manager and key team members/decision makers from LHC are required to participate in the Committee meetings. The project may be stopped if either party declines to participate in the Committee meetings.
- Project Tollgates will be a formal review and sign-off by both LHC and Camptra at certain points during the project. At these points, an assessment will be made to confirm that both parties have completed their tasks/work products needed for the project to continue. LHC will confirm/accept the progress made to that point and specify the list of items that have not been completed by Camptra. Camptra's Project Management Office will suspend work on the project until appropriate signoffs and work products have been confirmed.

## 6.7 Escalation Points

The following list summarizes the escalation points for project issues, decisions, and other matters.
- First Level project issues are escalated to both the LHC Project Manager and Camptra Project Manager.
- Second Level project issues are escalated to the Steering Committee.
- Third Level project issues are escalated to the LHC Executive Sponsor and the Camptra Client Partner.

## 6.8 Work Locations

Camptra will work under this SOW from LHC's facilities and remote locations including Camptra's offices in Plano, TX, Hyderabad (India) and Ahmedabad (India). Trips to LHC's locations will be kept to a minimum to bring down travel costs.

## 7. Term and Termination

The termination of this Agreement is to be governed by the Terms and Conditions laid out and mutually agreed upon by Camptra and LHC under the Master Services Agreement, effective from April 1st, 2020.

# 8 Remote access

LHC will provide Remote Access (subject to its standard security procedures and protocols as disclosed in writing to and agreed upon between LHC and 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 the 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 Camptra 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.

# 9 Camptra Methodology Overview

Camptra will follow its proprietary Oracle Cloud implementation methodology using pre-built tools and templates as needed to efficiently complete the project within the planned timeline. Deviations from the Camptra methodology or requests for changes/additions to the tools, templates and planned deliverables will require a mutual agreement between Camptra and LHC Project Managers. Such deviations and/or requests may result in a change to project timeline and cost.

Each implementation will be broken into multiple phases:
1. Design
2. Prototype
3. Build
4. Multiple Conference Room Pilots
5. Training
6. User Acceptance Testing
7. System Integration Testing
8. Deploy to Production
9. Hyper Care

# 10 Change Orders

Any change requested by LHC after sign-off and 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.

# 11 Engagement Costs

## 11.1 Engagement Model
This SOW is based on Camptra's optimized and efficient delivery approach leveraging the experts from the US team as well as the offshore team.

## 11.2 Professional Services Fees

Below are the fees and expenses for each item listed under Section 3 Scope and Description of Services. A detailed breakdown of payment per milestone will be generated when the module specific timeline is created."

| Scope Item | Fee | Travel Expense |
|---|---|---|
| Cloud HCM Health Check, Training and Remediation Services | $45,700.00 | $5000.00 |
| Oracle Recruiting, Onboarding and Offboarding (Journeys) Implementation | $96,200.00 | $8000.00 |
| Oracle HR Helpdesk Implementation | $43,000.00 | nil |
| Oracle HCM Health & Safety Implementation | $41,300.00 | nil |
| **Total** | **$226,200.00** | **$13,000.00** |

| Ongoing Training Offering | Annual Fee | Initial Setup Fee |
|---|---|---|
| Camptra In-app Knowledge Base | $8,500.00 | $2000 - $3000 |

## 11.3 Travel Expenses

LHC will pay reasonable actual expenses incurred by Camptra team members for all project-related travel. Travel costs will be invoiced on a weekly basis for the actual costs incurred during the previous week. In some cases, travel from previous weeks may also be included to cover any travel costs that could not be submitted and approved in time to be included in the relevant month's invoice. Payment terms for travel expenses are net 15 days. Appendix F Standards for Consultant Travel and Expenses includes an outline of Camptra's travel and expense policy as incorporated into this SOW.

# 12 LHC Key Contacts

Please provide the key contact's name for escalations and SOW contract information and the primary accounts-payable point-of-contact to whom invoices, and AP questions related to this SOW should be directed:

| PRIMARY CONTACT NAME: | Bobbie Kimelton |
|---|---|
| PRIMARY CONTACT TITLE | Director of Human Resources |
| TELEPHONE: | 928-854-0763 |
| EMAIL ADDRESS: | kimeltonb@lhcaz.gov |
| MAILING ADDRESS: | 2330 N. McCulloch Blvd. Lake Havasu City, AZ 86403 |

| ACCOUNTS PAYABLECONTACT NAME: | accountspayable@lhcaz.gov |
|---|---|
| ACCOUNTS PAYABLE CONTACT TITLE | Accounts Payable-Finance Specialist or Sr. Accountant |
| TELEPHONE: | 928-855-2116 ext 4101 |
| EMAIL ADDRESS: | AccountsPayable@lhcaz.gov |
| MAILING ADDRESS: | 2330 N. McCulloch Blvd. Lake Havasu City, AZ 86403 |

# 13 Signatures

**Executed by Customer:**
**Lake Havasu City**
Authorized
Signature
Name:
Title:

**Executed by:**
**Camptra Technologies**
Authorized
Signature
Name:     **Paulami Biswas**
Title:      President

# 14 Appendix A – Change Order Template

**CAMPTRA**

**PO CHANGE ORDER - REQUEST FORM**

| | | | |
|---|---|---|---|
| **PROJECT NAME** | | | |
| **PROJEC NUMBER** | | | |
| **CHANGE REQUEST NUMBER** | | | |
| **NAME OF CLIENT** | | | |
| **CLIENT SITE** | | **EFFECTIVE DATE OF CONTRACT** | |
| **PROJECT MANAGER CAMPTRA** | | **CLIENT PROJECT MANAGER** | |
| **CUSTOMER REQUESTED** | YES/NO | **PROJECT SPONSOR:** | |
| **DATE OF REQUEST** | | **CR SIGNED IN DATE** | |

**STATUS**

| OPEN | INVESTIGATED | ASSIGNED | RESOLVED | DEFERRED | APPROVED | NO ACTION |
|---|---|---|---|---|---|---|
| | | | | | | |

| CHANGE REQUEST OVERVIEW | |
|---|---|
| **REASON FOR CHANGE** | |
| **DETAILS OF CHANGE** | |
| **DELIVERABLES MILESTONES** | |
| **ADDITIONAL INFORMATION** | |

# 15 Appendix F - Standards for Consultant Travel and Expenses

Camptra consultants travelling to LHC locations for the project will arrange for their own travel and accommodation wherever possible. Camptra adheres to industry standards for travel, assuring cost-efficiencies wherever possible.

**Actual Costs:** All travel and living expenses are billed for the actual costs incurred. Copies of receipts are retained for all expenses greater than $75.00.

**Airfare:** Airfare is the cost of one round-trip coach fare as per the following rules:
- If travel originates and ends at the same location, the Client pays the total fare.
- If travel is between Client sites, each Client pays one half of the fare between the two sites.
- Business class may be booked for international flights where a single leg of the journey is more than 5 hours of scheduled flight time.

Reservations and ticketing are made as early as possible using discounted, advance bookings to obtain a reasonable fare. The Client assumes the risk of the cost of any penalties due to cancellations as a result of Client's changes in consultants' schedules. LHC assumes the cost for any penalties arising from LHC requested schedule changes.

**Lodging:** Lodging is acquired near the Client's offices or other designated work location at a price agreeable to the Client and consistent with standard rates for the area. Consultants use the Client's corporate rate at designated hotels whenever possible.

**Meals:** Client is billed for the cost of reasonable meal expenses incurred during travel. Daily maximum will not exceed the then current CONUS and International CONUS tables published by the Department of Defense, which includes all meals, tips, and incidental expenses. If multiple consultants are dining together, one consultant may pay the bill and submit a group meal. The other consultants may not submit a meal expense for the same meal if they were included in the group meal.

**Car Rental:** Car rental is for a four-door mid-sized car. Consultants will attempt to share transportation whenever possible.

**Taxis/Trains/Ground Transportation:** Client will be billed for the cost of taxi, bus, shuttle, or train fare to the Client's offices. Consultants will attempt to use the most cost- and time-effective means for commuting to the Client's site.

**Parking/Tolls:** Client will be billed for the cost of parking and tolls associated with transportation to the Client's site, along with airport parking and mileage to and from the airport.

**Mileage:** Mileage will be billed at the current published IRS mileage rate.