


Purchase Order #: 69671  Hospital: YUKON HOSPITAL CORPORATION #5 HOSPITAL ROAD WHITEHORSE, YUKON Y1A 3H7 GLOBAL LOCATION NUMBER:	Vendor: Y005939 KRONOS CANADIAN SYSTEMS INC. 3535 QUEEN MARY ROAD SUITE 650 MONTREAL, QC H3V 1H8	Date: 02/02/21 Status: OPEN Buyer: MM,KGE - EDWARDS, Ken Type: REGULAR CAPITAL  Page: 1
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Ship To: #5 HOSPITAL ROAD WHITEHORSE, YT Y1A 3H7  VIA: Exp Del: 03/05/21	Invoice To: ATTN: ACCOUNTS PAYABLE #5 HOSPITAL ROAD WHITEHORSE, YUKON Y1A 3H7  Vendor Acct #:	Terms: INV NET1 FOB: Contact: ALYSON PEARCE VENDOR'S REG #:  Phone: (604) 345-5095
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LINE	ITEM #	VEND'S CATLG MFR'S CATLG GTIN	DESCRIPTION	PACKAGING MANUFACTURER	QTY UP	PRICE	EXT COST	TAX GST TAX DEPT or INVEN DELIVER TO	G/L ACCOUNT
1	0023103	9990002-ONL	CONSULTING FEES	EA	52200 EA	1.0000	52200.00	GST Y N INFORMATION HIS	011.305.86400
ADDITIONAL CONSULTANT SUPPORT 261 HOURS AT \$200 PER HOUR									
Comments:  *** PO EMAILED TO ALYSON PEARCE						SUBTOTAL: 52200.00 GST: 2610.00 TOTAL: 54810.00			

Vendor:  1. INCLUDE IN ALL SHIPMENTS A PACKING SLIP SHOWING CONTENTS AND PURCHASE ORDER NUMBER. 2. SHOW OUR ORDER NUMBER ON ALL INVOICES, PACKAGES, SHIPPING PAPERS, AND CORRESPONDENCE. 3. RENDER INVOICES IN DUPLICATE. 4. PURCHASE ORDER IS SUBJECT TO ALL TERMS AND CONDITIONS AS PROVIDED TO THE VENDOR.	By:  Authorized Signature
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## PROJECT CHANGE ORDER FORM

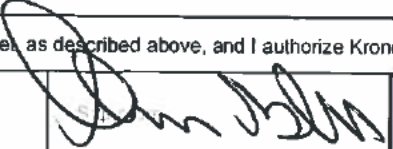
<b>Customer Name</b>	YUKON HOSPITAL CORPORATION	<b>Solution ID</b>	6166573
<b>Bill-to</b>	6166573 YUKON HOSPITAL CORPORATION 5 HOSPITAL RD WHITEHORSE YT Y1A-3H7 CA	<b>Ship-to</b>	6166573 YUKON HOSPITAL CORPORATION 5 HOSPITAL RD WHITEHORSE YT Y1A-3H7 CA
<b>Customer Contact</b>	MARC BOUCHARD	<b>Phone</b>	867-393-8930
		<b>Email</b>	MARC.BOUCHARD@WGH.YK.CA
<b>Payment Terms</b>	Net 30 Days	<b>Customer Purchase Order</b>	
<b>Kronos Practice</b>	PS Western - Canada 20435	<b>Sales Person</b>	Alyson Pearce
<b>Project #</b>	49350	<b>Operating Unit / Currency</b>	KRONOS CA OU / CAD
<b>New Task Required</b>	No	<b>New Order Required</b>	No

### Project Budget Impact

Billing Role	Item	UOM	Contract Type	Previous Order #	Qty Minus Decreases	Rate	Ext Amount
Integration Consultant	9990002-ONL	HR	Estimate		32	200.00	6,400.00
Kronos Consultant	9990002-ONL	HR	Estimate		165	200.00	33,000.00
Technology Consultant	9990002-ONL	HR	Estimate		32	200.00	6,400.00
Project Manager	9990002-ONL	HR	Estimate		32	200.00	6,400.00
<b>Totals</b>					261.00		52,200.00

Amounts exclude tax

### Authorization Signatures

(I authorize the change to the Kronos Project Budget, as described above, and I authorize Kronos to invoice for the amount applicable.)			
Customer Project Manager		Date	Jan 25, 2021

### Comments

Change order for additional deployments support, additional configuration & rebuild, configuration of 58 additional pay groups, Accrual policies, Schedule Import and GL changes to Integration which were out of original scope.
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### Order Management Internal Use Only

If Change Order processed please check box	<input type="checkbox"/>	Date	
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Purchase Order #: 69594 <i>Rev Apr 23/21</i> Hospital: YUKON HOSPITAL CORPORATION #5 HOSPITAL ROAD WHITEHORSE, YUKON Y1A 3H7 GLOBAL LOCATION NUMBER:	Vendor: Y005939 KRONOS CANADIAN SYSTEMS INC. 3535 QUEEN MARY ROAD SUITE 650 MONTREAL, QC H3V 1H8	Date: 27/01/21 Status: BACKORDER Buyer: MM.DGD - DESJARDINS, Denis Type: REGULAR CAPITAL Page: 1
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Ship To: #5 HOSPITAL ROAD WHITEHORSE, YT Y1A 3H7  VIA: Exp Del: 11/02/21	Invoice To: ATTN: ACCOUNTS PAYABLE #5 HOSPITAL ROAD WHITEHORSE, YUKON Y1A 3H7  Vendor Acct #:	Terms: INV NET1 FOB: Contact: ALYSON PEARCE Phone: (604)345-5095 VENDOR'S REG #:
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LINE	ITEM #	VEND'S CATLG MFR's CATLG GTIN	DESCRIPTION	PACKAGING MANUFACTURER	QTY UP	PRICE	EXT COST	TAX GST TAX DEPT or INVEN DELIVER TO	G/L ACCOUNT
1	0031955	WORKFORCE	WORKFORCE EMPLOYEE MGT, KRONOS EA  INCLUDES: 50EA - WORKFORCE TIMEKEEPER V8 50EA - WORKFORCE EMPLOYEE V8 50EA - WORKFORCE INTEGRATION MANAGER V8 50EA - ABSENSE MANAGER V8	EA	1 EA	6075.0000	6075.00	GST Y N INFORMATION HIS	011.305.86400
2	0023276	GOLD SUPPORT	SERVICE  1YR - GOLD SUPPORT SERVICE	EA	1 EA	1336.5000	1336.50	GST Y N INFORMATION HIS	011.305.86400
3	0031955	WORKFORCE	WORKFORCE EMPLOYEE MGT, KRONOS EA  ADDITIONAL 50 WORKER AND MANAGER LICENSES 100 WORKFORCE SCHEDULER V8 100 MOBILE EMPLOYEE V8	EA	1 EA	14694.0000	14694.00	GST Y N INFORMATION HIS	011.305.86400
4	0023276	GOLD SUPPORT	SERVICE  1 YR GOLD SUPPORT FOR ADDITION LINCSES (LINE 3)	EA	1 EA	3232.6800	3232.68	GST Y N INFORMATION HIS	011.305.86400

Comments: *** PER QUOTE 679111-1 BY ALYSON PEARCE - JAN 15, 2021 *** SOLUTION ID: 6166573 <i>+ 684281-1 - Apr 21/21</i> *** TO FOLLOW THE SAME T&C OUTLINED IN THE DEC 16/19 CUSTOMER AGREEMENT *** PO EMAILED TO ALYSON - Alyson Pearce <alyson.pearce@ukg.com>	SUBTOTAL: 25338.18 GST: 1266.91 TOTAL: 26605.09
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Purchase Order #: 69594

Hospital: YUKON HOSPITAL CORPORATION  
#5 HOSPITAL ROAD  
WHITEHORSE, YUKON  
Y1A 3H7  
GLOBAL LOCATION NUMBER:

Vendor: Y005939  
KRONOS CANADIAN SYSTEMS INC.  
3535 QUEEN MARY ROAD  
SUITE 650  
MONTREAL, QC H3V 1H8

Date: 27/01/21  
Status: BACKORDER  
Buyer: MM.DGD - DESJARDINS.Denis  
Type: REGULAR CAPITAL

Page: 2

LINE	ITEM #	VEND'S CATLG MFR'S CATLG GTIN	DESCRIPTION	PACKAGING MANUFACTURER	QTY UP	PRICE	EXT COST	TAX GST TAX DEPT or INVEN DELIVER TO	G/L ACCOUNT
Vendor:									
1. INCLUDE IN ALL SHIPMENTS A PACKING SLIP SHOWING CONTENTS AND PURCHASE ORDER NUMBER.									
2. SHOW OUR ORDER NUMBER ON ALL INVOICES, PACKAGES, SHIPPING PAPERS, AND CORRESPONDENCE.									
3. RENDER INVOICES IN DUPLICATE.									
4. PURCHASE ORDER IS SUBJECT TO ALL TERMS AND CONDITIONS AS PROVIDED TO THE VENDOR.									
						By: _____ Authorized Signature			

*Denis Desjardins*  
27/01/21



## ORDER FORM DETAIL

Quote#: 684281 - 1  
Expires: 30-JUN-2021  
Sales Executive: Pearce, Alyson

Order Type: Upgrade CA  
Date: 21-APR-2021  
Page: 1/2

**Bill To:** YUKON HOSPITAL CORPORATION  
5 HOSPITAL RD  
WHITEHORSE  
Y1A-3H7, YUKON  
Canada

**Ship To:** Attn: MARC BOUCHARD  
YUKON HOSPITAL CORPORATION  
5 HOSPITAL RD  
WHITEHORSE  
Y1A-3H7, YUKON  
Canada

**Solution ID:** 6166573

**Contact:** MARC BOUCHARD  
**Email:** Marc.Bouchard@wgh.yk.ca  
**Ship To Phone:** 8673938930

**Payment Terms:** N30  
**Currency:** CAD  
**Customer PO Number:** 12594

**FOB:** DESTINATION  
**Ship Method:**  
**Freight Term:** Prepay & Add

**Order Notes:**

This order is subject to the terms and conditions of that certain Sales, Software License and Services Agreement between Kronos and Customer dated December 16, 2019.

Your Kronos solution includes:

### SOFTWARE

Item	License/Qty	Total Price
WORKFORCE TIMEKEEPER V8	50	2,160.00
WORKFORCE MANAGER V8	15	2,819.40
WORKFORCE EMPLOYEE V8	50	1,485.00
WORKFORCE SCHEDULER V8	100	4,860.00
WORKFORCE ABSENCE MANAGER V8	50	1,890.00
WORKFORCE INTEGRATION MANAGER V8	50	540.00
WORKFORCE MOBILE EMPLOYEE V8	100	540.00
WORKFORCE MOBILE MANAGER V8	15	399.60
<b>Total Price</b>		<b>14,694.00</b>

\*Includes applicable software media

### SUPPORT SERVICES

Item	Duration	Total Price
GOLD SUPPORT SERVICE	1 YR	3,232.68
<b>Total Price</b>		<b>3,232.68</b>

\*Support values listed above are total for all applicable products in each section of this order form

### QUOTE SUMMARY

Description	Total Price
Subtotal	17,926.68
Deposit	0.00
Tax	896.34
<b>Grand Total</b>	<b>18,823.02</b>



**YUKON HOSPITAL CORPORATION**Signature: Ted HarrisonName: Ted HarrisonTitle: IS Project ManagerEffective Date: 21/04/21**Kronos Canadian Systems Inc.**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

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

Invoice amount will reflect deposit received. All professional services are billed as delivered with a payment term of Net Upon Receipt. Unless otherwise indicated above, this order is subject to the attached terms and conditions which the customer acknowledges have been read. THIS ORDER IS SUBJECT TO APPLICABLE TAXES. THE TAX AMOUNT SHOWN ON THIS ORDER IS ONLY AN ESTIMATE. THE ACTUAL TAX AMOUNT TO BE PAID BY CUSTOMER WILL BE SHOWN ON CUSTOMER'S INVOICE. The JBoss® Enterprise Middleware components embedded in the Software are subject to the End User License Agreement found at [http://www.redhat.com/licenses/jboss\\_eula.html](http://www.redhat.com/licenses/jboss_eula.html). Shipping and handling charges will be reflected on the final invoice. If you are tax exempt; please provide a copy of your "Tax Exempt Certificate" with your signed quote.

<b>Purchase Order #: 0001126</b>  <b>Hospital:</b> YUKON HOSPITAL CORPORATION 5 HOSPITAL ROAD WHITEHORSE, YT Y1A 3H7	<b>Vendor:</b> Y005939 KRONOS CANADIAN SYSTEMS INC. 3535 QUEEN MARY ROAD SUITE 650 MONTREAL, QC H3V 1H8	<b>Date:</b> 18/08/21 <b>Status:</b> OPEN <b>Buyer:</b> DGDJSJAR - Denis Desjardins <b>Type:</b> REGULAR CAPITAL
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Page: 1

<b>Ship To:</b> 5 HOSPITAL ROAD WHITEHORSE, YT Y1A 3H7  <b>GLOBAL LOCATION NUMBER:</b>  <b>VIA:</b> <b>Exp Del:</b> 18/08/21	<b>Invoice To:</b> 5 HOSPITAL ROAD WHITEHORSE, YT Y1A 3H7  <b>Vendor Acct #:</b>	<b>Terms:</b> INV NET1 <b>POB:</b> <b>Contact:</b>  <b>VENDOR'S REG #:</b>
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LINE	ITEM #	GTIN	DESCRIPTION	QTY UP	PRICE	EXT COST	TAX GST	G/L ACCOUNT
		VEND'S CATLG	PACKAGING					
		MFR'S CATLG	MANUFACTURER					
1	0010858		CONSULTING FEES	42 EA	200.0000	8400.00	GST Y N	101.310.8640000
		SOLUTION# 6166573	EA					YHC CAPITAL IHEALTH
			RESOLVE AND DOCUMENT KRONOS TO PAYROLL INTEGRATION					

<b>Comments:</b>  *** SOLUTION ID# 6166573	<b>SUBTOTAL:</b> 8400.00 <b>GST:</b> 420.00 <b>TOTAL:</b> 8820.00
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<b>Vendor:</b>  1. INCLUDE IN ALL SHIPMENTS A PACKING SLIP SHOWING CONTENTS AND PURCHASE ORDER NUMBER. 2. SHOW OUR ORDER NUMBER ON ALL INVOICES, PACKAGES, SHIPPING PAPERS, AND CORRESPONDENCE. 3. RENDER INVOICES IN DUPLICATE. 4. PURCHASE ORDER IS SUBJECT TO ALL TERMS AND CONDITIONS AS PROVIDED TO THE VENDOR.	<b>By:</b> _____ Authorized Signature
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## PROJECT CHANGE ORDER FORM

<b>Customer Name</b>	YUKON HOSPITAL CORPORATION - 6166573	<b>Solution ID</b>	6166573
<b>Bill to</b>	6166573 YUKON HOSPITAL CORPORATION 5 HOSPITAL RD WHITEHORSE, YUKON Y1A-3H7	<b>Ship to</b>	6166573 YUKON HOSPITAL CORPORATION 5 HOSPITAL RD WHITEHORSE, YUKON Y1A-3H7
<b>Payment Terms</b>	Net 30 Days	<b>Customer Purchase Order</b>	
<b>Kronos Practice</b>	PS Western - Canada 20435	<b>Sales Person</b>	Alyson Pearce
<b>Project #</b>	49350	<b>Operating Unit / Currency</b>	KRONOS CA OU / CAD
<b>New task required</b>	Yes	<b>New project required</b>	Yes

### Project Budget Impact

Billing Role	Item	UOM	Contract Type	Previous Order #	Qty in Hours	Rate	Ext Amt
Technology Consultant	9990002-ONL	HR	Estimate	5518230	30	200.00	6000.00
Integration Consultant	9990002-ONL	HR	Estimate	5518230	12	200.00	2400.00
Totals					42		8400.00

Amounts exclude tax

### Authorization Signatures

(I authorize the change to the Kronos Project Budget, as described above, and I authorize Kronos to invoice for the amount applicable.)			
<b>Customer Project Manager</b>	<b>* Signature</b>	<b>Date</b>	

### Comments

Hours to support Technology Consultant & Integration Consultant for DB refresh, patches and documentation support as requested by YHC.
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### Order Management Internal Use Only

<b>If Change Order processed please select box</b>	<input type="checkbox"/>	<b>Date</b>	
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yukon  
hospitals

5 Hospital Road  
Whitehorse, Yukon Y1A 3H7

## REQUEST FOR GOODS/SERVICES

Date of Voucher <i>Dec 7 2021</i>	Date Required	Purchase Order Number		
Requesting Department <i>J.S.</i>		Financial Coding		
DESCRIPTION		Quantity	Unit Cost	Extended Cost
Stock No.	Material			
<i>Addtional Licenses: 50 Week Passes Employees 8 45 Week Passes Managers.</i>				<i>21505.50</i>
Vendor: <i>UKG</i>		RECEIVED BY		
		DATE		
Requisitioned by: <i>[Signature]</i>		Approved by: <i>[Signature]</i>		
		Reference Number <i>70163</i>		



## ORDER FORM

Quote#: 694606 - 1  
Expires: 01-JAN-2022  
Sales Executive: Pearce, Alyson

Order Type: Upgrade CA  
Date: 24-NOV-2021  
Page: 1/2

Bill To: YUKON HOSPITAL CORPORATION  
5 HOSPITAL RD  
WHITEHORSE  
Y1A-3H7, YUKON  
Canada

Ship To: Attn: MARC BOUCHARD  
YUKON HOSPITAL CORPORATION  
5 HOSPITAL RD  
WHITEHORSE  
Y1A-3H7, YUKON  
Canada

Solution ID: 6166573

Contact: MARC BOUCHARD  
Email: Marc.Bouchard@wgh.yk.ca  
Ship To Phone: 8673938930

Payment Terms: N30  
Currency: CAD  
Customer PO Number:

FOB: DESTINATION  
Ship Method:  
Freight Term: Prepay & Add

### Order Notes:

This order is subject to the terms and conditions of that certain Sales, Software License and Services Agreement between Kronos and Customer dated December 16, 2019.

Your Kronos solution includes:

### SOFTWARE

Item	License/Qty	Total Price
WORKFORCE TIMEKEEPER V8	50	
WORKFORCE MANAGER V8	45	
WORKFORCE EMPLOYEE V8	50	
WORKFORCE ABSENCE MANAGER V8	50	
WORKFORCE INTEGRATION MANAGER V8	50	
Total Price		21,505.50

### SUPPORT SERVICES

Item	Duration	Total Price
GOLD SUPPORT SERVICE	1 YR	4,731.21
Total Price		4,731.21

\*Support values listed above are total for all applicable products in each section of this order form

### QUOTE SUMMARY

Description	Total Price
Subtotal	26,236.71
Deposit	0.00
Tax	1,311.83
Grand Total	27,548.54





Quote#: 694606 - 1

Page: 2/2

**YUKON HOSPITAL CORPORATION**

Signature: [Signature]

Name: Mon Bouchard

Title: CEO

Effective Date: Dec 7, 2021

**Kronos Canadian Systems Inc.**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

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

Invoice amount will reflect deposit received. All professional services are billed as delivered with a payment term of Net Upon Receipt. Unless otherwise indicated above, this order is subject to the attached terms and conditions which the customer acknowledges have been read. THIS ORDER IS SUBJECT TO APPLICABLE TAXES. THE TAX AMOUNT SHOWN ON THIS ORDER IS ONLY AN ESTIMATE. THE ACTUAL TAX AMOUNT TO BE PAID BY CUSTOMER WILL BE SHOWN ON CUSTOMER'S INVOICE. The JBoss® Enterprise Middleware components embedded in the Software are subject to the End User License Agreement found at [http://www.redhat.com/licenses/jboss\\_eula.html](http://www.redhat.com/licenses/jboss_eula.html). Shipping and handling charges will be reflected on the final invoice. If you are tax exempt, please provide a copy of your "Tax Exempt Certificate" with your signed quote.



Kronos Canadian Systems Inc., A UKG Company 555 Chabanel Street West, Suite 1000 Montreal, Quebec H2N 2H8 +1 514 345 0580



## REQUEST FOR GOODS/SERVICES

Date of Voucher <b>DEC 23, 2021</b>		Date Required		Purchase Order Number	
Requesting Department <b>J.T.</b>			Financial Coding		
DESCRIPTION		Quantity	Unit Cost	Extended Cost	
Stock No.	Material				
<b>Professional Support for Kronos.</b>				<b>\$10,800.00</b>	
Vendor: <b>UKG</b>		RECEIVED BY			
		DATE			
Requisitioned by: <b>Anna Bouchard</b>		Approved by: <b>[Signature]</b>		Reference Number <b>70169</b>	



## Professional Services Work Order

Customer Name: YUKON HOSPITAL CORPORATION

Opportunity/Case: \_\_\_\_\_

Customer Contact: Marc Bouchard

SID: 6166573

Email Address: marc.bouchard@yukonhospitals.ca

Currency: CAD

Phone Number: (705) 330-5331

### Professional Services Scope

Provide a bucket of hours to perform the following:

-Update an estimated 23 Pay Rules to include the new Non-Continuous Holidays. Review the following building blocks and update as needed after the new Holidays are added to the Holiday Table:

- Pay Rule > Holidays Tab
- Associated Work Rule > Associated Holiday Worked Zone
- Holiday Profiles, if in use

-Provide services to assess the other prioritized items including review of interfaces for potential fix and services to refresh the test database.

#### Project Assumptions:

- Professional Services will be delivered remotely and this will be a 'bill as you go' engagement and UKG will only invoice the time utilized.
- Some items will require an assessment to determine the effort to configure. For those, UKG will provide a separate estimate.
- Customer understands that all Consultant time must be scheduled in advance.
- Please allow 6-8 weeks lead time to schedule resources.
- UKG cannot guarantee response time for any ad-hoc requests against the bucket of hours.

### Budget

Professional Services Part #	Billing Role	Contract Type	UOM	Qty.	Rate	Total Price
9990002-ENT	Integration Consultant	Time and Materials		8	\$200.00	\$1,600.00
9990002-ENT	Project Manager	Time and Materials		2	\$200.00	\$400.00
9990002-ENT	Solution Consultant	Time and Materials		40	\$200.00	\$8,000.00
9990002-ENT	Technology Consultant	Time and Materials		4	\$200.00	\$800.00
						\$0.00
						\$0.00
						\$0.00
Total Professional Services						\$10,800.00

Sales Executive:	Alyson Pearce	Create Date:	12/14/2021
Author:	Brett Ritcey	Expiration Date:	1/13/2022



Quote#: Q-92370  
 Expires: 13 Jan, 2022  
 Sales Executive: Alyson Pearce

**ORDER FORM**

Order Type: Quote  
 Date: 15 Dec, 2021

Bill To Contact: Marc Bouchard

Bill To: YUKON HOSPITAL CORPORATION  
 5 HOSPITAL RD  
 WHITEHORSE, YT Y1A 3H7 CAN

Solution ID: 6166573

Ship To Contact: Marc Bouchard

Ship To: YUKON HOSPITAL CORPORATION  
 5 HOSPITAL RD  
 WHITEHORSE, YT Y1A 3H7 CAN

Ship to Phone: 8673938930  
 Ship to Mobile: (867) 393-8735  
 Contact: Marc Bouchard  
 Email: marc.bouchard@yukonhospitals.ca

Payment Terms: Net 30 Days  
 Currency: CAD  
 Customer PO Number:

Shipping Terms: Destination  
 Ship Method: FedEx Intl Economy (2-5 Days)  
 Freight Term: Prepay & Add

**Order Notes:**

This order is subject to the terms and conditions of the Sales, Software License and Services Agreement between Kronos, a UKG company and Customer dated December 16, 2019 (the "Agreement").

**Bill As You Go Services**

Item	Billing Role	Quantity	Unit Price	Total Price
PARAGON ENTERPRISE	Integration Consultant	8	CAD 200.00	CAD 1,600.00
PARAGON ENTERPRISE	Project Manager	2	CAD 200.00	CAD 400.00
PARAGON ENTERPRISE	Solution Consultant	40	CAD 200.00	CAD 8,000.00
PARAGON ENTERPRISE	Technology Consultant	4	CAD 200.00	CAD 800.00
<b>Total Price</b>				<b>CAD 10,800.00</b>

**Quote Summary**

Description	Total Price
<b>Grand Total</b>	<b>CAD 10,800.00</b>



**YUKON HOSPITAL CORPORATION****Kronos Canadian Systems Inc.**

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

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

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

Invoice amount will reflect deposit received. All professional services are billed as delivered with payment due, in accordance with the Payment Term set out in this Order Form. Unless otherwise indicated above, this order is subject to the relevant Kronos Terms and Conditions executed between the parties. THIS ORDER IS SUBJECT TO APPLICABLE TAXES. THE ACTUAL TAX AMOUNT TO BE PAID BY CUSTOMER WILL BE SHOWN ON CUSTOMER'S INVOICE. Shipping and handling charges will be reflected on the final invoice. If you are tax exempt; please provide a copy of your "Tax Exempt Certificate" with your signed quote.



yukon  
hospitals

5 Hospital Road  
Whitehorse, Yukon Y1A 3H7

## REQUEST FOR GOODS/SERVICES

Date of Voucher <i>April 11 2022</i>		Date Required		Purchase Order Number	
Requesting Department <i>11 HEALTH</i>		Financial Coding <i>101.1252510.8059000</i>			
DESCRIPTION		Quantity	Unit Cost	Extended Cost	
Stock No.	Material				
<i>Professional Services 1 hour</i>		<i>150</i>	<i>200.00</i>	<i>30,000.00</i>	
Vendor: <i>UKG</i>		RECEIVED BY			
		DATE			
Requisitioned by: <i>Mike Bandman</i>		Approved by: <i>[Signature]</i>		Reference Number <b>70191</b>	



## PROJECT CHANGE ORDER FORM

**Customer Name** Yukon Hospital Corporation

**Solution ID** 6166573

**Bill to** 6166573 YUKON HOSPITAL CORPORATION 5  
HOSPITAL RD, WHITEHORSE, YUKON Y1A-  
3H7

**Ship to** 6166573 YUKON HOSPITAL CORPORATION 5  
HOSPITAL RD, WHITEHORSE, YUKON Y1A-  
3H7

**Payment Terms** Net 30 Days

**Customer Purchase Order**

**Kronos Practice** PS Western - Canada 20435

**Sales Person** Alyson Pearce

**Project #** 64845

**Operating Unit / Currency** KRONOS CA OU / CAD

**New task required** No

**New project required** No

### Project Budget Impact

Billing Role	Item	UOM	Contract Type	Previous Order #	Qty in Hours	Rate	Ext Amt
Solution Consultant	9990002-ENT	HR	Estimate		150.00	200.00	30000.00
Totals					150		30000.00

Amounts exclude tax

### Authorization Signatures

(I authorize the change to the Kronos Project Budget, as described above, and I authorize Kronos to invoice for the amount applicable.)

**Customer Project Manager**

\* Signature

Date

Comments

Except as specifically amended by this Change Order, all other provisions of the relevant Service Work Order or Statement of Work (as applicable) remains un-amended and in full force and effect.

Additional Pro Services hours to work on new non-Holiday issues. These hours will be used as rendered

### Order Management Internal Use Only

<b>If Change Order processed please select box</b>	<input type="checkbox"/>	<b>Date</b>	
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## Memorandum of Transmittal of Final Authorization

**Date:** April 23, 2021

**Re:** Addition of Kronos Employee and Manager Licenses

**Term:** Ongoing

**Document:**

- MOT
- Order Form
- Capital Request Form

**Final Level of Authority Required:** CIO

**Legal Review/Approval or Contract Review Checklist:**

- Not a new contract, this is an addition of licenses to existing contract

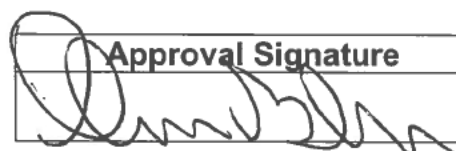
**Description:** Addition of Employee and Manager Licenses

**Capital Cost:**

\$17,926.28 per year for licensing – Capitalize year 1 to 1Health

**Termination Clause:**

- Not a contract

Approval Signature	Title	Date
	CIO	April 23, 2021





## CAPITAL APPROVAL FORM

<b>Executive Sponsor:</b> <u>Marc Bouchard</u>	
<b>Department:</b> <u>All departments will be affected but lead by Information Systems</u>	
<b>Approved Capital Envelope (Y/N):</b> <u>Y</u>	
<b>Additional funding provided by:</b> <u>YG</u>	Dollar amount committed: <u>\$7.2M plus additional funding agreed by YG</u>

Project Description	Total Project Approved Amount (Gate 2) including \$\$ spent in Gate 1	Date Project Approved by Executive Committee (over \$30K only)
<u>Staff Scheduling Software – Kronos (part of the IHealth Projects)</u>	<u>\$7.2M</u>	<u>Change Order to Project already Approved at Exec Meeting.</u>  <u>Increasing consulting hours available to project by \$17,926.28</u>  <u>Part of the IHealth Project</u>

### COMPLIANCE WITH FI-035 CONTRACTING AND PURCHASING POLICY

Purchased Value	Procurement Method	Confirmation (Y/N)
<u>\$10,000 - \$99,999</u>	<u>Three (3) written quotes</u>	<u>N</u>
<u>\$100,000 and more</u>	<u>Public RFP or invitational tender with a minimum (3) written quotes if possible</u>	<u>N</u>
<b>Sole Source Justification (Y/N):</b> <u>Y</u>		

### SOLE SOURCE JUSTIFICATION

<p>1. Sole Sourcing means the use of a non-competitive procurement process to acquire goods or services where there is only one available supplier for the source of the goods or service. Allowable exceptions for competitive procurements are included below. Please check all applicable categories below.</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> a. to ensure compatibility with existing products.</li> <li><input type="checkbox"/> b. to recognize exclusive rights such as exclusive licenses, copyright and patent rights or to maintain specialized products that must be maintained by the manufacturer or its representative</li> <li><input type="checkbox"/> c. where there is an absence of competition for technical reasons and the goods or services can only be supplied by a particular supplier and no alternative or substitute exists</li> <li><input type="checkbox"/> d. for the procurement of goods or services, the supply of which is controlled by a supplier that is a statutory monopoly</li> <li><input type="checkbox"/> e. for work to be performed on or about a leased building or portions thereof that may be performed only by the leaser</li> <li><input type="checkbox"/> f. for work to be performed on property by a contractor according to provisions of a warranty or guarantee held in respect of the property or the original work</li> <li><input type="checkbox"/> g. for a contract to be awarded to the winner of a design competition</li> </ul>
---

- ☐ h. for procurement of a prototype or first good or service to be developed in the course of and for a particular contract for research, study or original development but not for any subsequent purchases
- ☐ i. for the purchase of goods under exceptionally advantageous circumstances such as bankruptcy or receivership but not for routine purchases
- ☐ j. for the procurement of subscriptions to newspapers, magazines or other periodicals
- ☐ k. for work that must be completed to a deadline that will not allow for the additional time required to pursue quotes

#### DETAILS OF SOLE SOURCE JUSTIFICATION

Addition Licenses to Kronos to meet staffing and management needs

**Over \$30K Capital Spend Approved by:**


\_\_\_\_\_  
Executive Sponsor

\_\_\_\_\_  
CEO, Yukon Hospital Corporation

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

**Under \$30K Capital Spend Approved by:**

  
\_\_\_\_\_  
Division/Department Lead

  
\_\_\_\_\_  
Executive Sponsor

**Date:** 



## ORDER FORM DETAIL

Quote#: 684281 - 1  
Expires: 30-JUN-2021  
Sales Executive: Pearce, Alyson

Order Type: Upgrade CA  
Date: 21-APR-2021  
Page: 1/2

**Bill To:** YUKON HOSPITAL CORPORATION  
5 HOSPITAL RD  
WHITEHORSE  
Y1A-3H7, YUKON  
Canada

**Ship To:** Attn:MARC BOUCHARD  
YUKON HOSPITAL CORPORATION  
5 HOSPITAL RD  
WHITEHORSE  
Y1A-3H7, YUKON  
Canada

**Solution ID:** 6166573

**Contact:** MARC BOUCHARD  
**Email:** Marc.Bouchard@wgh.yk.ca  
**Ship To Phone:** 8673938930

**Payment Terms:** N30  
**Currency:** CAD  
**Customer PO Number:**

**FOB:** DESTINATION  
**Ship Method:**  
**Freight Term:** Prepay & Add

**Order Notes:**

This order is subject to the terms and conditions of that certain Sales, Software License and Services Agreement between Kronos and Customer dated December 16, 2019.

Your Kronos solution includes:

### SOFTWARE

Item	License/Qty	Total Price
WORKFORCE TIMEKEEPER V8	50	2,160.00
WORKFORCE MANAGER V8	15	2,819.40
WORKFORCE EMPLOYEE V8	50	1,485.00
WORKFORCE SCHEDULER V8	100	4,860.00
WORKFORCE ABSENCE MANAGER V8	50	1,890.00
WORKFORCE INTEGRATION MANAGER V8	50	540.00
WORKFORCE MOBILE EMPLOYEE V8	100	540.00
WORKFORCE MOBILE MANAGER V8	15	399.60
<b>Total Price</b>		<b>14,694.00</b>

\*Includes applicable software media

### SUPPORT SERVICES

Item	Duration	Total Price
GOLD SUPPORT SERVICE	1 YR	3,232.68
<b>Total Price</b>		<b>3,232.68</b>

\*Support values listed above are total for all applicable products in each section of this order form

### QUOTE SUMMARY

Description	Total Price
Subtotal	17,926.68
Deposit	0.00
Tax	896.34
<b>Grand Total</b>	<b>18,823.02</b>



**YUKON HOSPITAL CORPORATION**Signature: Ted HarrisonName: Ted HarrisonTitle: IS Project ManagerEffective Date: 21/04/21**Kronos Canadian Systems Inc.**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

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

Invoice amount will reflect deposit received. All professional services are billed as delivered with a payment term of Net Upon Receipt. Unless otherwise indicated above, this order is subject to the attached terms and conditions which the customer acknowledges have been read. THIS ORDER IS SUBJECT TO APPLICABLE TAXES. THE TAX AMOUNT SHOWN ON THIS ORDER IS ONLY AN ESTIMATE. THE ACTUAL TAX AMOUNT TO BE PAID BY CUSTOMER WILL BE SHOWN ON CUSTOMER'S INVOICE. The JBoss® Enterprise Middleware components embedded in the Software are subject to the End User License Agreement found at [http://www.redhat.com/licenses/jboss\\_eula.html](http://www.redhat.com/licenses/jboss_eula.html). Shipping and handling charges will be reflected on the final invoice. If you are tax exempt; please provide a copy of your "Tax Exempt Certificate" with your signed quote.



yukon  
hospitals

5 Hospital Road  
Whitehorse, Yukon Y1A 3H7

## REQUEST FOR GOODS/SERVICES

Date of Voucher <i>Dec 7 2021</i>	Date Required	Purchase Order Number		
Requesting Department <i>J.S.</i>		Financial Coding		
DESCRIPTION		Quantity	Unit Cost	Extended Cost
Stock No.	Material			
<i>Addtional Licenses: 50 Week Passes Employees 8 45 Week Passes Managers.</i>				<i>21505.50</i>
Vendor: <i>UKG</i>		RECEIVED BY		
		DATE		
Requisitioned by: <i>[Signature]</i>		Approved by: <i>[Signature]</i>		
		Reference Number <i>70163</i> <sup>025</sup>		



## ORDER FORM

Quote#: 694606 - 1  
Expires: 01-JAN-2022  
Sales Executive: Pearce, Alyson

Order Type: Upgrade CA  
Date: 24-NOV-2021  
Page: 1/2

Bill To: YUKON HOSPITAL CORPORATION  
5 HOSPITAL RD  
WHITEHORSE  
Y1A-3H7, YUKON  
Canada

Ship To: Attn: MARC BOUCHARD  
YUKON HOSPITAL CORPORATION  
5 HOSPITAL RD  
WHITEHORSE  
Y1A-3H7, YUKON  
Canada

Solution ID: 6166573

Contact: MARC BOUCHARD  
Email: Marc.Bouchard@wgh.yk.ca  
Ship To Phone: 8673938930

Payment Terms: N30  
Currency: CAD  
Customer PO Number:

FOB: DESTINATION  
Ship Method:  
Freight Term: Prepay & Add

### Order Notes:

This order is subject to the terms and conditions of that certain Sales, Software License and Services Agreement between Kronos and Customer dated December 16, 2019.

Your Kronos solution includes:

### SOFTWARE

Item	License/Qty	Total Price
WORKFORCE TIMEKEEPER V8	50	
WORKFORCE MANAGER V8	45	
WORKFORCE EMPLOYEE V8	50	
WORKFORCE ABSENCE MANAGER V8	50	
WORKFORCE INTEGRATION MANAGER V8	50	
Total Price		21,505.50

### SUPPORT SERVICES

Item	Duration	Total Price
GOLD SUPPORT SERVICE	1 YR	4,731.21
Total Price		4,731.21

\*Support values listed above are total for all applicable products in each section of this order form

### QUOTE SUMMARY

Description	Total Price
Subtotal	26,236.71
Deposit	0.00
Tax	1,311.83
Grand Total	27,548.54





Quote#: 694606 - 1

Page: 2/2

**YUKON HOSPITAL CORPORATION**

Signature: [Signature]

Name: Mon Bouchard

Title: CEO

Effective Date: Dec 7, 2021

**Kronos Canadian Systems Inc.**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

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

Invoice amount will reflect deposit received. All professional services are billed as delivered with a payment term of Net Upon Receipt. Unless otherwise indicated above, this order is subject to the attached terms and conditions which the customer acknowledges have been read. THIS ORDER IS SUBJECT TO APPLICABLE TAXES. THE TAX AMOUNT SHOWN ON THIS ORDER IS ONLY AN ESTIMATE. THE ACTUAL TAX AMOUNT TO BE PAID BY CUSTOMER WILL BE SHOWN ON CUSTOMER'S INVOICE. The JBoss® Enterprise Middleware components embedded in the Software are subject to the End User License Agreement found at [http://www.redhat.com/licenses/jboss\\_eula.html](http://www.redhat.com/licenses/jboss_eula.html). Shipping and handling charges will be reflected on the final invoice. If you are tax exempt; please provide a copy of your "Tax Exempt Certificate" with your signed quote.



Kronos Canadian Systems Inc., A UKG Company 555 Chabanel Street West, Suite 1000 Montreal, Quebec H2N 2H8 +1 514 345 0580

027

<b>Purchase Order #: 64566</b>  <b>Hospital: YUKON HOSPITAL CORPORATION</b> #5 HOSPITAL ROAD WHITEHORSE, YUKON Y1A 3H7 GLOBAL LOCATION NUMBER:	<b>Vendor: Y005939</b> KRONOS CANADIAN SYSTEMS INC. 3535 QUEEN MARY ROAD SUITE 650 MONTREAL, QC H3V 1H8	<b>Date: 19/12/19</b> <b>Status: WORKING</b> <b>Buyer: MM.KGE - EDWARDS, Ken</b> <b>Type: REGULAR SERVICE</b>	<b>Page: 1</b>
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<b>Ship To: #5 HOSPITAL ROAD</b> WHITEHORSE, YT Y1A 3H7  <b>VIA:</b>	<b>Invoice To: ATTN: ACCOUNTS PAYABLE</b> #5 HOSPITAL ROAD WHITEHORSE, YUKON Y1A 3H7  <b>Vendor Acct #:</b>	<b>Terms: INV NET1</b> <b>FOB: WGH</b> <b>Contact: ALYSON PEARCE</b> <b>VENDOR'S REG #:</b>	<b>Phone: (604)345-5095</b>
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LINE	ITEM #	VEND'S CATLG MFR's CATLG GTIN	DESCRIPTION	PACKAGING MANUFACTURER	QTY UP	PRICE	EXT COST	TAX GST TAX DEPT or INVEN DELIVER TO	G/L ACCOUNT
1	0030006	QUOTE 653090-1	KRONOS STAFF SCHED. SOFTWARE	EA	1 EA	76479.0000	76479.00	GST Y N IS CAPITAL	011.305.86400
LICENSE QUANTITIES: WORKFORCE TIMEKEEPER V8 - 650 WORKFORCE EMPLOYEE V8 - 650 WORKFORCE MANAGER V8 - 65 WORKFORCE MOBILE EMPLOYEE V8 - 650 WORKFORCE INTEGRATION MANAGER V8 - 650 WORKFORCE ABSENCE MANAGER V8 - 650 WORKFORCE MOBILE MANAGER V8 - 65 WORKFORCE SCHEDULER V8 - 650 INCLUDES APPLICABLE SOFTWARE MEDIA									
2	0021125	QUOTE 653090-1	PROFESSIONAL SERVICE	EA	1 EA	83325.0000	83325.00	GST Y N IS CAPITAL	011.305.86400
PROFESSIONAL/EDUCATIONAL SERVICES PARAGON ONLINE REMOTE TEAM - \$200 PER HOUR PROJECT MANAGER - 100 HOURS - \$20000 TECHNOLOGY CONSULTANT - 12 HOURS - \$2400 SOLUTION CONSULTANT - 224 HOURS - \$44800 INTEGRATION CONSULTANT - 28 HOURS - \$5600 8200 TRAINING POINTS - \$1 EA - \$8200 KNOWLEDGE PASS - \$0 ED SERVICES SUBSCRIPTION - 1 CONTRACT - \$2325.00									
3	0013601	QUOTE 653090-1	MAINT SOFTWARE 1ST YEAR	EA	1 EA	16825.3800	16825.38	GST Y N IS CAPITAL	011.305.86400
1 YEAR GOLD SUPPORT SERVICE RENEWS ANNUALLY FOR \$16825.38 PER YEAR									
<b>Comments:</b>  *** STAFF SCHEDULING SOFTWARE  *** FIRST YEAR SUPPORT INCLUDED, \$16825.38 PER YEAR AFTER						<b>SUBTOTAL:</b> 176629.38 <b>GST:</b> 8831.47 0.00 <b>TOTAL:</b> 185460.85			



Purchase Order #: 64566

Hospital: YUKON HOSPITAL CORPORATION  
#5 HOSPITAL ROAD  
WHITEHORSE, YUKON  
Y1A 3H7  
GLOBAL LOCATION NUMBER:

Vendor: Y005939  
KRONOS CANADIAN SYSTEMS INC.  
3535 QUEEN MARY ROAD  
SUITE 650  
MONTREAL, QC H3V 1H8

Date: 19/12/19  
Status: WORKING  
Buyer: MM.KGE - EDWARDS, Ken  
Type: REGULAR SERVICE

Page: 2

LINE	ITEM #	VEND'S CATLG MER'S CATLG GTIN	DESCRIPTION	PACKAGING MANUFACTURER	QTY UP	PRICE	EXT COST	TAX GST TAX	G/L ACCOUNT
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\*\*\* LICENSE IS AT PERPETUITY

Vendor:

1. INCLUDE IN ALL SHIPMENTS A PACKING SLIP SHOWING CONTENTS AND PURCHASE ORDER NUMBER.
2. SHOW OUR ORDER NUMBER ON ALL INVOICES, PACKAGES, SHIPPING PAPERS, AND CORRESPONDENCE.
3. RENDER INVOICES IN DUPLICATE.
4. PURCHASE ORDER IS SUBJECT TO ALL TERMS AND CONDITIONS AS PROVIDED TO THE VENDOR.

By:

Authorized Signature

029

# ORDER FORM

Quote#: 653090 - 1  
Expires: 22-NOV-2019  
Sales Executive: Pearce, Alyson

Order Type: Standard CA  
Date: 01-NOV-2019  
Page: 1/2

**Bill To:** YUKON HOSPITAL CORPORATION  
5 HOSPITAL RD  
WHITEHORSE  
Y1A-3H7, YUKON  
Canada

**Ship To:** Attn: MARC BOUCHARD  
YUKON HOSPITAL CORPORATION  
5 HOSPITAL RD  
WHITEHORSE  
Y1A-3H7, YUKON  
Canada

**Solution ID:** 6166573

**Contact:** Marc Bouchard  
**Email:** Marc.Bouchard@wgh.yk.ca  
**Ship To Phone:** 8673938930

**Payment Terms:** N30  
**Currency:** CAD  
**Customer PO Number:**

**FOB:** DESTINATION  
**Ship Method:**  
**Freight Term:** Prepay & Add

Your Kronos solution includes:

## SOFTWARE

Item	License/Qty	Total Price
WORKFORCE TIMEKEEPER V8	650	
WORKFORCE EMPLOYEE V8	650	
WORKFORCE MANAGER V8	65	
WORKFORCE MOBILE EMPLOYEE V8	650	
WORKFORCE INTEGRATION MANAGER V8	650	
WORKFORCE ABSENCE MANAGER V8	650	
WORKFORCE MOBILE MANAGER V8	65	
WORKFORCE SCHEDULER V8	650	
<b>Total Price</b>		<b>76,479.00</b>

\*Includes applicable software media

## SUPPORT SERVICES

Item	Duration	Total Price
GOLD SUPPORT SERVICE	1 YR	16,825.38
<b>Total Price</b>		<b>16,825.38</b>

\*Support values listed above are total for all applicable products in each section of this order form

## PROFESSIONAL SERVICES / EDUCATIONAL SERVICES

Item	Quantity	Unit Price	Total Price
PARAGON ONLINE REMOTE TEAM	364 Hours		72,800.00
Project Manager	100 Hours	200.00	
Technology Consultant	12 Hours	200.00	
Solution Consultant	224 Hours	200.00	
Integration Consultant	28 Hours	200.00	
TRAINING POINTS	8200 Points	1.00	8,200.00
KNOWLEDGE PASS	1 Each	0.00	0.00
ED SERVICES SUBSCRIPTION	1 Contract	2,325.00	2,325.00
<b>Total Price</b>			<b>83,325.00</b>

## QUOTE SUMMARY

Description	Total Price
Subtotal	176,629.38
Deposit	0.00
Tax	8,831.47
Grand Total	185,460.85

### YUKON HOSPITAL CORPORATION

Signature: 

Name: Brian Gillen

Title: Chair of Board - YHC

Effective Date: Dec 16/19

### Kronos Canadian Systems Inc.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

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

Invoice amount will reflect deposit received. All professional services are billed as delivered with a payment term of Net Upon Receipt. Unless otherwise indicated above, this order is subject to the attached terms and conditions which the customer acknowledges have been read. THIS ORDER IS SUBJECT TO APPLICABLE TAXES. THE TAX AMOUNT SHOWN ON THIS ORDER IS ONLY AN ESTIMATE. THE ACTUAL TAX AMOUNT TO BE PAID BY CUSTOMER WILL BE SHOWN ON CUSTOMER'S INVOICE. The JBoss® Enterprise Middleware components embedded in the Software are subject to the End User License Agreement found at [http://www.redhat.com/licenses/jboss\\_eula.html](http://www.redhat.com/licenses/jboss_eula.html). Shipping and handling charges will be reflected on the final invoice. If you are tax exempt; please provide a copy of your "Tax Exempt Certificate" with your signed quote.

# Statement of Work for YUKON HOSPITAL CORPORATION

## New Workforce Central Implementation – Phase 1

Sales Executive	Alyson Pearce
Author	Jason Sloan
Expiration Date	12/30/2019
Quote Number	2020-54699
Revision #	4
Opportunity ID	Opp-299397
Status	Approved
Customer SID	

## Overview

This Statement of Work ("SOW") provides an overview of the project's first phase including scope, approach, costs, and how the project will be managed. To support a successful implementation, the customer will provide the required internal project resources. Additional SOW's will be created for the following phases.

## Project Objectives

Yukon Hospital Corporation ("Customer") is undertaking a multiphase project to implement Workforce Central as a new timekeeping and scheduling solutions. Customer desires the following outcomes from this project:

- Integrate seamlessly with other systems
- Eliminate error-prone manual processes
- Maintain fair and equitable scheduling practices
- Facilitates standardization of scheduling processes and policies
- Access to on demand reporting

## Proposed Solution

Module	Project Type
Workforce Timekeeper	New
Workforce Manager	New
Workforce Employee	New
Workforce Integration Manager	New
Workforce Absence Manager – Accruals Only	New

The first phase of this project is expected to be 26 working weeks in duration, based upon our experience with our customers and products. Depending upon the preparation and engagement of your organization, there may be opportunity to complete the project in a compressed duration. However, if project resources are unprepared or unavailable, the duration of the project may need to be extended, increasing the budget required to successfully complete this scope of work. Requests for additional scope or activities outside of this planned project scope may be accommodated through the change process. In this circumstance, Kronos may issue a change order to ensure the appropriate budget is available.

Kronos will deliver the scope of this project utilizing a blended approach. A blended approach combines onsite and remote resources.



## KnowledgePass

KnowledgePass™ is a subscription to an online educational portal. It provides enterprise access to tutorials, task simulations, job aids, sandboxes, webinars, and additional educational documents to help your team succeed.

## Instructor Led Training

Kronos Instructor Led Training is purchased as Training Points. Training Points allow you to budget for training with the flexibility to adjust your plan during implementation.

**Core Team** training will help your key functional and technical users to make informed solution design, configuration decisions and provide core product knowledge.

Module	Description
Workforce Timekeeper	Public instructor led training for 2

**Application Administrator** training will prepare you to perform daily and periodic system administration tasks. This training may require pre-requisite knowledge of the core solution functionality.

Module	Description
Workforce Timekeeper	Public instructor led training for 1

**Configuration Specialist** training will prepare you to support and maintain application configurations and complete configuration tasks. This training may require pre-requisite knowledge of the core solution functionality.

Module	Description
Workforce Timekeeper	Public instructor led training for 1

**Train-the-Trainer Programs** prepares internal training teams to deliver user training to managers, supervisors and employees.

Module	Description
Workforce Timekeeper	Public instructor led training for 1





## Project Approach

Kronos implementations use an iterative approach - driven by value and realized through collaboration. This approach, focused on accelerated time to value, is bolstered by tools and techniques, such as set-up specific to industry and region, Kronos process recommendations, dynamic documentation, and accelerated testing processes. All project information is available online to allow project team members access to project status, contact information, issues log, test case tracking, training plan, etc. at any time.

The implementation will be completed in three iterative phases: Initiate, Collaborate, and Adopt.

### Project Leadership

Kronos will provide guidance through the life cycle of the project and provide best practices to implement the solution. As the main point of contact, the Kronos Project Manager will partner with the customer project leadership to develop the project plan to ensure objectives are achieved. The Kronos Project Manager will also deliver a collaborative workspace, which will serve as the dashboard for all aspects of the progress of the implementation.

### Initiate

This first phase of the project lays the foundation for the project.

During this phase, the Kronos team will work together with the customer team to review goals and success criteria and share project assumptions. Teams will set and understand expectations, share project plans and agree upon the process of working together. The Kronos team will gather information and establish baseline configuration according to recommendations by industry and refine to meet customer-specific policy and practice requirements. The Kronos Project Manager will also introduce the concepts of change management, testing, and end user education.

Once these items are complete, the Collaborate phase will begin.

### Collaborate

As the project moves into Collaborate, both teams will partner to create the best solution for the customers' organization. Kronos will recommend practices and configuration based on industry and geography and fine tune those recommendations iteratively, to meet customer-specific needs and desired outcomes. This approach helps to define and refine the final solution. During this phase, the Kronos team will share the solution in action, which better allows informed decisions about the processes to be instituted. In turn, there is a better understanding of the specific scenarios to include in testing and end user training. As the solution is being finalized, both teams will focus heavily on testing efforts to ensure that the solution is well-prepared for adoption.

The project transitions into acceptance testing leveraging the Accelerated Testing Process. Kronos will provide baseline standard test scripts while the customer-side team creates test scripts specific to the relevant use cases, integrations, and processes. The customer team will execute these scripts and record the result, reporting successes and issues. To maximize visibility into acceptance testing progress, the project teams will work collaboratively in the testing workspace which will provide up to date information and metrics on the status of testing.



## Adopt

The final phase is Adopt – when both teams realize the outcomes of the previous phases. It is at this stage that the solution is measured against the goals and objectives this project set out to achieve. Here the goals, success criteria, change management, and risk management efforts culminate as both teams work collaboratively to deploy the solution to end users.

Kronos will oversee 1 deployment group(s). After which the Kronos project manager will transition the completed scope to Kronos Global Support for post-implementation support.

## Project Team Responsibilities

Customer team participation is key to the success of the project. Early on, it is important to select a well-suited project team. Selecting the right project team and ensuring availability to work with various project team members and end users will ensure project success.

In the instance an organization is comprised of multiple businesses and/or locations, it will be important to select team members who are knowledgeable of the policies and practices utilized within each of those groups.

The information below will help with planning the team's responsibilities and time commitments.

Roles/Responsibility	Executive Sponsor	Project Manager	Subject Matter Experts	Technical Experts
Overall success of the implementation	•	•		
Internal communications to endorse the project and prepare resources/end users for upcoming changes	•	•		
Completion of customer tasks and deliverables		•		
Schedules resources, mitigates risks, and works within the project schedule		•		
Gathers and defines business rules and policies		•	•	
Attends standard weekly or bi-weekly status meetings		•	•	•
Identifies and supplies interface/integration information		•	•	•
Attends all defined Kronos product training		•	•	
Helps create and execute test plans to ensure a successful implementation		•	•	
Provides network related information, helps configure Kronos clocks and any browser settings, if applicable		•		•
Attends important meetings including milestone meetings and phase reviews	•	•	•	•



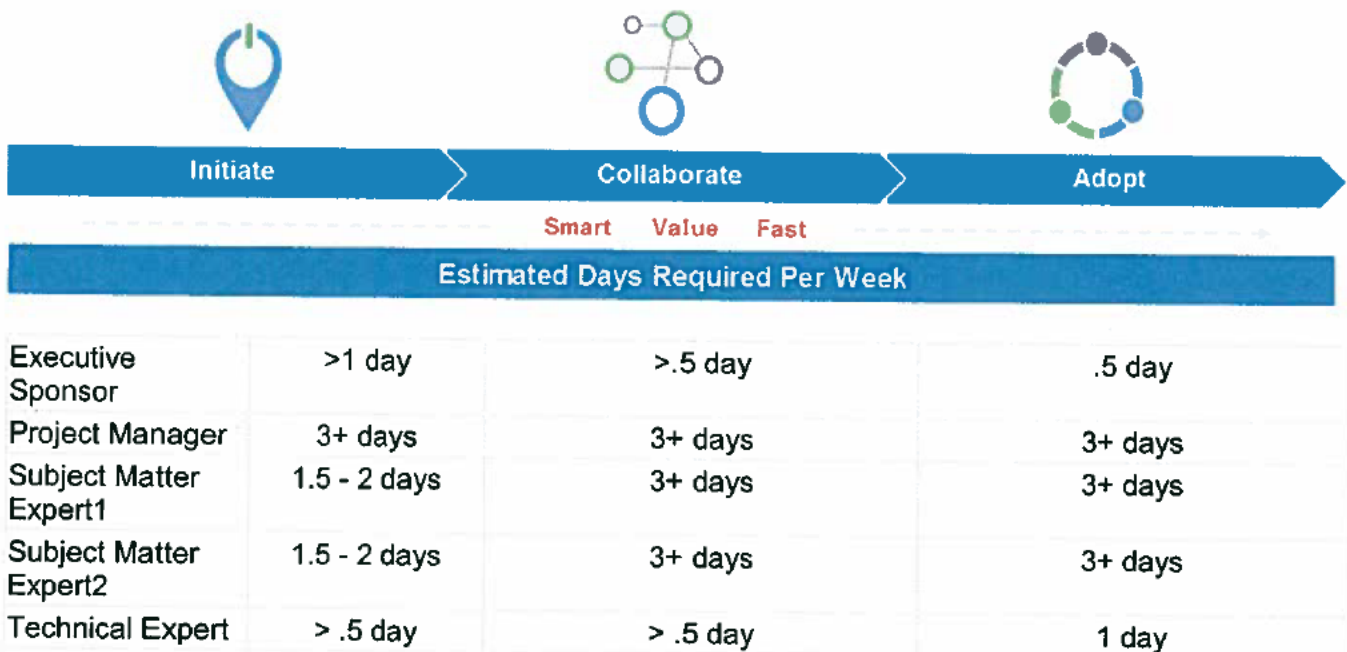


Roles/Responsibility	Executive Sponsor	Project Manager	Subject Matter Experts	Technical Experts
Endorses the Kronos system to other managers/departments	•	•	•	•

## Project Team Availability

The chart below outlines the commitment for each of the customer team resources in the project. Keep in mind that more than one Subject Matter Expert may be needed, or there may be one Expert with experience in multiple areas. Customer resource requirements may need to be scaled based on the size and complexity of the project.

There may also be occasion throughout the project to engage Subject Matter Experts from select businesses/locations as determined by the customer, as a supplement to the project team.



## Solution Assumptions

### Workforce Central

- 2 Workforce Central environment(s) included in this deployment
- Customer has SQL Database
- The Authentication method will be Active Directory
- 2 Collective Bargaining Agreement(s) included
- Up to 15 Employee Groups (A group of employees who are governed by a set of similar workforce management policy rules.) for Workforce Timekeeper
- 1 Solution Development Workshops for
  - Workforce Timekeeper
  - Workforce Accruals

### Workforce Accruals

- Up to 15 Accrual policies included

### Integration

- 1 Employee Data Import
- 1 Summarized Format Payroll Export
- 1 Accrual Reset Import





## Services Investment Summary

This SOW represents a time and materials engagement. Travel expenses are not included and will be invoiced separately as incurred.



## Signatures and Approvals

SUBMITTED AND APPROVED BY KRONOS REPRESENTATIVE

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

Title: \_\_\_\_\_

This Statement of Work is subject to the YUKON HOSPITAL CORPORATION's Workforce Central SaaS or perpetual license agreement with Kronos governing Professional and Education Services. By signing below, the authorized YUKON HOSPITAL CORPORATION's representative agrees to purchase the services described herein.

ACCEPTED AND AGREED  
YUKON HOSPITAL CORPORATION

By: \_\_\_\_\_

Date: Dec 16/19

Title: Chair of Board - YHC

YUKON HOSPITAL CORPORATION may make necessary copies of this document for the sole purpose of facilitating internal evaluation and/or execution of proposed project. Otherwise, the document or any part thereof may not be reproduced in any form without the written permission of Kronos Incorporated. All rights reserved. Copyright 2019.



KRONOS SALES, SOFTWARE LICENSE AND SERVICES AGREEMENT

Rev KR-022811.1

YUKON HOSPITAL CORPORATION ("Customer") and Kronos agree that the terms and conditions set forth in this Agreement shall apply to all Kronos Equipment, Software, Professional and Educational Services, Support, and such other Kronos offerings, as specified on an order form (an "Order Form") signed by the parties which expressly references this Agreement (or is signed contemporaneously hereto).

Kronos and Customer hereby agree that the terms and conditions of this Agreement apply to any Order Form executed by Kronos and Customer which expressly references this Agreement (including any Order Form signed contemporaneously with this Agreement regardless of the appearance of any express reference to this Agreement). Either party may discontinue use of this Agreement for future orders upon thirty (30) days prior written notice to the other party, provided however that any Order Form signed by the parties prior to the effective date of such notice shall remain in effect unless otherwise specifically terminated in accordance with the terms of this Agreement. Kronos may require additional terms and conditions for the sale or license of products or services not contemplated by this Agreement (including without limitation those that may be related to international services) provided that no such additional terms and conditions shall be binding upon Customer without Customer's prior written consent. Notwithstanding, Kronos will not be obligated to accept or approve an order for any products or services for which such additional terms and conditions are required. All orders are subject to the approval of Kronos' corporate office in Lowell, Massachusetts. This Agreement and the Order Form shall supersede the pre-printed terms of any Customer purchase order or other Customer ordering document, and no such Customer pre-printed terms shall apply to the items ordered.

1. PAYMENT AND DELIVERY

Unless otherwise set forth in this Agreement, payment terms are indicated on the Order Form or other contemporaneous ordering document containing product-specific payment terms signed by the parties. Delivery terms are as stated on the Order Form ("Delivery"). Kronos will invoice Customer for products upon Delivery. Unless otherwise set forth on the Order Form, Professional and Educational Services are provided on a time and materials basis, invoiced monthly as rendered. Customer agrees to pay all applicable taxes levied or based on the products, services or other charges hereunder, including provincial and local sales and excise taxes, and any taxes or amount in lieu thereof paid or payable by Kronos, exclusive of taxes based on net income. Customer agrees to pay a late charge of one percent (1%) per month, (but not in excess of the rate allowed by law), on any overdue amounts not the subject of a good faith dispute. If full payment is not made within 90 days of final payment due date, Customer is responsible for all expenses, including legal fees, incurred by Kronos for collection.

2. GENERAL LICENSE TERMS

Kronos owns or has the right to license the Software. The Software and Software documentation are confidential and may not be disclosed to a third party without Kronos' written consent. The Software contains proprietary trade secret technology. Unauthorized use and copying of such Software is prohibited by law, including Canadian, United States and foreign copyright law. The price Customer pays for a copy of the Software constitutes a license fee that entitles Customer to use the Software as set forth below. Kronos grants to Customer a non-exclusive, nontransferable, perpetual (except as provided herein) license to use the Software. This license may be terminated by Kronos by written notice to Customer upon any material breach of this Agreement by Customer which remains uncured for a period of thirty (30) days after such written notice from Kronos. Upon such termination of this license by Kronos, Customer will have no further right to use the Software and will return the Software media to Kronos and destroy all copies of the Software (and related documentation) in Customer's possession or control. This license is subject to all of the terms of this Agreement.

3. FEE BASED LIMITATIONS

Customer recognizes and agrees that the license to use the Software is limited, based upon the amount of the license fee paid by Customer. Limitations, which are set forth on the Order Form, may include the number of employees, simultaneous or active users, Software product modules, Software features, computer model, serial number and partition, and/or the number of telephone lines or terminals to which the Software is permitted to be connected. Customer agrees to: i) use the Software only for the number of employees, simultaneous or active users, computer model, partition and serial number, and/or terminals permitted by the applicable license fee; ii) use only the product modules and/or features permitted by the applicable license fees; and iii) use the Software only in support of Customer's own business. Customer agrees not to increase the number of employees, simultaneous or active users, terminals, partitions, products modules, features, or to upgrade the model, as applicable, unless and until Customer pays the applicable fee for such increase/upgrade. Customer may not sublicense the Software to, or otherwise permit use of the Software (including timesharing or networking use) by any third party. Customer may not provide service bureau or other data processing services that make use of the Software without the express prior written consent of Kronos.

4. OBJECT CODE ONLY

Customer may use the computer programs included in the Software (the "Programs") in object code form only, and shall not reverse compile, disassemble or otherwise convert the Programs into uncompiled or unassembled code. The Programs include components owned by third parties. Such third party components are deemed to be Software subject to this Agreement. Customer shall not use any of the Programs (or the data models therein) except solely as part of and in connection with the Software and as described in the published documentation for such Software. Customer shall indemnify and hold harmless Kronos for all damages or liability caused by Customer's failure to comply with the foregoing restriction.

5. PERMITTED COPIES

Customer may copy the Programs as reasonably necessary to load and execute the Programs and for backup and disaster recovery and testing purposes only, except for additional copies of the Teletime Software and the Kronos iSeries (which must be licensed separately). All copies of the Programs or any part thereof, whether in printed or machine readable form and whether on storage media or otherwise, are subject to all the terms of this license, and all copies of the Programs or any part of the Programs shall include the copyright and proprietary rights notices contained in the Programs as delivered to the Customer.

6. UPDATES

In the event that Kronos supplies Service Packs, Point Releases and Major Releases (including legislative updates if available) of the Software (collectively referred to as "Updates"), such Updates shall be part of the Software and the provisions of this license shall apply to such Updates and to the Software as modified thereby.

7. EXPORT

Customer acknowledges that the Equipment and Software may be restricted by the United States Government or by the country in which the Equipment or Software is installed, from export to certain countries and certain organizations and individuals, and agrees to comply with such laws. Customer agrees to comply with all applicable laws of all of the countries in which the Equipment and Software may be used by Customer and shall indemnify Kronos for any noncompliance which results in damages or liability for Kronos. Customer's obligations hereunder shall survive the termination or expiration of this Agreement. Customer must obtain Kronos' prior written consent before exporting the Software.



#### 8. FIRMWARE

Customer may not download firmware updates for the Kronos Equipment unless Customer is maintaining such Equipment under a support plan with Kronos. If Customer is not maintaining the Equipment under a support plan with Kronos, Kronos shall have the right to verify Customer's Kronos Equipment to determine if Customer has downloaded any firmware to which Customer is not entitled. If Customer has downloaded firmware for the Kronos Equipment to which Customer is not entitled, Customer shall be responsible to pay Kronos for such updated firmware in accordance with Kronos' then-current support policies.

#### 9. TRAINING POINTS

Training Points which are purchased by Customer may be redeemed for an equivalent value of instructor-led training sessions offered by Kronos. Available instructor-led sessions are listed at <http://customer.kronos.com> and each session has the Training Points value indicated. Training Points may be redeemed at any time within 12 months of the date of the applicable Order Form, at which time they shall expire. Training Points may not be exchanged for other Kronos products and/or services. Kronos will invoice Customer for the Training Points identified in the Order Form upon execution of such Order Form with payment due upon the payment terms indicated in such Order Form.

#### 10. ACCEPTANCE

For Customer's initial purchase of each Equipment and Software product Kronos shall provide an acceptance test period (the "Test Period") that commences upon Installation. Installation shall be defined as: a.) the Equipment, if any, is mounted; b.) the Software is installed on Customer's server(s); and c.) implementation team training, if any, is complete. During the Test Period, Customer shall determine whether the Equipment and Software meet the Kronos published electronic documentation, ("Specifications").

The Test Period shall be for 30 days. If Customer has not given Kronos a written deficiency statement specifying how the Equipment or Software fails to meet the Specifications ("Deficiency Statement") within the Test Period, the Equipment and Software shall be deemed accepted. If Customer provides a Deficiency Statement within the Test Period, Kronos shall have 30 days to correct the deficiency, and Customer shall have an additional 30 days to evaluate the Equipment and Software. If the Equipment or Software does not meet the Specifications at the end of the second 30 day period, either Customer or Kronos may terminate this Agreement. Upon any such termination, Customer shall return all Equipment and Software (and related documentation) to Kronos, and Kronos shall refund any monies paid by Customer to Kronos for the returned Equipment and Software. Neither party shall then have any further liability to the other for the products that were the subject of the Acceptance Test.

#### 11. LIMITED WARRANTY

Kronos warrants that all Kronos Equipment and Software media shall be free from defects in materials and workmanship, for a period of ninety (90) days from Delivery. In the event of a breach of this warranty, Customer's exclusive remedy shall be Kronos' repair or replacement of the deficient Equipment and/or Software media, at Kronos' option, provided that Customer's use, installation and maintenance thereof have conformed to the Specifications. This warranty is extended to Customer only and shall not apply to any Equipment (or parts thereof) or Software media in the event of:

- (a) damage, defects or malfunctions resulting from misuse, accident, neglect, tampering, (including modification or replacement of any Kronos components on any boards supplied with the Equipment), unusual physical or electrical stress or causes other than normal and intended use;
- (b) failure of Customer to provide and maintain a suitable installation environment, as specified in the Specifications; or
- (c) malfunctions resulting from the use of badges or supplies not approved by Kronos.

When using and applying the information generated by Kronos products, Customer is responsible for ensuring that Customer complies with the applicable requirements of federal and state law. If Customer is licensing Workforce Payroll Software or Workforce Absence Management Software: (i) Customer is solely responsible for the content and accuracy of all reports and documents prepared in whole or in part by using such Software, (ii) using such Software does not release Customer of any professional obligation concerning the preparation and review of such reports and documents, (iii) Customer does not rely upon Kronos, Best Software, Inc. or such Software for any advice or guidance regarding compliance with federal and state laws or the appropriate tax treatment of items reflected on such reports or documents, and (iv) Customer will review any calculations made by using such Software and satisfy itself that those calculations are correct.

#### 12. INDEMNIFICATION

Kronos agrees to indemnify Customer and to hold it harmless from and against any and all claims, costs, fees and expenses (including reasonable legal fees) relating to actual or alleged infringement of United States or Canadian patents or copyrights asserted against Customer by virtue of Customer's use of the Software as delivered and maintained by Kronos, provided that: i) Kronos is given prompt written notice of any such claim and has sole control over the investigation, preparation, defense and settlement of such claim; and, ii) Customer reasonably cooperates with Kronos in connection with the foregoing and provides Kronos with all information in Customer's possession related to such claim and any further assistance as reasonably requested by Kronos. Kronos will have no obligation to indemnify Customer to the extent any such claim is based on the use of the Software with software or equipment not supplied by Kronos. Should any or all of the Software as delivered and maintained by Kronos become, or in Kronos' reasonable opinion be likely to become, the subject of any such claim, Kronos may at its option: i) procure for Customer the right to continue to use the affected Software as contemplated hereunder; ii) replace or modify the affected Software to make its use non-infringing; or iii) should such options not be available at reasonable expense, terminate this Agreement with respect to the affected Software upon thirty (30) days prior written notice to Customer. In such event of termination, Customer shall be entitled to a pro-rata refund of all fees paid to Kronos for the affected Software, which refund shall be calculated using a five year straight-line depreciation commencing with the date of the relevant Order. Additionally, Kronos agrees to be liable for tangible property damage or personal injury caused solely by the negligence or willful misconduct of its employees.

#### 13. PROFESSIONAL AND EDUCATIONAL SERVICES

##### (a) TRAVEL EXPENSES

Customer agrees to reimburse Kronos for all reasonable and necessary travel incurred by Kronos in the performance of any professional and/or educational services, provided that such travel complies with the then current Kronos Travel and Expense Policies. Customer further agrees to pay any travel expenses such as airfare, lodging, meals and local transportation, incurred by Kronos to deliver purchased professional services and/or educational services in accordance with the Kronos Travel and Expense Policies. An estimate of these expenses shall be via e-mail for Customer's prior approval, which shall not unreasonably be withheld. Customer will be billed by Kronos for such travel expenses and payment thereof shall be due net 30..

(b) ENGAGEMENTS

Unless otherwise indicated on the Order Form, Professional and Educational Services ("Professional Services") shall be provided on a time and material basis at the rates set forth in the Order Form. If a dollar limit is stated in the Order Form or any associated statement of work ("SOW"), the limit shall be deemed an estimate for Customer's budgeting and Kronos' resource scheduling purposes. After the dollar limit is expended, Kronos will continue to provide Professional Services on a time and materials basis, if a Change Order or Schedule of Services for continuation of the Professional Services is signed by the parties.

(c) WARRANTY

Kronos warrants that all professional and educational services performed under this Agreement shall be performed in a professional and competent manner. In the event that Kronos breaches this warranty, and Customer so notifies Kronos within 30 days of receipt of invoice for the applicable services, the Customer's sole remedy and Kronos' exclusive liability shall be to re-perform the services which were deficient in a manner so as to conform to the foregoing warranty, at no additional cost to Customer.

(d) KRONOS PROFESSIONAL/EDUCATIONAL SERVICES POLICIES

Kronos' then-current Professional/Educational Services Policies shall apply to all Professional and/or Educational Services purchased under the applicable SOW and may be accessed at: <http://www.kronos.com/Support/ProfessionalServicesEngagementPolicies.htm> ("Professional Services Policies"). In the event of a conflict between the Professional Services Policies and this Agreement, the terms of this Agreement shall prevail.

14. SOFTWARE SUPPORT SERVICES

(a) SUPPORT OPTIONS

Customer may select from the following Software support purchase options: Gold (or Gold Plus) and Platinum (or Platinum Plus) support ("Service Type"), each providing different service coverage periods and/or service offerings, as specified herein ("Service Offerings") and in the Kronos Support Service Policies (defined below). Customer must purchase the same Service Type for all of the Software specified on the Order Form, (however, if Customer is purchasing support services for Visionware Software, Customer may only purchase Gold Service Type for the Visionware Software). All Updates shall be provided via remote access. Customer may purchase support services for Equipment in accordance with the terms and conditions of Kronos' standard Equipment Support Services Agreement a copy of which is available upon request and is located at: <http://www.kronos.com/Legal/EquipmentSupportAgr.aspx>

(b) EXTENDED SUPPORT PROGRAM (DELL SERVERS)

Customers purchasing the Extended Support Program (as indicated on the Order Form) for their Dell servers purchased from Kronos shall receive a specialized, bundled set of Kronos Support Services. Because of the specialized nature of these services, the terms and conditions located at <http://www.kronos.com/Legal/SupplementalTerms.aspx> shall supersede the provisions of this Agreement for the Extended Support Program.

(c) TERM OF SOFTWARE SUPPORT

Unless otherwise indicated on the Order Form, support service shall commence on the Software Delivery date and shall continue for an initial term of one (1) year. Support service shall automatically renew for additional one year terms on the anniversary date of its commencement date, unless either party notifies the other in writing sixty (60) days prior to that anniversary renewal date. After the one year initial term of this Agreement, the Service Offerings provided and the Service Coverage period are subject to change by Kronos with sixty (60) days advance written notice to Customer. For the initial two (2) renewal years the annual support fee, for the same products and service type, will not increase by more than 4% over the prior year's annual support fee.

(d) GOLD SERVICE OFFERINGS

Customer shall be entitled to receive:

- (i) Updates for the Software (not including any Software for which Kronos charges a separate license fee), provided that Customer's operating system and equipment meet minimum system configuration requirements, as reasonably determined by Kronos. If Customer requests Kronos to install such Updates or to provide retraining, Customer agrees to pay Kronos for such installation or retraining at Kronos' then-current time and materials rate.
- (ii) Telephone and/or electronic access to the Kronos Global Support Center for the logging of requests for service during the Service Coverage Period. The Service Coverage Period for the Gold Service Offering is 8:00 a.m. to 8:00 p.m., local time, Monday through Friday, excluding Kronos holidays.
- (iii) Web-based support including access to Software documentation, FAQ's, access to Kronos knowledge base, Customer forums, and e-case management. Such offerings are subject to modification by Kronos. Current offerings can be found at <http://www.kronos.com/services/support-services.aspx>
- (iv) Web-based remote diagnostic technical assistance which may be utilized by Kronos to resolve Software functional problems and user problems during the Service Coverage Period.
- (v) Access to specialized content as and when made available by Kronos such as technical advisories, learning quick tips, brown bag seminars, technical insider tips, SHRM e-Learning, HR Payroll Answerforce and service case studies.

(e) PLATINUM AND PLUS SERVICE OFFERINGS:

Platinum: In addition to the Service Offerings specified for the Gold Service Offering above, the Service Coverage Period for the Platinum Service Offering is 24 hours a day, seven days a week, 365 days a year.

Plus option: In addition to the Service Offerings specified for the Gold Service Offering above, customers purchasing the Plus option shall receive the services of a dedicated, but not exclusive, Kronos Technical Account Manager ("TAM") for one production instance of the Software. Customers purchasing the Gold-Plus option shall designate up to one primary and one secondary backup technical contacts ("Technical Contacts") to be the sole contacts with the TAM, while customers purchasing the Platinum-Plus option shall designate up to two primary and three secondary backup Technical Contacts. Upon request, Customer may designate additional and/or backup Technical Contacts. Customer is required to place all primary Technical Contacts through Kronos product training for the Software covered under this Agreement at Customer's expense.

Customers purchasing the Platinum-Plus option shall also receive a one day per year visit to be performed at the Customer location where the Software is installed. During

this onsite visit, Kronos shall work with Customer to identify ways to help Customer increase functionality or maximize utilization of the Software in Customer's specific environment. Customer must be utilizing the then-current version of the Software. Travel and expenses are not included and shall be paid by Customer.

**(f) PAYMENT**

Customer shall pay annual support charges for the initial term in accordance with the payment terms on the Order Form and for any renewal term upon receipt of invoice. Customer shall pay additional support charges, if any, and time and material charges upon receipt of invoice.

**(g) ADDITION OF SOFTWARE**

Additional Software purchased by Customer during the initial or any renewal term shall be added to this Agreement at the same support option as the then current Software support coverage in place under these terms. Customer agrees to pay the charges for such addition, and any such addition shall be automatically renewed as provided in these terms.

**(h) RESPONSIBILITIES OF CUSTOMER**

Customer agrees (i) to provide Kronos personnel with full, free and safe access to Software for purposes of support, including use of Kronos' standard remote access technology, if required; (ii) to maintain and operate the Software in an environment and according to procedures which conform to the Specifications; and (iii) not to allow support of the Software by anyone other than Kronos without prior written authorization from Kronos. Failure to utilize Kronos' remote access technology may delay Kronos' response and/or resolution to Customer's reported Software problem. If Customer requires the use of a specific remote access technology not specified by Kronos, then Customer must purchase the Plus option to receive support and provide Kronos personnel with full, free and safe access to the remote access hardware and/or software.

**(i) DEFAULT**

Customer shall have the right to terminate Kronos support services in the event that Kronos is in breach of the support services warranty set forth below and such breach is not cured within fifteen (15) days after written notice specifying the nature of the breach. In the event of such termination, Kronos shall refund to Customer on a pro-rata basis those pre-paid annual support fees associated with the unused portion of the support term. Kronos reserves the right to terminate or suspend support service in the event the Customer is in default under this Agreement with Kronos and such default is not corrected within fifteen (15) days after written notice. In addition, the support services will terminate and all charges due hereunder will become immediately due and payable in the event that Customer ceases to do business as a going concern or has its assets assigned by law.

**(j) WARRANTY**

Kronos warrants that all support services shall be performed in a professional and competent manner.

**(k) KRONOS SUPPORT SERVICE POLICIES**

Kronos' then-current Support Services Policies shall apply to all Support Services purchased and may be accessed at: <http://www.kronos.com/Support/SupportServicesPolicies.htm> ("Support Policies"). In the event of a conflict between the Support Policies and this Agreement, the terms of this Agreement shall prevail.

**15. KNOWLEDGEPASS EDUCATION SUBSCRIPTION:**

The parties hereby agree that the following terms shall apply to Customer's purchase of the Kronos KnowledgePass Education Subscription only, if specified on the Order Form:

(a) Scope: The KnowledgePass Education Subscription is available to customers who are licensing Kronos' Workforce Central and iSeries Timekeeper Software products and who are maintaining such products under a support plan with Kronos. The KnowledgePass Education Subscription provides access via the internet to certain educational offerings provided by Kronos (the "KnowledgePass Content"), including:

- Product and upgrade information for project teams and end users
- Hands-on interactive instruction on common tasks
- Self-paced tutorials covering a range of topics
- Job aids
- Knowledge assessment and reporting tools to measure progress
- Webinars

(b) Term of Subscription: The KnowledgePass Education Subscription shall run co-terminously with Customer's Software Support, and shall renew for additional one (1) year terms provided Customer renews its KnowledgePass Education Subscription as provided below.

(c) Payment: Customer shall pay the annual subscription charge for the initial term of the KnowledgePass Education Subscription in accordance with the payment terms on the Order Form. Kronos will send Customer a renewal invoice for renewal of the KnowledgePass Education Subscription at least forty five (45) days prior to expiration of the then current term. KnowledgePass Education Subscription shall renew for an additional one (1) year term if Customer pays such invoice before the end of the initial term or any renewal term.

(d) Limitations: Customer recognizes and agrees that the KnowledgePass Content is copyrighted by Kronos. Customer is permitted to make copies of the KnowledgePass Content provided in \*pdf form solely for Customer's internal use and may not disclose such KnowledgePass Content to any third party other than Customer's employees. Customer may not edit, modify, revise, amend, change, alter, customize or vary the KnowledgePass Content without the written consent of Kronos, provided that Customer may download and modify contents of Training Kits solely for Customer's internal use.

(e) Train-the-Trainer Program (TTT): Certification under the Train-the-Trainer Program is valid only for the point release of the Software for which the TTT Program is taken, and covers only the Customer employee who completes the TTT Program.

**16. CONFIDENTIAL INFORMATION**



"Confidential Information" is defined as information that is: i) disclosed between the parties after the date of this Agreement that is considered confidential or proprietary to the disclosing party; and ii) identified as "confidential" at the time of disclosure, or would be reasonably obvious to the receiving party to constitute confidential information because of legends or other markings, by the circumstances of disclosure or the nature of the information itself. Additionally, the terms, conditions and pricing contained in this Agreement and the Order Form, the Software (and Software documentation), and the Specifications shall be deemed to be Kronos' Confidential Information. Each party shall protect the Confidential Information of the other party with at least the same degree of care and confidentiality, but not less than a reasonable standard of care, which such party utilizes for its own information of similar character that it does not wish disclosed to the public. Neither party shall disclose to third parties (except the parent company or the wholly owned subsidiaries of the receiving party who have a need to know) the other party's Confidential Information, or use it for any purpose not explicitly set forth herein, without the prior written consent of the other party. The obligation of confidentiality shall survive for three (3) years after the disclosure of such Confidential Information.

This Agreement imposes no obligation upon either party with respect to the other party's Confidential Information which the receiving party can establish by legally sufficient evidence: (a) was rightfully possessed by the receiving party without an obligation to maintain its confidentiality prior to receipt from the disclosing party, (b) is generally known to the public without violation of this Agreement; (c) is obtained by the receiving party in good faith from a third party having the right to disclose it without an obligation with respect to confidentiality; (d) is independently developed by the receiving party without use of the disclosing party's confidential information, which can be shown by tangible evidence; or (e) was required to be disclosed by applicable law; provided that the receiving party notifies the disclosing party of such requirement prior to disclosure, and provided further that the receiving party makes diligent efforts to limit disclosure.

#### 17. MARKETING ACTIVITIES

Customer agrees that Kronos may use Customer's name as part of Kronos' published customer lists. Upon Kronos' request, Customer will participate in mutually beneficial marketing and public relations activities with Kronos. All content shall be subject to the prior review and approval of Customer, such approval not to be unreasonably withheld.

#### 18. LIMITATION OF LIABILITY

CUSTOMER'S EXCLUSIVE REMEDIES AND KRONOS' SOLE LIABILITY FOR ANY KRONOS BREACH OF THIS AGREEMENT ARE EXPRESSLY STATED HEREIN. EXCEPT AS PROVIDED IN THIS AGREEMENT, ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED.

EXCEPT FOR KRONOS' INDEMNIFICATION OBLIGATIONS SET FORTH IN THIS AGREEMENT, IN NO EVENT SHALL KRONOS' OR ITS PARENTS', SUBSIDIARIES', AFFILIATES', OR THIRD PARTY LICENSOR'S LIABILITY TO A CUSTOMER, HOWSOEVER CAUSED, EXCEED THE VALUE OF THE ORDER WHICH GIVES RISE TO THE CLAIM, AND IN NO EVENT WILL KRONOS OR ITS PARENTS, SUBSIDIARIES AFFILIATES OR THIRD PARTY LICENSORS BE LIABLE FOR LOST PROFITS, LOST DATA OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THIS AGREEMENT WHETHER SUCH CLAIM IS BASED ON WARRANTY, CONTRACT, TORT OR THE EXISTENCE, FURNISHING, FUNCTIONING OR CUSTOMER'S SPECIFIC USE OF, OR INABILITY TO SO USE, ANY EQUIPMENT, SOFTWARE OR SERVICES PROVIDED FOR IN THIS AGREEMENT.

#### 19. GENERAL

(a) This Agreement shall be governed by Ontario law. The parties waive the application of the United Nations Commission on International Trade Law and United Nations Convention on Contracts for the International Sale of Goods as to the interpretation or enforcement of this Agreement.

(b) The invalidity or illegality of any provision of this Agreement shall not affect the validity of any other provision. The parties intend for the remaining unaffected provisions to remain in full force and effect.

(c) Customer shall not assign this Agreement or the license to the Software without the prior written consent of Kronos and any purported assignment, without such consent, shall be void.

(d) Neither party shall be liable for failures or delays in performance due to causes beyond its reasonable control, including war, strikes, lockouts, fire, flood, storm or other acts of God. Both parties agree to use their best efforts to minimize the effects of such failures or delays.

(e) All notices given under this Agreement shall be in writing and sent postage pre-paid, if to Kronos, to the Kronos address on the Order Form, or if to Customer, to the billing address on the Order Form.

(f) No action, regardless of form, may be brought by either party more than two (2) years after the cause of action has arisen.

(g) The section headings herein are provided for convenience only and have no substantive effect on the construction of this Agreement.

(h) The parties agree that if this Agreement is delivered via fax or electronically delivered via email it shall constitute a valid and enforceable agreement.

(i) This Agreement and any information expressly incorporated herein (including information contained in any referenced URL), together with the applicable Order Form, constitute the entire agreement between the parties for the products and services described herein and supersede all prior or contemporaneous representations, negotiations, or other communications between the parties relating to the subject matter of this Agreement. This Agreement may be amended only in writing signed by authorized representatives of both parties. Customer understands and acknowledges that while Kronos may disclose to customers certain confidential information regarding general product development direction, potential future products and/or product enhancements under consideration, Customer is not entitled to any products or product enhancements other than those contained on the Order Form. Customer has not relied on the availability of any future version of the Software or Equipment identified on an Order Form, nor any other future product in executing this Agreement.

(j) Use, duplication, or disclosure by the United States Government is subject to restrictions as set forth in subparagraph (c) (1) (ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013, or subparagraph (c)(1)(2) of the Commercial Computer Software Restricted Rights clause at FAR 52.227-19, as applicable. Manufacturer/distributor is Kronos Incorporated, 900 Chelmsford Street, Lowell, MA.

20. INSURANCE.

Kronos shall procure and maintain, at all times and at its own expense, during the term of this Agreement or as otherwise specified, the types of insurance(s) specified in Exhibit A.

21. LANGUAGE.

The parties hereto have requested that this Agreement be drafted in English. Les parties aux présentes ont exigé que le présent contrat soit rédigé en langue anglaise.

22. Dispute Resolution

Subject to Section 22(d), any dispute between the parties shall be resolved in accordance with this Section 22.

- (a) Prior to initiating arbitration pursuant to Section 22(c), the parties shall first attempt to resolve any dispute informally and confidentially, in the following way:
  - (i) upon the written request of a party, the other party shall appoint a designated representative whose task it will be to meet for the purpose of attempting to resolve the dispute;
  - (ii) the designated representatives shall meet as often as the parties reasonable deem necessary in order to gather from, and furnish to each other, all information with respect to the dispute, which the parties believe to be appropriate and germane to its resolution. The designated representatives shall discuss the issue and negotiate in good faith in an effort to resolve the dispute without the necessity of any format proceeding;
  - (iii) during the course of negotiations, the parties may request and exchange non-privileged information reasonably related to this Agreement; and
  - (iv) the specific format of the discussion shall be left to the discretion of the designated representatives, but may include the preparation of agreed-upon statements of facts or written statements of position. In the case of a good faith dispute with respect of billing, the Customer may require an in-depth review of the related disputed amount. It is agreed that all communications between the parties, and by the parties pertaining to the dispute during the negotiations, shall be without prejudice to the party's rights regarding the dispute.
- (b) If a dispute cannot be resolved or settled informally, it shall be settled and determined by arbitration pursuant to the laws of the Province of Ontario, and the parties are deemed to submit to the Arbitration Act, 1991 (Ontario) (the "Act"). Either party may at any time give written notice to the other of its desire to submit the dispute to arbitration stating with reasonable particularity the subject matter of the dispute. Within five (5) days after receipt of such notice, the parties shall appoint a single arbitrator. Should the parties not be able to agree upon a single arbitrator, they shall apply to a court of competent jurisdiction to appoint an arbitrator and the parties agree to be bound by such appointment. The costs of the arbitration shall be paid as determined by the arbitrator. Notwithstanding anything to the contrary contained in the Act, the award of the arbitrator shall be final and binding upon the parties and all persons claiming through or under them. An award of the arbitrator shall be a condition precedent to the right of either party, or any person claiming through or under a party, to bring any suit, action or other proceeding in any court of law or equity against the other party, any person claiming through or under a party, or against the arbitrator, in respect of any matter to which this arbitration process applies. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction, and execution or other legal process may issue upon such judgment. The parties and all persons claiming through or under them attorn to the jurisdiction of the arbitrator and to the jurisdiction of any court in which judgment may be entered. Arbitration may not be waived except upon delivery by all parties of a written notice to that effect.
- (d) The following disputes are not subject to the dispute resolution procedures set forth in Sections 22(a) 22(b) and 22(c), unless, in respect of any particular dispute, the parties otherwise mutually agree:
  - i. any dispute involving a request for a temporary restraining order or other form of injunctive relief;
  - ii. any dispute involving a claim by or against a third party except with the express written consent of such third party to participate in arbitration on the basis set forth in this Agreement or in another mutually agreed upon form of alternative dispute resolution.
  - iii. Any dispute relating to Intellectual Property Rights

DATED:

Dec 16/19

CUSTOMER: YUKON HOSPITAL CORPORATION

BY:

NAME:

Brian Gillen

TITLE:

Chair of Board - YHC

**Exhibit A**

**A. Commercial General Liability**

Kronos shall provide coverage on a Commercial General Liability Occurrence Coverage Form limits of \$1,000,000.00 each occurrence and \$2,000,000.00 annual aggregate. Limits may be achieved via a combination of primary and umbrella/excess insurance.

**B. Workers' Compensation**

Kronos shall provide Workers' Compensation Insurance covering all employees who are to provide Services under this Agreement (or equivalent insurance if Services are delivered outside of the United States). Employers' Liability coverage is required with limits of the following:

Bodily Injury by Accident.....	\$1,000,000 Each Accident
Bodily Injury by Disease.....	\$1,000,000 Each Employee
Bodily Injury by Disease.....	\$1,000,000 Policy Limit

**C. Umbrella/Excess Liability**

Limits of liability of \$5,000,000 per occurrence.

**D. Automobile Liability**

Limits of liability of at least \$1,000,000 combined single limit, including but not limited to, all owned, hired and non-owned motor vehicles.

**E. Professional Liability/ Errors & Omissions**

Kronos shall maintain coverage on a Professional Liability Form (or equivalent) in the amount of \$2,000,000 per claim with a \$2,000,000 annual aggregate.

**F. Cyber Risk Liability**

Kronos shall maintain coverage on a Cyber Risk Liability Form (or equivalent) in the amount of \$2,000,000 per claim with a \$2,000,000 annual aggregate.

**G. All Risk Property Insurance**

Kronos shall provide All Risk Property Insurance in an amount not less than the full replacement cost of Kronos's property.

**H. Miscellaneous**

1. Kronos shall supply Customer with the above proof of insurance, as required upon the signing of this Agreement.

2. All insurance companies for each of the coverages set forth above must be rated A- or better with a financial rating of VII or better in the most recent A.M. Best's Rating Guide.

<b>Purchase Order #: 64566</b>  <b>Hospital:</b> YUKON HOSPITAL CORPORATION #5 HOSPITAL ROAD WHITEHORSE, YUKON Y1A 3H7 <b>GLOBAL LOCATION NUMBER:</b>	<b>Vendor:</b> Y005939 KRONOS CANADIAN SYSTEMS INC. 3535 QUEEN MARY ROAD SUITE 650 MONTREAL, QC H3V 1H8	<b>Date:</b> 19/12/19 <b>Status:</b> WORKING <b>Buyer:</b> MM.KGE - EDWARDS, Ken <b>Type:</b> REGULAR SERVICE
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Page: 1

<b>Ship To:</b> #5 HOSPITAL ROAD WHITEHORSE, YT Y1A 3H7  <b>VIA:</b>	<b>Invoice To:</b> ATTN: ACCOUNTS PAYABLE #5 HOSPITAL ROAD WHITEHORSE, YUKON Y1A 3H7  <b>Vendor Acct #:</b>	<b>Terms:</b> INV NET1 <b>FOB:</b> WGH <b>Contact:</b> ALYSON PEARCE <b>VENDOR'S REG #:</b>
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Phone: (604)345-5095

LINE	ITEM #	VEND'S CATLG MFR's CATLG GTIN	DESCRIPTION	PACKAGING MANUFACTURER	QTY UP	PRICE	EXT COST	TAX GST TAX DEPT or INVEN DELIVER TO	G/L ACCOUNT
1	0030006	QUOTE 653090-1	KRONOS STAFF SCHED. SOFTWARE	EA	1 EA	76479.0000	76479.00	GST Y N IS CAPITAL	011.305.86400
<b>LICENSE QUANTITIES:</b> WORKFORCE TIMEKEEPER V8 - 650 WORKFORCE EMPLOYEE V8 - 650 WORKFORCE MANAGER V8 - 65 WORKFORCE MOBILE EMPLOYEE V8 - 650 WORKFORCE INTEGRATION MANAGER V8 - 650 WORKFORCE ABSENCE MANAGER V8 - 650 WORKFORCE MOBILE MANAGER V8 - 65 WORKFORCE SCHEDULER V8 - 650 INCLUDES APPLICABLE SOFTWARE MEDIA									
2	0021125	QUOTE 653090-1	PROFESSIONAL SERVICE	EA	1 EA	83325.0000	83325.00	GST Y N IS CAPITAL	011.305.86400
<b>PROFESSIONAL/EDUCATIONAL SERVICES</b> PARAGON ONLINE REMOTE TEAM - \$200 PER HOUR PROJECT MANAGER - 100 HOURS - \$20000 TECHNOLOGY CONSULTANT - 12 HOURS - \$2400 SOLUTION CONSULTANT - 224 HOURS - \$44800 INTEGRATION CONSULTANT - 28 HOURS - \$5600 \$200 TRAINING POINTS - \$1 EA - \$8200 KNOWLEDGE PASS - \$0 ED SERVICES SUBSCRIPTION - 1 CONTRACT - \$2325.00									
3	0013601	QUOTE 653090-1	MAINT SOFTWARE 1ST YEAR	EA	1 EA	16825.3800	16825.38	GST Y N IS CAPITAL	011.305.86400
1 YEAR GOLD SUPPORT SERVICE RENEWES ANNUALLY FOR \$16825.38 PER YEAR									
<b>Comments:</b>  *** STAFF SCHEDULING SOFTWARE  *** FIRST YEAR SUPPORT INCLUDED, \$16825.38 PER YEAR AFTER						<b>SUBTOTAL:</b> 176629.38 <b>GST:</b> 8831.47 0.00 <b>TOTAL:</b> 185460.85			

Purchase Order #: 64566

Hospital: YUKON HOSPITAL CORPORATION  
#5 HOSPITAL ROAD  
WHITEHORSE, YUKON  
Y1A 3H7  
GLOBAL LOCATION NUMBER:

Vendor: Y005939  
KRONOS CANADIAN SYSTEMS INC.  
3535 QUEEN MARY ROAD  
SUITE 650  
MONTREAL, QC H3V 1H8

Date: 19/12/19  
Status: WORKING  
Buyer: MM.KGE - EDWARDS, Ken  
Type: REGULAR SERVICE

Page: 2

LINE	ITEM #	VEND'S CATLG MFR'S CATLG GTIN	DESCRIPTION	PACKAGING MANUFACTURER	QTY UP	PRICE	EXT COST	TAX GST TAX DEPT or INVEN DELIVER TO	G/L ACCOUNT
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\*\*\* LICENSE IS AT PERPETUITY

Vendor:

1. INCLUDE IN ALL SHIPMENTS A PACKING SLIP SHOWING CONTENTS AND PURCHASE ORDER NUMBER.
2. SHOW OUR ORDER NUMBER ON ALL INVOICES, PACKAGES, SHIPPING PAPERS, AND CORRESPONDENCE.
3. RENDER INVOICES IN DUPLICATE.
4. PURCHASE ORDER IS SUBJECT TO ALL TERMS AND CONDITIONS AS PROVIDED TO THE VENDOR.

By:



Authorized Signature

049



yukon  
hospitals

5 Hospital Road  
Whitehorse, Yukon Y1A 3H7

REQUEST FOR GOODS/SERVICES

Date of Voucher	Date Required	Purchase Order Number 64566		
Requesting Department IS (Health Project)		Financial Coding 011.305.86400		
DESCRIPTION		Quantity	Unit Cost	Extended Cost
Stock No.	Material			
Software				\$76,479.00
Professional Services				\$83,325.00
Support Services (year 1)				\$16,825.38
TAX				\$831.47
Total				\$185,460.85
Vendor: KRONOS		RECEIVED BY		
		DATE		
Requisitioned by: Mike Bonchard		Approved by: [Signature]		
		Reference Number 65812		

## Memorandum of Transmittal of Final Authorization

**Date:** December 13, 2019

**Re:** Kronos Staff Scheduling Contract (Part of 1Health)

**Term:** Ongoing

**Document:**

- Contract Review Checklist
- Contract
- Order Form
- Statement of Work
- Capital Request Form

**Final Level of Authority Required:** Board Chair

**Legal Review/Approval or Contract Review Checklist:**

- Contract Review Checklist Completed




**Description:** Current Staff Scheduling software being used is no longer available in Meditech Expense. After an RFP Kronos was selected for our Staff Scheduling Software.

**Capital Cost:**

\$185,460.85 which include first year of support (\$16,825.38 per year annual costs)

**Termination Clause:**

- License is at perpetuity
- Support is renewed annually automatically
- Require to notify of termination 60 days prior to annual renewal if wanting cancellation.

Approval Signature	Title	Date
	CIO	Dec 13, 2019
	CEO	Dec 13/19
	Board Chair	Dec 16/19



## CAPITAL APPROVAL FORM

<b>Executive Sponsor:</b> <u>Marc Bouchard</u>	
<b>Department:</b> <u>All departments will be affected but lead by Information Systems</u>	
<b>Approved Capital Envelope (Y/N):</b> <u>Y</u>	
<b>Additional funding provided by:</b> <u>YG</u>	<b>Dollar amount committed:</b> <u>\$7.2M plus additional funding agreed by YG</u>

Project Description	Total Project Approved Amount (Gate 2) including \$\$ spent in Gate 1	Date Project Approved by Executive Committee (over \$30K only)
<u>Staff Scheduling Software – Kronos (part of the IHealth Projects)</u>	<u>\$7.2M</u>	<u>Staff Scheduling Approved at Exec Meeting for \$400K Part of the IHealth \$7.2M Project</u>

### COMPLIANCE WITH FI-035 CONTRACTING AND PURCHASING POLICY

<u>Purchased Value</u>	<u>Procurement Method</u>	<u>Confirmation (Y/N)</u>
\$10,000 - \$99,999	Three (3) written quotes	<u>N</u>
\$100,000 and more	Public RFP or invitational tender with a minimum (3) written quotes if possible	<u>Y</u>
<b>Sole Source Justification (Y/N):</b> <u>N</u>		

### SOLE SOURCE JUSTIFICATION

1. Sole Sourcing means the use of a non-competitive procurement process to acquire goods or services where there is only one available supplier for the source of the goods or service. Allowable exceptions for competitive procurements are included below. Please check all applicable categories below.

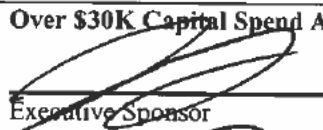
- ☐ a. to ensure compatibility with existing products.
- ☐ b. to recognize exclusive rights such as exclusive licenses, copyright and patent rights or to maintain specialized products that must be maintained by the manufacturer or its representative
- ☐ c. where there is an absence of competition for technical reasons and the goods or services can only be supplied by a particular supplier and no alternative or substitute exists
- ☐ d. for the procurement of goods or services, the supply of which is controlled by a supplier that is a statutory monopoly
- ☐ e. for work to be performed on or about a leased building or portions thereof that may be performed only the by the leaser
- ☐ f. for work to be performed on property by a contractor according to provisions of a warranty or guarantee held in respect of the property or the original work
- ☐ g. for a contract to be awarded to the winner of a design competition
- ☐ h. for procurement of a prototype or first good or service to be developed in the course of and for a particular contract for research, study or original development but not for any subsequent purchases



- ☐ i. for the purchase of goods under exceptionally advantageous circumstances such as bankruptcy or receivership but not for routine purchases
- ☐ j. for the procurement of subscriptions to newspapers, magazines or other periodicals
- ☐ k. for work that must be completed to a deadline that will not allow for the additional time required to pursue quotes

**DETAILS OF SOLE SOURCE JUSTIFICATION**

**Over \$30K Capital Spend Approved by:**

  
Executive Sponsor

  
CEO, Yukon Hospital Corporation

Date: Dec 16/19

**Under \$30K Capital Spend Approved by:**

\_\_\_\_\_  
Division/Department Lead

\_\_\_\_\_  
Executive Sponsor

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

**YUKON HOSPITAL CORPORATION****CONTRACT REVIEW CHECKLIST**

<b>ISSUE</b>	<b>YES</b>	<b>NO</b>	<b>COMMENTS</b>
<b>IDENTIFICATION OF PARTIES</b>			
Are all of the parties to the contract identified?	Yes		Specified in SOW and Order form. Contract refers to SOW and Order form. In contract refers to YHC as Customer with Sign Block.
Are all of the parties legal entities	Yes		
<b>DEFINITIONS</b>			
Are capitalized words defined at the outset of use?	Yes		
<b>TERM</b>			
Is the length of the contract specified	Yes		Perpetual until customer provides termination notice – or after 30 by Kronos upon Material Breach .  Require 60 days' notice by customer prior to auto renew of service contract
Are the renewal terms (if applicable) clearly defined?		No	Perpetual for license --- service contract renewed yearly
<b>TERMINATION</b>			
Are termination provisions specified?	Yes		
Does YHC have the ability to terminate the contract without notice?		No	Need to provide 30 days' notice
<b>PERFORMANCE MEASURES</b>			
Performance Measures: Is there a full description of each parties obligations and responsibilities?	Yes		
Are the obligations and responsibilities measurable? Attainable?	Yes		
<b>INSURANCE REQUIREMENTS</b>			

Are the requirements for insurance specified?	Yes		
Are the insurance requirements appropriate for the risks associated with the contract?	Yes		
Does the contract require YHC to be notified of material change or cancellation of any required insurance policy?		No	Coverage during duration of the project.
<b>ISSUE</b>	<b>YES</b>	<b>NO</b>	<b>COMMENTS</b>
<b>LIMITATIONS OF LIABILITY</b>			
Do limitations of liability exist in the contract?	Yes		
Are the limitations of liability reasonable in the context of the agreement?	Yes		
<b>INDEMNIFICATION/HOLD HARMLESS</b>			
Is there an indemnity and a hold harmless within the contract?	Yes		
If so, are the parties assuming responsibility only for their own acts?		No	Kronos is indemnifying YHC related to copyright infringement
If the indemnity is being provided by the YHC to another party has it been approved by the CEO, Board of Trustees or Legal Counsel?	NA		
<b>CHANGES TO CONTRACT</b>			
Does the contract specify that any changes must be made in writing and signed by all parties?	Yes		Require YHC Prior Consent to become changes to contract becomes binding
<b>JURISDICTION</b>			
Is the Yukon Territory specified as the jurisdiction for governing law?		No	Ontario
<b>ASSIGNMENT</b>			
Does the contract prohibit assignment to another party without the written approval of the YHC?		No	
<b>SUBCONTRACTORS</b>			

Does the contract require all subcontractors to be approved by the YHC in advance?		NA	Software provision
Are any subcontractors clearly bound by all the same terms and conditions as the primary contractor?		NA	
<b>ISSUE</b>	<b>YES</b>	<b>NO</b>	<b>COMMENTS</b>
<b>CONFIDENTIALITY</b>			
Are confidentiality issues addressed within the contract?	Yes		
Has the contractor signed/required to sign the YHC Confidentiality Agreement?		No	Software provision --- not necessary
<b>COMPLIANCE WITH WORKERS COMPENSATION LEGISLATION AND COMPANY OH&amp;S POLICIES</b>			
Does the contract indicate that contractors must comply with and must ensure that any Subcontractors comply with, all applicable occupational health and safety laws including Workers Compensation and YHC's OH&S policies and procedures?		NA	Software Provision
<b>DISPUTE RESOLUTION</b>			
Are dispute resolution processes specified in the event of any disagreements?	Yes		
Are any provisions for formal dispute resolutions based in the Yukon Territory?		No	Ontario
<b>SIGNATORIES</b>			
Are the names, titles and signatures of the appropriate parties recorded on the signature page?	Yes		
<b>APPENDICES/SCHEDULES</b>			

Are any appendices/schedules referred to in the contract attached?	Yes		
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SOURCE: Adapted from a publication by the Health Care Protection Program September 2009

# ORDER FORM

Quote#: 653090 - 1  
Expires: 22-NOV-2019  
Sales Executive: Pearce, Alyson

Order Type: Standard CA  
Date: 01-NOV-2019  
Page: 1/2

**Bill To:** YUKON HOSPITAL CORPORATION  
5 HOSPITAL RD  
WHITEHORSE  
Y1A-3H7, YUKON  
Canada

**Ship To:** Attn: MARC BOUCHARD  
YUKON HOSPITAL CORPORATION  
5 HOSPITAL RD  
WHITEHORSE  
Y1A-3H7, YUKON  
Canada

**Solution ID:** 6166573

**Contact:** Marc Bouchard  
**Email:** Marc.Bouchard@wgh.yk.ca  
**Ship To Phone:** 8673938930

**Payment Terms:** N30  
**Currency:** CAD  
**Customer PO Number:**

**FOB:** DESTINATION  
**Ship Method:**  
**Freight Term:** Prepay & Add

Your Kronos solution includes:

## SOFTWARE

Item	License/Qty	Total Price
WORKFORCE TIMEKEEPER V8	650	
WORKFORCE EMPLOYEE V8	650	
WORKFORCE MANAGER V8	65	
WORKFORCE MOBILE EMPLOYEE V8	650	
WORKFORCE INTEGRATION MANAGER V8	650	
WORKFORCE ABSENCE MANAGER V8	650	
WORKFORCE MOBILE MANAGER V8	65	
WORKFORCE SCHEDULER V8	650	
<b>Total Price</b>		<b>76,479.00</b>

\*Includes applicable software media

## SUPPORT SERVICES

Item	Duration	Total Price
GOLD SUPPORT SERVICE	1 YR	16,825.38
<b>Total Price</b>		<b>16,825.38</b>

\*Support values listed above are total for all applicable products in each section of this order form

## PROFESSIONAL SERVICES / EDUCATIONAL SERVICES

Item	Quantity	Unit Price	Total Price
PARAGON ONLINE REMOTE TEAM	364 Hours		72,800.00
Project Manager	100 Hours	200.00	
Technology Consultant	12 Hours	200.00	
Solution Consultant	224 Hours	200.00	
Integration Consultant	28 Hours	200.00	
TRAINING POINTS	8200 Points	1.00	8,200.00
KNOWLEDGE PASS	1 Each	0.00	0.00
ED SERVICES SUBSCRIPTION	1 Contract	2,325.00	2,325.00
<b>Total Price</b>			<b>83,325.00</b>

## QUOTE SUMMARY

Description	Total Price
Subtotal	176,629.38
Deposit	0.00
Tax	8,831.47
Grand Total	185,460.85

### YUKON HOSPITAL CORPORATION

Signature: 

Name: Brian Gillen

Title: Chair of Board - YHC

Effective Date: Dec 16/19

### Kronos Canadian Systems Inc.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

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

Invoice amount will reflect deposit received. All professional services are billed as delivered with a payment term of Net Upon Receipt. Unless otherwise indicated above, this order is subject to the attached terms and conditions which the customer acknowledges have been read. THIS ORDER IS SUBJECT TO APPLICABLE TAXES. THE TAX AMOUNT SHOWN ON THIS ORDER IS ONLY AN ESTIMATE. THE ACTUAL TAX AMOUNT TO BE PAID BY CUSTOMER WILL BE SHOWN ON CUSTOMER'S INVOICE. The JBoss® Enterprise Middleware components embedded in the Software are subject to the End User License Agreement found at [http://www.redhat.com/licenses/jboss\\_eula.html](http://www.redhat.com/licenses/jboss_eula.html). Shipping and handling charges will be reflected on the final invoice. If you are tax exempt; please provide a copy of your "Tax Exempt Certificate" with your signed quote.



Purchase Order #: 0001991  Hospital: YUKON HOSPITAL CORPORATION 5 HOSPITAL ROAD WHITEHORSE, YT Y1A 3H7	Vendor: Y005939 KRONOS CANADIAN SYSTEMS INC. 3535 QUEEN MARY ROAD SUITE 650 MONTREAL, QC H3V 1H8	Date: 01/11/21 Status: OPEN Buyer: DGDESJAR - Denis Desjardins Type: REGULAR SERVICE
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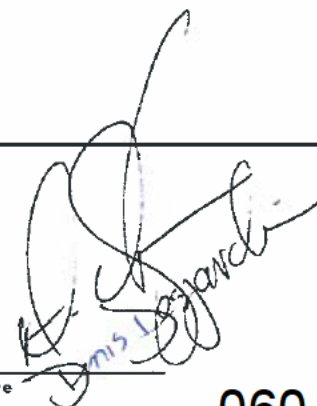
Page: 1

Ship To: 5 HOSPITAL ROAD WHITEHORSE, YT Y1A 3H7  GLOBAL LOCATION NUMBER:  VIA:                      Exp Del: 01/11/22	Invoice To: 5 HOSPITAL ROAD WHITEHORSE, YT Y1A 3H7  Vendor Acct #:	Terms: INV NET1 FOB: Contact:  VENDOR'S REG #:
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LINE	ITEM #	GTIN	DESCRIPTION	QTY UP	PRICE	EXT COST	TAX GST	G/L ACCOUNT
		VEND's CATLG	PACKAGING					
		MFR's CATLG	MANUFACTURER					
1	0003782		MTCE AGREEMENT - INFO SERV	1 EA	24010.1500	24010.15	GST Y N	101.710.1252500.6401000
		1214077 R23-AUG-21	EA					YHC INFORMATION HIS
		INCLUDES: \$21,502.30 - WORKFORCE MANAGER V8 \$ 2,507.85 - EDUCATIONAL SUPPORT ----- \$24,010.15						

Comments:  *** RENEWAL OF MAGIC PO# 68614  *** CONTRACT NUMBER 1214077 R23-AUG-21	SUBTOTAL: 24010.15 GST: 1200.51  TOTAL: 25210.66
---	---

Vendor:  1. INCLUDE IN ALL SHIPMENTS A PACKING SLIP SHOWING CONTENTS AND PURCHASE ORDER NUMBER. 2. SHOW OUR ORDER NUMBER ON ALL INVOICES, PACKAGES, SHIPPING PAPERS, AND CORRESPONDENCE. 3. RENDER INVOICES IN DUPLICATE. 4. PURCHASE ORDER IS SUBJECT TO ALL TERMS AND CONDITIONS AS PROVIDED TO THE VENDOR.	By: _____ Authorized Signature
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060





yukon  
hospitals

5 Hospital Road  
Whitehorse, Yukon Y1A 3H7

# REQUEST FOR GOODS/SERVICES

Date of Voucher <b>Oct 19, 2021</b>		Date Required		Purchase Order Number <b>0001991</b>		
Requesting Department <b>I.S.</b>				Financial Coding <b>101.910.1252500.6401000</b>		
DESCRIPTION				Quantity	Unit Cost	Extended Cost
Stock No.	Material					
<p><b>Gursky Kronos Renewal</b></p> <p><b>Software Support</b></p> <p><b>Education Support</b></p>						<p><b>\$22,577.42</b></p> <p><b>2,633.24</b></p> <hr/> <p><b>\$25,210.67</b></p>
Vendor: <b>UKG (Kronos)</b>				RECEIVED BY		
				DATE		
Requisitioned by: <b>Maree Blanchard</b>				Approved by: <b>[Signature]</b>		
				Reference Number <b>70190</b>		

**Payment Terms:** Net 30 Days  
**Currency:** CAD  
**Customer PO Number:**

**Quote Type:** Renewal  
**Customer:** YUKON HOSPITAL CORPORATION  
**Solution ID:** 6166573  
**Contract #:** 1214077 R23-AUG-21  
**Date:**  
**Prepared by:** Nancy Eggers / CA Western Canada

**Bill To:** YUKON HOSPITAL CORPORATION  
 5 HOSPITAL RD  
 WHITEHORSE YUKON Y1A-3H7  
 CANADA

**Ship To:** YUKON HOSPITAL CORPORATION  
 5 HOSPITAL RD  
 WHITEHORSE YUKON Y1A-3H7  
 CANADA

**Contact:** MARC BOUCHARD  
**Email:** marc.bouchard@wgh.yk.ca

### SOFTWARE SUPPORT SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Gold	WORKFORCE ABSENCE MANAGER V8	650	20-DEC-2021	19-DEC-2022	365
2	Gold	WORKFORCE EMPLOYEE V8	650	20-DEC-2021	19-DEC-2022	365
3	Gold	WORKFORCE INTEGRATION MANAGER V8	650	20-DEC-2021	19-DEC-2022	365
4	Gold	WORKFORCE MANAGER V8	65	20-DEC-2021	19-DEC-2022	365
5	Gold	WORKFORCE MOBILE EMPLOYEE V8	650	20-DEC-2021	19-DEC-2022	365
6	Gold	WORKFORCE MOBILE MANAGER V8	65	20-DEC-2021	19-DEC-2022	365
7	Gold	WORKFORCE SCHEDULER V8	650	20-DEC-2021	19-DEC-2022	365
8	Gold	WORKFORCE TIMEKEEPER V8	650	20-DEC-2021	19-DEC-2022	365
9	Gold	WORKFORCE ABSENCE MANAGER V8	50	11-FEB-2022	19-DEC-2022	312
10	Gold	WORKFORCE EMPLOYEE V8	50	11-FEB-2022	19-DEC-2022	312
11	Gold	WORKFORCE INTEGRATION MANAGER V8	50	11-FEB-2022	19-DEC-2022	312
12	Gold	WORKFORCE TIMEKEEPER V8	50	11-FEB-2022	19-DEC-2022	312
13	Gold	WORKFORCE ABSENCE MANAGER V8	50	25-APR-2022	19-DEC-2022	239
14	Gold	WORKFORCE EMPLOYEE V8	50	25-APR-2022	19-DEC-2022	239
15	Gold	WORKFORCE INTEGRATION MANAGER V8	50	25-APR-2022	19-DEC-2022	239
16	Gold	WORKFORCE MANAGER V8	15	25-APR-2022	19-DEC-2022	239
17	Gold	WORKFORCE MOBILE EMPLOYEE V8	100	25-APR-2022	19-DEC-2022	239
18	Gold	WORKFORCE MOBILE MANAGER V8	15	25-APR-2022	19-DEC-2022	239
19	Gold	WORKFORCE SCHEDULER V8	100	25-APR-2022	19-DEC-2022	239
20	Gold	WORKFORCE TIMEKEEPER V8	50	25-APR-2022	19-DEC-2022	239

	Support Services	Estimated Tax	Subtotal
Software Support Services	21,502.30	1,075.13	22,577.43

### EDUCATIONAL SERVICES

Line	Support Service Level	Covered Product	License Count	Start Date	End Date	Duration (days)
1	Ed Services Subscription	KNOWLEDGE PASS		20-DEC-2021	19-DEC-2022	365

	Support Services	Estimated Tax	Subtotal
Educational Services	2,507.85	125.39	2,633.24

**Payment Terms:** Net 30 Days  
**Currency:** CAD  
**Customer PO Number:**

**Quote Type:** Renewal  
**Customer:** YUKON HOSPITAL CORPORATION  
**Solution ID:** 6166573  
**Contract #:** 1214077 R23-AUG-21  
**Date:** 14-SEP-2021  
**Prepared by:** Nancy Eggers / CA Western Canada

**Bill To:** YUKON HOSPITAL CORPORATION  
 5 HOSPITAL RD  
 WHITEHORSE YUKON Y1A-3H7  
 CANADA

**Ship To:** YUKON HOSPITAL CORPORATION  
 5 HOSPITAL RD  
 WHITEHORSE YUKON Y1A-3H7  
 CANADA

**Contact:** MARC BOUCHARD  
**Email:** marc.bouchard@wgh.yk.ca

### CONTRACT SUMMARY

**Contract Period:** 20-DEC-2021 - 19-DEC-2022

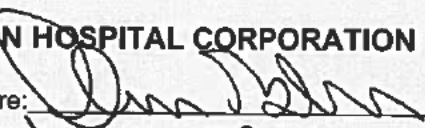
Description	Support Services	Estimated Tax	Subtotal
Software Support Services	21,502.30	1,075.13	22,577.43
Educational Services	2,507.85	125.39	2,633.24
<b>Total</b>	<b>24,010.15</b>	<b>1,200.52</b>	<b>25,210.67</b>

**Annualized Contract Value:** 25,356.02

The Annualized Contract Value is the value of the contract if all services are priced for 365 days. The Annualized Contract Value does not include estimated tax. Please note that this quote may include services priced for prorated periods.

### IMPORTANT NOTES

Support Services are subject to applicable taxes. The tax amount shown on this quote is only an estimate. The actual tax due will be reflected on the invoice.

<b>YUKON HOSPITAL CORPORATION</b>		<b>KRONOS CANADIAN SYSTEMS INC.</b>	
Signature: 	Signature: _____	Signature: _____	Signature: _____
Name: <u>Marc Bouchard</u>	Name: _____	Name: _____	Name: _____
Title: <u>CFO</u>	Title: _____	Title: _____	Title: _____
Date: <u>Oct 19, 2021</u>	Date: _____	Date: _____	Date: _____

# Executive Summary

## Business Case – Gate 2

Date: June 2, 2022

Project Name: Staff Scheduling Software - redo

Type of Project: Part of the 1Health Implementation

Decision requested: Gate 2

Sponsor:

Preparer:

# Project/Business Decision Description

## **Project description/definition**

- As part of the 1Health project, this project is to replace current Staff Scheduling functionality in YHC's legacy Ameritech with a software that is capable of providing YHC with tools needed to effectively manage staffing resources.
- It is expected that this project will be delivered in two distinct phases.
- Phase 1 involves replacement of existing functionality with software that supports advance Staff Scheduling/Time Capture functionality and is expected to take 6 months from build to implementation.
- Phase 2 will see YHC implement Advance Scheduling/Time Capture functionality and is expected to take 8 months in duration.

## **Primary drivers**

YHC goals and objectives for this project include:

- Eliminate error-prone manual processes
- Integrate seamlessly with other systems (Meditech Expanse)
- Maintain fair and equitable scheduling practices
- Standardization of scheduling processes
- Access to on demand reporting.

# Project/Business Decision Description

## Project Scope

- The scope of this project is to transition from one Staff Scheduling Software to another as seamlessly as possible with no change in the level of functionality currently provided with the legacy Meditech system. It is expect that there will be no adverse effect to YHC from a payroll point of view or to its employees when utilizing Staff Scheduling and Time Management.

**Phase 1 is to include:**

- Employee demographics data import
- Basic scheduling
- Overtime rules
- Shift differentials
- Pay rules
- Accruals
- License setup and use profiles
- Export of payroll data to Expanse

### Original Timeframe:

- By August 30, 2019 Selection of a preferred proponent
- By June 2020 Project Kick-off
- By November 2020 Expected YHC Go Live

# Project/Business Decision Description

## Out of Scope

- Advanced scheduling is out of scope and considered to be implemented separately with a new business case developed. Functionality for phase 2 may include:
  - Self service option allowing staff to edit schedules.
  - Enhanced views allowing staff to see other team members schedules.
  - Integration potential with programs and apps (outlook and mobile devices).
  - Enhanced scheduling features (e.g. job transfers, shift swaps etc.)
  - Enhanced views for managers for scheduling
  - Auto callout of shifts using an integrated software.
  - Open shifts callout and swaps via mobile device that ensure work rules are adhered to (violation of OT rules etc.)
  - Robust auditing – ability to track changes to schedules (record user, change, date/time stamp)
  - Enhanced reporting.
  - Forecast Manager Module that predicts workload and uses an algorithm that considers historical performance and current patient flow.
  - Workload Manager Module that classifies each patient per workload intensity and assigns the appropriate nurse.
  - Workload Target Intelligence Module provides current shift-based productivity reporting to guide staffing decision-making.

# Project/Business Decision Description

## Key Project Dependencies

- Assignment and commitment of key internal personnel to include representatives from: This was not formally in place and resources were not available to support as originally expected.
  - Human Resources
  - Information Technology
  - Finance and Payroll
- Budget dollars provided as part of the 1Health capital project. This was included in the budget and funding provided for the project.
- This project was part of the 1Health project and as such system build and testing had to be done in conjunction with the full project. This was met.
  - Must be done in conjunction with Expanse Payroll
  - Go-live date for Staff Scheduling must match 1Health go-live
- YHC work rules and corresponding collective agreement alignment must be clear and in place. Gap in collective agreement interpretation and standardized process resulted in this not completely being completely met. Work continues today to identify differences in practice and changes to work rules.



# Project/Business Decision Description

- **Capital Estimate:**

- The total cost of implementing Kronos Phase 1 as YHC's new Scheduling Software was estimated at \$200K with \$17K in ongoing maintenance and support costs +/-10%.
- Actual costs to date has been \$320K and \$24K in ongoing maintenance and support costs.
  - Cost over-runs are attributed to a significant underestimation of professional services required to implement and support the new Software (110% increase over what was provided in original Gate 2).
  - Other costs not anticipated was additional licenses (an additional \$26K).

- **Labour/Resources Internal:**

- Phase 1: (26 weeks long)
  - Project Sponsor 0.5 day per week
  - Project Manager 3 days per week
  - Human Resources 3 days per week
  - Payroll Resources 3 days per week
  - IS Technical Resources 0.5 day per week
- Internal cost approximately \$130 K (based on average \$130K salary with loading)

- **Actual Labour/Resources:**

- Unable to confirm

# Alternatives

- **Status quo – Continue with Meditech 5.67 Scheduling Software**
  - Not a viable alternative as current Scheduling Software will no longer work once system is upgraded to Meditech Expanse.

# Alternatives

## **Alternative 1 – Meditech Expanse Staff Scheduling Software**

- This alternative was determined to not be viable given Meditech themselves strongly advised that the module would not meet the needs of YHC. The module would have limited functionality and not allow for YHC to utilize advanced scheduling which is required due to its complex rules and agreements.
- Cannot confirm that any work was done to review and assess Meditech Expanse Scheduling to confirm that it would not meet the needs of YHC. Have not reviewed this during the Gate 2 redo as the investment in Kronos is significant.

# Alternatives

## **Alternative 2 – Implement Kronos Self Scheduling.**

- YHC developed a scope of Work and User Requirements and issued an RFP for Staff Scheduling Software – Kronos was the successful proponent.

Phase 1 is to include:

- Employee demographics data import
- Basic scheduling
- Leave request functionality
- Overtime rules
- Shift differentials
- Accruals
- Export of payroll data to Expanse

# Stakeholders

Stakeholders:	Overview of Business Requirements
<b>Primary – Internal</b>	
Human Resource Specialists/or Manager of Human Resources	<p>Validate and assist with work rules relating to collective agreement interpretation</p> <p><b>Actual results</b> – Limited involvement with interpretation and work rules due to conflicting priorities, lack of availability and personality conflicts within the build team.</p>
Manager of IT	<p>Project lead for the Scheduling Software build and implementation. Primary resource for the build of work rules and integration to Meditech Expanse. Liaise with HR to ensure consistent and appropriate interpretation of scheduling practices. Lead on education and training development</p> <p><b>Actual results</b> – Led the build and implementation with little to no oversight from HR limiting interpretation of collective agreements and consistent application of rules. Utilized staff from scheduling and 1 ISMA as subject matter experts. Primary focus was on nursing</p> <p>Personality conflicts contributed to limited involvement of HR.</p> <p>Developed all training material and led the training of all leaders within YHC. Provided significant elbow support during staggered go-live</p>
Scheduling Clerks	<p>Provide Subject Matter Expert knowledge of scheduling for nursing divisions.</p> <p><b>Actual results</b> – information obtained and used to build work rules was not validated with HR for consistency of application. Potential that Scheduling Software was overbuilt and complicated due to lack of consistent and streamlined work rules.</p>

# Stakeholders Con't

IT - ISMA	<p>Provide support for build of Scheduling Software primarily relating to integration with Meditech Expanse.</p> <p><b>Actual results</b> – 1 ISMA provided significant support throughout the build and continues to support the project to date.  Karen Giordano has taken on a lead role in addressing issues with current state and stabilizing the system.  A second individual with scheduling knowledge supported the Manager of IT with issue identification and training/support to front line managers and staff.</p>
<b>Primary – External</b>	
Kronos (UKG)	Project management; Implementation plan; Application administration; Build support; Testing lead; Training; Integration to Expanse support;
<b>Secondary – Internal</b>	<b>This is the structure that should have been in place however limited oversight was provided during the build and implementation of Kronos Phase 1.</b>
CIO	Provide oversight to entire project
Director of HR	Provide oversight to interpretation and consistency of rules
CFO Executive Director Corporate Services	Provide oversight to integration with Meditech Expanse Payroll
Manager, Human Resources	Accountable for consistent and accurate interpretation of Collective Agreement provisions
Manager Accounting Services	Accountable for financial reporting and accuracy from the scheduling system to the payroll module
<b>Secondary – External</b>	
Meditech/Healthtech	Project management and support for integration of Kronos Scheduling Software with Meditech Expanse.

# Operational Impacts

Impact & Description	Meditech Expense	Kronos – Operational impacts to date
<b>Employees:</b>		
Ease of use and improved functionality	Low – very similar to current Meditech scheduling	<b>Medium</b> – Phase 1 will include some new functionality. Loss of timecard edits resulted in significant challenges for staff.
Accuracy of payroll processing resulting in reduced errors and more streamlined scheduling for staff	High – continuation of old system would result in no added functionality or improvement in consistent errors relating to interpretation and manual processes.	<b>High</b> – streamlined processes, clear interpretation and consistency in practice was to ensure maximization of the new system resulting in less errors and concerns coming from front line staff. This has not been realized to date.
Training on scheduling software	Low – very similar to current Meditech scheduling	<b>High</b> – Scheduling Software is brand new and training material included functionality not included in phase 1 making it difficult for staff to navigate. Loss of employee's ability to modify their schedules and timecard has caused challenges for those departments whose staff did this independently.



# Operational Impacts Con't

<b>Managers:</b> Ease of use and improved functionality	Low – very similar to current Meditech scheduling	<b>High</b> – With the implementation of Phase 1 without the employee self-service option, the managers have realized the largest impact and workload from the new system. Employees who previously entered their own payroll edits are no longer able to do so transferring the workload to managers.  Payroll errors are occurring due to this added workload and limited time for managers to review timecard edits once made.
Training on scheduling software	Low – very similar to current Meditech scheduling	<b>High</b> – Scheduling Software is brand new and training material included functionality not included in phase 1 making it difficult for manager to navigate.  Significant 1 on 1 support has been provided but errors and concerns continue to be raised.

# Operational Impacts Con't

Human Resources and Payroll		
System that is built using clear and consistent practices with accurate interpretation of collective agreement provisions	Medium – no improvement in practices requiring continued manual processes and potential for payroll errors.	<b>Medium</b> – New software has streamlined some practices however, work is required to ensure consistent interpretation of collective agreement provisions.
Integration between scheduling software and Payroll module is efficient and ensure accuracy of timecard management.	Medium – no improvement however at least issues and manual processes are known and can be managed manually.	<b>Medium</b> – New software has had integration issues and requires modification and clarity of work rules and collective agreement interpretation.

# Cashflows

Summary of Quantitative Cost/Benefit	Viable Alternative 1 Meditech	Viable Alternative 2 Kronos	Actual Kronos Phase1
Present Value of Total Benefits:	\$ 0.00	\$	\$
Present Value of Total Costs:	\$119,978	\$260,572	\$405,302
Net Present Value of Project	\$119,978	\$260,572	\$405,302

# Cashflows – Alternate 1 Meditech Staff Scheduling

Quantitative Analysis – Viable Alternative 1 - Meditech	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5
<b>Benefits:</b>						
Revenue	\$	\$	\$	\$	\$	\$
<b>Costs:</b>						
Software	\$42,000	\$	\$	\$	\$	\$
Implementation	\$13,000	\$	\$	\$	\$	\$
Professional Services	\$45,000	\$	\$	\$	\$	\$
<b>Ongoing Operational Costs:</b>						
Maintenance	\$	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000
<b>Net Benefit or Cost of Viable Alternative 1</b>	<b>\$100,000</b>	<b>\$6,000</b>	<b>\$6,000</b>	<b>\$6,000</b>	<b>\$6,000</b>	<b>\$6,000</b>
<b>Net Present Value (5% Discount Rate)</b>	<b>\$119,978</b>					

# Cashflows – Alternate 2 Kronos Staff Scheduling – Phase 1

Quantitative Analysis – Viable Alternative 2 - Kronos	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5
<b>Benefits:</b>						
Revenue	\$	\$	\$	\$	\$	\$
<b>Costs:</b>						
Software	\$76,000	\$	\$	\$	\$	\$
Prof Services and Training	\$83,000	\$	\$	\$	\$	\$
Additional Training	\$24,000	\$	\$	\$	\$	\$
<b>Ongoing Operational Costs:</b>						
Maintenance	\$17,000	\$17,000	\$17,000	\$17,000	\$17,000	\$17,000
<b>Net Benefit or Cost of Viable Alternative 1</b>	<b>\$200,000</b>	<b>\$17,000</b>	<b>\$17,000</b>	<b>\$17,000</b>	<b>\$17,000</b>	<b>\$17,000</b>
<b>Net Present Value (5% Discount Rate)</b>	<b>\$260,572</b>					

# Cashflows – Alternate 2 Kronos Staff Scheduling Actuals– Phase 1

Quantitative Analysis – Viable Alternative 2 - Kronos	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5
<b>Benefits:</b>						
Revenue	\$	\$	\$	\$	\$	\$
<b>Costs:</b>						
Software	\$77,129	\$	\$	\$	\$	\$
Prof Services and Training	\$155,612	\$	\$	\$	\$	\$
Additional Licenses	\$25,338	\$	\$	\$	\$	\$
<b>Ongoing Operational Costs:</b>						
Additional Licenses	\$	\$26,237				
Professional Services	\$	\$19,301				
Maintenance/Support	\$16,825	\$24,010	\$25,000	\$25,000	\$25,000	\$25,000
<b>Net Benefit or Cost of Viable Alternative 1</b>	<b>\$274,904</b>	<b>\$69,548</b>	<b>\$25,000</b>	<b>\$25,000</b>	<b>\$25,000</b>	<b>\$25,000</b>
<b>Net Present Value (5% Discount Rate)</b>	<b>\$405,302</b>					

# Qualitative Considerations

Strategic Priority	Level of Impact	Explanation (if required)
Provide Excellent Patient Care	Medium	Improve staff scheduling to staff are in the right place at the right time. Reducing vacant shifts and improving processes to align with ensuring stable and sufficient staffing.
Cultivate an Environment of Passionate and Engaged People	High	Ensure shift assignment and scheduling rules are based on collective agreement provisions ensuring clear and consistent interpretation. Provide enhanced tools for managing employee requests and clear and concise schedules.
Build Robust and Sustainable Systems that Advance and Support Care	High	Accuracy in Time Management is critical to ensure prudent use of limited financial resources. A robust Scheduling System will reduce overtime and grievances associated with limited functionality and reporting. Reduction of manual labor and operational inefficiencies.



# Risk Assessment

Project Risk Assessment	Alternative 1 Meditech Solution		Alternative 2 Kronos Solution	
	Probability	Impact	Probability	Impact
Risk 1 – Project Delays	High	High	Medium	High
<i>Risk 1 General Mitigation Strategy</i>	<p><b>Original Gate 2 - Meditech Staff Scheduling</b> was not purchased as part of the Expanse upgrade. Requires establishment of a contract and ability to secure an implementation date that will coincide with Expanse go-live.</p> <p>In hindsight given the delays in go-live, we likely would have had time to negotiate this as part of the upgrade. No work was completed that can be found to validate whether Meditech staff scheduling would have met YHC's needs.</p>		<p><b>Original Gate 2 -</b> This option has been planned for nearly a year. Ready to execute but require a quick decision if project is to proceed within the 1Health Project Timelines. This is a 6 months long project – will take 2 months to secure resources. If we start now, will be able to meet summer 2020 system testing timeframe and fall 2020 training.</p> <p>This was not a clear mitigation strategy. No evidence of significant planning up to this point other than developing a scope (for an RFP) and selecting a lead for the project. No clear governance project at the beginning of the project, assignment of resources was limited.</p>	

# Risk Assessment Con't

Project Risk Assessment	Alternative 1 Meditech Solution		Alternative 2 Kronos Solution	
	Probability	Impact	Probability	Impact
Risk 2 – Resource Availability	High	High	High	High
<i>Risk 2 General Mitigation Strategy</i>	<p><b>Original Gate 2</b> – Resource availability will be a challenge with ongoing participation in 1Health. Ensure YHC and Exec are focused on this project and 1Health as its highest priority during the entire implementation.</p>		<p><b>Original Gate 2</b> - Resource availability will be a challenge with ongoing participation in 1Health. Ensure YHC and Exec are focused on this project and 1Health as its highest priority during the entire implementation. Will also need to make sure that we limit the project scope to Phase 1 functionality.</p> <p>To ensure the success of this project a clear governance structure should have been identified at the onset with clear resources assigned and accountable for project build and implementation.</p> <p>Project management was weak leading to a single point of failure and limited involvement from key stakeholders.</p> <p>Resources have now been allocated to support stabilization. Governance structure in place that includes Finance, HR and IT.</p>	

# Risk Assessment Con't

Project Risk Assessment	Alternative 1 Meditech Solution		Alternative 2 Kronos Solution	
	Probability	Impact	Probability	Impact
Risk 3 – Cost Over-runs	High	High	High	High
<i>Risk 3 General Mitigation Strategy</i>	<p><b>Original Gate 2</b> – Have prices from both Meditech and Healthtech for the project. Would expect little variation from scope (limited amount of functionality)</p>		<p><b>Original Gate 2</b> – Key will be to focus on Phase 1 functionality (replacing existing functionality). Would be easy to try and expand scope beyond Phase 1. Must remain diligent in keeping with set scope. Must also make resources available, those resources will be difficult if not impossible to backfill.</p> <p>No clear project plan available for Kronos build and implementation. Project would have benefited from a Charter and governance structure set up with clear roles and accountabilities.</p> <p>Conflicting priorities and lack of project management resulted in key stakeholder's limited involvement.</p> <p>Resources have now been allocated to support stabilization. Governance structure in place that includes Finance, HR and IT.</p>	

# Risk Assessment Con't

- Other Risk and mitigation plans that should have been identified or expanded on:
  - Resource availability – clear project plan with specific timelines and leads assigned to the project. This is now in place.
  - Project Governance and Oversight – No evidence of a charter, limited involvement of stakeholders. Clear governance structure in place with accountabilities and roles clarified.
  - Sound business case developed – No evidence that business case including implementation, training and communications plan was developed for the project. Business case for Phase 1 developed and will be used a template for planning Phase 2.

# Key Benefits Tracking – Post Implementation

- **Critical Success Factors Identified in original Gate 2**
  - Project delivered budget. Not met. Budget underestimated professional fees required for build.
  - Cost savings achieved once Phase 2 is implemented. This remains to be confirmed with a full business case and scoping of Phase 2 to occur in the future.
  - Project delivered on time. Project was delayed due to the delays with Expanse go-live but did meet the requirement to go-live with Expanse.
  - Rules established and clear before build start. Partially met as rules were developed during build with limited oversight from HR.
  - System ready for testing with 1Health Payroll. Partially met. Testing did occur however number of tests and dual runs was under the threshold suggested by Kronos.
  - Phase 1 go-live in line with 1Health go-live. Project did meet the June go live of Expanse and included a staggered go live beginning in March with full implementation a month early to allow teams to refocus on the Expanse go-live.
  - Stakeholder satisfaction. Stakeholder satisfaction has been mixed. Some of this was due to the shift of responsibilities for timecard edits from employees to managers. Differences in interpretation of Collective Agreement provisions came to light causing confusion and re-work.

# Recommendations and Next Steps

- Next Steps:
  - Endorsement of revised Gate 2 by the YHC Executive Team.
  - Stabilize Kronos Staff Scheduling ensuring all implemented functionality is working as designed. To include:
    - Correct interpretation of Collective Agreement provisions
    - Correction of scheduling practices that are not in compliance with agreements.
    - Efficient and appropriate integration into Meditech Expanse Payroll
    - One-on-one training with managers including creation of quick reference tools.
    - Development of a full business case for advanced scheduling and self service (Phase 2).

# Appendixes

Anticipated Outcomes timelines – projected and actuals

Kronos Phase 1 Stabilization and timelines

# Anticipated Outcomes

Outcome/Deliverable	Estimated Completion as identified in RFP	Actual Completion
Project Kickoff	June 2020	June 2020
Solution Development Workshop	August 2020	October 2020
User Acceptance Testing	September 2020	November/December 2020
Production Cutover	October 2020	January 2021
Go-Live	November 2020	March-May 2021



# Kronos Stabilization and Timelines

Issue	Plan	Timeline
High error rate and time by Managers	Individualized training with UKG Project Lead	Mid June – Mid July
High number and complexity of pay codes and work rules	HR is reviewing all for: <ul style="list-style-type: none"> <li>- Compliance with CBAs</li> <li>- overlap</li> </ul>	Mid May – Mid June
Stats are not being paid correctly due to complexity of YHC rules	UKG developed process for part-time employees (calculate 10% of shifts worked in prior 14 days)  Managers provided instructions to support correct pay for stats	Complete (instructions to managers provided for May 23 stat)  Testing June 7-8, and following June/July stat
Negative amounts from UKG showing as positive amounts in Meditech.	UKG has developed a fix, it is being tested by Payroll week of June 13  A review of the problem also found Manager's practice of changing timecards is creating negative amounts. Manager training re timecards will be included in point 1.	Mid June – Mid July
Downtime process required	Project Lead to develop with IT Manager	Mid July – Mid August
UGK maintenance and fixes process is not integrated with IS	Develop plan with IS and 1Health	Early July – end of August
Managers seeing correct employees	Develop hyperfinds and clearer labour level sets	Mid July – Mid August

# Executive Summary Business Case

Date: November 15, 2019

Project Name: Staff Scheduling Software

Type of Project: 1Health

Decision requested: Gate 2 Approval

Sponsor: Marc Bouchard

Preparer: Marc Bouchard

# Project/Business Decision Description

- **Project description/definition:**

- This project is part of the 1Health Project Scope
- As part of 1Health we need to replace current Staff Scheduling Functionality in our legacy Meditech with a software that is capable of providing YHC with tools needed to effectively manage our Staffing Resources.
- Project is expected in 2 part
  - Part 1 Replace existing functionality as part of 1Health with software that support advance Staff Scheduling/Time Capture functionality. (6 months project duration)
  - Part 2 Schedule and Implement Advance Scheduling/Time Capture functionality
    - Project Scheduled after 1Health
    - Separate Project Plan and Gating for this part
    - Phase 2 is expected to be 8 months in duration

Date: Nov 19, 2019

# Project/Business Decision Description

- **Primary drivers:**

- Current Staff Scheduling functionality found in Meditech Magic Nursing Module is no longer available in Expanse. System need to be replaced
- We need a better system that can help us Manage of Staff Schedule and support Time Capture.
- Reduce overtime and grievance associated with lack of accurate and timely information
- Reduce operational costs
- Better Scheduling = Happier Staff
- Staff scheduling project typically pays for themselves within 2 years of implementation through costs avoidance (lots of evidence “white paper” to support this)

Date: Nov 19, 2019

# Project/Business Decision Description

## **Project Rational:**

- Project Required since current Staff Scheduling functionality found in Meditech Magic Nursing Module is no longer available in Expanse.
- System need to be replaced
- Scheduling System will
  - Automate Staff Scheduling
  - Force compliance with collective agreement
  - Reduce Overtime Cost
  - Reduce Sick Time
  - Improve Efficiency and Productivity
  - Less Time spent by staff and managers on Staff Scheduling and Time and Attendance
- Provide a tool to manage the most important and expensive resources in our hospitals.

Date: Nov 19, 2019

# Project/Business Decision Description

## Key Project Dependencies

- This project is part of the 1Health Project
  - System Testing can only be done in conjunction with 1Health Project
    - Must be done in conjunction with 1Health Payroll
    - Live date for Staff Scheduling must match 1Health
    - Once our current Meditech Environment gets turn off – new system must be ready
- Signing Contract
- Assigning Resources
- Rules around YHC staff scheduling must be clear and in place
  - Set Scheduling in place
  - Clear Scheduling rules and agreed to with union

Date: Nov 19, 2019

# Project/Business Decision Description

## Capital Estimate:

### Phase 1: (part of 1Health Capital Budget)

Licensing	\$76 K
Maintenance	\$17 K ongoing
Professional Services and Training	\$83 K
Misc (HW + optional training)	<u>\$24 K</u>
Total	\$200K

### Phase 2: (after 1Health and not part of the 1Health Capital Budget)

Licensing	\$50 K
Maintenance	\$10 K
Professional Services and Training	\$250 K
Hardware (Time Capture Terminals)	\$40 K
Misc (additional training)	<u>\$50 K</u>
Total	\$400K

Date: Nov 19, 2019

# Project/Business Decision Description

## **Labour/Resources Internal:**

### **Phase 1: (26 weeks long)**

Project Sponsor	0.5 day per week
Project Manager	3 days per week
Human Resources	3 days per week
Payroll Resources	3 days per week
IS Technical Resources	0.5 day per week

Internal cost approximately      \$130 K (based on average \$130K salary with loading)

### **Phase 2: (40 weeks long)**

Project Sponsor	0.5 day per week
Project Manager	3 days per week
Human Resources	3 days per week
Payroll Resources	3 days per week
IS Technical Resources	0.5 day per week

Internal cost approximately      \$200 K (based on average \$130K salary with loading)

Date: Nov 19, 2019



# Alternatives

- **Status quo.:**
  - Status quo not an option as current module is not supported in Meditech
  - Not doing anything would mean reverting to paper for upon 1Health Go-Live
- **Alternative 1:**
  - Purchase Meditech Staff Scheduling Software
  - Meditech themselves strongly advise not to use this module
    - Based on their comments I believe they are trying to get out of that business
  - According to Meditech, this module is difficult to implement and has very limited functionality
  - Costs of Approximately \$100K for Software and Support
- **Alternative 2:**
  - Conduct an RFP to select Staff Scheduling Product
    - RFP was conducted and Kronos was selected
    - Most Meditech Hospital use Kronos for their Staff Scheduling Solutions
  - Phase 1: \$200K

# Operational Impacts

Impact and Description	Alternative 1	Alternative 2
	Meditech Solution	Kronos Solution
<b>Employees</b>		
Impact on Staff	Low - Functionality would be very similar to what we have today. But system would be new and have some learning curve	Medium for Phase 1: Some new functionality and a completely different but easy to use interface.  High for Phase 2 will be able to do a lot more, very user friendly making it easy to switch shift, request time off while following collective agreement
Impact on Managers	Low - Functionality would be very similar to what we have today. But system would be new and have some learning curve	Medium for Phase 1: Some new functionality and a completely different but easy to use interface.  High for Phase 2 will greatly reduce the time required by Managers to manage Staff Schedule and Time and Attendance. Will also greatly reduce overtime costs. Much better tool to manage resources (create/manage schedule, provide time off, fill shift etc...)
<b>Human Resources &amp; Payroll</b>	Medium - not easy to implement  Low impact once live, very similar to current system	High - will be difficult to implement. Need to enter all collective agreement rules etc..  Very high positive impact once live. Will make it much easier to manage staff time and attendance especially after Phase 2 where we will implement time capture
<b>Information Systems</b>	High - large project to implement	High - large project to implement

Date: Nov 19, 2019

# Cashflows

## COST/BENEFIT CASH FLOW

Viable option #1 (Meditech)

	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5
	\$	\$	\$	\$	\$	\$
Capital Costs:						
Software	42,000					
Implementation	13,000					
Professional Services	45,000					
	100,000					
Ongoing Operational Costs						
Maintenance		6,000	6,000	6,000	6,000	6,000
	-	6,000	6,000	6,000	6,000	6,000
Net Benefit	100,000	6,000	6,000	6,000	6,000	6,000
Net Present Value (5% discount rate)	\$119,977.96					

Date: Nov 19, 2019

# Cashflows

## Viable option #2 (Kronos)

	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5
	\$	\$	\$	\$	\$	\$
Benefits:						
Overtime Saving (approx 10%)	-	--		200,000	200,000	200,000
Capital Costs:						
Software	76,000		50,000			
Professional Services & Training	83,000		250,000			
Hardware	-		40,000			
Misc (additional Training)	24,000		50,000			
	183,000		390,000			
Ongoing Operational Costs						
This should include net new costs only with implementation of solution						
Maintenance	17,000	17,000	27,000	27,000	27,000	27,000
	17,000	17,000	27,000	27,000	27,000	27,000
Net Benefit	200,000	17,000	417,000	(173,000)	(173,000)	(173,000)
Net Present Value (5% discount rate)	\$159,143.15					

Date: Nov 19, 2019

# Risk Assessment

Project Risk Assessment	Alternative 1		Alternative 2	
	Meditech Solution		Kronos Solution	
	Probability	Impact	Probability	Impact
<b>Risk 1 - Project Delays</b>	<b>High</b>	<b>High</b>	<b>Medium</b>	<b>Very High</b>
<i>Risk 1 General Mitigation Strategy</i>	Using Meditech Staff Scheduling was not an option being considered. Therefore would require establishing contract with Meditech quickly and also get a implementation date that coincide with Project Timelines. Meditech typically book their resources 6-8 months ahead. Would be difficult. Possible but would require strong negotiation with Meditech.		This options has been planned for nearly a year. Ready to execute but require a fairly quick decision if project is to proceed within the 1Health Project Timelines. This is a 6 months long project -- will take 2 months to secure resources. If we start now will be able to meet summer 2020 system testing timeframe and fall 2020 training.	
<b>Risk 2 - Resource Availability</b>	<b>High</b>	<b>High</b>	<b>High</b>	<b>High</b>
<i>Risk 2 - General Mitigation Strategy</i>	Resource availability will be a challenge with ongoing participation in 1Health. Ensure YHC and Executive are focus on this project and 1Health as its highest priority during the entire implementation.		Resource availability will be a challenge with ongoing participation in 1Health. Ensure YHC and Executive are focus on this project and 1Health as its highest priority during the entire implementation. Will also need to make sure that we limit the project scope to Phase 1 functionality.	
<b>Risk 3 - Cost Overrun</b>	<b>Low</b>	<b>Low</b>	<b>High</b>	<b>Medium</b>
<i>Risk 3 - General Mitigation Strategy</i>	Have prices from both Meditech and Healthtech for Project. Would expect little variation from scope (limited amount of functionality).		Key will to be focus on Phase 1 functionality (replacing existing functionality). Would be easy to try and expand scope beyond Phase 1. Must remain diligent in keeping with set scope. Must also make resources available, these resources will be difficult if not impossible to backfill.	

Date: Nov 19, 2019

# Recommendations

## Recommendation:

- Proceed quickly with Alternative 2: Kronos Implementation
  - Project Required since current Staff Scheduling functionality found in Meditech Magic Nursing Module is no longer available in Expanse.
  - System need to be replaced
  - Scheduling System will
    - Automate Staff Scheduling
    - Force compliance with collective agreement
    - Reduce Overtime Cost
    - Reduce Sick Time
    - Improve Efficiency and Productivity
    - Less Time spent by staff and managers on Staff Scheduling and Time and Attendance
  - Provide a tool to manage the most important and expensive resources in our hospitals.

Date: Nov 19, 2019

# Qualitative Considerations

<u>Goal from Organization Business Plan</u>	<u>Level of Impact</u>	<u>Explanation</u>
Create excellence in patient care	Low	Improve staff scheduling and satisfaction. Could indirectly have an impact on patient care.
Support passionate and engaged people	High	Ensure shift assignment is based on the collective agreement. Provide better option for requesting time off, managing staff schedules.
Create strong organizational capability	High	Improve staff efficiency while reducing overtime and sick calls.
Enhance effective health care partnerships	Low	

Date: Nov 19, 2019

# Key Benefits Tracking – Post Implementation

- Project delivered on budget
  - Phase 1 and 2 delivered as budgeted
  - Cost saving achieved once Phase 2 implemented
- Project delivered on time
  - Rules established and clear before build start
  - System ready for testing with 1Health (payroll)
  - Phase 1 go live with 1Health
- Stakeholders satisfaction
  - Managers who needs to do scheduling
  - Human Resources
  - Payroll
  - Employees

Date: Nov 19, 2019



# Schedule

## Kronos High Level Schedule

Activity (in required order)	Start	End
Project Approval		Nov-19
Signing of Contract with Kronos		Nov-19
Kronos to assign resources to the project	Dec-19	Jan-20
YHC to establish set scheduling	Nov-19	Feb-20
YHC to clarify scheduling rules and have agreement with union	Nov-19	Feb-20
Phase 1 Staff Scheduling		
- Design	Feb-20	Apr-20
- Build	Mar-20	May-20
1Health Payroll ready for testing		
- Staff Scheduling system testing w 1Health Payroll	Jun-20	Aug-20
1Health Training (Staff Scheduling incorporated into 1Health)	Sep-20	Oct-20
Go Live		Nov-20
Post Live Support	Dec-20	Feb-21

Date: Nov 19, 2019

# Next Steps

## Next Steps:

- Gate 2 Approval
- Sign Contract with Kronos
  - Once contract is signed, Kronos will supply Project Manager and detailed project plan
- YHC needs to
  - Finish establishing Set Scheduling
  - Clear Scheduling rules and agreed to with union
  - Establish project Team (Identify and assign staff to project)

Date: Nov 19, 2019

# Request for Proposals

## Staff Scheduling Software

### Yukon Hospital Corporation

Issue Date: July 5, 2019

RFP# 2019-003

Submission Date & Time: August 2, 2019  
16:00 (Pacific Time)

Submission Location: Electronically by email

Contact Person: Jacques Lefebvre  
Meditech Expanse Acting Project  
Manager  
Jacques.Lefebvre@wgh.yk.ca

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## 1. Introduction

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Yukon Hospital Corporation "**YHC**" is implementing an updated Hospital Information System "**HIS**" across the Yukon health care system (called MEDITECH Expanse), and will require a new Staff Scheduling system to replace the existing Meditech Magic Nursing Scheduling Solution.

In this document "**CLIENTS**" will mean **YHC**.

The Yukon Hospital Corporation (**YHC**) (the "**Owner**") operates 3 acute care facilities in the Yukon: 56 acute beds at Whitehorse General Hospital, 6 beds at Watson Lake Community Hospital, and 6 beds at Dawson City Community Hospital.

Whitehorse General Hospital (WGH) currently employs approximately 500 staff and has 56 in-patient beds, 10 bassinets for newborns, and 10 surgical day care beds, an emergency department and OR suites. The hospital is equipped with a full range of medical imaging services - CT scanning, digital mammography, ultrasound, and MRI. WGH also offers laboratory services, a therapies department, as well as a broad range of specialists both medical and surgical.

Watson Lake Community Hospital and Dawson City Community Hospital both employ approximately 30 staff and have 6 in-patient beds each. Both hospitals have 24/7 emergency care and offer some lab and x-ray services.

Additional information about the Owner is available at [www.yukonhospitals.ca](http://www.yukonhospitals.ca).

The **Owner** currently operates a suite of applications from Medical Information Technology Inc. (**MEDITECH**) as the core of its Health Care Information System.

The objective of this project is to replace the Owner's current MEDITECH Magic Staff Scheduling application and to interface to the newest MEDITECH Expanse platform.

The replacement would occur in 2 (two) distinct phases:

Phase 1: Replace current functionality within Meditech Magic 5.67 in conjunction with Meditech Software Upgrade to Expanse 2.1. Upgrade project is starting now and scheduled to go live in November 2020.

Phase 2: Post Meditech Expanse — implement advanced Staff Scheduling functionality including Time Capture using various methods, staff remote web portal, predictive scheduling using HIS occupancy data, etc...

## 1.1 Purpose

This Request for Proposal (RFP) is to identify Yukon Hospital Corporation's current and future needs as it relates to Staff Scheduling. It also contains specific requirements to be met by the new proposed solution. The main objective of this project is to select a staff scheduling software to replace current functionality found within Meditech's Magic Nursing Module, and helps us address any future needs.

The solution should support the business processes of Yukon Hospital Corporation – Informatics, Operations, and Payroll. YHC would prefer a locally hosted solution.

The vendors are required to review this document and submit their responses as per the schedule included in this document.

## 1.2 Project Scope

Project is separated into 2 distinct phases:

Phase 1: Replace current employee scheduling functionality that is currently part of our Meditech Magic 5.67 HIS.

"Current Functionality of Existing Meditech Magic Staff Scheduling"

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*The Staffing and Scheduling Menu allows your health care organization to create and manage detailed and accurate work schedules for your hospital staff. The routines enable supervisory staff and staff to perform the following tasks:*

- \* edit, view, and list schedules*
  - \* enter and process online requests for vacation and time off*
  - \* track request calls made to per diem (casual) nurses*
  - \* create and review timecards*
  - \* generate scheduling, productivity, and staff projection reports*
  - \* fully integrated with Meditech Payroll and department GL*
- 

Phase 2: Post Meditech Expanse upgrade --- implement Time Capture using Time Clocks, Employee Web Portal, predictive staffing scheduling models and any other solutions the solution provider can offer.

Although it is our intention to proceed with both phases, Phase 1 must be able to go live at the same time as Meditech Expanse go live in November of 2020. Project scope is to be kept as small as possible as resources will be tied up with upgrade to Meditech Expanse.

**Disclaimer:** This information is being provided for purposes of helping the proponent understand the scope of work associated with this engagement. There are no guarantees that the information provided is error free. In addition, it is possible that some of this information and scope could change at any time.

### 1.3 Requirements (operational)

Meditech Staff Scheduling that is currently in use with our Magic 5.67 HIS has very limited functionality. With the upgrade to Meditech Expanse, the Staff Scheduling module available with the upgrade does not meet the desired needs of YHC. We would like to take this opportunity to explore third party "Staff Scheduling" software that can completely integrate via an electronic interface with our new Meditech Expanse HIS. Below is a list of required, desired, and optional requirements.

Note:	
SD – Standard	Requirement is the standard to application software; no modification required.
MC- Moderate Change	Application software will satisfy this requirement with moderate modification.
SC – Significant Change	Significant customization is required to accomplish the stated objectives. Add on modules is needed that will integrate with the Meditech.
NA – Not Applicable	Application software does not support requirements or optional requirements.

Required						
#	Description	SD	MC	SC	NA	Comments
1	Fully interfaced to Meditech Expanse HIS for payroll, GL and for benefit tracking (vacation time, statutory holidays, sick time, bonus, etc.)					
2	Ability to apply multiple union contracts					
3	Ability to assign permission levels (Permission matrix: unlimited roles, unlimited permission levels)					
4	Intuitive navigation and filters					



5	Ability to view all schedules (past, current, future) across all locations / departments as an administrator, manager, supervisor, etc..					
6	Staff access to their own schedule and see schedule notes					
7	Allow staff to view other team member's schedules					
8	Ability to view approved time-off					
9	Ability to integrate schedule with other useful programs or apps (i.e. outlook, mobile, etc.)					
10	Demand planning (provider hours, encounters, shifts, etc.)					
11	Ability to easily create and view schedules without posting					
12	Ability to easily make changes to schedules and notify staff					
13	Ability to make changes to a schedule and notify appropriate support staff supervisor of the change					
14	Ability to create open shifts for staff to view and pick up / allow staff to pick up or trade shifts					
15	Ability to share resources across locations or jobs without a separate schedule					
16	Ability to support multi-location / multi-reason shifts (i.e. site, department, location)					
17	Access to data for customized reporting/analytics					
18	Access to data to create audits between Meditech and scheduling software to identify discrepancies in schedules					
19	Ability to integrate with third party time management software					
20	Ability to import/export data easily					

21	Preferably SQL server on premise (our own SQL server)					
22	Support test environment without additional licensing cost					
23	Training Environment					
24	Robust Auditing: ability to track changes to schedules (record user, change, date/time stamp).					
25	Effective, efficient customer support team					
Optional Requirements						
1	Ability to view and edit schedules off-site by administrators					
2	Ability to view schedules off-site by staff (web portal)					
3	Robust front end reporting					
4	Real-time schedule data analytics based on what is in the schedule (possibly what if schedules)					
5	Integrate with Meditech Nursing for planning					
6	Positive client references					
7	Provides visual clarity to end user (modern look and feel)					
8	Position control management: track positions separate from employee, track vacancies etc.					
9	Ability to view pending time off					
10	Ability to submit time off request along with ability to approve and manage					
11	Ability for schedule to update automatically with approval, cancellation, changes, etc. to time off					

## 1.4 Requirements (Technical)

Solution would preferably be hosted onsite in our main Data Centre located at Whitehorse General Hospital and not Cloud Hosted	
Architecture of the system will preferably be supported by virtual servers running Windows Server 2016, and virtual clients running on Windows 7 64bit and Windows 10 64bit	
The Data will reside in a 2016 or newest MSSQL Server.	
There must be data dictionary or entity relationship diagram (ERD) available for custom reporting using third-party software	
Does the system require any proprietary hardware of a specific type or from a specific manufacturer? If so, please describe.	

Please describe the system capacity for expansion (growth, scalability)	
Does the system require any other computer software of a specific type or from a specific provider? If so, please describe.	
How often are updates released? Please provide details about updates. How will updates administered?	
Please describe implementation process, including length of time.	
Please describe any and all customization that is required to meet the specifications outlined in this RFP	
How will backup/recovery be accomplished?	
Licensing must allow a separate test environment. Please describe any limitations of the test environment installation.	

What are your recommended and minimum required storage and server specifications? Please provide details.	
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## 1.5 Maintenance & Support

Software maintenance charges and the spectrum of activities covered under such maintenance contracts (new release, bug fixes, etc.)	
Software support availability (Help Desk, hotline, etc.) and duration for which they are available	
Response time to support inquiries	
Standard hours during which support will be provided + out of hours support options and costs	
Number of staff in the software support team	
Frequency at which new versions of the software are released	

## 1.6 Proponent Proposal

Separate costing proposals need to be provided:

1. Phase 1
2. Phase 2

All costing proposals and options need to be provided in Canadian Dollars.

Travel and Out of Pocket Expenses - In order to contain travel and out of pocket expenses, a combination of on-site and remote work will be required for this project. Please estimate the total travel and out-of-pocket expenses for the team of consultants submitted and provide the detailed breakdown of this estimate including projected number of on-site visits per consultant.

In addition, resources will have to support any changes to the Associated Auxiliary Systems.

## 1.7 Nature of Work

At this time, all discussions related to this RFP and this Assignment (the "**Assignment**") are highly confidential. Please refer to section 6.1 of this RFP.

## 2. Selection Process

Based on the Proposal, and if requested, an interview or presentation, a Proponent will be selected to enter into negotiations for the Meditech Staff Scheduling Replacement Project. The Contractor ("**Contractor**") should be prepared to start the Assignment as soon as possible after successful negotiation of a contract. Table 1 outlines the time frame for selection of the Staff Scheduling Solutions provider.

Table 1: Staff Scheduling

Anticipated Milestones	Date
Issue RFP	July 10, 2019
Teleconference with interested vendors	TBD
Deadline for Providing RFP Questions/Clarifications	July 19, 2019
Deadline for answers to Questions/Clarifications	July 26, 2019
Submission Date/Time	August 2, 2019 at 4:00 PM PST
Preferred proponent selected	August 30, 2019
Contract Negotiation Completed	September 7, 2019
Expected Project Kick-Off	Mid September 2019
Project Start	TBD
Expected YHC Go Live	November 2020

## **3. Scope of Work**

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### **3.1 Role of the Staff Scheduling Software Solution Provider**

The role of the successful proponent is in conjunction with the Owner, to lead and support the migration from the current MEDITECH Magic Staff Scheduling Solutions to the new proposed solution.

In addition, the successful proponent will supply resources and subject matter experts required to ensure a successful migration.

The Owner has limited human resources capacity to support such a large project and will rely significantly on the expertise and resources of the respondent to achieve a successful migration and implementation.

See section 1.2 Project Scope for more information

### **3.2 Location of the services being provided**

Owner's main facility is located in Whitehorse, Yukon and it is anticipated that the majority of the services will be applied there. Some support and training may be required at our community hospitals in Watson Lake and Dawson City, Yukon.

## 4. Evaluation

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### 4.1 Evaluation Criteria

Proposals that satisfy the Mandatory Requirements ("**Mandatory Requirements**") will be evaluated against the Evaluation Criteria ("**Evaluation Criteria**") as outlined in Appendix A – Submission Guidelines and Evaluation Criteria.

### 4.2 Evaluation Process

To assist in evaluation of the Proposals, and in determining their suitability, acceptability and credibility, the Owner may, in its sole and absolute discretion, but is not required to:

- (a) Conduct reference checks with any or all of the references cited in a Proposal to verify any and all information regarding a Proponent, inclusive of its directors/officers, whether contained in the Proposal or not, and to conduct any background investigations that it considers necessary in the course of the Staff Scheduling Software Selection Process;
- (b) Rely on and consider any information from such cited references;
- (c) Take into consideration information from other sources;
- (d) Seek clarification of further information from any or all Proponents;
- (e) Consider such supplementary information in the evaluation; and
- (f) Requests for interviews/presentations with any or all Proponents to clarify any questions and/or considerations based on the information included in Proposals during the evaluation process. The Owner is not required to request or permit presentations. The Owner will take into consideration the presented information

In addition, if, in the opinion of the Owner, any Proposal contains a defect or irregularity, or fails in some way to comply with any requirement of this RFP that, in the opinion of the Owner, can be remedied without providing an unfair advantage to one or more of the Proponents, the Owner may request clarification from the Proponent.



### **4.3 Notification of Success**

A written notice to the Proponent's Representative, as identified in Appendix C – Response Declaration Form, is the only valid form of notification of success.

### **4.4 Debriefing**

Debriefing arrangements will be made for Proponents upon request. During such debriefing, confidential information will not be disclosed, and only the relative strengths and weaknesses of that Proponent's Proposal will be disclosed and discussed. Requests for debriefing can be made only after the Assignment has been awarded. The Owner will make best efforts to schedule a debriefing session within thirty (30) days of the receipt of a request.

## 5. Submission Instructions

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### 5.1 Submission Time and Location

Proposals must be received at the Submission Location before the Submission Time.

Proposals received after the Submission Time will not be considered.

### 5.2 Mandatory Requirements

The Owner has determined that the following are the Mandatory Requirements:

- (a) Proposals must be received at the Submission Location before the Submission Time.
- (b) Solution must seamlessly interface/integrate with Meditech Expanse version 2.1 SR 8
- (c) Proponent must have experience in implementing Staff Scheduling Software in Canadian Hospitals.
- (d) Proponents must provide experience applicable to scope of this contract. A minimum of three references for similar work in Canada within the past 18 months, complete with contact address and telephone number must be provided.

### 5.3 Submission Form and Content

Proposals are to be submitted electronically in the form of a PDF attachment to an email addressed to Jacques Lefebvre, (Jacques.Lefebvre@wgh.yk.ca) ("**Contact Person**").

Each submission should be clearly identified as "Staff Scheduling Software Services for Yukon Hospital Corporation RFP# 2019-003".

Proposals should be in English. Any portion of a Proposal not in English may not be evaluated.

Detailed information on the form and content of submissions is included in Appendix A – Submission Guidelines and Evaluation Criteria.

### 5.4 Receipt of Complete RFP

Proponents are responsible to ensure that they have received the complete RFP as listed in the table of contents. Submission of a Proposal by a Proponent constitutes a representation by that Proponent that it

has verified receipt of a complete RFP. Each and every Proposal is deemed to be made on the basis of the entire RFP issued prior to the Submission Time. The Owner does not accept responsibility for any Proponent lacking any information.

## 5.5 Receipt Confirmation Form

The Proponent's Representative is advised to fill out and return the attached Receipt Confirmation Form (Appendix E). All subsequent information regarding this RFP, including changes made to this document, will be emailed directly only to Proponent's Representatives who return the completed Receipt Confirmation Form. The Receipt Confirmation Form can be submitted in hard copy format or electronically as an attachment via email to the Contact Person, and clearly identified as "Staff Scheduling Software for Yukon Hospital Corporation RFP# 2019-003".

## 5.6 Standard Contract

By submission of a Proposal, the Proponent agrees that should its Proposal be successful, the Proponent will enter into negotiations to establish a Contract (the "**Contract**") with the Owner. Yukon Hospital Corporation's standard contract is attached as Appendix D.

All communications or enquiries about this RFP should be sent by email to the Contact Person, as noted on the cover page of this RFP. No phone call enquiries will be accepted.

Communications or enquiries to the Contact Person should clearly state "Staff Scheduling Software for Yukon Hospital Corporation Inquiry" in the subject line of the email. Communications or enquiries to, and responses from, the Contact Person may, at the discretion of the Owner, be distributed to all Proponents. The Owner reserves the right not to respond to any enquiry or communication made by a Proponent.

A Proponent may request that a response to an enquiry be kept confidential if the Proponent considers the enquiry to be commercially sensitive, and if the Owner decides that an enquiry must be distributed to all Proponents, then the Owner will permit the enquirer to withdraw the enquiry rather than receive a response. However, any enquiry and response may, in the Owner's discretion, be distributed to all Proponents, or the Owner may keep either or both the enquiry and response confidential, if in the judgment of the Owner it is fair or appropriate to do so.

The Owner is not responsible for any error that may occur from submission of communications or enquiries.

## 5.7 Communications

The following provisions shall apply to any communications with the Contact Person, or the delivery of documents to the Contact Person:

- (a) the Owner assumes no risk or responsibility or liability whatsoever to any Proponent:
  - (1) for ensuring that any electronic email system being operated by or for the Owner is in good working order, able to receive transmissions, or not engaged in receiving other transmissions such that a Proponent's transmission cannot be received; and/or
  - (2) if a permitted email communication or delivery is not received by the Owner, or received in less than its entirety, within any time limit specified by this RFP.
- (b) all permitted email communications with, or delivery of documents to, the Contact Person will be deemed as having been received by the Contact Person on the dates and times indicated on the Contact Person's electronic equipment.

Fax communications will not be accepted.

## 5.8 Unofficial Information

Information offered from sources other than the Contact Person with regard to the content, intent or interpretation of this RFP is not official, may be inaccurate, and should not be relied on in any way, by any Person ("**Person**") or firm, for any purpose.

## 5.9 Addenda

Written Addenda (the "**Addenda**") are the only means of amending or clarifying this RFP. Only the Owner, through the Contact Person, is authorized to amend or clarify this RFP by issuing an Addendum. No other employee or agent of the Owner is authorized to amend or clarify this RFP. The Owner may, in its absolute discretion through the Contact Person, and with notice in writing to interested parties, amend or clarify the terms or contents of this RFP before the Submission Time. The Owner, through the Contact Person, will make reasonable efforts to deliver each Addendum to all such interested parties by issuing notices to the Proponent's Representative identified on the Receipt Confirmation Form. The Owner makes no guarantee of timely delivery of any Addenda to any Person or firm.

### **5.10 Definitive Record**

If there is any inconsistency between the paper form of a document issued by, or on behalf of, the Owner, to Proponents and the digital, electronic or other computer readable form, the electronic conformed version of the RFP in the custody and control of the Owner prevails.

### **5.11 Revisions Prior to the Submission Time**

By submission of a clear and detailed written notice delivered prior to the Submission Time, the Proponent may amend or withdraw its Proposal. Upon Submission Time, all Proposals become irrevocable. By submission of a Proposal, the Proponent agrees that, should its Proposal be successful, the Proponent will enter into negotiations to establish a Contract with the Owner.

The Proponent will not change the wording of its Proposal after the Submission Time, and no words or comments will be added to the Proposal unless requested by the Contact Person for purposes of clarification.

## 6. RFP Terms and Conditions

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### 6.1 Confidentiality

It is anticipated that the Proponent awarded the Assignment described in this RFP will have access to non-public information that could materially improve, or reasonably be perceived to improve, the relative competitive position of a proponent for the Project. Accordingly, the Contractor will be required to enter into a confidentiality agreement, which will survive the completion or termination of the Contract.

By submitting a Proposal, the Proponent represents and warrants to the Owner that the Proponent has complied with applicable laws, including by obtaining from each Person any required consents and authorizations to the collection of information relating to such individual and to the submission of such information to the Owner as part of the Proposal for the purposes of this RFP and the Provider Selection Process.

### 6.2 Cost of Preparing Submissions

Each Proponent is solely responsible for all costs it incurs in the preparation of its Proposal, including costs of providing information requested by the Owner, attendance at meetings, and conducting due diligence.

### 6.3 Limitation of Damages

Each Proponent, by submitting a Proposal, agrees that:

- (a) if any or all Proposals are rejected, or the Assignment or Provider Selection Process is modified, suspended or cancelled for any reason (including modification of the scope of the Assignment or modification of this RFP or both), neither the Owner nor any of its employees, advisors or representatives will be liable, under any circumstances, for any Claim ("**Claim**") or to reimburse or compensate the Proponent in any manner whatsoever, including, but not limited to, costs of preparation of the Proposal, loss of anticipated profits, loss of opportunity, or for any other matter;
- (b) the Proponent waives any and all Claims whatsoever, including Claims for loss of profits or loss of opportunity, if the Proponent is rejected or Disqualified or is not successful in being awarded the Assignment or executing a Contract in the Provider Selection Process, or for any other reason; and

- (c) with respect to circumstances not listed in the foregoing subsections (a) and (b), the Proponent will not make any Claim against the Owner or its employees, advisors or representatives in excess of an amount equivalent to the reasonable costs of preparation of the Proposal for any matter relating to this RFP, the Assignment or the Provider Selection Process.

Under no circumstances, including the cancellation of this RFP and/or the decision not to proceed with the Provider Selection Process, will the Owner be liable for any costs incurred by Proponents.

## 6.4 Reservation of Rights

The Owner reserves the right, in its sole and absolute discretion, to:

- (a) amend the scope of the Assignment, modify, cancel or suspend this RFP process at any time for any reason;
- (b) accept or reject any Proposal based on the Evaluation Criteria as evaluated by the Owner;
- (c) waive a defect or irregularity in a Proposal and accept that Proposal;
- (d) not accept any or all Proposals;
- (e) reject or Disqualify any or all Proposals without any obligation, compensation or reimbursement to any Proponent or any of its team members;
- (f) re-advertise for new Proposals, call for tenders, or enter into negotiations for this Assignment or for work of a similar nature;
- (g) make any changes to the terms of the business opportunity described in this RFP;
- (h) negotiate any and all aspects of Proposals; and
- (i) amend, from time to time, any date, time period or deadline provided in this RFP, upon written notice to all Proponents.

## 6.5 Ownership of Proposals

All documents, including Proposals, submitted to the Owner become the property of the **CLIENTS**. They will be received and held in confidence, subject to the provisions of the Access to Information and Protection of Privacy Act ("ATIPP").

## 6.6 Access to Information and Protection of Privacy Act

All documents and other records in the custody of, or under the control of the **CLIENTS** are subject to ATIPP and other applicable legislation. Except as expressly stated in this RFP and subject to the ATIPP or other applicable legislation, all documents and other records submitted in response to this RFP will be considered confidential.

For Yukon, the ATIPP can be accessed as follows:

<http://www.atipp.gov.yk.ca/>

## 6.7 Dispute Resolution

Each Proponent, by submitting a Proposal, agrees that:

- (a) the Proponent's Representative as identified in Appendix C – Response Declaration Form must, within fourteen (14) days of any dispute arising in connection with this RFP, submit written notice to the Contact Person of such dispute;
- (b) in no event will a dispute with one Proponent prevent the Owner from proceeding with the Provider Selection Process with another Proponent, and the sole remedy available to a Proponent if a dispute is resolved in favor of such Proponent is damages, and then only if and to the extent permitted by section 6.3 of this RFP; and
- (c) all disputes not resolved through negotiations between the Owner and the Proponent, as applicable, within sixty (60) days of the date of the written notice to the Contact Person, will be:
  - (1) where the Owner and the Contractor agree, referred to and finally resolved by binding arbitration in accordance with the Arbitration Act R.S.Y 2002 c.8; or,  
[http://www.gov.yk.ca/legislation/acts/arbitration\\_c.pdf](http://www.gov.yk.ca/legislation/acts/arbitration_c.pdf)
  - (2) submitted to the appropriate judicial tribunal (litigation).
- (d) the laws of Yukon govern the interpretation of this RFP.

## 6.8 No Unauthorized Communication

Proponents and/or any other interested parties must not attempt to communicate, or actually communicate, directly or indirectly, on matters related to this Provider Selection Process with any representative of the Owner, elected officials, or any other government employees who are involved in the Project or the Provider Selection Process. Proponents will not engage in any form of political or other



lobbying whatsoever with respect to this Assignment, or otherwise attempt to influence the outcome of the Provider Selection Process. If any such lobbying or communications occur, the Owner, at its sole and absolute discretion, may at any time, but not be required to, reject any Proposal by that Proponent without further consideration, and either terminate that Proponent's right to continue participating in the Provider Selection Process, or impose such conditions on that Proponent's continued participation in the Provider Selection Process as the Owner, at its sole discretion, may consider in the public interest or otherwise appropriate.

To ensure that all public information generated about this Provider Selection Process is fair and accurate, all public information generated in relation to this Provider Selection Process, including communications with the media and the public, must be coordinated with, and is subject to prior approval of, the Owner.

## **6.9 Proposal Validity**

Proposals will be open for acceptance for at least thirty (30) days after the Submission Time, or as mutually extended by both parties.

## **6.10 Subcontracting**

Where applicable, the names of approved subcontractors listed in the Proposal will be included in the Contract. No additional subcontractors will be added or other changes made, to this list in the Contract without the written consent of the Owner.

## **6.11 Agreement to Terms and Conditions**

By submitting a Proposal in response to this RFP, the Proponent agrees to be bound by the provisions of this RFP, including all terms and conditions and any and all Addenda.

## **6.12 No Obligation to Accept**

The Owner is not obligated to accept a Proposal where, at the sole and absolute discretion of the Owner:

- (a) background investigations reveal:
  - (1) any false statements in the Proposal;

- (2) any criminal affiliations or activities by the Proponent, where such affiliations or activities would, in the sole opinion of the Owner, interfere with the integrity of the Provider Selection Process; or
- (b) the Proposal does not comply with the requirements of this RFP unless it can be remedied or clarified; or
- (c) the Proposal includes a false or misleading statement, Claim or information.

## 7. DEFINITIONS

---

**“Access to Information and Protection of Privacy Act” or “ATIPP”** has the meaning set out in Section 6.

**“Addenda” or “Addendum”** means each and every written document issued by the Contact Person for the purpose of amending or clarifying this RFP.

**“Authorized Signatory” or “Authorized Signatories”** of a Proponent means the person(s) or firm(s) having the authority to legally bind the Proponent.

**“Claim”** means any Claim, demand, liability, damage, loss, suit, action, or cause of action and all costs and expenses relating thereto.

**“CLIENTS”** mean both **YHC** and **HSS**.

**“Contact Person”** means the Person designated by Yukon Hospital Corporation on the RFP title page.

**“Contract”** means a written Contract executed by a Proponent and by the Owner for the provision of equipment and services as defined in this RFP.

**“Contractor(s)”** means the party (or parties) executing the Contract with the Owner.

**“Disqualification” or “Disqualified” or “Disqualify”** means exclusion of a Proposal from a Proponent by the Owner from this RFP.

**“Evaluation Criteria”** means the criteria defined in Appendix A used to evaluate the Proposals.

**“Financial Close”** means the time when the Project Agreement and all financing and other agreements related to the Project have been executed and delivered and all conditions to the effectiveness of the Project Agreement and Project financing agreements have been satisfied.

**“General Services Agreement”** means the Owner's Service Contract (General).

**“HIPMA”** means Yukon's Health Information Privacy and Management Act

**“HSS”** means Yukon Government's Department of Health and Social Services

**“Key Individuals”** means each person named in the Proposal.

**“Mandatory Requirements”** means the requirements identified in section 5.2.

**“Owner”** means the Yukon Hospital Corporation.

**“PIA”** means Privacy Impact Assessment as per section 15 of HIPMA

**“Person”** means an individual, corporation, partnership, joint venture, association, trust, pension fund, union, government, governmental body, governmental agency, authority, board, tribunal, commission or department and the heirs, beneficiaries, executors, personal or other legal representatives or administrators of an individual, and the receivers and administrators of a corporation.

**“Preferred Proponent”** means any entity, including the company, firm, consortium or any legal entity selected by the Owner during the Service competitive selection process to negotiate the Service Agreement.

**“Project Team”** has the meaning set out in Section 3.1.

**“Proponent”** means any individual or entity invited to make a response to this RFP.

**“Proponent’s Representative”** means the person or firm, identified in the Response Declaration Form (Appendix C), who is fully authorized to represent the Proponent in any and all matters related to its Proposal.

**“Proponent Team”** means the Proponent, including Key Individuals.

**“Provider Selection Process”** means this Request for Proposals to select an entity to provide the equipment and services described in this document.

**“Proposal”** means the formal submission by a Proponent in response to this RFP.

**“Receipt Confirmation Form”** refers to the form in Appendix E.

**“Response Declaration Form”** refers to the form in Appendix C.

**“RFP”** means this Request for Proposals issued by Yukon Hospital Corporation as the only stage of this Provider Selection Process and includes any Addenda thereto.

**“Submission Location”** means the location, as described in this RFP, to which Proposals must be submitted before the Submission Time.

**“Submission Time”** means the time and date as described in this RFP for the submission of Proposals after which no further Proposals will be accepted.

**“YHC”** means Yukon Hospital Corporation.

## Appendix A - Submission Guidelines and Evaluation Criteria

---

### Submission Requirements:

Proposals are to be submitted electronically in the form of a PDF attachment to an email addressed to the Contact Person.

Each Proposal should:

- (a) include the name of the Proponent, a contact person, phone number, email address and a return address;
- (b) provide a listing of insurance coverage;
- (c) Provide valid Yukon Workers Compensation coverage if applicable;
- (d) be addressed to the Contact Person;
- (e) be clearly identified in the subject line of the email as "Staff Scheduling Software for Yukon Hospital Corporation RFP# 2019-003";
- (f) Include Response Declaration Form (Appendix C); and
- (g) Provide detailed information about the team being proposed, including
  - (1) Name
  - (2) Role
  - (3) Area of Expertise
  - (4) Relevant Experience
  - (5) Rate
  - (6) Resume
  - (7) References
- (h) Provide a high level project plan detailing
  - (1) Major Milestones
  - (2) Project Governance
  - (3) Resources (both those provided by Proponent and those expected from Owner)
  - (4) Payment Schedule associated with the Project Milestone

- (i) Provide information detailing the Proponents relevant experience including:
- (1) Installations in other Canadian Hospitals
  - (2) References with Contact Information
  - (3) Must demonstrate broad knowledge of the different Canadian and Union rules,
  - (4) Must demonstration experience in integrating/interfacing with Meditech Expanse HIS
  - (5) Any additional relevant information
- (j) Provide information detailing the Proponents relevant experience in small northern MEDITECH implementations and also in Regional MEDITECH implementation including:
- (1) Name of the hospitals as well as when and what services were provided
  - (2) References with Contact Information
- (k) Address the mandatory requirements and other requirements in Table 2 below.

Proposals should be in English. Any portion of a Proposal not in English may not be evaluated.

#### Evaluation Criteria:

Proposals that satisfy the Mandatory Requirements as described in section 5.2

Table 2: Content and Evaluation Criteria

Table of Contents	Content	Evaluation Criteria	Points
Title Page	Staff Scheduling Software for Yukon Hospital Corporation	n/a	n/a
Mandatory Proposal Requirements	Mandatory Requirements are described in section 5.2	Pass/Fail	<b>Minimum required Pass on all</b>
Significant Canadian experience implementing Staff Scheduling Software & Interfacing with Meditech Expanse	<ul style="list-style-type: none"> <li>Proponent must be able to provide information detailing the proponent's relevant experience.</li> <li>Provide a high level project plan</li> <li>Meditech Expanse Interfacing experience</li> </ul>	<ul style="list-style-type: none"> <li>Response Documentation</li> <li>References</li> </ul>	<b>40%</b>
Experience in smaller northern and regional	<ul style="list-style-type: none"> <li>Provide information detailing the proponents relevant experience in small, northern MEDITECH implementations</li> </ul>	<ul style="list-style-type: none"> <li>Documentation</li> <li>References</li> </ul>	<b>10%</b>

Quality of Candidates and SME being Proposed	<ul style="list-style-type: none"> <li>• Provide detailed information about the team being proposed</li> </ul>	<ul style="list-style-type: none"> <li>• Response Documentation</li> <li>• References</li> <li>• Resumes</li> </ul>	20%
Pricing (Total Extended Price of Consultants)	<ul style="list-style-type: none"> <li>• Services Costs</li> <li>• SME Costs</li> <li>• Total Costs of Consultants</li> <li>• Value Adds</li> </ul>	<ul style="list-style-type: none"> <li>• Costs</li> </ul>	30%

Pricing Evaluation: The lowest total price will be awarded 30 points while all others will be awarded lesser points according to this formula (Lowest Total Price/Proponent Price times 30)

For example if the lowest total price is \$1,000 and the next lowest is \$1,200 (examples only), the lowest total price proponent gets 40points and the next lowest gets  $1000/1200 \times 30$  or 25 points and so on

## Appendix B - Response Declaration Form

---

1. This Response Declaration Form must be executed by the Proponent.
2. By executing this Response Declaration Form, the Proponent agrees to the provisions of the RFP and this Response Declaration Form.
3. Capitalized terms are defined in the Definitions in the RFP.

### RFP Proponent's Letterhead

To: Electronically by email

Attention: Jacques Lefebvre

The Proponent hereby agrees and acknowledges that:

#### 1. Proposal

- a) this Response Declaration Form has been duly authorized and validly executed and is binding on the Proponent;
- b) the Proponent is bound by all statements and representations in its Proposal;
- c) its Proposal strictly conforms with the RFP and that any failure to strictly conform with the RFP may, in the sole and absolute discretion of the Owner, be cause for Disqualification;
- d) its Proposal is in all respects a fair Proposal made without collusion or fraud; and
- e) the Owner reserves the right to verify information in the Proposal and conduct any background investigations including criminal record investigations, verification of the Proposal, credit enquiries, litigation searches, bankruptcy registrations and taxpayer information investigations or other investigations on any or all of the Proponent Team members and by submitting a Proposal, the Proponent agrees that they consent to the conduct of all or any of those investigations by the Owner.



**2. Acknowledgements with Respect to the RFP**

- a) the Proponent has received, read, examined and understood the entire RFP including all of the terms and conditions, all documents listed in the RFP Table of Contents, and any and all Addenda;
- b) the Proponent agrees to be bound by the entire RFP including all of the terms and conditions, all documents listed in the RFP Table of Contents, and any and all Addenda;
- c) by submitting a Proposal, the Proponent waives any further right to amendment or clarification of any aspect of the RFP;
- d) the Proponent's Representative identified below is fully authorized to represent the Proponent in any and all matters related to its Proposal, including but not limited to providing clarifications and additional information that may be requested in association with the RFP; and
- e) the Proponent has had sufficient time to consider, and has satisfied itself as to the applicability of, the material in the RFP and any and all conditions that may in any way affect its Proposal.

**PROPONENT**

**PROPONENT'S REPRESENTATIVE**

---

Name of Proponent

---

Name of Proponent's Representative

---

Title of Proponent's Representative

---

Address

---

Email Address

---

Telephone

---

Authorized Signature

## Appendix C – Yukon Hospital Corporation Standard Contract

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PDF Attached

## Appendix D - Receipt Confirmation Form

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(to be submitted by the Proponent's Representative on receipt of this RFP)

**Staff Scheduling Software for**

**Yukon Hospital Corporation**

**Response to Request for Proposals RFP# 2019-003**

To receive any further distributed information about this RFP, please return this form as soon as possible electronically as an email attachment to:

EMAIL ONLY:	
Yukon Hospital Corporation Jacques.Lefebvre@wgh.yk.ca  <b>Attention: Jacques Lefebvre</b>	

### PROPONENT CONTACT INFORMATION

Name of Proponent: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal/Zip Code \_\_\_\_\_

Province/State: \_\_\_\_\_ Country: \_\_\_\_\_

Mailing Address, if different \_\_\_\_\_

Telephone: \_\_\_\_\_ Name of Proponent's Representative: \_\_\_\_\_

Email Address: \_\_\_\_\_

Scheduling Software RFP Summary							
		Section 1			Section 2		
		Score 1-10	Weighted Score	Comments	Score 1-10	Weighted Score	Comments
Meet Mandatory Requirements							
Experience with Meditech Expanse	40%	9.4	38%		5.96	24%	
Technological Fit	10%	7.6	8%		6.4	6%	
Northern/ Regional Experience	20%	9.2	18%		5.8	12%	
Costs	30%	9.2	28%		6.12	18%	
Total	100%	35	91%		24	60%	

## Brenda.Pilatzke-Vanier

---

**From:** Jacques.Lefebvre  
**Sent:** Tuesday, July 16, 2019 11:07 AM  
**To:** Denis.Desjardins  
**Subject:** FW: Logibec Non-Participation to RFP# 2019-003 for Staff Scheduling Software  
**Attachments:** Logibec\_Non-Participation\_Staff Scheduling RFP - 2019-003.pdf

Can you review please? Interesting comments, and I have never heard of them.

### Jacques Lefebvre

Meditech Expanse Acting Project Manager

Information Systems

Yukon Hospital Corporation. Whitehorse General Hospital

☎: (867) 393-8736 📠: (867) 393-8707 ✉: [Jacques.lefebvre@yukonhospitals.ca](mailto:Jacques.lefebvre@yukonhospitals.ca) 🌐 [www.whitehorsehospital.ca](http://www.whitehorsehospital.ca)

***Click here:*** [How to get YHC IS Help](#)

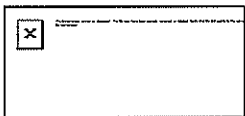
**From:** Susan Dumouchel  
**Sent:** Tuesday, July 16, 2019 11:01  
**To:** Jacques.Lefebvre  
**Cc:** Daniel Guimond ; David Mosher  
**Subject:** Logibec Non-Participation to RFP# 2019-003 for Staff Scheduling Software

Hello Mr. Lefebvre,

Based on the reasons stated in the letter attached, Logibec will unfortunately not be participating Yukon Hospital Corporation's RFP for the provision of a Staff Scheduling Software (RFP# 2019-003).

We would appreciate your consideration of our letter and are available to answer any questions you may have.

Thank you,



**Susan Dumouchel**  
**Coordonnatrice d'appels d'offres**  
**Proposal Coordinator**  
T 438-315-5365 | T +1 800 361-9659  
[Susan.Dumouchel@Logibec.com](mailto:Susan.Dumouchel@Logibec.com)  
[www.logibec.com](http://www.logibec.com)

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## Brenda.Pilatzke-Vanier

---

**From:** Jacques.Lefebvre  
**Sent:** Thursday, August 01, 2019 5:41 PM  
**To:** Denis.Desjardins  
**Subject:** FW: Staff Scheduling Software Services for Yukon Hospital Corporation RFP# 2019-003  
**Attachments:** Staff Scheduling Software Services for Yukon Hospital Corporation RFP# 2019-003\_Kronos Response.pdf

**Importance:** High

Staff Scheduling Response 2

### Jacques Lefebvre

Meditech Expanse Acting Project Manager

Information Systems

Yukon Hospital Corporation. Whitehorse General Hospital

☎: (867) 393-8736 📠: (867) 393-8707 ✉: [Jacques.lefebvre@yukonhospitals.ca](mailto:Jacques.lefebvre@yukonhospitals.ca) 🌐 [www.whitehorsehospital.ca](http://www.whitehorsehospital.ca)

***Click here:*** [How to get YHC IS Help](#)

**From:** Pearce, Alyson  
**Sent:** Thursday, August 01, 2019 09:52  
**To:** Jacques.Lefebvre  
**Cc:** Marro, Nick  
**Subject:** Staff Scheduling Software Services for Yukon Hospital Corporation RFP# 2019-003  
**Importance:** High

Good Morning Jacques,

On behalf of Kronos, I am pleased to present you with our response to *Staff Scheduling Software Services for Yukon Hospital Corporation RFP# 2019-00.3*

As we look forward to your reply, please feel free to reach out to me via e-mail at [Alyson.Pearce@Kronos.com](mailto:Alyson.Pearce@Kronos.com) or by phone at 604-345-5095.

If you are able, please confirm receipt of our response package.

Thanks again for including us in your RFP process. We look forward to hearing from you.

Regards,  
Alyson Pearce

**Alyson Pearce | Sr. Sales Executive | Kronos Canada**  
mob: +1 604 345 5095

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## Brenda.Pilatzke-Vanier

---

**From:** Jacques.Lefebvre  
**Sent:** Thursday, August 01, 2019 5:40 PM  
**To:** Denis.Desjardins  
**Subject:** FW: Staff Scheduling Software Services for Yukon Hospital Corporation RFP# 2019-003  
**Attachments:** 2019\_07\_29\_YHC Proposal-FINAL.pdf; Appendix B\_submitted.pdf; Appendix D\_submitted.pdf

Staff scheduling RFP response 1

### Jacques Lefebvre

Meditech Expanse Acting Project Manager  
Information Systems

Yukon Hospital Corporation. Whitehorse General Hospital

☎: (867) 393-8736 📠: (867) 393-8707 ✉: [Jacques.lefebvre@yukonhospitals.ca](mailto:Jacques.lefebvre@yukonhospitals.ca) 🌐 [www.whitehorsehospital.ca](http://www.whitehorsehospital.ca)

***Click here:*** [How to get YHC IS Help](#)

**From:** Shawn Drake  
**Sent:** Tuesday, July 30, 2019 07:02  
**To:** Jacques.Lefebvre  
**Cc:** Tila Smith ; Natalija Svo  
**Subject:** Staff Scheduling Software Services for Yukon Hospital Corporation RFP# 2019-003

Dear M. Lefebvre :

Please find attached (1) our Response to RFP# 2019-003; (2) Appendix B Response Declaration Form; and (3) Appendix D Receipt Confirmation Form. Your organization certainly has an exciting and strategic opportunity ahead.

Regards,  
Shawn

Shawn Drake, MSc, PhD (c)  
Managing Partner / Associé directeur  
(+1) 778-386-5812  
EA: Natalija Svo: [natalija.svo@workforce-edge.com](mailto:natalija.svo@workforce-edge.com)  
(+1) 514-880-5791



Making healthcare *work* better.



## Brenda.Pilatzke-Vanier

---

**From:** Jacques.Lefebvre  
**Sent:** Friday, August 02, 2019 3:58 PM  
**To:** Denis.Desjardins  
**Subject:** FW: Staff Scheduling Software Services for Yukon Hospital Corporation RFP #2019-003  
**Attachments:** Staff Scheduling Software Services for Yukon Hospital Corporation RFP #2019-003 from Aladtec, Inc. July 2019.pdf

Received on more!

### Jacques Lefebvre

Meditech Expanse Acting Project Manager

Information Systems

Yukon Hospital Corporation. Whitehorse General Hospital

☎: (867) 393-8736 📠: (867) 393-8707 ✉: [Jacques.lefebvre@yukonhospitals.ca](mailto:Jacques.lefebvre@yukonhospitals.ca) 🌐 [www.whitehorsehospital.ca](http://www.whitehorsehospital.ca)

***Click here:*** [How to get YHC IS Help](#)

**From:** Jennifer Driscoll  
**Sent:** Friday, August 02, 2019 13:55  
**To:** Jacques.Lefebvre  
**Subject:** Staff Scheduling Software Services for Yukon Hospital Corporation RFP #2019-003

Hi Jacques,

Please accept the attached PDF as our RFP submission for the Staff Scheduling Software Services for Yukon Hospital Corporation RFP #2019-003.

As always if you have questions or need anything else please let me know.

Thank you,

### ***Jennifer Driscoll***

Senior Healthcare Account Executive

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Mississauga, Ontario L5R 4G7 Canada

phone +1 905 568 0101  
fax +1 905 568 8510  
url [www.kronos.ca](http://www.kronos.ca)

August 2, 2019

Yukon Hospital Corporation  
5 Hospital Road  
Whitehorse, YT  
Y1A 3H7

**Subject: Request for Proposal for Staff Scheduling Software – Kronos Response**

Dear Jacques Lefebvre,

Enclosed with this letter is Kronos' response to the Yukon Hospital Corporation Request for Proposal for Staff Scheduling Software RFP.

At Kronos, our goal for customer engagements is twofold. First is our commitment to establish a long-term trusted advisor relationship with our customers. Secondly and equally as important is ensuring your near-term success and the success of any project which falls under the Kronos umbrella. We offer a reliable product suite and experienced resources backed by a strong foundation ready to help your organization achieve its goals outlined in the RFP.

In support of our proposal, Kronos has committed a team of industry experts to work with the evaluation team during the procurement process. Please note that this offer to Yukon Hospital Corporation is valid for 90 days from the date on the cover page of this proposal.

I look forward to working with the staff at Yukon Hospital Corporation. If you have any questions, please do not hesitate to contact me at 604-345-5095 or by email at [Alyson.Pearce@Kronos.com](mailto:Alyson.Pearce@Kronos.com).

Sincerely,

*Alyson Pearce*

Alyson Pearce  
Sr. Sales Executive  
Kronos Canadian Systems, Inc.



# Yukon Hospital Corporation

## Request for Proposal for Staff Scheduling Software

Alyson Pearce  
Sr. Sales Executive  
Alyson.Pearce@Kronos.com  
604-345-5095

Kronos Canadian Systems, Inc.  
[www.kronos.ca](http://www.kronos.ca)  
110 Matheson Blvd. West - Suite 320  
Mississauga, Ontario  
L5R 4G7 Canada

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## Not a Binding Offer to Contract

Kronos' proposal is submitted in good faith with the intention of negotiating a legally binding definitive agreement following an award of business to Kronos. Kronos does not consider the proposal itself to be a legally binding offer to contract. While we have attempted to clearly state our response for each requirement and specification, Yukon Hospital Corporation should not assume that our proposal implicitly meets all the stated requirements and specifications as stated in the RFP.

Accordingly, Kronos is submitting this proposal subject to the Kronos Sales, Software License and Services Agreement attached to this proposal and hereby incorporated by reference. Kronos recognizes that some of the Kronos standard terms and conditions vary from those contained in this RFP. If awarded business by Yukon Hospital Corporation, Kronos is willing to negotiate necessary and reasonable changes to its standard terms and conditions that would be acceptable to both parties. Kronos expects that neither the RFP nor Kronos' proposal will be incorporated into any definitive agreement, but such agreement will address the topics in the RFP and Kronos' proposal and supersede both.

Without limiting the generality of the foregoing, information in Kronos' proposal regarding product and service requirements, implementation scope and time frame, and pricing and expenses are estimates only and are based on Kronos providing its standard products and services under standard terms and conditions, including payment. Future product and service features are made available as and when determined by Kronos, in its sole discretion, and are subject to change without notice. The discussion of any such future features in Kronos' proposal is provided for information purposes only and does not represent a commitment or other contractual obligation by Kronos.

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## Executive Summary

This document provides a formal response to Yukon Hospital Corporation Request for Proposal, received by Kronos July 10, 2019.

It is Kronos' pleasure to respond to Yukon Hospital Corporation staff scheduling software RFP. Kronos is uniquely positioned to not only provide the right solution for The Yukon Hospital Corporation immediate requirements, but also to become a trusted partner for the future.

Balancing quality with cost effective care is critical. With labour accounting for the largest operating cost, optimizing your workforce to provide high quality care while increasing operational efficiencies, enhancing employee satisfaction and engagement is essential.

**Why Workforce Management?** Your workforce is your most valuable asset. It is your single most important competitive advantage that will empower you to be a provider and employer of choice. Through automation, the complexities of workforce management can be minimized. Visibility into opportunities that maximize potential increases. And your ability to be flexible and react quickly and accurately to changing conditions when deploying the workforce will help you transform your workforce into that competitive advantage.

As the most advanced, clinically focused workforce management suite available, Kronos is THE Partner to help you transform your workforce.

We believe that **great businesses are powered by great people**. And to be a great business, you need to create and manage an engaged workforce.

Balancing individual employee needs with Yukon Hospital Corporation vision and business goals is at the heart of how our solution can help increase employee engagement for better patient and business outcomes. **Kronos' workforce management** suite is a fully integrated solution that enables healthcare providers to ensure that the right person is at the right place at the right time in order to provide the best quality care. In addition to controlling labour costs, minimize compliance related risk, enhance employee engagement, and improve workforce productivity while supporting quality care with a quality workforce.

Kronos suite automation decreases administrative burden, errors and duplication while simultaneously improving the fair and equitable distribution of workloads, optimizing productivity. This creates a high quality, safe environment for both patients and staff.

### Kronos' Understanding of the Business and Requirements

Yukon Hospital Corporation is an organization that is focused on delivering safe and excellent care to all Yukoners. Focus on people, community, safety and wellbeing is at the heart of everything Yukon Hospital Corporation does. These values are drivers for the requirement to more effectively manage Yukon Hospital Corporation diverse workforce. Kronos understands the complexities in balancing delivery of client's health outcomes with an efficient cost model. All the while attracting and retaining the best staff

Existing workforce management processes have evolved over time at Yukon Hospital Corporation. Your existing Meditech Staff Scheduling solution has very limited functionality and the staff scheduling module available with the Meditech Expanse upgrade does not meet your desired needs. Therefore, Yukon Hospital Corporation is seeking a solution that can interface with Meditech Expanse and meet all your desired outcomes. Yukon Hospital Corporation is open to new ways of working. Namely, an integrated decision support system that helps Yukon Hospital Corporation make staffing and business decisions in real time.



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The objective is to streamline operations, reduce costs and improve outcomes for its clients and the community. This is what Kronos can deliver and has been doing for the past 40 years.

### **Current Challenges**

In previous discussions with your teams, Yukon Hospital Corporation has outlined the challenges faced in the existing environment, which Kronos has addressed as part of our solution. Some of these include;

- *Timekeeping and scheduling are done in combination of Excel and paper which make it error prone and never in real time*
- *No consistency in the interpretation of Collective agreement rules opening up YHC to compliance risk*
- *Continuous back log of data entry, means it is hard to get a 100% accurate representation of the schedule - Staff are missing out on shift that they are eligible for*
- *Challenge finding correct information*
- *Call out process is onerous and creates grievances due to lack of accurate and timely information*
- *Independent, decentralised, multiple operational models mean there is no single source of truth for staff management*

### **Recommended solution**

Kronos is recommending an on premise deployment of our Workforce Central suite. The modules required to address all the requirements provided by Yukon Hospital Corporation are:

- Workforce Central Timekeeper
- Workforce Central Scheduler
- Workforce Central Employee
- Workforce Central Integration Manager
- Workforce Central Mobile Employee and Mobile Manager
- Workforce Central Accruals
- InTouch Terminal with optional Biometric readers

Optional modules:

- Workforce Central Workload Manager
- Workforce Central Target Intelligence

Workforce Central Offers:

#### **One central, automated solution**

Manage schedules, track time and attendance, administer absence and leave, and measure productivity — all streamlined through automation to engage your workforce and achieve better business results.

#### **Self-service capabilities**

Anytime, anywhere PC or mobile access to real-time information and personalized data empowers managers and employees to make more informed decisions in the moment for better outcomes.

#### **High-quality information**

Powerful reporting and analytics provides managers and executives with visibility into standardized and accurate data, alerts and dashboards, and comprehensive analysis of day-to-day activities.



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## Why Kronos?

**Our Credentials:** It is important to choose a partner who not only meets your organizations requirements, but also understands the unique challenges healthcare organizations face. *For over 40 years, Kronos has supported the healthcare industry* in effectively managing the workforce both across the enterprise and the continuum of care. Our solutions are supported by a dedicated team of professionals who deliver deep domain expertise and proven labour management best practices. We understand there is no greater impact to patient outcomes than the accurate, effective and timely deployment of the highly skilled healthcare workforce.

At Kronos, our workforce management solution is built on 3 fundamental pillars:

- **Continual Innovation:** Known as an innovator in workforce management, Kronos is continuously exploring additional ways our tools can support collaboration, employee engagement, and the ability to manage in the moment with mobile tools. *Kronos also reinvests approximately 10% of its annual revenue into R&D.*
- **Engaged Employees:** The success of Kronos solutions in managing and engaging your entire workforce begins with how we engage our own employees to create truly innovative products and services. Inspired by an award-winning culture, *we build solutions to help you develop, manage, and retain a best-fit workforce* — and empower them with tools for achieving a healthier work-life balance.
- **Customer First:** Our philosophy of putting the customer first means Yukon Hospital Corporation can always rely on Kronos to know your industry and your needs, lead you to the right solutions and connect you with Kronos experts and each other. We aim to empower you with a wide range of valuable tools and programs - ensuring that we work together as a team in achieving your vision of Clinical excellence and supporting your consumers to lead fulfilling and meaningful lives in a safer community.

Kronos' suite of integrated solutions delivers *market leading ROI, lower overall costs, faster time to deployment, improved productivity, employee engagement and better reporting* compared to other systems. With a dedicated support team, a proven easy to use solution, and a division of healthcare professionals delivering deep clinical domain expertise and proven labour management best practices, *Kronos is the partner to help you effectively maximize and efficiently manage your workforce.*

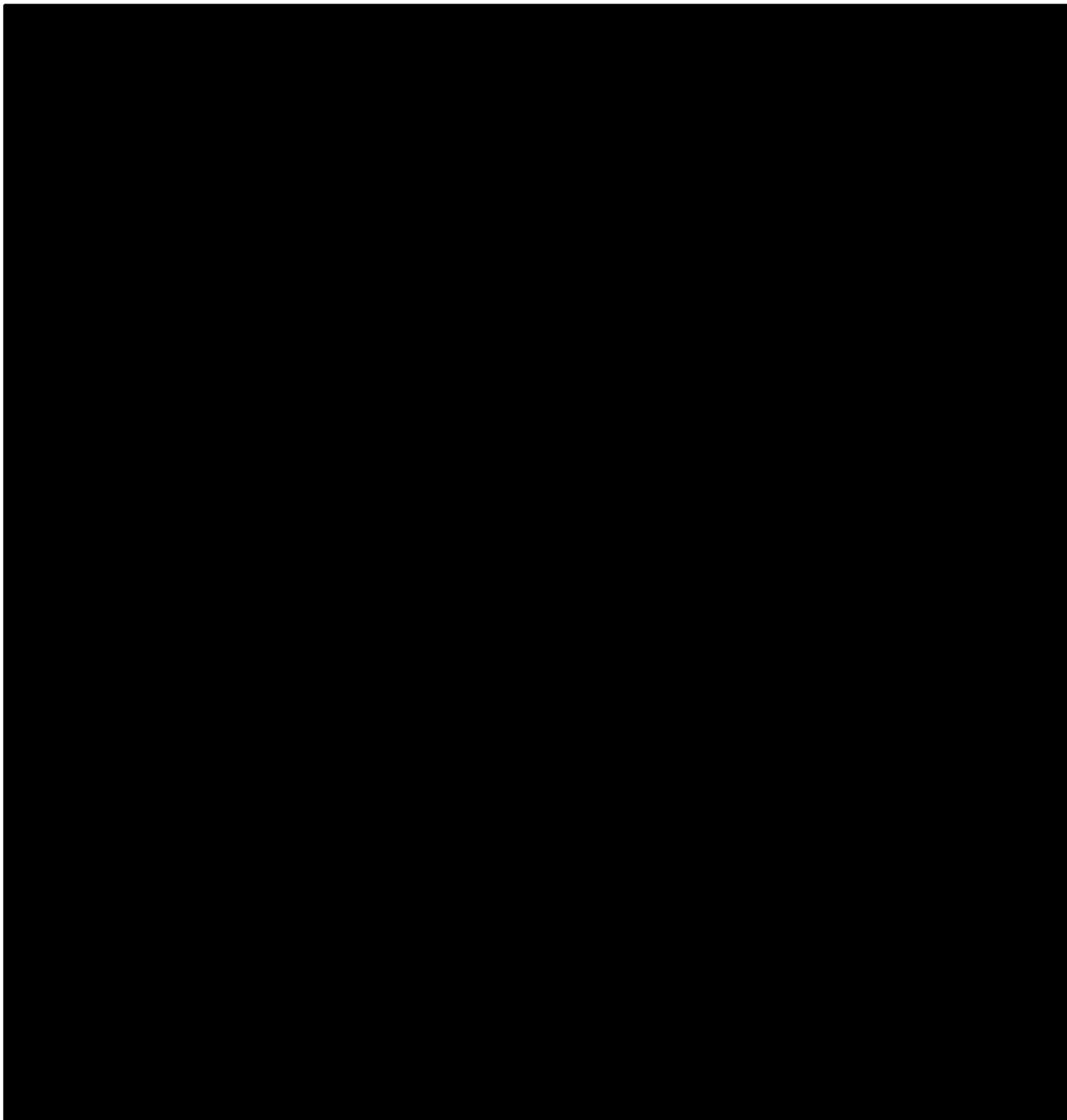
Once again, we thank you for the opportunity to respond to this RFP and look forward to the opportunity to partner with Yukon Hospital Corporation in the near future.

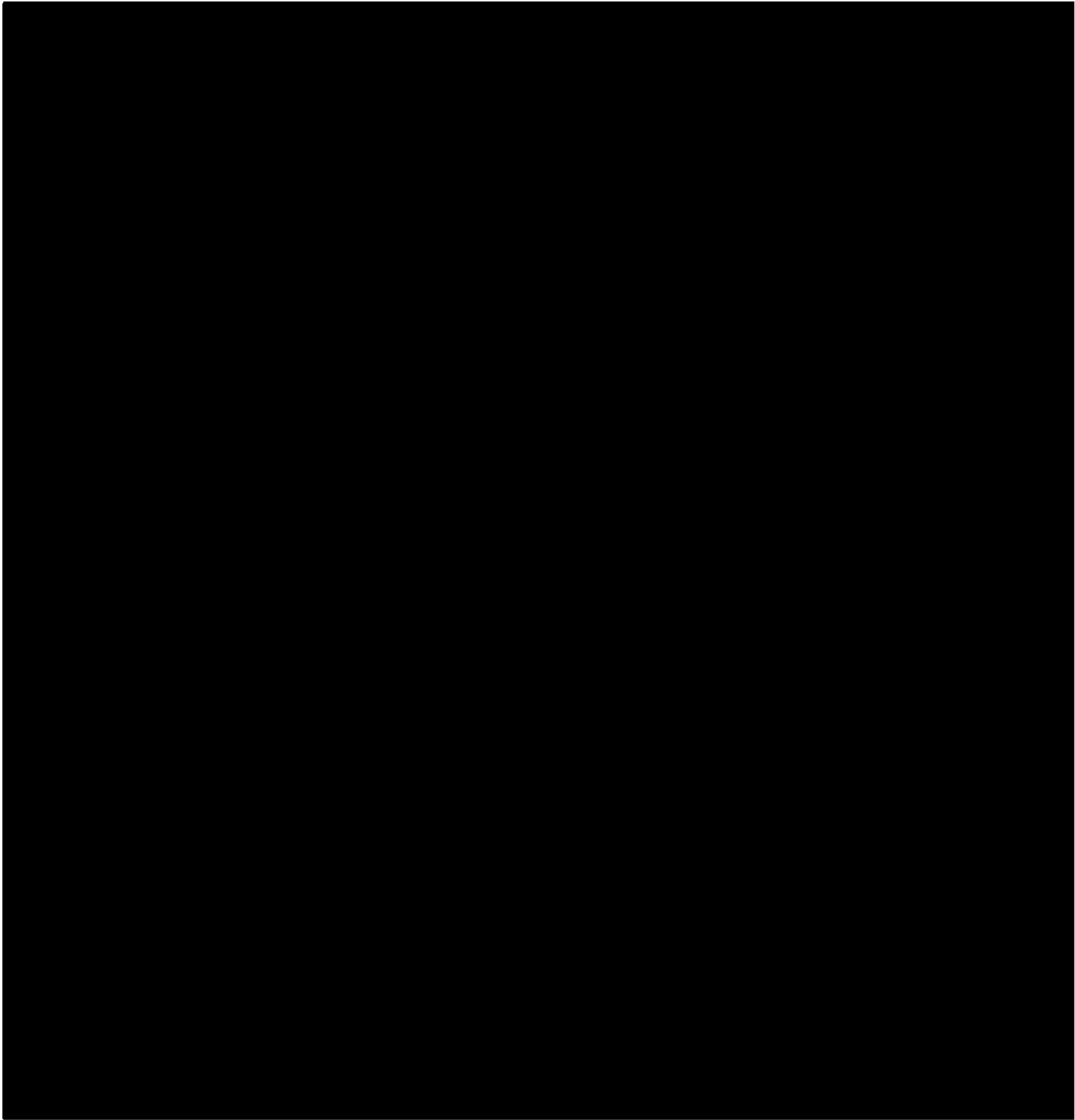


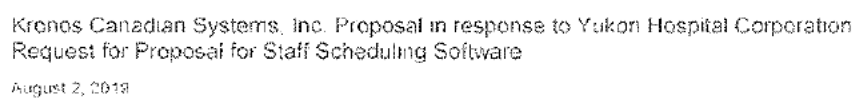


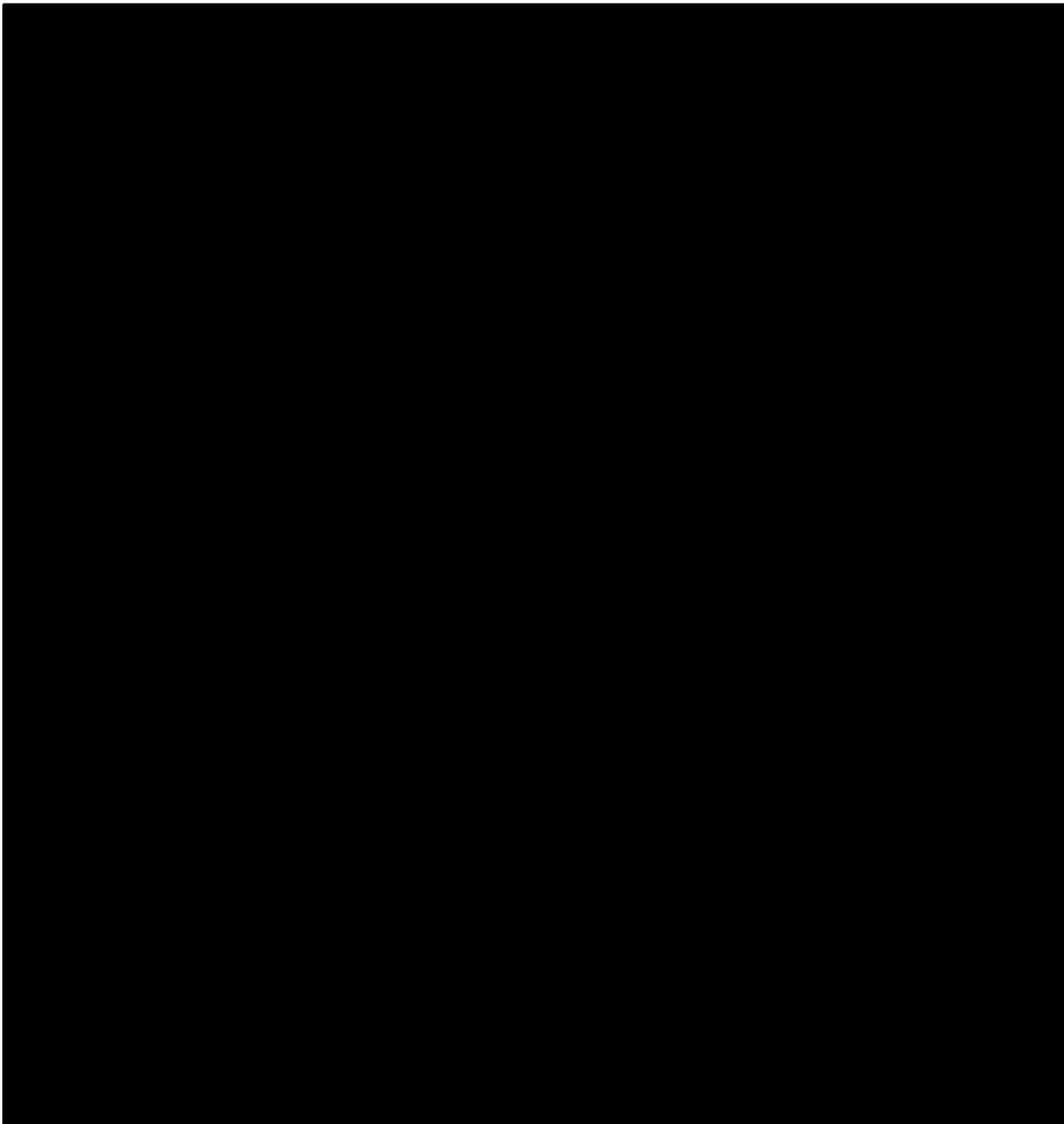
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### 1.3 Requirements (operational)



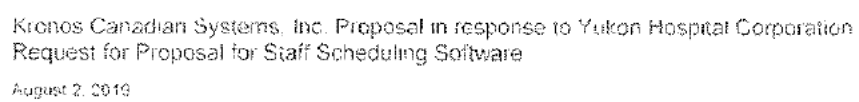


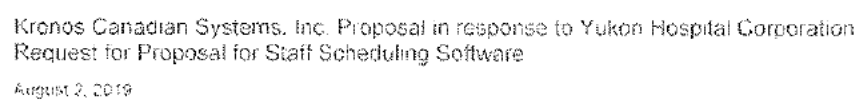


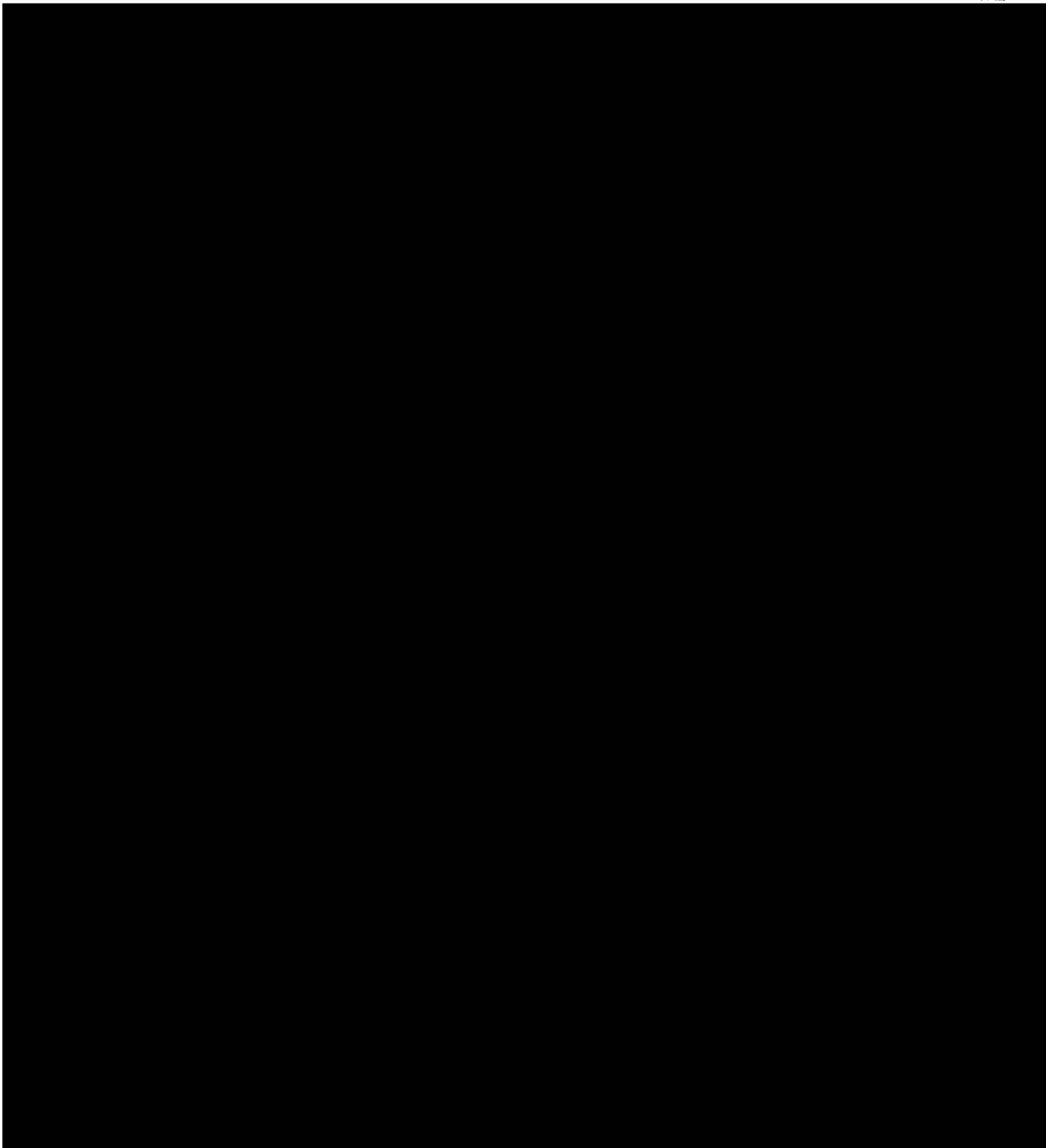


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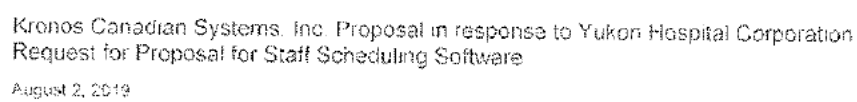




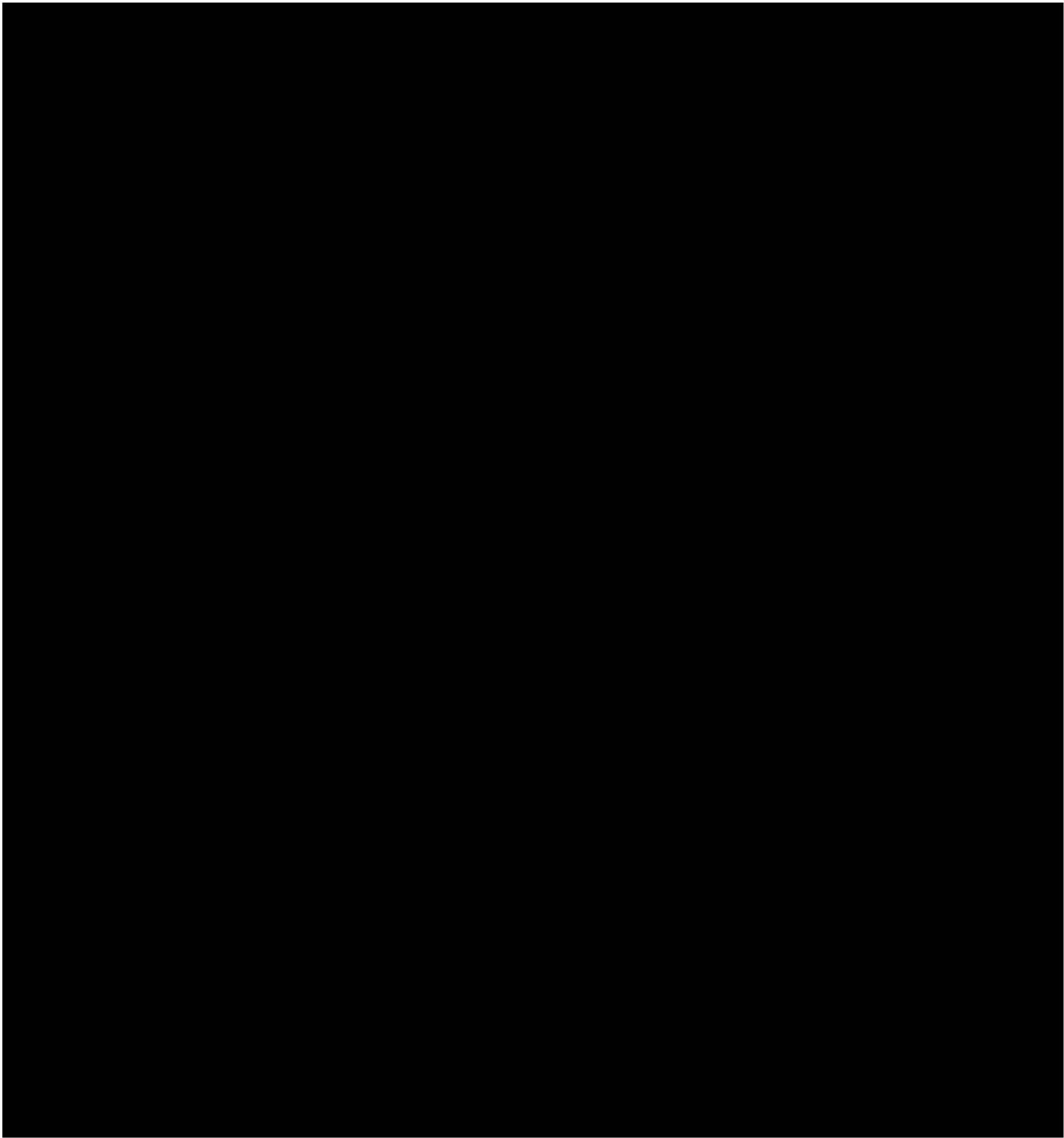


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24 Robust Auditing: ability to track changes to schedules (record user, change, date/timestamp).

SD

All changes and approvals are written into an unalterable audit trail that is available for any time frame.

The Solution creates an audit record for all transactional edits made to an employee's time and attendance data. Every change (additions, deletions, or edits) made via the Timecard Editor, Schedule Editor or Group Edits function triggers and logs an audit record; if a change is made, an audit is created. If the change is removed, the audit trail is appended showing a subsequent change has been made. Square brackets are used to identify the original value from the current value. The application allows users to attach one or more comments when making an edit as a means of clarifying or explaining the edit. Users who have been granted rights to audit trail information can view it through the Timecard View or Schedule Editor, or through a report, such as the Timecard Audit Trail Report.

The data captured includes: Date and time of edit, type of edit, data changed, user Name, IP address, etc.

All changes and approvals are written into an unalterable audit trail that is available for any time frame.

Event logging inside the WFC application is maintained as an audit trail within the database tables. Other event logging (i.e. web layer) can be maintained and monitored within the web container application (i.e. JBoss). Logging examples include, but are not limited to: punch source, who changed a punch and from what workstation, failed login attempts, API call failures.

Management access to the environment is limited to authorized Kronos support staff and customer-authorized integrations. A centralized secure file transfer solution facilitates data transfers between the customer and its cloud environment. This solution provides for an encrypted transmission and logging of all files transferred into or out of a customer environment. Kronos performs continuous monitoring in the cloud environment.

25 Effective, efficient customer support team

SD

Kronos does not use outsourced support service-contracted organizations for products designed and manufactured by Kronos. The Global Support staff consists of approximately 300 experienced service professionals that resolve 10,000 customer issues per month. The group is organized according to area of expertise and many of these support specialists are certified database and network experts. The Kronos Global Support organization is comprised of Support Engineers, Senior Support Specialists, Network Specialists, and DBAs who team to provide the highest level of support that the industry has to offer. Kronos continues to cross-train staff as needed to insure proper depth of knowledge in all product areas. In addition to our Help Desk support, Kronos employs hundreds of service consultants at the local level to support both software and data collection deployments.





		<p>Kronos Global Support is a world class support organization dedicated to resolving issues quickly and reliably.</p>
		<p>Workforce Central Suite uses role-based user access profiles that enable users to quickly and easily access only data that they have been given permission to view or edit. This includes the ability to access the solution both on and off site. Administrators view and edit schedules from any location, provided that they have access to a PC and an internet browser. With the Kronos Mobile app, administrators will have the ability to view, but not edit schedules.</p>
Optional Requirements		
1 Ability to view and edit schedules off-site by administrators	SD	
2 Ability to view schedules off-site by staff(web portal)	SD	<p>Yes. Staff can easily view their schedules and more, through employee self-service via a web browser, with their user name and password on a PC or via the mobile app, provided that they have been granted the appropriate access.</p>
		<p>Yes, the Workforce Central suite has robust reporting capabilities.</p> <p>Workforce Central includes 300 pre-configured standard reports for reviewing punch details, attendance exceptions, pay code breakdowns, labour allocation, employee schedules and system management information.</p> <p>Reports are generated in portable document format (PDF) and are available in other popular formats such as HTML, Microsoft Excel, Microsoft Word, and Rich Text Format for email purposes. The reports can be scheduled to run automatically using the Event Manager feature, or they can be produced as needed.</p> <p>In addition to standard reports, one of the primary vehicles for real-time reporting within Workforce Timekeeper is the "Genie".</p> <p><b>Workforce Genies</b> are configurable, interactive reports which retrieve data and display the data in table format. These genies are powerful and fully configurable with the selection of columns and data filters. Both detail and roll up data can be displayed. The data being displayed is configurable by any user granted permission to create or modify genies. The genies respect the access profiles of the user running them. Genies contain a GoTo menu which will launch you into other aspects of the employee data such as time card, schedule, or the People Editor. This is a time saver when the information on the report leads you to look at the employee data in more detail.</p>
3 Robust front end reporting	SD	



Genies also provide the ability to export the Workforce Timekeeper data from the Genie view into a comma-separated text file or spreadsheet, such as Microsoft Office Excel. These are easily built, modified and maintained by non-technical employees.

Next level customization can be performed with Excel and Workforce Central Operational Reporting which allows users to export many common data elements into excel for use with pivot tables etc., as well as the ability to reformat the data to their preferred output and layout (hide, remove, rearrange columns, etc.) and then have that report added back into their profile. Additionally reports can be further customized by more advanced report writers and added into the system.

#### Custom Reports:

Custom reports may be created from scratch or based upon an existing report. This facility provides the ultimate flexibility but is typically a role performed by an IT group. Reports are created using a tool such as Microsoft Visual Studio and then imported into the Kronos solution for execution or scheduling just like the other reports. Kronos Professional Services may be retained to create custom reports if required. During the implementation, our Solution Consultants work closely with your organisation subject matter experts to clearly identify any custom report requirements and the costs associated with building them.

Please see the attached reporting samples for out of the box reports.

[Kronos WFS sample reports v8.pdf](#)

[WFC v8 ReportsReferenceGuide.pdf](#)

Yes. Metrics can be configured by the Yukon Hospital to display results and other analytical data of whatever range of dates they are looking at. In the example below, HPPD is being displayed.

Unit	Department	AL	Therapist	Physician	Respiratory	Lab	Med	Pharm	Other	Total
100	Acute Care	12.37	8.17	6.12	0.01	4.15	0.02	0.00	0.00	20.65
101	Emergency	1.12	0.02	0.01	0.00	0.00	0.00	0.00	0.00	1.15
102	ICU	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
103	Operating Room	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
104	Outpatient	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
105	Perioperative	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
106	Recovery	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
107	Specialty	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
108	Subacute	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
109	Telemedicine	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
110	Wound Care	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

In addition, the Workforce Central offers optional additional module that may be of interest. There are three additional extensions available for Workforce Schedule for Healthcare customers, including Forecast Manager, Workload Manager, and Target Intelligence.

- The Forecast Manager for Healthcare extension predicts workload using an algorithm that considers historical performance and current patient flow.

4 Real-time schedule data analytics based on what is in the schedule (possibly what if schedules)

SD



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- The Workload Manager for Healthcare extension classifies each patient per workload intensity and assigns an appropriate nurse.
- The Target Intelligence for Healthcare extension provides current shift- based productivity reporting to guide staffing decision-making.

Each extension is sold separately and have been quoted as optional licensing.

Yes. Workload planner (number of employees required by job to meet unit requirements for patient care) can be integrated with Meditech Nursing to derive volume of patients and workload associated (acuity) to assist in generating the staffing needs for planning schedules. The Staffing Matrixes are set at the unit level and help determine the staffing coverage for a given 'volume'. From the employee side, the employee's 'availability' information is used during the scheduling and staffing process to help identify an appropriate assignments of shifts.

Further discussions and investigation would be required to determine the exact requirements and desired outcomes from integrating with Meditech Nursing.

5 Integrate with Meditech Nursing for planning

SD

In an effort to protect the privacy of our customers, Kronos does not release customer details and contact information in proposals. Should you decide to pursue Kronos as a potential vendor following your review of our proposal, we will obtain permission to provide contact details and accompanying summary information from customers with similar characteristics. We hope you will respect our customers' requests and our commitment not to disclose this information at this stage. We will, of course, show you the same courtesy as a Kronos customer.

6 Positive client references

SD

The user interface is primarily browser based.

The proposed Workforce Central solution includes an intuitive, modern, web supported user interface. Dashboards for each user is defined to drive the user to the features and tasks that they need access to most often, minimizing the time users spend within the software solution. These dashboards can include a combination of the required navigational controls, menus, toolbars, pop-ups/roll overs, date selectors, shortcuts, and multiple tabs. Users can also leverage the tab keyboard key to help navigate a list of data entry fields.

7 Provides visual clarity to end user (modern look and feel)

SD

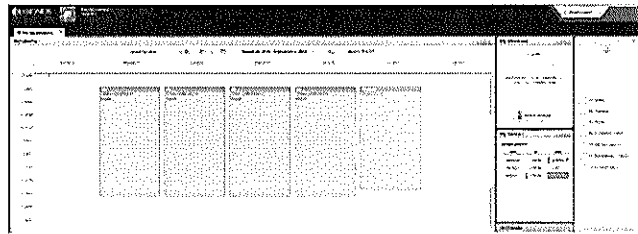


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Below is an example of a user's dashboard that is displaying a combination of alerts, pop ups, menus, drop downs, and toolbars:



Pop-Up/Rollover Text:



Date Selector:

**Request Time Off**

Type: Time Off - Partial Day

Start date: 3/11/2017 March 2017 11/2017

Start time: 12:00AM

Duration: 16:00

Pay code: Vacation

S	M	T	W	T	F	S	Balance
			1	2	3	4	1:00 Hour
5	6	7	8	9	10	11	5:00 Hour
12	13	14	15	16	17	18	1:00 Hour
19	20	21	22	23	24	25	5:00 Hour
26	27	28	29	30	31		10:00 Hour
							50:00 Hour

Notes (Optional)

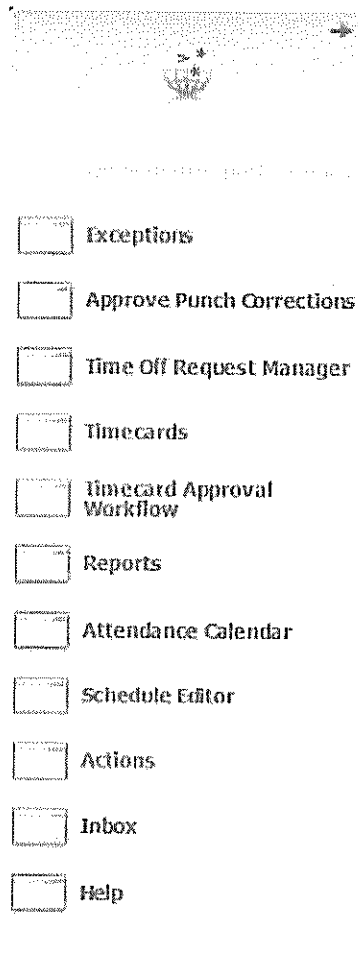
Draft Submit Cancel

Quick access menu of shortcuts to other areas within Kronos or other district software systems:



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Users can open up tabs that show different reports or screens within the system, to help compare and review data:



While Kronos does not support true position control, it can house a position control number assigned to employees. This position control number can then be viewed in the Schedule Planner Workspace. Scheduling groups may be a possibility to assist in tracking vacant positions, but further investigation/discussion with the Yukon Hospital Corporation would be required to determine if this would meet the needs of the organization.

8 Position control management: track positions separate from employee, track vacancies etc.

NA



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9 Ability to view pending time off

SD

Yes. Managers will have access and visibility to all pending time off requests. Employees will also be able to view their submitted time off requests (pending) through employee self-service or the mobile app. Notifications can be configured to advise managers of pending requests as well as to notify employees when their requests are approved or denied.

10 Ability to submit time off request along with ability to approve and manage

SD

Yes, the Workforce Central solution provides self-service options for employees and managers from the InTouch Terminal, Web Entry, and Mobile. Employees can request time off, review and approve their time, view schedules, request leave, and much more. Managers can manage exceptions, schedules, time off requests, approve hours, and generate their own reports, to name just a few manager self-service options. All self-service options are managed through user security profiles and work spaces.

11 Ability for schedule to update automatically with approval, cancellation, changes, etc. to time off

SD

Yes. Once the manager approves the request, the time off is automatically updated to the employee's schedule, the timecard will also show the scheduled leave, and their accrual balances are automatically updated.





## 1.4 Requirements (Technical)

1.4 Requirements (Technical) (TABLE)

### Question

Solution would preferably be hosted onsite in our main Data Centre located at Whitehorse General Hospital and not Cloud Hosted

### Response

Yes. Workforce Central can be on premise solution at Whitehorse General Hospital or hosted in the Kronos Cloud.

Yes, the Workforce Central solution supports these requirements. Please see the listing below:

Operating System Support					
Vendor	Product	Version	Vendor	Product	Version
Microsoft	Hyper-V		Microsoft	Windows Server 2012 - 64 Bit	
			Microsoft	Windows Server 2012 R2 - 64 Bit	
			Microsoft	Windows Server 2016 - 64 Bit	
VMware	VMware vSphere v5+		Microsoft	Windows Server 2012 - 64 Bit	
	ESX Hypervisor v5.5+		Microsoft	Windows Server 2012 R2 - 64 Bit	
			Microsoft	Windows Server 2016 - 64 Bit	

Database Support			
Client Version	Platform/Operating System	Microsoft Version	Platform/Operating System
Oracle XE/APP V7.5	Microsoft Windows 2012/R2 Server 64 Bit	Microsoft	Microsoft Windows Server 2012 SE
	Microsoft Windows 2016 Server 64 Bit	Microsoft	Windows Server 2016 - 64 Bit

Web Server Support					
Vendor	Product	Version	Vendor	Product	Version
Microsoft	IIS	v8.0	Microsoft	Windows Server 2012 - 64 Bit	
		v8.5	Microsoft	Windows Server 2012 R2 - 64 Bit	
		V10	Microsoft	Windows Server 2016 - 64 Bit	
Apache	Web Server	v2.4.27	Microsoft	Windows Server 2012 - 64 Bit	
			Microsoft	Windows Server 2012 R2 - 64 Bit	
			Microsoft	Windows Server 2016 - 64 Bit	
			IBM	APK (pSeries)	7.1
			SUSE	Linux Enterprise Server	11.2

Application Server Support					
Vendor	Product	Version	Vendor	Product	Version
JBoss	EAP	V7.0.6	Microsoft	Windows Server 2012 - 64 Bit	
			Microsoft	Windows Server 2012 R2 - 64 Bit	
			Microsoft	Windows Server 2016 - 64 Bit	
			IBM	APK (pSeries)	7.1
			SUSE	Linux Enterprise Server	11.2

Web Portal/Reporting Server					
Vendor	Product	Version	Vendor	Product	Version
Microsoft	PDIC	2010 2005*	Microsoft	Windows Server 2012 - 64 Bit	
			Microsoft	Windows Server 2012 R2 - 64 Bit	
			Microsoft	Windows Server 2016 - 64 Bit	

Printer Support			
Vendor	Product	Version	Operating System
Adobe	Reader	V5.0+	Same as supported operating systems

Architecture of the system will preferably be supported by virtual servers running Windows Server 2016, and virtual clients running on Windows 7 64bit and Windows 10 64bit

Yes, the system runs on MS SQL Server 2016. Please see attached documentation for all supported servers. [Workforce Central Tech DS v8.1.0 rev1.pdf](#)

The Data will reside in a 2016 or newest MSSQLServer.



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There must be data dictionary or entity relationship diagram (ERD) available for custom reporting using third-party software

Yes a data dictionary is provided.

Does the system require any proprietary hardware of a specific type or from a specific manufacturer? If so, please describe.

Kronos Timekeeper Terminals, if you want the employees to sign in/out, request time off or view schedules at the clock.

Please describe the system capacity for expansion (growth, scalability)

Workforce Central is scalable to meet the enterprise market level with support for over 1,000,000 employees within one database instance. Due to the inherent vertical and horizontal scalability of Workforce Central's architectural design, additional web/application servers and background process application servers may be quickly and easily added to a system. Database servers may have additional processors installed in them to increase their processing capacity. WFC is designed as a three-tier architecture to enable this level of scale.

Does the system require any other computer software of a specific type or from a specific provider? If so, please describe.

Microsoft Outlook and/or Excel if you wish to use those applications to receive notifications or open reports that have been run in an Excel format.

How often are updates released? Please provide details about updates. How will updates administered?

The Kronos Workforce Central suite operates on an 18-month release cycle, providing updates and feature enhancements to all customers with a Kronos support contract on an annual basis. Software maintenance releases (point releases and service packs) and new software releases for the current product installed (within platform and employee level) are provided at no cost to Kronos support customers and are usually self-installable. Installation and training, if needed, can be requested for an additional cost. Product announcements are posted on the Kronos web site and distributed via Kronos E-News, alerting all customers to the availability of new releases.

### **Kronos Proven Service Practices**

#### **General Implementation Approach**

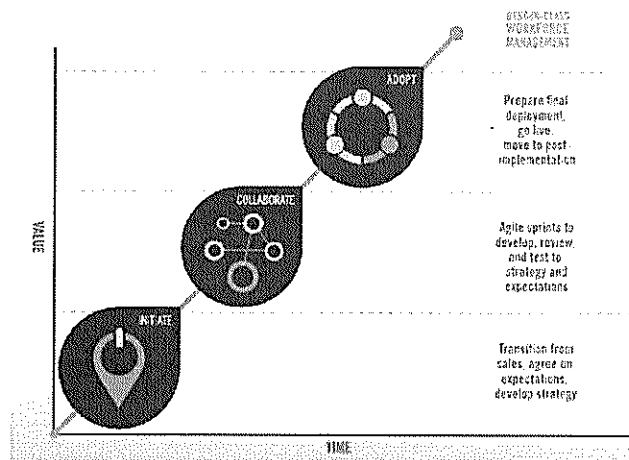
Please describe implementation process, including length of time.

Kronos uses a proven implementation methodology called Paragon. No matter what the scope of the project, we approach it in the same careful, expert way. Our method consists of three phases: planning and analysis, staging, and rollout.



This disciplined three-phase approach assures a coordinated handoff between Kronos groups and ensures the successful delivery of your frontline labor-management solution. The Kronos implementation team will guide you through the different phases, and follow formal procedures for handoff at the end of each phase – including the final handoff to Kronos Global Support Services. Each handoff is an opportunity for you to evaluate the implementation process and determine its success in adhering to your goals.

Kronos Paragon comprises three key phases designed to help ensure a fast, efficient rollout of your Workforce Central solution for the experience you expect.



**Initiate Phase** - Decades of experience working with similar organizations in your industry and regions help us define an implementation strategy that delivers rapid time to value.

- Engage the project team
- Develop the project plan and deliver the online workspace
- Set goals and success criteria
- Develop strategies for change management, education, and testing
- Confirm customer readiness

**Collaborate Phase** - Leveraging a proven industry configuration, Kronos Paragon allows for an emphasis on product usage that sets your experience apart.

- Train the project team
- Deliver a recommended industry configuration
- Use agile techniques to refine the configuration to meet your requirements
- Execute accelerated testing to resolve issues
- Generate dynamic documentation



**Adopt Phase** - When you deploy Workforce Central in the cloud, your organization will realize more effective workforce management and immediate competitive advantage.

- Complete deployment readiness and confirm that all success criteria have been met
- Train end-users
- Finalize production and deployment
- Initiate and support go live
- Transition to post-implementation support
- Complete the Customer Experience survey

1. **Project Management Approach** - Kronos' experience has shown that the project team needs to be aware of their level of involvement in the implementation of the Kronos solution as the project is being planned. A sample organizational chart for the project is provided for your review. In some organizations, the resource available in one organizational role may be able to cover more than project role. If any of the Customer specified roles are not available in your organization, please contact your Kronos representative as this may impact the professional services required, or the implementation approach recommended, to complete a successful implementation for your organization. Because every organization is different, Kronos crafts upgrade and implementation plans that accommodate your specific infrastructure and resources. Enabling you to participate at whatever level of involvement is required accommodates your unique needs, and facilitates the success of your project. The Customer Project Manager will partner with the Kronos Project Manager to align the desired project outcomes, producing key results related to the critical Workforce Management business needs. The Customer Project Manager assists the Kronos Project Manager by managing Customer Team member responsibilities as necessary for success in the overall implementation process; however, Kronos leads the Kronos Team members and the overall implementation process.
2. **Requirements Validation** - Requirements will be validated at the initial stage of the project. The Kronos project team will work with the Customer Project team to identify, document and validate all requirements. These requirements will be documented in a Product Design Document that will define the product configuration necessary to meet the defined requirements
3. **System Configuration** - Kronos' philosophy has always been to create parameter-based systems which feature user-definable pay rules engines and configurations. This has been considered one of Kronos' biggest advantages among our customers for many years. In addition, Kronos' open database design and reporting tools allow customers to create their own reports and to use the data for their own purposes, without having to create any custom coding. We have full functional documentation available on all of our modules that include System Admin and End User configuration.



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We also have documentation on all of the APIs used for importing and exporting.

4. **Operational Design** - Kronos can provide Advisory Consulting Services to assist the Customer in examining current office processes, look at areas for improvement or change based on the transition from paper to computer, and to offer suggestions on how to best implement the Kronos solution. Kronos also offers more formal Change Management services, performing leadership team and stakeholder interviews, reviewing the end user process and performing the change readiness assessment. The Change Manager services will advise on best practices for the Customer to develop a change communication plan. Our expectation is that the Customer will have a Change Management resource on their end to help fully identify the process changes needed based on information provided and the final project scope.
5. **Hardware, Software & Storage Design and Installation Consulting** - For the on premises option, the Kronos Technical Consultant in coordination with the Customer's lead technical consultant will facilitate the hardware, software and storage design and installation. For the Kronos Cloud option, all hardware, software, storage and installation will be handled by the Kronos Technical Consultant and the Kronos Cloud Build Manager.
6. **Data Conversion Plan** - Kronos is proposing our Timekeeping solution only. Data Conversion will not be necessary. Our Data Conversion Services only pertain to our HR/Payroll solutions.
7. **Report Development** - Kronos Workforce Central reporting has been greatly enhanced throughout the years. Often customers are satisfied with the Workforce Central standard reports. Typically, most customers can generate other reports using Kronos Navigator Hyperfinds and Genies. However, for those customers needing unusual or more sophisticated reporting methods, we have incorporated many Operation Reporting tools to facilitate other needs like the use of Excel or JETT. For more traditional custom reporting requirements the Customer can use Microsoft Visual Studio. A basic version of Visual Studio is included with your installation and will be made available to the customer in their Development environment. Reports in SQL Server Reporting Services (SSRS) use the Report Description Language (RDL) which is an XML based standard for defining reports. Should the Customer require further assistance Kronos Solution Services consultants are available for additional fees.
8. **Data Interfaces** - Kronos interfaces to scores of providers and has hundreds of templates that span integration efforts of time, money, employee data, and on boarding. When it comes to interfaces, the term standard doesn't come into play very often. We have templates we start with for many vendors but all need to be tailored per clients' requirements and how the client may be using Kronos. Even a very basic benefit provider interface can have multiple variations depending upon state requirements, eligibility, costs, etc. So every interface we provide is tailored to meet your organizations specific requirements.



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9. **Training** - Kronos Education Services takes a 'Persona Based' training approach. For each traditional role in an organization there are recommended learning experiences which will develop skills and knowledge to the desired level. Utilizing our KnowledgePass subscription prepares all personnel for formal classes, provides reference instruction during class and enables refresher training after class. Training is available via regularly scheduled classes, on-site deliveries at customer locations and prerecorded material is available through our KnowledgePass subscription. A Learning Path, recommended classes for each traditional role and detailed course descriptions for each of those classes is provided.
  10. **Testing** - We offer a sample Testing Strategy and Test Case materials for core products to ensure our Customers leverage the vast experience Kronos has gained from its 40 years in Workforce Management.
  11. **System Documentation Development** - Kronos documentation falls into essentially the following categories:
    - a. **Training Documentation** – These are the materials that are referenced in conjunction with the varieties of training listed above. Comprehensive manuals are available in either ad hoc forms written to support already scheduled and structured classroom training or custom training manuals written to support specific and unique training sessions usually conducted at the customer's implementation site. Technical, help desk, and operations manuals are available as documentation in support of training dealing specifically with these functions or as custom efforts used to support these functions with specifics tailored to support a client's individual business needs and goals.
    - b. **Product Documentation** – All Kronos products are extensively documented in PDF format and, in some cases, HTML. The product documentation is available via the Kronos customer web page. There are also extensive documentation and help files built into each individual application, and which are available via menu options. Integrated Product Documentation – Installation guidelines and help files are built into each application and are available through menu driven options.
  12. **Disaster Recovery Plan** - All the RDBMS's used with Kronos provide full Backup/Restore capabilities. Most customers prefer to utilize the Backup and Restore capabilities provided by their RDBMS rather than introduce a new, separate mechanism for backing up data. For this reason, our software does not provide a mechanism to backup the Kronos database tables. In most situations, customers add the schema into their current backup and restore routines. We do not have any system downtime requirements, including database backups. The security controlling a customer's backup mechanism is provided by the customer and is not provided by the Kronos application. The Kronos hosted solution provides several backup and disaster recovery strategies. Our standard offering includes an offsite backup; enhanced disaster recovery offers a secondary



environment service with a recovery time objective (RTO) of 72 hours and a recovery point objective (RPO) of 24 hours.

13. **Go live support / post go live stabilization** - As part of Kronos' standard methodology, after the solution is built, we test concurrently for two payroll cycles before system transfer to Production. Then once your solution is deployed, we provide two payroll cycles of Go-Live Support. Once this is complete, support of the Customer will be transitioned to Kronos Global Support (see additional details in #15 below).
14. **Staffing Plan** - The roles listed below are generic, based on our past experience with similar projects. During the project initiate phase, the Customer PM and Kronos PM will work together to outline the actual project teams, depending on their team structure/skillsets
  - a. **Executive Sponsor (FTE = Limited)** - An executive management position experienced in leading organizations through change and developing communication plans. Chooses the project manager and assists in forming the project team; acts as a mentor to the project team; functions as the champion, removes obstacles and generates support among all stakeholders to maintain the timeline and success of the project. Arbitrates decisions arising from conflicting interpretations of policy and/or labor contracts. Supports the standardization of policies, ensures all sites are taken into consideration. Communicates and updates the Steering Committee. Commits time to be engaged prior to starting the project and remains committed during the full lifecycle of the implementation. Takes part in Phase Reviews and sign-offs.
  - b. **Project Manager (FTE = 1.00)** - Experienced Project Manager with successful track record implementing enterprise-wide business solutions across departments/locations, keeping the team on-task, on-budget and in-scope, and communicates effectively at all levels of the organization. Makes sure business procedures are documented and the users are trained. Assists in the development of a detailed project schedule. Communicates issues to Customer's management and ensure resolution. Ensures that the appropriate project team members and key decision makers are identified and available to fulfill their project responsibilities. Identifies and secures access to additional Customer end-user staff as needed to support specific areas of expertise not represented by the project team. Makes adequate facilities and resources available for the implementation. Chairs regular project meetings to discuss project status. Informs Customer staff of any urgent issues if and when they arise. Assists Customer staff with information if and when required to perform certain implementation tasks. Provides project team with updates of other organization initiatives that could impact the implementation of the Kronos system. Reviews deliverables for time, quality, and accuracy, in order to ensure that



progress is achieved. Reviews schedule changes to identify the impact on the organization in order to ascertain whether the changes can be absorbed or if a change of schedule/resource assignment is required. Manages Change Requests through the defined Change Control Plan.

- c. **Functional Team (FTE = .50-.75)** - These individuals, such as the HR Manager or specialist, Payroll Manager or specialist, etc., are responsible for executing the project tasks on time and within the quality guidelines, and for developing and reviewing all project deliverables. Each of the main stakeholder areas will require functional team members who will perform the detailed project work (i.e., requirements, daily operations, application setup, conversions, interfaces, network, policy and procedures, documentation, training, testing, etc.). These individuals should have a good understanding of the Customer processes, the underlying technical environment and tools, and the business/functional environment and requirements. The number of individuals assigned to each team and the length of each assignment will depend on several factors, including the experience of the individuals, the duration of the project, the size/breadth of the end-user community, the scope of the individual business area, and the ratio of Kronos consultants to Customer personnel.
- d. **Payroll Subject Matter Expert (FTE = .25-.50)** - Complete comprehension of your time, attendance, union contracts, payroll practices, payroll policies and reporting needs. Strong oral and written skills.
- e. **Human Resource Subject Matter Expert (FTE = .25-.50)** - Complete comprehension of your organizational structure, salary grades, job positions, benefits, union contracts, employee handbook, and human resource actual practices, documented policies and reporting needs. Strong oral and written skills.
- f. **Technical Lead (FTE = .15)** - Experienced with databases, web servers, application servers, backups/restores, and database performance tuning. The Technical Team Leader is a hands-on technical manager who deploys and manages technical team members to execute all project tasks. Performs Kronos administration, maintains the Kronos test and production environments, ensuring that the technical environment and tools are in place and operational throughout the duration of the project. Coordinates and successfully completes technical deliverables including technical work plan, development of conversion and interfaces, adhering to project standards and methods. Monitors and reports on project technical status; resolves and/or escalates technical project issues.
- g. **Technical Team (FTE = .25-.50)** - The Technical Team performs the detailed technical project work (i.e. requirements, application mapping, application setup,





conversions, interfaces, procedures, documentation, testing, etc.). Should have a good understanding of the Customer applications, the network, the underlying technical environment and tools, and the business/functional environment and requirements. The number of individuals assigned to each team and the length of each assignment will depend on several factors, including the experience of the individuals, the duration of the project, the size/breadth of the end-user community, the scope of the individual business area, and the ratio of Kronos consultants to Customer personnel. Establishes connections among the desktop devices and the application and database servers. Analyzes and documents current and develops and document new processes and procedures. Participates in system and unit testing. Provides design assistance and quality assurance for the development of the interface and conversion programs and application extensions.

15. **Ongoing Services** - Kronos Global Support (KGS) will provide world-class ongoing product support to the Customer. KGS staff consists of Support Engineers, Senior Specialists, and Account managers that team to provide the highest level of support that the industry has to offer. The KGS organization is staffed to maintain our response time goals, and staffing levels will vary based on market dynamics. Kronos' average response time for incoming customer support calls is 90 seconds or less, and over 60% of software issues are resolved in one business day! KGS is staffed by over 300 experienced service professionals that handle approximately 12,000 cases per month from more than 20,000 customers with active software maintenance contracts. Anytime that you need to contact Kronos Global Support or Kronos Cloud Services you may open a case by calling or using eCase (<http://customer.kronos.com/Support>) The number is 1-800-394-4357 (1-800-FYI-HELP) . We have a call back model for support. Below are the guidelines.

- a. **Response Time** - Response time shall mean from the time the case priority is set by Kronos' Support Center until a Kronos support representative contacts the Customer to begin service. Kronos utilizes a priority based support focus. Customers with the most critical request will be serviced in accordance with the following guidelines:
  - i. Priority High = 2 hours
  - ii. Priority Medium = 4 hours
  - iii. Priority Low = 8 hours
  - iv. All response times are business hours. The above are only guidelines and may be modified, for a particular incident, based on joint agreement between the customer and Kronos.



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- b. **Critical Outages** - Kronos Global Support will provide continuous effort on all high priority events through either bug identification, the development of a workaround or problem resolution *On-going continuous effort may also be dependent on the customer's ability to provide a resource to work with the Kronos Global Support engineer during this period. Support outside the scope of the services agreement is billable.*
  - c. **Technical Escalation** - Our case resolution process is a Team based approach structured around specific products of the Application suite and staffed by Support Engineers covering the full spectrum of skill sets and technical expertise. The Teams are empowered to dynamically apply the appropriate resources to a case based on severity and complexity to ensure the fastest resolution time possible. The Teams are also integrated with the Development Engineering staff and engage their assistance and technical guidance when necessary and/or directly escalate depending on case severity and time to resolve considerations. For situations that contain multiple cases a Customer Success Manager may be assigned to act as a single point of contact and communication regarding case resolution status, action plan development, resource integration and implementation co-ordination. The Account Manager remains engaged until the situation has been successfully remediated.
  - d. **Management Escalation** - Customers may, at any time, ask to speak to a Kronos manager if they experience dissatisfaction with the level of service received with respect to a specific case or service in general. To contact a Kronos Global Support manager, please telephone your Kronos Support Services center and ask to speak to a manager. Phone numbers are listed on the Customer Portal. Although Kronos does not offer a typical user group that is organized and managed by our users, we facilitate user communication and feedback through our annual KronosWorks conference, locally hosted user group meetings, and Customer Advisory Boards.
  - e. **Customer Advisory Board** - For product development efforts, Kronos conducts specific Customer Advisory Board meetings throughout the year with representatives from a select group of customers. Members of the Customer Advisory Board provide strategic input during the most critical phases of product development, including concept, design, development, and market launch; contribute to Kronos' strategic direction; and help ensure that future

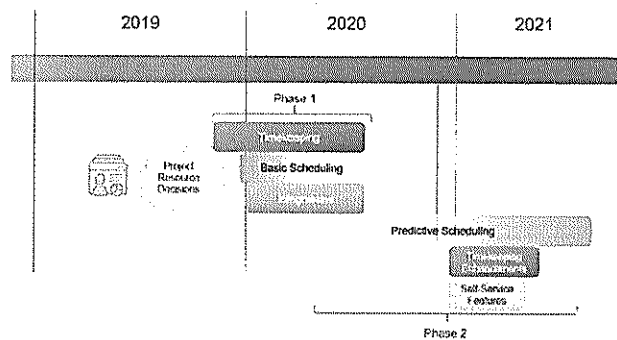


Kronos solutions meet both broad and precise market needs.

- f. **KronosWorks** - Kronos hosts a yearly worldwide KronosWorks customer conference for our users. At this conference, customers are encouraged to present to other customers and foster networking opportunities. From such events, individual customers have gone on to establish independent, user-run groups, often with a geographic or industry-specific focus.
- g. **Local User Groups** - Individual Kronos offices also host user group meetings in their local area and are supported by Kronos Corporate in such endeavors. Although the frequency varies, these groups typically meet one to two times per year.
- h. **Kronos Customer Portal** - The Kronos Customer Portal web site provides multiple ways for your employees to acquire advanced knowledge of applications. This includes self-learning on the customer portal via online knowledgebase, online documentation, FAQs, web meetings, recorded training sessions, etc. There are also role based classes offered for different levels of application and database knowledge.
- i. **Software Releases** - Major releases (cumulative releases) occur in a 12-18 month cycle, with service packs every 2-3 months. Software maintenance releases (bug fixes, patches) and product updates (within platform and employee level) are distributed free to current Kronos support customers, and are usually self-installable. Installation and training, if needed, can be requested for an additional cost (upgrade services are included in the Kronos SaaS Cloud). Product announcements are posted on the Kronos web site and distributed via Kronos Workforce Matters, alerting all customers to the availability of new releases.

Your Kronos Project Manager will step you through the services that are available and craft an implementation plan that fits your needs. The final plan, including a formal Project Plan and Statement of Work, will clearly outline timelines, milestones and responsibilities. This becomes the road map for monitoring the implementation against your goals. Below is a sample time line highlighting our proposed approach for Yukon Hospital Corporation. We have taken into consideration your need to keep Phase 1 project scope as small as possible, while leaving open possibility of starting Phase 2 work early should opportunity present itself.





In most cases, Kronos can move faster than the customer. We deploy skilled, dedicated resources that can move quickly to deployment. However, Kronos manages deployments in concert with the customer, not independent of them. If the customer's staff has other or shifting priorities, there can be customer-induced delays that can add to the time-frame. Since this is our biggest unknown, we must have a solid understanding of customer-specific resource constraints before we can provide a definitive estimate. Variables that affect the length of a Workforce Dimensions deployment include:

- Size of your team
- Total number of employees
- Number of locations or employee groups being deployed
- Entitlements
- Complexity of the application design and integration
- Distribution of roles and responsibilities between Kronos and your team
- Conflicting internal projects
- Your organization's ability to manage change
- Type of training required
- Business process re-engineering requirements

**There are no customizations proposed in this RFPs.**

**Kronos workforce management solutions are configured not customized.**

Customers recognize this approach as one of the primary benefits in partnering with Kronos. The technology built into Kronos solutions offers configuration options designed to accommodate the most challenging workforce management scenarios. This provides each of our customers with security, stability, and the power to rely on a workforce management solution that is dependable, easily to upgrade, and cost effective.

Among the primary reasons Kronos does not customize its products is the increased risk that accompanies customization. In addition, the cost and complexity of upgrading increases exponentially in a customized environment. Finally, customization undermines the best practices built into the software. Reliance on customization is often a symptom of bigger problems, including a solution's mismatch with a company's requirements or a lack of project controls during implementation.

With Kronos, customers rely on a proven solution that is 100% configurable. The advantages of a configurable solution lie in the ability for customers to have the power and control over their workforce management solution. Having this security is a contributing factor on why organizations look to Kronos for a workforce management partner.

Please describe any and all customization that is required to meet the specifications outlined in this RFP



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How will backup/recovery be accomplished?

Backup/recovery will be the responsibility of the customer's IT team for an on-premise installation.

Licensing must allow a separate test environment. Please describe any limitations of the test environment installation.

Workforce Central supports the creation of a separate test and training environment, and Kronos implementation services will work with you to create a test system based on your requirements during the planning and analysis phase of the Kronos implementation. Kronos recommends a separate test environment for testing configuration changes, staging new releases, functional testing, testing interfaces and/or imports, and to support the training of personnel.

The test system does not require additional hardware, but Kronos recommends a separate test environment. A test environment will have, at a minimum, a web/application software component, a background processor software component, an optional communications manager component and a database component. Depending on the test environment requirements, this may represent a single server environment or multiple servers based on the anticipated number of users, size of the test database and the planned usage. A separate web server is needed for each environment.

What are your recommended and minimum required storage and server specifications? Please provide details.

Kronos provides its customers with a specific hardware recommendation based on their anticipated use of the system, accounting for peak usage and other performance measurements. At the appropriate time, discussions with the business users and IT staff at your organization would take place in order to determine the anticipated system workload at your organization. Based upon this information, Kronos will be able to derive a recommended hardware configuration for your organization. Please refer to Attachment - Budgetary sizing document. WFC 8.1 Budgetary Sizing Datasheet 8.1.2 rev1.pdf



## 1.5 Maintenance & Support

1.5 Maintenance & Support (TABLE)

Question	Response
Software maintenance charges and the spectrum of activities covered under such maintenance contracts (new release, bug fixes, etc )	<p>Software maintenance releases (bug fixes, patches) and product updates (within platform and employee level) are distributed free to current Kronos support customers, and are usually self-installable. Installation and training, if needed, can be requested for an additional cost.</p> <p>Customers are not required to upgrade to the most recent software version. Kronos typically provides support for the current version of active products and at least one previous release. Customers with a software support agreement are entitled to receive the newer versions of the software at no additional charge*. This allows our customers to stay current and benefit from the latest features and function of their Kronos product.</p> <p>*Note: Installation of upgrades may be performed by the customer in most instances. There is an additional charge if on site installation and training are requested.</p>
Software support availability (Help Desk, hotline, etc ) and duration for which they are available	<p><b>Phone Support</b></p> <p>Kronos support plans provide for phone-based technical support through the Kronos Global Support Services Center via our toll-free support hotline. Depending on the support plan selected, phone based technical support is available up to 24 hours/day, 7 days/week, 365 days a year. Once your case is logged into the system, our advanced case management software begins its role. It allows all service personnel who work on your case to view your file and make notes on it. As a result, whenever you speak to a Kronos service professional, you do not have to explain your problem over again - everything our engineers need to know is always right there in front of them.</p> <p><b>Web-Based Support</b></p> <p><b>Software Assurance</b></p> <p>This subscription service entitles you to the latest available product releases, updates/patches and legislative updates via the Kronos. Advantages include:</p> <ul style="list-style-type: none"> <li>• <i>Stability and predictability</i> - Receive and install the latest product releases; eliminate known problems; enhances the stability of your system.</li> <li>• <i>The latest technology</i> -- Implement the latest product release and maximize system functionality and availability.</li> </ul> <p>Download the latest software support release or tax updates. For many products, the latest software support releases, Service Packs, are posted for you to download and install.</p>



### Knowledge Base

Accessed by our customers thousands of times per month, this online database currently contains thousands of answers to questions about Kronos products. Type in a question and the Knowledge Base suggests a solution. It is tightly integrated with our Global Support case management system and captures the real-world experience of our support engineers. The Knowledge Base is constantly updated. When our support engineers encounter and resolve new situations, they can automatically submit new solutions to the Knowledge Base.

- *Flexible search capabilities* allow users to search for answers from the complete database of documents or limit their query to specific subject areas. Users can also search for documents by date or document id. Users view the list of answers returned and link to the entry that describes the problem and solution.

### Live Online Support

Available 9:00 a.m. - 5:00 p.m., Eastern Time, Monday - Friday, does not replace our reliable telephone technical support. It's another service option customers have at their disposal when encountering an issue needing quick resolution. Kronos Live Online Support is extremely user-friendly and, because it is completely Web-based, there is no software to install on your PC. Security is not an issue because screen data that is passed between customer and engineer during a Kronos Live Online Support session is highly compressed using proprietary technology. This data is also encrypted using AES 128-bit encryption.

### e-Case Management

Access to our electronic case management system. Make your own notes to help explain what you are encountering. Your case is formally assigned a number and subject to all the normal tracking and routing mechanisms. Cases logged after-hours receive priority attention each morning.

- Track open cases through the system to monitor progress until they are resolved to your satisfaction.
- Offers real-time advantages, providing more information to help with problem diagnosis.

E-mail message is sent directly to a support engineer to resume work as soon as you enter additional notes to the open case.

[KGS Support Model.jpg](#)

Response time to support inquiries

Kronos' Global Support organization responds to customer support calls in an average of 90 seconds or less. The Kronos Global Support customer service center is engineered to make your service call a successful one in the fastest time possible. Callers that register with their Solution ID are automatically routed to the support group queue specific to their product.



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During occasional peak events, customers may be directed to a Service Coordinator, who will ensure that your service request will be responded to within the timeframe specified by the type of support package purchased.

**Platinum Support:** Access to support 24 hours a day, 7 days a week

Standard hours during which support will be provided + out of hours support options and costs

**Gold Support:** Coverage during standard business hours: 8:00 a.m. – 8:00 p.m. local time, Monday through Friday, excluding Kronos holidays. If you call after hours (your time zone) the charge is \$250 per hour. If the time of service falls on a weekend or holiday, the charge for service is \$250 per hour with a 4-hour minimum.

Number of staff in the software support team

Approximately 300

Frequency at which new versions of the software are released

Kronos is on an 18-month release cycle.





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## 1.6 Proponent Proposal (Cost/Pricing)



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## Appendix A - Submission Guidelines and Evaluation Criteria

### Submission Requirements:

*Proposals are to be submitted electronically in the form of a PDF attachment to an email addressed to the Contact Person.*

*Each Proposal should:*

*(a) include the name of the Proponent, a contact person, phone number, email address and a return address;*

Kronos Incorporated Alyson Pearce Sr. Sales Executive 604-345-5095 3390 Rte Marie-Victorin, Varennes, QC J3X 1T4, Canada

*(b) provide a listing of insurance coverage;*

Please click link below to view Kronos Evidence of Insurance Certificate for details on insurance coverage.

[Kronos \\$5M Umbrella 2019 \(Evidence of Coverage\).pdf](#)

*(c) Provide valid Yukon Workers Compensation coverage if applicable;*

Please see Kronos' Certificate of Insurance (see above link).

*(d) be addressed to the Contact Person;*

*(e) be clearly identified in the subject line of the email as "Staff Scheduling Software for Yukon Hospital Corporation RFP# 2019-003";*

*(f) Include Response Declaration Form (Appendix C); and*

*(g) Provide detailed information about the team being proposed, including*

*(1) Name*

Kronos will assign project resources based on availability and bandwidth at the time of contract and based on the final scope of the project. At this time it is impossible to know the availability of the project resources based on the timeline of an RFP decision and award by the Yukon Hospital Corporation and the impact of new projects from other agencies. Should Kronos be considered a finalist, we are happy to provide additional details regarding potential project resources and their relevant experience. Below is a summary of Kronos project team roles and typical experience.

#### Professional Services Manager

Position  
Summary

Responsible for planning, organizing and managing a Professional Services team within a region or area. This position will have total responsibility for all implementations for their assigned region or area and will include the management of all Project Manager and Solution Consultant resources that are dedicated to Implementations. The PSM has a dual role in driving a high level of customer satisfaction on implementations while ensuring efficient use of Kronos resources.

Principal  
Responsibilities

The PSM will have responsibility for the entire implementation process from the sale through successfully meeting the agreed upon customers criteria for success. This will involve working closely with the sales organization to ensure the proper expectation is set with the customer, along with an appropriate level of professional services sold



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The PSM will ensure the proper skill sets, tools, and processes are utilized to ensure high quality implementations while optimizing Kronos resources. On a daily basis the PSM will.

- Direct the delivery of implementation services with a high level of customer satisfaction and in a profitable manner.
- Manage the revenue stream for all professional services generated within the region or area to ensure targets are met.
- Analyze industry data and identify and secure business opportunities while looking for, proposing, and generating new implementation services.
- Assist the Region or Area Service Manager in implementing corporate service programs
- Ensure a thorough understanding of customer expectations through meetings with sales and discussions of contractual details with the customer at the planning meetings.
- Ensure the Project Managers (PM) and Implementation Solution Consultant (SC) are properly trained and prepared to project manage and install all Kronos products
- Coach and become directly involved in resolving prolonged or unusual installation system problems and coordinate the problem escalation necessary to resolve these issues at the area or corporate level.
- Review the effectiveness of present SC's skills and proficiency to deliver a total and quality installation project and establish and implement a written development plan for each implementation SC.
- Review the effectiveness of present PM's skills and proficiency to deliver professional project management and establish and implement a written development plan for each PM.
- Ensure the PM's follow all corporate and local implementation processes to ensure a high quality efficient implementations.
- Contact customers to ensure the level of services provided are exceeding or meeting customer needs.
- Assist with recruitment, selection, training, development and evaluation of service personnel in the office.
- Ensure that all services performed beyond those agreed upon in the contract are billed to the customer
- Work on addressing customer issues on a timely basis
- Resolve any employee issue on a timely basis.
- Bachelor's degree or equivalent in a Business, Computer Sciences or related field
- 6 plus years' experience in systems integration/project management work
- 4 years of supervisory or management experience.
- Demonstrated proficiency in supervision / management in a similar software / hardware applications environment

Qualifications



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## Project Manager

The Project Manager is a critical focal point to our customers. The PM is expected to manage all project aspects and resources in order to ensure timely, efficient, successful implementations. Additionally, mentoring of internal team members is required.

### Position Summary

- Assign a wide range of tasks based on skills, experience, and availability; clearly communicates task priorities, helping personnel adjust workload as needed
- Prepare project plans/schedules, reports and budgets
- Track and monitor all deliverables, calendars and meetings as necessary.
- Set performance goals for project team or work unit.
- Monitor project and/or personnel performance, checking actual performance against planned performance to ensure technical, schedule, and budget goals are met or exceeded.
- Collect inputs and prepare weekly and monthly status reports as required.
- Explain any deviations from planned budgets and schedules. In addition, prepare and support quarterly management reviews.
- Provide technical and leadership guidance and direction to personnel to ensure proper, timely completion of work
- In addition, provide personnel with timely, constructive, and actionable feedback that increases individual and team effectiveness.
- Anticipate problems or situations that could affect the team.
- Assess the potential impact on own and others' work, and develop and execute the best work solution.
- Manage escalated situations as proactively as possible, involving management as needed.
- Interact frequently with team, management and customers to define project requirements and identify solutions consistent with defined terms, methodology, policy, and regulations.
- Develop strong customer relationships as 'trusted advisor' at project management, payroll manager, and senior management levels
- Strong attention to detail as well as ability to function strategically within account; proactively look at 'big picture' for project/customer short and long term goals; identify and drive additional revenue opportunities within account.

### Principal Responsibilities

- Proven ability to manage multiple concurrent projects within customer, tying them all together with strategic vision and focus.

### Qualifications

- Bachelor's Degree
- Strong leadership skills with the ability to work as part of a project team.
- 7+ years of project management work experience required
- Experience managing large software implementation projects required
- Broad knowledge of labor management, HR / Payroll, ERP, or similar domain product/systems strongly preferred



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- Experience managing an implementation team highly desirable
- Strong experience scheduling, preparing presentations and status reports.
- Superb written and oral communication skills required (e.g., proficient in Microsoft PowerPoint and Word). Experience with Microsoft Project a plus.

### Solution Consultant

#### Position Summary

Work in a team environment at customer's sites to implement, enhance and support products/services that Kronos sells to its customers. Apply the Paragon Methodology and the Consultative Approach with our customers. Works closely with the Kronos Project Managers to complete tasks delegated by the Project Managers in support of system implementations, though may operate independently given the service provided. Responsible for providing consultative and technical support to customers and internal resources, utilizing the defined implementation process and efficiently managing internal and external resources to meet the project milestones.

- Implement data collection devices
- Perform business rule analysis
- Configure software applications
- Conduct application orientation for customers
- Analyze enhanced requirements and creating process documentation, diagrams and feature specifications
- Business process requirements gathering
- Understand and configuring software interfacing products
- Consult customers on system configuration, industry specific features and system processes and procedures
- Troubleshoot complex customer environments
- Preparation of detailed analysis of business processes, including client interviews, current flow validation, and development of automated flow charts detailing process steps, hand offs and decision points.
- Providing technical on-site applications support to customers, answering complex questions on function and usage of product.
- Serving as primary support liaison between company and customer, conveying customer feedback to product development staff
- Maintain a high level of enterprise competence, coordinate development and assignments as well as identify, capture and share expertise.

#### Principal Responsibilities



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- Bachelor's degree or equivalent in Computer Science or related field
  - 5+ years' experience in the implementation of workforce management software solutions
  - Customer requirements gathering
  - Excellent verbal and written communication skills
  - Facilitating workshops and creating design documents
  - Experience with multiple operating systems
  - Experience in the utilization of Oracle & SQL relational databases at a programming and/or Admin level
  - Direct experience in implementing web-based technologies
  - Demonstrated communication skills – written and verbal – targeted at executive levels of the organization (internal and external)
  - Expertise in enterprise level application workflow solutions
  - Consulting / customer interface experience required
  - Broad knowledge of labor management, HR / Payroll, ERP, or similar domain product/systems preferred
  - Solid interpersonal skills to interface with co-workers and customers
  - Ability to manage specific tasks to completion with minimal direction.
- Qualifications
- Ability to collaborate with clients and have strong desire to excel.

#### Technology Consultant

#### Position Summary

The successful applicant will demonstrate how they can apply their skills acquired as a seasoned, experienced professional with a full understanding of industry practices and company policies and procedures. They will be expected to resolve a wide range of issues through imaginative as well as practical evaluation of identifiable factors. They will demonstrate good judgment in selecting methods and techniques for obtaining solutions. They will possess strong consultative abilities and communication skills which they will leverage to tie their technical recommendations to business benefits and process change. After initial training they normally require little instruction on their day-to-day work.

- Installs, tests, documents, and troubleshoots Workforce Central software installations
- Delivers technology service offerings to Workforce Central customers
- Consults on designing system architecture and provides hardware recommendations
- Reviews performance optimization and best practices
- Delivers technical application of service packs and upgrades
- Communicates effectively to both technical and non-technical individuals at various levels of customer organizations, as well as internally.
- Uses consultative techniques and skills in their consulting services delivery

#### Principal Responsibilities



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- BS/BA degree in Computer Science or related discipline or equivalent experience
  - Minimum of 10 years related work experience (ideally in a consulting or project-centric role).
  - Must have at least 10 years work experience with the below mentioned technologies.
  - Complex system architecture design
  - Excellent programming knowledge in PL/SQL and Oracle DB database structures
  - Installation, configuration and maintenance of SQL 2005, SQL 2008, Oracle 10g, Oracle 11g databases.
  - Perform upgrade of database from SQL 2005 to SQL 2008 / oracle 10g to Oracle 11g.
  - Must have Good knowledge of database table structures, relationships, data types.
  - Must have good experience in requirement gathering and analysis.
  - Ability to design tables, user functions, stored procedures, views etc
  - Ability to take backup, restore, copy database from one server to another server.
  - Ability to tune SQL queries, including indexing best practices, hints, SQL query formation, and optimization tools etc.
  - Sound knowledge on Windows 2003 / Windows 2008 OS and troubleshooting
  - Ability to install, configure and troubleshoot of IIS, Apache
  - VMware (ESX and Workstation)
  - Knowledge of WAN and LAN network architecture, potential issues, and troubleshooting tools and techniques
- Qualifications
- Disaster Recovery Planning

### Integration Consultant

**Position Summary** As part of Integration Central, the Integration Consultant will work with implementation team to provide support around integration requirements for the Kronos full product suite.

- Resources will have to be able to communicate clearly and be able to read specs.
- Work closely with Project Managers and Integration Team Leader (or be the team lead), communicating and understanding goals required to complete required tasks on time and budget.
- Work in fairly complex technology environments requiring a multi-product solution, as well as product integration, solutions.
- The position requires experience with Kronos or competitive products, providing some domain expertise.

### Principal Responsibilities

- Experience with Kronos WIM, Kronos Connect
- IC must be comfortable linking database values to our integration module
- Bachelor's degree or equivalent in Computer Science or related field
- 8-12 Years' experience in the implementation of Kronos Integration solutions

### Qualifications

- Experience utilizing PC application software (MS Office)



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- Be self-sufficient/motivated but be able to work as part of a team
- Ability to manage an integration team on a project
- Ability to translate requirements into working re-usable solutions
- Be able to do Integration assessments for Interfaces for mid to large projects
- Demonstrated strong communication/consulting skills – written and verbal (internal and external facing)
- Travel up to 25%
- Domain expert in at least one of the verticals as Retail, Healthcare, Manufacturing, Public Sector, Service and Distribution
- Expertise in SQL and/or Oracle
- For complex interfaces, resources with the ability to create and read stored procedures, select statement and write parameters, complex joins and create views.
- Other development languages ( .NET, JAVA, VB, C++) are a big plus for integration work for third party integration and very complex integration that goes above and beyond WIM and database
- Development tools (for example source control, defect tracking tools, etc.)

#### Training Specialist

Responsible for performing in-house training on products for customer's and region's personnel. Provide formal training by using courseware developed or approved by corporate  
 Position Summary for delivery to customer's and service personnel.

- Perform in-house training for customers using corporate developed or certified courseware (referred to as formal courseware in the remainder of this document).
- Perform in-house training for Kronos employees using formal courseware..
- Identify and work with the corporate training department to develop new course materials to meet field requirements.
- Interface with region's sales organization to ensure understanding of training product offerings and to promote sales of education
- Provide product training to employees as required and approved by Management.
- Customize formal courseware as required to meet customer specifications as approved by management
- Schedule and coordinate all local training to meet the needs of the region in an efficient and timely manner
- Function as primary contact for all training related activities, materials, and correspondence for the region.
- Keep current on new products, industry trends, and customers training needs.
- Achieve and maintain certification in specific courses as directed by management
- Solicit course evaluations and continually develop skills to improved teaching and training methods.

Principal  
 Responsibilities



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- Assist management with determining specific product training plans for the field service personnel in the region
- Load Kronos software, connect terminals, and provide basic maintenance of regional training center
- Provide after hour availability as required to meet business requirements.
- Perform administrative tasks as required to support the business.
- Four year college graduate or equivalent experience with 4-6 years' experience in training in a similar environment.
- Demonstrated proficiency in training delivery and support of many software applications in multiple environments.
- Basic knowledge of Windows and NT operating systems.
- Training skills, excellent customer relations/communication, time management, and organizational skills are required.

Qualifications

**Cloud Build Manager**

Position  
Summary

The Cloud Build Manager is an integral part of the Cloud Services team responsible for supporting and delivering exceptional service for Cloud customer implementations. This role works extensively with external and internal stakeholders to ensure technical readiness of customer to begin utilizing their Workforce Central application in a Cloud hosted environment.

- Create and drives infrastructure sourcing and installation plan for each implementation, ensuring all Cloud QA standards are met along the way
- Respond to customer queries and handle infrastructure concerns.
- Manage Core Tech and IT and the PS project team to complete the build book so that the environments can be provisioned in a timely fashion.
- Coordination and communication of the release of environments to the implementation project team.
- Strong and effective communication with the IT team and the PS project team.
- Coordination of the install events, configuration management and go live planning with the PS project team and the IT team.
- Lead discussions about clock communications, connectivity, access and architecture with the customer
- Quickly escalate changes in the use case to the PS project team and the Core Tech and IT teams.
- Create a hosting operations document for each customer, negotiating services such as planned outage windows and maintenance.
- Lead customer transition to Cloud Customer Manager.
- Master's Degree or four-year degree within either business or industry related field
- Possess a blend of customer management, technical project management, and technical infrastructure skills.

Principal  
Responsibilities

Qualifications



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- Excellent consulting, communication and documentation skills.
- Minimum 5-7 years of related experience including IT operational/development experience including program management type roles.
- Knowledge of change management and configuration management practices.
- Broad understanding of IT planning, architecting, engineering, and operations across multiple disciplines
- Direct experience with data center migrations
- Facilitate and manage resources from multiple teams and multiple vendors
- Understand hosting operations of single and multi-tenant enterprise application infrastructure
- Strong attention to detail required ensuring effective planning, implementation and execution
- Have strong relationship building skills to effectively work in all areas of the business to successfully perform the required duties.
- Familiar with Windows operating systems, Oracle and SQL database usage, and general data center infrastructure including Servers, Connectivity, Architecture, Disk and Tape Storage, Backup methodologies, and Disaster Recovery
- Computer Science, Engineering, Electronics, MIS, Telecommunications, IT disciplines or Business Administration
- PMP and ITIL Certification is a plus.
- Multilingual in any of the following languages (Chinese, Portuguese, French, German, Spanish)
- SAS70 / SOC-1 / SOC-2 compliance

### Customer Success Manager

#### Position Summary

The Customer Success Manager is responsible for relationship and account management for Kronos Cloud Customers. By focusing on strategic involvement and customer advocacy, the CSM serves as a single point of contact for all non-technical cloud based initiatives. The CSM ensures high customer retention rates and ultimately strives for outstanding customer satisfaction. Innovative problem resolution strategies are used to manage issues as they arise in the lifecycle of a Cloud Customer. The CSM also assists in identifying opportunities to position Kronos products or services to advance the customer's business function and to help drive incremental revenue

#### Principal Responsibilities

- Responsible for customer relationship and driving improved satisfaction leading to Cloud customer references
- Contacts customer base regularly and serves as customer advocate internally. Assists in resolving post-sales non-technical customer inquiries relating to products and/or Cloud services
- Demonstrates strong relationship building skills to effectively work with and influence internal and external stakeholders



- Effectively solves routine and complex problems – able to utilize specialized knowledge and analytical skills to gather, analyze, and review information; provides concise and useful summaries, determines appropriate resolution, including presenting results and recommendations to Customers, Sales and Kronos Management
- Responsible for gathering and organizing regular reports for customer Business Reviews as well as internal management audiences
- Coordination of project based service delivery as well as the internal processes and documentation required for those projects
- Assists Cloud Managers in the preparation of forecasts and other business intelligence reports
- Looks for opportunities to expand Kronos footprint and service offerings
- Develop strong competence with the various internal tools and procedures used to accomplish the job
- Provides ideas to improve internal processes and participates in mentoring and leadership for other team members as needed
- BS/BA degree and/or a minimum of 3 years related work experience.
- Minimum of 3 years of Customer Management, Project management, Solution Consultant or Solution Services Consulting work experience.
- Minimum of 3 years of hosting, subscription, and ongoing application lifecycle management experience.
- Experience interacting with Enterprise level, Fortune 500+ customers
- Strong presentation development and writing skills (e.g., proficient in Microsoft PowerPoint and Word) with experience scheduling, preparing presentations and status reports.
- Strong organizational and leadership skills with the ability to work independently and as part of a team.
- Demonstrated work achievement in complex, diversified settings and experience working with a geographically distributed team with different cultures
- Multilingual a plus (Spanish, Portuguese, Chinese, French).
- Has the ability to work under pressure, shows creativity and must welcome challenges.

#### Qualifications



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*(2) Role*

See above.

*(3) Area of Expertise*

See above.

*(4) Relevant Experience*

See above.

*(5) Rate*

See above.

*(6) Resume*

See above.

*(7) References*

See above.

*(h) Provide a high level project plan detailing*

*(1) Major Milestones*

Kronos leverages our nearly 40 years of experience implementing best-in-class workforce management. By utilizing a proprietary technology that cataloged the domain and industry knowledge of hundreds of our consultants from across the globe, our implementation technology allows us to provide you with a design for your Workforce Central system based on your industry, geographies, and the products you've selected – and we provide it to you on the first day of our solution design workshop. During the solution design workshops, we use iterative techniques to refine this configuration to meet your requirements.

In most cases, Kronos can move faster than the customer. We deploy skilled, dedicated resources that can move quickly to deployment. However, Kronos manages deployments in concert with the customer, not independent of them. If the customer's staff has other or shifting priorities, there can be customer-induced delays that can add to the time-frame. Since this is our biggest unknown, we must have a solid understanding of customer-specific resource constraints before we can provide a definitive estimate. Variables that affect the length of a Workforce Central deployment include:

- Size of your team
- Total number of employees
- Number of locations or employee groups being deployed
- Entitlements
- Complexity of the application design and integration
- Distribution of roles and responsibilities between Kronos and your team
- Conflicting internal projects
- Your organization's ability to manage change
- Type of training required
- Business process re-engineering requirements

Without a detailed onboarding strategy discussion, it would be inappropriate for Kronos to propose a meaningful project duration, as this could serve to mislead and set expectations based on certain presumptions. Projects that contain multiple entitlements tend to gain efficiencies through concurrent onboarding.



A Kronos Project Manager will collaborate with the Customer Project Manager to develop a mutually agreeable, customer specific project plan.

WFD Project Plan Template Smart Sheets (08232018).pdf

WFD Project Plan Template Smart Sheets.xlsx

## **(2) Project Governance**

The Kronos Project Manager acts as the primary point of project accountability for project governance and communication.

They will in turn: Outlines roles, responsibility and relationships among project stakeholders; Control Issue management and resolution and are accountable for information dissemination and transparent communication.

Kronos will also provide clear escalation paths and executive sponsorship of the project to sit on Project Boards and Steering Committees.

## **(3) Resources (both those provided by Proponent and those expected from Owner)**

We can provide dedicated project resources for your implementation. This expectation would be discussed and agreed upon as we refine the scope and timeline of the project. During a typical implementation, your Kronos project manager will be your single point of contact, managing a team of resources to meet the requirements of your implementation.

## **(4) Payment Schedule associated with the Project Milestone**

*(i) Provide information detailing the Proponents relevant experience including:*

### **(1) Installations in other Canadian Hospitals**

#### **What have over 300 Canadian Healthcare organizations done?**

For over 40 years, Kronos has helped healthcare organizations like Yukon Hospital Corporation tackle their biggest workforce challenges. In fact, for the third consecutive year, Kronos has been named one of the 100 best workplaces in Canada by *The Globe and Mail* and Great Place to Work® Institute. Additionally, in a separate competition, the *Montreal Gazette* recently listed Kronos as one of Montreal's Top Employers as part of the Canada's Top 100 Employers competition.

Thousands of healthcare organizations have discovered the tangible results that our easy to use software provides, and millions of people use Kronos every day. Our healthcare customers in Canada range from small rural hospitals with only a couple of hundred staff to large healthcare authorities, with tens of thousands of employees.

Your peers in Canadian Healthcare have experienced how their critical business issues were addressed, without having to settle for limited functionality, drawn out implementations or semiautomated processes. They have reached their goals with a complete solution that delivers low total cost of ownership, superior functionality and world class customer service.

These same hospital peers have pursued a full Kronos for Healthcare solution. This solution included a strong Scheduling component, as well as the critical Timekeeper solution. These two components, together drive the greatest automation, cost savings and process improvement that your peers have chosen to take advantage of. We strongly believe that this is the best option for Yukon Hospital Corporation to pursue as well.

## **Benefits Overview**

Owning a Kronos solution addresses three key Healthcare challenges: the ability to control labour costs; minimize compliance risk; and improve workforce productivity.

- **Control Labour Costs.** Canadian Hospitals experience challenges with payroll errors, leave inflation, overtime, absenteeism, and others. Controlling these will yield measurably clear results in Yukon Hospital Corporation's bottom line. Kronos provides your organization with the tools and information you need to



manage labour costs, so you can see significant savings, quick time to payback, and measurable return on investment.

- **Minimize Compliance Risk.** Complying with labour law and labour agreements can be difficult for any Canadian Hospital. And non-compliance leads to increased grievances, employee dissatisfaction and financial exposure. Manual systems are inefficient and inaccurate, leave gaps in documentation, require heavy administration load and do not catch many of the errors that can increase the risk of violations and grievances. Kronos helps protect your organization by centralizing policy interpretation and automating the application of those policies to improve consistency and reduce errors. And at the same time Kronos maintains complete, auditable records of all your workforce transactions.
- **Improve Workforce Productivity.** Manual solutions are counter-productive for the managers who use them. They require workarounds, data entry and data re-entry. Second, they do not provide managers the labour information needed to make the best decisions quickly for Yukon Hospital Corporation. Kronos solutions address both of these issues by eliminating that low-value activity and providing actionable, accessible information in real-time. Managers, payroll and HR staff are able to save hours each week, and upper management can often guide business decisions based on this real-time information.

Examples of your Canadian Healthcare peers' experiences:

- St. Thomas Elgin General Hospital Saved \$300,000 in direct costs (\$600,000 with indirect costs) in the first 12 month, through a reduction of 2.68 sick days, per employee, per year.
- Vancouver Coastal Health saved \$1,995,000 through the reduction of O.T. (\$1,100,000), insufficient notice premium savings (\$106,000) and Productive Hours Savings (\$789,000), for the first 12 months adoption by 3,900 staff.
- Royal Victoria Hospital Projected savings of \$1,506,108 for the initial 12 months of system usage, with an ROI payback in 8.6 months.

### **Why Kronos?**

Controlling labour costs, minimizing compliance risks, and improving workforce productivity are within the grasp of Yukon Hospital Corporation. Canadian Healthcare organizations have been adopting the Kronos solution in growing numbers. It's their results that have been driving others to get similar value for their organizations, as the tight funding limitations and requirements to maximize staff efficiency increase for all Healthcare facilities. The Kronos solution offers the robust scheduling capabilities that allow organizations to ensure they have the right people, at the right place at the right time with the right skillset. Through our client base of over 300 Canadian Hospitals, we have a deep understanding the complexities of Canadian Healthcare scheduling requirements.

Once again, we thank you for the opportunity to respond to your RFP and share how we've helped your peers. Please be aware that as of today, your peers in Canadian Healthcare are still using master rotations to drive their scheduling versus volume acuity as you have described in your RFP. For this reason, we endeavor to better understand the needs of your requirements and look forward to the prospect of working with the entire Yukon Hospital Corporation on this project.

### ***(2) References with Contact Information***

Kronos is the global leader in delivering workforce management solutions in the cloud. Over 35,000 organizations in more than 100 countries – including more than half of the Fortune 1000® – use Kronos to control labor costs, minimize compliance risk, and improve workforce productivity.

In an effort to protect the privacy of our customers, Kronos does not release customer details and contact information in proposals. Should you decide to pursue Kronos as a potential vendor following your review of our proposal, we will obtain permission to provide contact details and accompanying summary information from customers with similar characteristics. We hope you will respect our customers' requests and our commitment not to disclose this information at this stage. We will, of course, show you the same courtesy as a Kronos customer.



*(3) Must demonstrate broad knowledge of the different Canadian and Union rules.*

Workforce Central provides a highly flexible, parameter-driven, building block approach to configuration which allows business users, power users and implementation consultants (with a strong understanding of the solution requirements) to address the majority of a client's configuration needs. Workforce Central configuration does not require a knowledge of application programming and / or the ability to write custom code. This model supports the configuration of rules to support various state, federal and organization requirements, as well as the local requirements that are unique to different countries across the globe.

*(4) Must demonstrate experience in integrating/interfacing with Meditech Expanse HIS*

Workforce Central can interface with virtually any software application which has import/export capabilities for the exchange of pertinent data for a variety of uses. Interfacing is accomplished using Workforce Integration Manager, Workforce Central's native import tables or the 500+ SOAP compliant published XML APIs. Workforce Central is a truly open application. Workforce Integration Manager is the Kronos developed interface tool commonly used to interface with other applications. Workforce Integration Manager is a powerful integration tool that contains the ability to perform complex mathematical calculations and Boolean operations as well as table lookup and exchange operations on interface data. Workforce Integration Manager can also translate and map data in almost any format readable by another application as well as direct database table read/write if desired. The use of Workforce Integration Manager is not limited to interfacing with Kronos products, but may be used to create interfaces between any applications. The following is a partial list of the more popular HR/Payroll systems that Kronos has provided interfaces to. Because Workforce Integration Manager interface links may be configured by either Kronos or third-party systems integrators as well as by our customer's internal staff.

*(5) Any additional relevant information*

*(j) Provide information detailing the Proponents relevant experience in small northern MEDITECH implementations and also in Regional MEDITECH implementation including:*

In an effort to protect the privacy of our customers, Kronos does not release customer contact details within our RFP responses. Should you consider Kronos to be among your vendor finalists following your review of our RFP response, we will contact customers with common characteristics such as those show below to ask for their consent to release additional details and contact information. We hope you will respect our commitment to our customers' privacy. We will, of course, show you the same courtesy as a Kronos customer.





## (2) References with Contact Information

Kronos is the global leader in delivering workforce management solutions in the cloud. Over 35,000 organizations in more than 100 countries – including more than half of the Fortune 1000® – use Kronos to control labor costs, minimize compliance risk, and improve workforce productivity.

In an effort to protect the privacy of our customers, Kronos does not release customer details and contact information in proposals. Should you decide to pursue Kronos as a potential vendor following your review of our proposal, we will obtain permission to provide contact details and accompanying summary information from customers with similar characteristics. We hope you will respect our customers' requests and our commitment not to disclose this information at this stage. We will, of course, show you the same courtesy as a Kronos customer.

(k) Address the mandatory requirements and other requirements in Table 2 below.

Proposals should be in English. Any portion of a Proposal not in English may not be evaluated.

## Evaluation Criteria:

Proposals that satisfy the Mandatory Requirements as described in section 5.2 Table 2: Content and Evaluation Criteria

Table of Contents	Content	Evaluation Criteria	Points
Title Page	Staff Scheduling Software for Yukon Hospital Corporation	n/a	n/a
Mandatory Proposal Requirements	Mandatory Requirements are described in section 5.2	Pass/Fail	Minimum required Pass on all
Significant Canadian experience implementing Staff Scheduling Software & Interfacing with Meditech Expense	<ul style="list-style-type: none"><li>Proponent must be able to provide information detailing the proponent's relevant experience.</li><li>Provide a <u>high level</u> project plan</li><li>Meditech Expense Interfacing experience</li></ul>	<ul style="list-style-type: none"><li>Response Documentation</li><li>References</li></ul>	40%
Experience in smaller northern and regional	<ul style="list-style-type: none"><li>Provide information detailing the proponent's relevant experience in small, northern MEDITECH implementations</li></ul>	<ul style="list-style-type: none"><li>Documentation</li><li>References</li></ul>	10%

Quality of Candidates and SME being Proposed	Provide detailed information about the team being proposed	<ul style="list-style-type: none"><li>Response Documentation</li><li>References</li><li>Resumes</li></ul>	20%
Pricing (Total Extended Price of Consultants)	<ul style="list-style-type: none"><li>Services Costs</li><li>SME Costs</li><li>Total Costs of Consultants</li><li>Value Adds</li></ul>	Costs	30%

**Pricing Evaluation:** The lowest total price will be awarded 30 points while all others will be awarded lesser points according to this formula (Lowest Total Price/Proponent Price times 30)

For example if the lowest total price is \$1,000 and the next lowest is \$1,200 (examples only), the lowest total price proponent gets 40points and the next lowest gets  $1000/1200 \times 30$  or 25 points and so on



## Appendix B - Response Declaration Form

### Appendix B - Response Declaration Form

To: Electronically by email

Attention: Jacques Lefebvre

The Proponent hereby agrees and acknowledges that:

#### 1. Proposal

- a) this Response Declaration Form has been duly authorized and validly executed and is binding on the Proponent; Please refer to the corporate disclaimer(s) at the beginning of our response. No RFP or RFP Response is to be considered a binding Contract
- b) the Proponent is bound by all statements and representations in its Proposal;
- c) its Proposal ~~strictly~~ conforms with the RFP and that any failure to strictly conform with the RFP may, in the sole and absolute discretion of the Owner, be cause for Disqualification;
- d) its Proposal is in all respects a fair Proposal made without collusion or fraud; and
- e) the Owner reserves the right to verify information in the Proposal and conduct any background investigations including criminal record investigations, verification of the Proposal, credit enquiries, litigation searches, bankruptcy registrations and taxpayer information investigations or other investigations on ~~any or all of the Proponent Team members~~ the Company and by submitting a Proposal, the Proponent agrees that they consent to the conduct of all or any of those investigations by the Owner.



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**2. Acknowledgements with Respect to the RFP**

- a) the Proponent has received, read, examined and understood the entire RFP including all of the terms and conditions, all documents listed in the RFP Table of Contents, and any and all Addenda; Please refer to the corporate disclaimer(s) at the beginning of our response. No RFP or RFP Response is to be considered a binding Contract
- b) ~~the Proponent agrees to be bound by the entire RFP including all of the terms and conditions, all documents listed in the RFP Table of Contents, and any and all Addenda;~~
- c) ~~by submitting a Proposal, the Proponent waives any further right to amendment or clarification of any aspect of the RFP;~~
- d) the Proponent's Representative identified below is fully authorized to represent the Proponent in any and all matters related to its Proposal, including but not limited to providing clarifications and additional information that may be requested in association with the RFP; and
- e) the Proponent has had sufficient time to consider, and has satisfied itself as to the applicability of, the material in the RFP and any and all conditions that may in any way affect its Proposal.

**PROPONENT**

Kronos Canadian Systems Inc.

Name of Proponent

Kronos Canadian Systems Inc.  
110 Matheson Blvd. West, Suite 320  
Mississauga, Ontario L5R 4G7 Canada

Kronos Incorporated headquarters is located in Lowell, Massachusetts USA

Address

**PROPONENT'S REPRESENTATIVE**

Spiros Paleologos

Name of Proponent's Representative

VP, Sales

Title of Proponent's Representative

Spiros.Paleologos@Kronos.com

Email Address

905-366-1203

Telephone



Authorized Signature



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## Appendix C – Yukon Hospital Corporation Standard Contract

*PDF Attached*



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## Appendix D - Receipt Confirmation Form

### Appendix D - Receipt Confirmation Form

Staff Scheduling Software for

Yukon Hospital Corporation

Response to Request for Proposals RFP# 2019-003

To receive any further distributed information about this RFP, please return this form as soon as possible electronically as an email attachment to:

<b>EMAIL ONLY:</b>
Yukon Hospital Corporation Jacques.Lefebvre@wgh.yk.ca
<b>Attention:</b> Jacques Lefebvre

#### PROPOSER CONTACT INFORMATION

Name of Proposer: Kronos Canadian Systems Inc.

Street Address: 11 Matheson Blvd. West, Suite 320

City: Mississauga Postal/Zip Code L5R 4G7

Province/State: Ontario Country: Canada

Mailing Address, if different \_\_\_\_\_

Telephone: 438-800-7237 Name of Proposer's Representative: Alyson Pearce

Email Address: Alyson.Pearce@Kronos.com



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