



County of Santa Clara
Office of the County Executive
Procurement Department
2310 N. First Street Suite 201
San Jose, CA 95131-1040
Telephone 408-491-7400 • Fax 408-491-7496

**FIRST AMENDMENT TO AGREEMENT 5500002708
BY AND BETWEEN
THE COUNTY OF SANTA CLARA AND KRONOS, INC.**

This is the First Amendment to the Agreement between the County of Santa Clara (County) and Kronos, Inc (Kronos) (CONTRACTOR) entered into on February 17, 2016 to provide Kronos Workforce Management System hardware and software, and related maintenance, support and services for the County.

This Agreement is amended as follows effective March 18, 2017:

1. **AGREEMENT TERM** is revised to read: "This Agreement is extended for a twelve month period through March 18, 2018, with the option to renew for one (1) additional year period, unless terminated earlier or otherwise amended."
2. Replace **EXHIBIT D** with **EXHIBIT D-1, PRICING SUMMARY** attached hereto and incorporated herein by this reference.
3. Replace US COMMUNITIES/KRONOS AGREEMENT #14-JLR-003 **AMENDMENT #2 EXHIBIT A, SECTIONS A AND B** with US COMMUNITIES/KRONOS AGREEMENT #14-JLR-003, **RENEWAL #1, EXHIBIT A, SECTIONS A AND B** from March 18, 2017 – March 17, 2018 per letter from Harford County Public Schools dated November 18, 2016.
4. Section 67 of **EXHIBIT A, COUNTY OF SANTA CLARA eSTANDARD TERMS AND CONDITIONS FOR AGREEMENT FOR GOODS AND RELATD SERVICES** is revised to now read:

"67. ORDER OF PRECEDENCE

In the event of conflict between the terms and conditions of any of the documents comprising, related to, or participating in the Agreement, the following order of precedence will control:

1. County of Santa Clara Agreement 5500002708 Exhibits A, D, E, F, G and H.
2. Exhibit B – US Communities/Kronos Agreement #14-JLR-003, Renewal #1, Exhibit A, Sections A and B.
3. Exhibit C – Supplemental US Communities/Kronos Terms and Conditions."

5. EXHIBIT B US COMMUNITIES/KRONOS AGREEMENT #14-JLR-003 AMENDMENT #2, EXHIBIT A, SECTIONS A & B ONLY is revised to now read wherever applicable on this exhibit: **"EXHIBIT B US COMMUNITIES/KRONOS AGREEMENT #14-JLR-003 RENEWAL #1, EXHIBIT A, SECTIONS A & B."**

All other terms and conditions of the Agreement remain in full force and effect. In the event of a conflict between the original Agreement and this Amendment, this Amendment controls.

Prepared and administered by: Julie Toy 408-491-7407 or Julie.toy@prc.sccgov.org

The Agreement as amended constitutes the entire agreement of the parties concerning the subject matter herein and supersedes all prior oral and written agreements, representations and understandings concerning such subject matter.

By signing below, signatory warrants and represents that he/she executed this Amendment in his/her authorized capacity, that he/she has the authority to bind the entity listed below to contractual obligations and that by his/her signature on this Amendment, the entity on behalf of which he/she acted, executed this Amendment.

COUNTY OF SANTA CLARA

DocuSigned by:
Julie Toy 2/6/2017
64CB6D311F01409...
Julie Toy Date
Procurement Manager

DocuSigned by:
Cheryl Liu 2/7/2017
AC5E610A5E5E439...
Jenti Vandertuig Date
Director of Procurement


CONTRACTOR

DocuSigned by:
Jonathan Perez
By: FF1F74168BC0432...
Jonathan Perez
Print: _____
Title: Order Processing Analyst
Date: 2/6/2017

APPROVED AS TO FORM AND LEGALITY

DocuSigned by:
Robert Nakamae 2/3/2017
797E74E07E8345C...
Robert Nakamae Date
Deputy County Counsel

Attachments: Exhibit D-1: Pricing Summary
Contract #14-JLR-003 Renewal #1, Exhibit A, Sections A and B.

		Exhibit D-1 - Pricing Summary, Item F - New Purchase Pricing						
* Discount is based on quantities purchased at one time, not cumulative		*Fee referenced below is an abbreviation for employee (i.e. 1-100ee is 1 to 100 employees)						
Item Description	Pricelist Name	List Price	Discount %	Final Price	Discount %	Final Price	Discount %	Final Price
<u>Workforce Central Software</u>			<4,999 ee		5,000-9,999ee		≥10,000ee +	
WORKFORCE TIMEKEEPER V7 or V8	Workforce	\$ 59.00	39%	\$ 35.99	41%	\$ 34.81	43%	\$ 33.63
WORKFORCE MANAGER V7 or V8	Workforce	\$ 462.00	39%	\$ 281.82	41%	\$ 272.58	43%	\$ 263.34
WORKFORCE ACTIVITIES V7 or V8	Workforce	\$ 70.00	39%	\$ 42.70	41%	\$ 41.30	43%	\$ 39.90
WORKFORCE ANALYTICS FOR Public Sector V7 or V8	Workforce	\$ 80.00	39%	\$ 48.80	41%	\$ 47.20	43%	\$ 45.60
WORKFORCE SCHEDULER V7 or V8	Workforce	\$ 65.00	39%	\$ 39.65	41%	\$ 38.35	43%	\$ 37.05
WORKFORCE RECORD MANAGER V7	Workforce	\$ 6.00	39%	\$ 3.66	41%	\$ 3.54	43%	\$ 3.42
WORKFORCE ENTERPRISE ARCHIVE V8 (REPLACES WORKFORCE RECORD MANAGER V7)	Workforce	\$ 6.00	39%	\$ 3.66	41%	\$ 3.54	43%	\$ 3.42
WORKFORCE ABSENCE MANAGER V7 OR V8	Workforce	\$ 51.00	39%	\$ 31.11	41%	\$ 30.09	43%	\$ 29.07
WORKFORCE INTEGRATION MANAGER V7 OR V8	Workforce	\$ 13.00	39%	\$ 7.93	41%	\$ 7.67	43%	\$ 7.41
WORKFORCE ANALYTICS V7 OR V8	Workforce	\$ 55.00	39%	\$ 33.55	41%	\$ 32.45	43%	\$ 31.35
WORKFORCE EMPLOYEE V7 OR V8	Workforce	\$ 40.00	39%	\$ 24.40	41%	\$ 23.60	43%	\$ 22.80
WORKFORCE ATTESTATION TOOL KIT V7 OR V8	Workforce	\$ 15.00	39%	\$ 9.15	41%	\$ 8.85	43%	\$ 8.55
WORKFORCE LEAVE V7 OR V8	Workforce	\$ 46.00	39%	\$ 28.06	41%	\$ 27.14	43%	\$ 26.22
WORKFORCE ATTENDANCE V7 OR V8	Workforce	\$ 23.00	39%	\$ 14.03	41%	\$ 13.57	43%	\$ 13.11
WORKFORCE ACCRUALS V7 OR V8	Workforce	\$ 23.00	39%	\$ 14.03	41%	\$ 13.57	43%	\$ 13.11
WORKFORCE MOBILE MANAGER V7 OR V8	Workforce	\$ 65.00	39%	\$ 39.65	41%	\$ 38.35	43%	\$ 37.05
WORKFORCE TABLET V7 OR V8	Workforce	\$ 99.00	39%	\$ 60.39	41%	\$ 58.41	43%	\$ 56.43
WORKFORCE MOBILE EMPLOYEE V7 OR V8	Workforce	\$ 8.00	39%	\$ 4.88	41%	\$ 4.72	43%	\$ 4.56
Workforce HR/PR Administrator V7 OR V8	Workforce	\$ 420.00	39%	\$ 256.20	41%	\$ 247.80	43%	\$ 239.40
Workforce HR V7 OR V8	Workforce	\$ 68.25	39%	\$ 41.63	41%	\$ 40.27	43%	\$ 38.90
Workforce Payroll V7 OR V8	Workforce	\$ 68.25	39%	\$ 41.63	41%	\$ 40.27	43%	\$ 38.90
Workforce Employee HR/PR V7 OR V8	Workforce	\$ 36.75	39%	\$ 22.42	41%	\$ 21.68	43%	\$ 20.95
Workforce Manager HR/PR V7 OR V8	Workforce	\$ 210.00	39%	\$ 128.10	41%	\$ 123.90	43%	\$ 119.70
Workforce Payroll ADP Interface V7 OR V8(Site License)	Workforce	\$ 7,500.00	39%	\$ 4,575.00	41%	\$ 4,425.00	43%	\$ 4,275.00
Workforce Payroll Ceridian Interface V7 OR V8 (Site License)	Workforce	\$ 25,000.00	39%	\$ 15,250.00	41%	\$ 14,750.00	43%	\$ 14,250.00
QUICK TIME STAMP OFFLINE V7 OR V8	Workforce	\$ 25.00	39%	\$ 15.25	41%	\$ 14.75	43%	\$ 14.25
Workforce Budgeting V7 or V8	Workforce	\$ 65.00	39%	\$ 39.65	41%	\$ 38.35	43%	\$ 37.05
Workforce Task Management V7 or V8	Workforce	\$ 45.00	39%	\$ 27.45	41%	\$ 26.55	43%	\$ 25.65
Workforce Tips & Tokens V7 or V8	Workforce	\$ 20.00	39%	\$ 12.20	41%	\$ 11.80	43%	\$ 11.40
Workforce Forecast Manager for Healthcare V7 or V8	Workforce	\$ 9.00	39%	\$ 5.49	41%	\$ 5.31	43%	\$ 5.13
Workforce Workload Manager for Healthcare V7 or V8	Workforce	\$ 35.00	39%	\$ 21.35	41%	\$ 20.65	43%	\$ 19.95
Workforce Target Intelligence for Healthcare V7 or V8	Workforce	\$ 20.00	39%	\$ 12.20	41%	\$ 11.80	43%	\$ 11.40
Technical Account Management TIMEKEEPER V7 OR V8 (one TAM per Solution)	Workforce TAM	\$ 65,000.00	39%	\$ 39,650.00	41%	\$ 38,350.00	43%	\$ 37,050.00
Item Description	Pricelist Name	List Price	Discount %	Final Price				

<u>Workforce Telestaff</u>			≤4,999 ee		5,000-9,999ee		≥10,000ee +	
TELESTAFF ENTERPRISE V2, V4, V5 or V6	Telestaff	\$ 140.00	39%	\$ 85.40	41%	\$ 82.60	43%	\$ 79.80
TELESTAFF AUCTIONS V2	Telestaff	\$ 50.00	39%	\$ 30.50	41%	\$ 29.50	43%	\$ 28.50
TELESTAFF BIDDING V4, V5 OR V6 - (FORMERLY TELESTAFF AUCTIONS V2)	Telestaff	\$ 50.00	39%	\$ 30.50	41%	\$ 29.50	43%	\$ 28.50
TELESTAFF DATABASE SYBASE LICENSE - BASE SERVER	Telestaff	\$ 125.00	39%	\$ 76.25	41%	\$ 73.75	43%	\$ 71.25
TELESTAFF DATABASE SYBASE LICENSE - CONCURRENT LICENSE	Telestaff	\$ 125.00	39%	\$ 76.25	41%	\$ 73.75	43%	\$ 71.25
TELESTAFF DATABASE SYBASE LICENSE - CPU	Telestaff	\$ 2,500.00	39%	\$ 1,525.00	41%	\$ 1,475.00	43%	\$ 1,425.00
TELESTAFF WEB TIMECARD V2	Telestaff	\$ 2,500.00	39%	\$ 1,525.00	41%	\$ 1,475.00	43%	\$ 1,425.00
TELESTAFF GATEWAY MANAGER V2, V4, V5 or V6	Telestaff	\$ 5,000.00	39%	\$ 3,050.00	41%	\$ 2,950.00	43%	\$ 2,850.00
TELESTAFF REPORTING V2 & V4 (INCLUDED WITH THE SOFTWARE KIT FOR V4.1 AND BEYOND)	Telestaff	\$ 5,000.00	39%	\$ 3,050.00	41%	\$ 2,950.00	43%	\$ 2,850.00
TELESTAFF WEB ACCESS V2 - TSG HOSTED	Telestaff	\$ 19.61	39%	\$ 11.96	41%	\$ 11.57	43%	\$ 11.18
TELESTAFF INSTITUTION FOCUS V2, V4, V5 OR V6	Telestaff	\$ 20.00	39%	\$ 12.20	41%	\$ 11.80	43%	\$ 11.40
TELESTAFF GATEWAY V2 I/F TO WFC V6/V7/V8	Telestaff	\$ -	39%	\$ -	41%	\$ -	43%	\$ -
WORKFORCE TELESTAFF GLOBAL ACCESS V4, V5 OR V6	Telestaff	\$ 25.00	39%	\$ 15.25	41%	\$ 14.75	43%	\$ 14.25
WORKFORCE TELESTAFF CONTACT MANAGER V4, V5 OR V6	Telestaff	\$ 15.00	39%	\$ 9.15	41%	\$ 8.85	43%	\$ 8.55
Workforce TeleStaff Enterprise V6 BUNDLE (includes TSG Enterprise, Global Access, Gateway Manager, Institution Focus, and Contact Manager) - per Employee - NOTE ONLY AVAILABLE TO NET NEW TELESTAFF CUSTOMERS	Telestaff	\$ 170.00	39%	\$ 103.70	41%	\$ 100.30	43%	\$ 96.90
Workforce TeleStaff Blueprints V6 - per Employee	Telestaff	\$ 15.00	39%	\$ 9.15	41%	\$ 8.85	43%	\$ 8.55
Item Description	Pricelist Name	List Price	Discount %	Final Price	Discount %	Final Price	Discount %	Final Price
<u>Aspect Voxeo</u>			≤4,999 ee		5,000-9,999ee		≥10,000ee +	
ASPECT VOXEO PROPHECY LICENSE PER PORT (Platinum Support Only)	Aspect Voxeo	\$ 2,500.00	39%	\$ 1,525.00	41%	\$ 1,475.00	43%	\$ 1,425.00
ASPECT VOXEO PROPHECY SERVICE - USAGE-ASPECT (Per Minute Pricing Based on Usage - Invoices Monthly in Arrears)	Aspect Voxeo	\$ 0.13	1%	\$ 0.12	1%	\$ 0.12	1%	\$ 0.12
Item Description	Pricelist Name	List Price	Discount %	Final Price				
<u>Hardware</u>								
Kronos Hardware Accessories and Spare Parts	Hardware	Variable	27%	Variable	32%	Variable	36%	Variable
KRONOS INTOUCH H4 Standard Enclosure, with Bar Code Badge Reader	Hardware	\$ 3,595.00	27%	\$ 2,624.35	32%	\$ 2,444.60	36%	\$ 2,300.80
KRONOS INTOUCH H4,Standard Enclosure, with Magnetic Stripe Card Reader	Hardware	\$ 3,745.00	27%	\$ 2,733.85	32%	\$ 2,546.60	36%	\$ 2,396.80
KRONOS INTOUCH H4,Standard Enclosure, with HID Proximity Card Reader	Hardware	\$ 4,295.00	27%	\$ 3,135.35	32%	\$ 2,920.60	36%	\$ 2,748.80
KRONOS INTOUCH H4, Standard Enclosure, with EM4102 Proximity Card Reader	Hardware	\$ 4,295.00	27%	\$ 3,135.35	32%	\$ 2,920.60	36%	\$ 2,748.80
KRONOS INTOUCH H4, Standard Enclosure, with Smart Card Reader	Hardware	\$ 4,395.00	27%	\$ 3,208.35	32%	\$ 2,988.60	36%	\$ 2,812.80

KRONOS INTOUCH H4, Slim Enclosure, with Magnetic Stripe Card Reader	Hardware	\$ 3,745.00	27%	\$ 2,733.85	32%	\$ 2,546.60	36%	\$ 2,396.80
KRONOS INTOUCH H4, Slim Enclosure, with HID Proximity Card Reader	Hardware	\$ 4,295.00	27%	\$ 3,135.35	32%	\$ 2,920.60	36%	\$ 2,748.80
KRONOS INTOUCH H4, Slim Enclosure, with EM4102 Proximity Card Reader	Hardware	\$ 4,295.00	27%	\$ 3,135.35	32%	\$ 2,920.60	36%	\$ 2,748.80
KRONOS INTOUCH H4, Slim Enclosure, with Smart Card Reader	Hardware	\$ 4,395.00	27%	\$ 3,208.35	32%	\$ 2,988.60	36%	\$ 2,812.80
Kronos Touch ID Plus Biometric Option for InTouch H3 and H4	Hardware	\$ 1,200.00	27%	\$ 876.00	32%	\$ 816.00	36%	\$ 768.00
Kronos Touch ID Biometric Option for InTouch H4	Hardware	\$ 1,200.00	27%	\$ 876.00	32%	\$ 816.00	36%	\$ 768.00
Wi-Fi Option Kit for H4 InTouch	Hardware	\$ 250.00	27%	\$ 182.50	32%	\$ 170.00	36%	\$ 160.00
InTouch H2, H3, H4 Transition Board Option (required if ordering one or more of the following options)	Hardware	\$ 100.00	27%	\$ 73.00	32%	\$ 68.00	36%	\$ 64.00
Item Description	Pricelist Name	List Price	Discount %	Final Price				
<u>Professional Services</u>								
Professional Services (Cost per Hour) Blended Rate	Professional Service	\$ 200.00	10%	\$ 180.00				
Professional Services Billing Roles - Project Manager	Professional Service	\$ 200.00	10%	\$ 180.00				
Professional Services Billing Role - Application Consultant	Professional Service	\$ 200.00	10%	\$ 180.00				
Professional Services Billing Role - Technical Consultant	Professional Service	\$ 215.00	16%	\$ 180.00				
Professional Services Billing Role - Education Consultant	Professional Service	\$ 200.00	10%	\$ 180.00				
Professional Services Billing Role - Integration Consultant	Professional Service	\$ 200.00	10%	\$ 180.00				
Professional Services Billing Role - Solution Consultant	Professional Service	\$ 200.00	10%	\$ 180.00				
Professional Services Billing Role - Solution Developer	Professional Service	\$ 225.00	20%	\$ 180.00				
Item Description	Pricelist Name	List Price	Discount %	Final Price				
<u>Training</u>								
Training Points	Training	\$ 1.00	10%	\$ 0.90				
Knowledge Pass 0-150ee	Training	\$ 575.00	10%	\$ 517.50				
Knowledge Pass 151-299ee	Training	\$ 1,050.00	10%	\$ 945.00				
Knowledge Pass 300-349ee	Training	\$ 1,750.00	10%	\$ 1,575.00				
Knowledge Pass 350-399ee	Training	\$ 2,050.00	10%	\$ 1,845.00				
Knowledge Pass 400-1500ee	Training	\$ 2,325.00	10%	\$ 2,092.50				
Knowledge Pass 1501-2500ee	Training	\$ 4,625.00	10%	\$ 4,162.50				
Knowledge Pass 2501-5000ee	Training	\$ 8,675.00	10%	\$ 7,807.50				
Knowledge Pass 5001-20000ee	Training	\$ 10,975.00	10%	\$ 9,877.50				
Knowledge Pass 20000+ee	Training	\$ 22,000.00	10%	\$ 19,800.00				



Support Services Detail Report

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Report Type: Renewal
Customer: COUNTY OF SANTA CLARA
Solution ID: 6043545
Contract Number: 1024875 R08-OCT-16
Date: 14-DEC-2016
Prepared by: Yolanda Abram / US West3

Bill To: COUNTY OF SANTA CLARA
 70 WEST HEDDING ST EAST WING, 2ND FLOOR
 SAN JOSE CA 95110
 UNITED STATES

Ship To: COUNTY OF SANTA CLARA
 1555 BERGER DR, BUILDING 2
 2ND FLOOR
 SAN JOSE CA 95112
 UNITED STATES

Contact: ANNICK NGUYEN, 2ND BUILDING
Email: Annick.Nguyen@fin.sccgov.org

CONTRACT SOFTWARE SUMMARY

Line	Product Category	Product Number	Product Name	License Count
1	Software	8800175-000	WORKFORCE TIMEKEEPER V8	20,000
2	Software	8800177-000	WORKFORCE EMPLOYEE V8	11,300
3	Software	8800178-000	WORKFORCE MANAGER V8	4,635
4	Software	8800179-000	WORKFORCE SCHEDULER V8	4,500
5	Software	8800184-000	KRONOS ENTERPRISE ARCHIVE V8	20,000
6	Software	8800185-000	WORKFORCE INTEGRATION MANAGER V8	20,000

CONTRACT EQUIPMENT SUMMARY

Line	Product Category	Product Number	Product Name	Quantity
1	Data Collection: InTouch	8609000-001	KRONOS INTOUCH 9000 H1,STANDARD,B/C	14
2	Data Collection: InTouch	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	65
3	Data Collection: InTouch	8609000-027	KRONOS INTOUCH 9000 H3,STANDARD,SMART CARD	3
4	Data Collection: InTouch	8609000-028	KRONOS INTOUCH 9000 H3,STANDARD,KR B/C	7
5	Data Collection: 4000	8602000-001	4500,FULL,NUM,B/C	14
6	Data Collection: 4000	8602000-301	4500,FULL,NUM,B/C,TID	2
7	Data Collection: 4000	8602004-001	4500,FULL,NUM,B/C	8
8	Data Collection: 4000	8602004-301	4500,FULL,NUM,B/C,TID	3
9	Data Collection: 4000	8602800-001	4500,FULL,NUM,B/C	24
10	Data Collection: 4000	8602800-501	4500,FULL,NUM,B/C,EXP MEMORY	184
11	Options: InTouch	8609020-001	TOUCH ID OPTION FOR H1/H2 INTOUCH	16
12	Options: InTouch	8609043-001	TOUCH ID OPTION FOR H1/H2/H3 INTOUCH	7
13	Options: Touch ID	8601823-002	KRONOS TOUCH ID FVD	23
14	Options: 4000	8602801-001	TOUCH ID FVM,ROHS	34

CONTRACT EDUCATIONAL SERVICES SUMMARY

Line	Product Category	Product Number	Product Name	License Count
1	Ed Services Subscription	8602748-001	KNOWLEDGE PASS	20,000



Support Services Detail Report

Report Type: Renewal
Customer: COUNTY OF SANTA CLARA
Solution ID: 6043545
Contract Number: 1024875 R08-OCT-16
Date: 14-DEC-2016
Prepared by: Yolanda Abram / US West3

Currency: USD

Bill To: SANTA CLARA COUNTY LIBRARY DISTRICT
 1370 DELL AVE
 CAMPBELL CA 95008
 UNITED STATES

Ship To: COUNTY OF SANTA CLARA
 1555 BERGER DR, BUILDING 2
 2ND FLOOR
 SAN JOSE CA 95112
 UNITED STATES

Contact: CHRISTI BERGER
Email: CBERGER@SCCL.ORG

SOFTWARE SUPPORT SERVICES DETAIL

Line	Product Category	Kronos Sub #	Product Number	Product Name	License Count	Start Date	End Date	Days	Price
Gold Support Service									
1	Software	26.1	8800177-000	WORKFORCE EMPLOYEE V8	150	01-MAR-2017	28-FEB-2018	365	896.40

Software Support Services	Subtotal
	\$896.40



Support Services Detail Report

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Customer: COUNTY OF SANTA CLARA
Solution ID: 6043545
Contract Number: 1024875 R08-OCT-16
Date: 14-DEC-2016
Prepared by: Yolanda Abram / US West3

Currency: USD

Bill To: COUNTY OF SANTA CLARA PARKS
 98 GARDEN HILL DRIVE
 LOS GATOS CA 95032
 UNITED STATES

Ship To: COUNTY OF SANTA CLARA PARKS
 98 GARDEN HILL DRIVE
 LOS GATOS CA 95032
 UNITED STATES

Contact: ANNICK NGUYEN
Email: ANNICK.NGUYEN@FIN.SCCGOV.ORG

SOFTWARE SUPPORT SERVICES DETAIL

Line	Product Category	Kronos Sub #	Product Number	Product Name	License Count	Start Date	End Date	Days	Price
Gold Support Service									
1	Software	28.1	8800178-000	WORKFORCE MANAGER V8	60	01-MAR-2017	28-FEB-2018	365	3,137.67

Software Support Services	Subtotal
	\$3,137.67



Support Services Detail Report

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Report Type: Renewal
Customer: COUNTY OF SANTA CLARA
Solution ID: 6043545
Contract Number: 1024875 R08-OCT-16
Date: 14-DEC-2016
Prepared by: Yolanda Abram / US West3

Currency: USD

Bill To: COUNTY OF SANTA CLARA
 70 WEST HEDDING STREET
 EAST WING, 5TH FLOOR
 SAN JOSE CA 95110
 UNITED STATES

Ship To: COUNTY OF SANTA CLARA
 70 WEST HEDDING STREET
 EAST WING, 5TH FLOOR
 SAN JOSE CA 95110
 UNITED STATES

Contact: ASSESSOR DEPT
Email:

EQUIPMENT SUPPORT SERVICES DETAIL

Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
Depot Exchange Support Service									
1	Data Collection: InTouch	6.1	8609000-027	KRONOS INTOUCH 9000 H3,STANDARD,SMART CARD	00JC395230	01-MAR-2017	28-FEB-2018	365	296.38
2	Data Collection: InTouch	6.2	8609000-027	KRONOS INTOUCH 9000 H3,STANDARD,SMART CARD	00JC395102	01-MAR-2017	28-FEB-2018	365	296.38
3	Data Collection: InTouch	6.3	8609000-027	KRONOS INTOUCH 9000 H3,STANDARD,SMART CARD	00JC394807	01-MAR-2017	28-FEB-2018	365	296.38

Subtotal	
Equipment Support Services	\$889.14



Support Services Detail Report

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Solution ID: 6043545
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Date: 14-DEC-2016
Prepared by: Yolanda Abram / US West3

Currency: USD

Bill To: COUNTY OF SANTA CLARA
 70 WEST HEDDING ST EAST WING, 2ND FLOOR
 SAN JOSE CA 95110
 UNITED STATES

Ship To: COUNTY OF SANTA CLARA - SOCIAL SERVICE
 AGENCY
 333 W JULIAN ST
 SAN JOSE CA 95110
 UNITED STATES

Contact: HILSON CHUA
Email: hilson.chua@fin.sccgov.org

EQUIPMENT SUPPORT SERVICES DETAIL

Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
Depot Exchange Support Service									
1	Data Collection: 4000	12.1	8602800-001	4500,FULL,NUM,B/C	00EL057236	01-MAR-2017	28-FEB-2018	365	343.74
2	Data Collection: 4000	12.2	8602800-001	4500,FULL,NUM,B/C	00EL051484	01-MAR-2017	28-FEB-2018	365	343.74
3	Options: 4000	15.1	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	140.42
4	Options: 4000	15.2	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	140.42

Subtotal	
Equipment Support Services	\$968.32



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Date: 14-DEC-2016
Prepared by: Yolanda Abram / US West3

Currency: USD

Bill To: COUNTY OF SANTA CLARA
 70 WEST HEDDING ST EAST WING, 2ND FLOOR
 SAN JOSE CA 95110
 UNITED STATES

Ship To: COUNTY OF SANTA CLARA SHERIFF
 55 WEST YOUNGER
 SAN JOSE CA 95110
 UNITED STATES

Contact: HILSON CHUA
Email: hilson.chua@fin.sccgov.org

EQUIPMENT SUPPORT SERVICES DETAIL

Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
Depot Exchange Support Service									
1	Data Collection: 4000	11.7	8602000-001	4500,FULL,NUM,B/C	00S0438727	01-MAR-2017	28-FEB-2018	365	367.30
2	Data Collection: 4000	11.8	8602000-001	4500,FULL,NUM,B/C	00MS000655	01-MAR-2017	28-FEB-2018	365	367.30
3	Data Collection: 4000	11.9	8602000-001	4500,FULL,NUM,B/C	00S0438148	01-MAR-2017	28-FEB-2018	365	367.30
4	Data Collection: 4000	11.10	8602000-001	4500,FULL,NUM,B/C	00S0566048	01-MAR-2017	28-FEB-2018	365	367.30
5	Data Collection: 4000	11.11	8602000-001	4500,FULL,NUM,B/C	00S0428986	01-MAR-2017	28-FEB-2018	365	367.30
6	Data Collection: 4000	11.12	8602000-001	4500,FULL,NUM,B/C	00MS000876	01-MAR-2017	28-FEB-2018	365	367.30
7	Data Collection: 4000	11.13	8602000-001	4500,FULL,NUM,B/C	00S0399930	01-MAR-2017	28-FEB-2018	365	367.30
8	Data Collection: 4000	11.14	8602000-001	4500,FULL,NUM,B/C	00MS000775	01-MAR-2017	28-FEB-2018	365	367.30
9	Data Collection: 4000	11.15	8602000-001	4500,FULL,NUM,B/C	00S0426718	01-MAR-2017	28-FEB-2018	365	367.30
10	Data Collection: 4000	11.16	8602000-001	4500,FULL,NUM,B/C	00S0438156	01-MAR-2017	28-FEB-2018	365	367.30
11	Data Collection: 4000	11.17	8602000-001	4500,FULL,NUM,B/C	SLS0670257	01-MAR-2017	28-FEB-2018	365	367.30
12	Data Collection: 4000	11.18	8602000-001	4500,FULL,NUM,B/C	SLS0665248	01-MAR-2017	28-FEB-2018	365	367.30
13	Data Collection: 4000	11.19	8602000-001	4500,FULL,NUM,B/C	SLS0667592	01-MAR-2017	28-FEB-2018	365	367.30
14	Data Collection: 4000	11.25	8602000-001	4500,FULL,NUM,B/C	00R0022805	01-MAR-2017	28-FEB-2018	365	367.30
15	Data Collection: 4000	11.20	8602000-301	4500,FULL,NUM,B/C,TI D	SLS0672791	01-MAR-2017	28-FEB-2018	365	367.30
16	Data Collection: 4000	11.21	8602000-301	4500,FULL,NUM,B/C,TI D	00R0002703	01-MAR-2017	28-FEB-2018	365	367.30
17	Data Collection: 4000	11.1	8602004-001	4500,FULL,NUM,B/C	00S0689096	01-MAR-2017	28-FEB-2018	365	367.30
18	Data Collection: 4000	11.2	8602004-001	4500,FULL,NUM,B/C	00R0067771	01-MAR-2017	28-FEB-2018	365	367.30
19	Data Collection: 4000	11.3	8602004-001	4500,FULL,NUM,B/C	00R0035910	01-MAR-2017	28-FEB-2018	365	367.30
20	Data Collection: 4000	11.4	8602004-001	4500,FULL,NUM,B/C	00R0055417	01-MAR-2017	28-FEB-2018	365	367.30



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Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
21	Data Collection: 4000	11.5	8602004-001	4500,FULL,NUM,B/C	SLS0670628	01-MAR-2017	28-FEB-2018	365	367.30
22	Data Collection: 4000	11.6	8602004-001	4500,FULL,NUM,B/C	00R0062360	01-MAR-2017	28-FEB-2018	365	367.30
23	Data Collection: 4000	11.23	8602004-001	4500,FULL,NUM,B/C	00S0717849	01-MAR-2017	28-FEB-2018	365	367.30
24	Data Collection: 4000	11.24	8602004-001	4500,FULL,NUM,B/C	00EL063666	01-MAR-2017	28-FEB-2018	365	367.30
25	Data Collection: 4000	11.22	8602004-301	4500,FULL,NUM,B/C,TI D	SLS0669988	01-MAR-2017	28-FEB-2018	365	367.30
26	Data Collection: 4000	11.26	8602004-301	4500,FULL,NUM,B/C,TI D	00BM014387	01-MAR-2017	28-FEB-2018	365	360.88
27	Data Collection: 4000	11.27	8602004-301	4500,FULL,NUM,B/C,TI D	00BM014550	01-MAR-2017	28-FEB-2018	365	360.88
28	Data Collection: 4000	11.28	8602800-001	4500,FULL,NUM,B/C	00EL071837	01-MAR-2017	28-FEB-2018	365	343.74
29	Data Collection: 4000	11.29	8602800-001	4500,FULL,NUM,B/C	00EL070149	01-MAR-2017	28-FEB-2018	365	343.74
30	Data Collection: 4000	11.30	8602800-001	4500,FULL,NUM,B/C	00EL070043	01-MAR-2017	28-FEB-2018	365	343.74
31	Data Collection: 4000	11.31	8602800-001	4500,FULL,NUM,B/C	00EL069369	01-MAR-2017	28-FEB-2018	365	343.74
32	Data Collection: 4000	11.32	8602800-001	4500,FULL,NUM,B/C	00EL057178	01-MAR-2017	28-FEB-2018	365	343.74
33	Data Collection: 4000	11.33	8602800-001	4500,FULL,NUM,B/C	00EL056898	01-MAR-2017	28-FEB-2018	365	343.74
34	Data Collection: 4000	11.34	8602800-001	4500,FULL,NUM,B/C	00EL047412	01-MAR-2017	28-FEB-2018	365	343.74
35	Options: Touch ID	16.1	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
36	Options: Touch ID	16.2	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
37	Options: Touch ID	16.3	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
38	Options: Touch ID	16.4	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
39	Options: Touch ID	16.5	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
40	Options: Touch ID	16.6	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
41	Options: Touch ID	16.7	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
42	Options: Touch ID	16.8	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
43	Options: Touch ID	16.9	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
44	Options: Touch ID	16.10	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
45	Options: Touch ID	16.11	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
46	Options: Touch ID	16.12	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
47	Options: Touch ID	16.13	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
48	Options: Touch ID	16.14	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
49	Options: Touch ID	16.15	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
50	Options: Touch ID	16.16	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
51	Options: Touch ID	16.17	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
52	Options: Touch ID	16.18	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51



Support Services Detail Report

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Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
53	Options: Touch ID	16.19	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
54	Options: Touch ID	16.20	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
55	Options: Touch ID	16.21	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
56	Options: Touch ID	16.22	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
57	Options: Touch ID	16.23	8601823-002	KRONOS TOUCH ID FVD		01-MAR-2017	28-FEB-2018	365	124.51
58	Options: 4000	16.24	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	139.42
59	Options: 4000	16.25	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	139.42
60	Options: 4000	16.26	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	139.42
61	Options: 4000	16.27	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	139.42
62	Options: 4000	16.28	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	139.42
63	Options: 4000	16.29	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	139.42
64	Options: 4000	16.30	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	139.42

	Subtotal
Equipment Support Services	\$16,150.11



Support Services Detail Report

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Report Type: Renewal
Customer: COUNTY OF SANTA CLARA
Solution ID: 6043545
Contract Number: 1024875 R08-OCT-16
Date: 14-DEC-2016
Prepared by: Yolanda Abram / US West3

Currency: USD

Bill To: COUNTY OF SANTA CLARA SHERIFF
 55 WEST YOUNGER
 SAN JOSE CA 95110
 UNITED STATES

Ship To: COUNTY OF SANTA CLARA SHERIFF
 55 WEST YOUNGER
 SAN JOSE CA 95110
 UNITED STATES

Contact: ANNICK NGUYEN, 2ND BUILDING
Email: Annick.Nguyen@fin.sccgov.org

EQUIPMENT SUPPORT SERVICES DETAIL

Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
Depot Exchange Support Service									
1	Data Collection: InTouch	7.1	8609000-028	KRONOS INTOUCH 9000 H3,STANDARD,KR B/C	00JC415755	01-MAR-2017	28-FEB-2018	365	294.74
2	Data Collection: InTouch	24.1	8609000-028	KRONOS INTOUCH 9000 H3,STANDARD,KR B/C	00JC448141	10-NOV-2017	28-FEB-2018	111	87.46
3	Data Collection: InTouch	24.2	8609000-028	KRONOS INTOUCH 9000 H3,STANDARD,KR B/C	00JC399979	10-NOV-2017	28-FEB-2018	111	87.46
4	Data Collection: InTouch	24.5	8609000-028	KRONOS INTOUCH 9000 H3,STANDARD,KR B/C	00JC552980	14-JAN-2018	28-FEB-2018	46	36.05
5	Data Collection: InTouch	24.6	8609000-028	KRONOS INTOUCH 9000 H3,STANDARD,KR B/C	00JC552722	14-JAN-2018	28-FEB-2018	46	36.05
6	Data Collection: InTouch	24.3	8609000-028	KRONOS INTOUCH 9000 H3,STANDARD,KR B/C	00JC550659	23-DEC-2017	28-FEB-2018	68	53.39
7	Data Collection: InTouch	24.4	8609000-028	KRONOS INTOUCH 9000 H3,STANDARD,KR B/C	00JC542522	23-DEC-2017	28-FEB-2018	68	53.39
8	Options: InTouch	8.1	8609043-001	TOUCH ID OPTION FOR H1/H2/H3 INTOUCH		01-MAR-2017	28-FEB-2018	365	124.11
9	Options: InTouch	23.1	8609043-001	TOUCH ID OPTION FOR H1/H2/H3 INTOUCH		10-NOV-2017	28-FEB-2018	111	46.03
10	Options: InTouch	23.2	8609043-001	TOUCH ID OPTION FOR H1/H2/H3 INTOUCH		10-NOV-2017	28-FEB-2018	111	46.03
11	Options: InTouch	23.5	8609043-001	TOUCH ID OPTION FOR H1/H2/H3 INTOUCH		14-JAN-2018	28-FEB-2018	46	18.98



Support Services Detail Report

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Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
12	Options: InTouch	23.6	8609043-001	TOUCH ID OPTION FOR H1/H2/H3 INTOUCH		14-JAN-2018	28-FEB-2018	46	18.98
13	Options: InTouch	23.3	8609043-001	TOUCH ID OPTION FOR H1/H2/H3 INTOUCH		23-DEC-2017	28-FEB-2018	68	28.10
14	Options: InTouch	23.4	8609043-001	TOUCH ID OPTION FOR H1/H2/H3 INTOUCH		23-DEC-2017	28-FEB-2018	68	28.10

Subtotal	
Equipment Support Services	\$958.87



Support Services Detail Report

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Report Type: Renewal
Customer: COUNTY OF SANTA CLARA
Solution ID: 6043545
Contract Number: 1024875 R08-OCT-16
Date: 14-DEC-2016
Prepared by: Yolanda Abram / US West3

Currency: USD

Bill To: COUNTY OF SANTA CLARA
 70 WEST HEDDING ST EAST WING, 2ND FLOOR
 SAN JOSE CA 95110
 UNITED STATES

Ship To: COUNTY OF SANTA CLARA
 1555 BERGER DR, BUILDING 2
 2ND FLOOR
 SAN JOSE CA 95112
 UNITED STATES

Contact: ANNICK NGUYEN, 2ND BUILDING
Email: Annick.Nguyen@fin.sccgov.org

SOFTWARE SUPPORT SERVICES DETAIL

Line	Product Category	Kronos Sub #	Product Number	Product Name	License Count	Start Date	End Date	Days	Price
Gold Support Service									
1	Software	25.3	8800175-000	WORKFORCE TIMEKEEPER V8	20,000	01-MAR-2017	28-FEB-2018	365	11,535.12
2	Software	25.4	8800177-000	WORKFORCE EMPLOYEE V8	4,000	01-MAR-2017	28-FEB-2018	365	9,529.33
3	Software	25.5	8800177-000	WORKFORCE EMPLOYEE V8	150	01-MAR-2017	28-FEB-2018	365	1,050.69
4	Software	25.6	8800177-000	WORKFORCE EMPLOYEE V8	200	01-MAR-2017	28-FEB-2018	365	1,249.04
5	Software	25.7	8800177-000	WORKFORCE EMPLOYEE V8	6,000	01-MAR-2017	28-FEB-2018	365	28,513.75
6	Software	25.10	8800178-000	WORKFORCE MANAGER V8	1,040	01-MAR-2017	28-FEB-2018	365	19,702.93
7	Software	25.11	8800178-000	WORKFORCE MANAGER V8	500	01-MAR-2017	28-FEB-2018	365	47,181.85
8	Software	25.12	8800178-000	WORKFORCE MANAGER V8	50	01-MAR-2017	28-FEB-2018	365	4,025.99
9	Software	25.13	8800178-000	WORKFORCE MANAGER V8	100	01-MAR-2017	28-FEB-2018	365	7,624.99
10	Software	25.14	8800178-000	WORKFORCE MANAGER V8	250	01-MAR-2017	28-FEB-2018	365	17,581.79
11	Software	25.15	8800178-000	WORKFORCE MANAGER V8	15	01-MAR-2017	28-FEB-2018	365	766.04
12	Software	25.16	8800178-000	WORKFORCE MANAGER V8	40	01-MAR-2017	28-FEB-2018	365	1,819.23
13	Software	25.17	8800178-000	WORKFORCE MANAGER V8	1,500	01-MAR-2017	28-FEB-2018	365	51,518.19
14	Software	25.18	8800179-000	WORKFORCE SCHEDULER V8	4,500	01-MAR-2017	28-FEB-2018	365	38,199.40
15	Software	25.1	8800184-000	KRONOS ENTERPRISE ARCHIVE V8	15,000	01-MAR-2017	28-FEB-2018	365	4,665.30
16	Software	25.2	8800184-000	KRONOS ENTERPRISE ARCHIVE V8	5,000	01-MAR-2017	28-FEB-2018	365	1,623.78
17	Software	25.8	8800185-000	WORKFORCE INTEGRATION MANAGER V8	18,000	01-MAR-2017	28-FEB-2018	365	10,808.39
18	Software	25.9	8800185-000	WORKFORCE INTEGRATION MANAGER V8	2,000	01-MAR-2017	28-FEB-2018	365	2,155.87



Support Services Detail Report

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Line	Product Category	Kronos Sub #	Product Number	Product Name	License Count	Start Date	End Date	Days	Price
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Subtotal
Software Support Services \$259,551.68

EQUIPMENT SUPPORT SERVICES DETAIL

Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
Depot Exchange Support Service									
1	Data Collection: InTouch	19.1	8609000-001	KRONOS INTOUCH 9000 H1,STANDARD,B/C	00JC203758	01-MAR-2017	28-FEB-2018	365	333.49
2	Data Collection: InTouch	19.2	8609000-001	KRONOS INTOUCH 9000 H1,STANDARD,B/C	00JC203754	01-MAR-2017	28-FEB-2018	365	333.49
3	Data Collection: InTouch	19.3	8609000-001	KRONOS INTOUCH 9000 H1,STANDARD,B/C	00JC203730	01-MAR-2017	28-FEB-2018	365	333.49
4	Data Collection: InTouch	19.4	8609000-001	KRONOS INTOUCH 9000 H1,STANDARD,B/C	00JC202441	01-MAR-2017	28-FEB-2018	365	333.49
5	Data Collection: InTouch	19.5	8609000-001	KRONOS INTOUCH 9000 H1,STANDARD,B/C	00JC202437	01-MAR-2017	28-FEB-2018	365	333.49
6	Data Collection: InTouch	19.6	8609000-001	KRONOS INTOUCH 9000 H1,STANDARD,B/C	00JC202285	01-MAR-2017	28-FEB-2018	365	333.49
7	Data Collection: InTouch	19.7	8609000-001	KRONOS INTOUCH 9000 H1,STANDARD,B/C	00JC204389	01-MAR-2017	28-FEB-2018	365	333.49
8	Data Collection: InTouch	19.8	8609000-001	KRONOS INTOUCH 9000 H1,STANDARD,B/C	00JC203885	01-MAR-2017	28-FEB-2018	365	333.49
9	Data Collection: InTouch	19.9	8609000-001	KRONOS INTOUCH 9000 H1,STANDARD,B/C	00JC203846	01-MAR-2017	28-FEB-2018	365	333.49
10	Data Collection: InTouch	19.10	8609000-001	KRONOS INTOUCH 9000 H1,STANDARD,B/C	00JC203844	01-MAR-2017	28-FEB-2018	365	333.49
11	Data Collection: InTouch	19.11	8609000-001	KRONOS INTOUCH 9000 H1,STANDARD,B/C	00JC203789	01-MAR-2017	28-FEB-2018	365	333.49
12	Data Collection: InTouch	19.12	8609000-001	KRONOS INTOUCH 9000 H1,STANDARD,B/C	00JC203780	01-MAR-2017	28-FEB-2018	365	333.49
13	Data Collection: InTouch	19.13	8609000-001	KRONOS INTOUCH 9000 H1,STANDARD,B/C	00JC203768	01-MAR-2017	28-FEB-2018	365	333.49
14	Data Collection: InTouch	19.14	8609000-001	KRONOS INTOUCH 9000 H1,STANDARD,B/C	00JC133576	01-MAR-2017	28-FEB-2018	365	333.49
15	Data Collection: InTouch	19.15	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC266993	01-MAR-2017	28-FEB-2018	365	321.46
16	Data Collection: InTouch	19.16	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC264469	01-MAR-2017	28-FEB-2018	365	321.46
17	Data Collection: 4000	10.1	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126832	01-MAR-2017	28-FEB-2018	365	311.47



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Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
18	Data Collection: 4000	10.2	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126831	01-MAR-2017	28-FEB-2018	365	311.47
19	Data Collection: 4000	10.3	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126830	01-MAR-2017	28-FEB-2018	365	311.47
20	Data Collection: 4000	10.4	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126826	01-MAR-2017	28-FEB-2018	365	311.47
21	Data Collection: 4000	10.5	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126805	01-MAR-2017	28-FEB-2018	365	311.47
22	Data Collection: 4000	10.6	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126672	01-MAR-2017	28-FEB-2018	365	311.47
23	Data Collection: 4000	10.7	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126580	01-MAR-2017	28-FEB-2018	365	311.47
24	Data Collection: 4000	10.8	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126563	01-MAR-2017	28-FEB-2018	365	311.47
25	Data Collection: 4000	10.9	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126547	01-MAR-2017	28-FEB-2018	365	311.47
26	Data Collection: 4000	10.10	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126535	01-MAR-2017	28-FEB-2018	365	311.47
27	Data Collection: 4000	10.11	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126493	01-MAR-2017	28-FEB-2018	365	311.47
28	Data Collection: 4000	10.12	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126478	01-MAR-2017	28-FEB-2018	365	311.47
29	Data Collection: 4000	10.13	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126410	01-MAR-2017	28-FEB-2018	365	311.47
30	Data Collection: 4000	10.14	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126369	01-MAR-2017	28-FEB-2018	365	311.47
31	Data Collection: 4000	10.15	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126321	01-MAR-2017	28-FEB-2018	365	311.47
32	Data Collection: 4000	10.16	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126253	01-MAR-2017	28-FEB-2018	365	311.47
33	Data Collection: 4000	10.17	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126244	01-MAR-2017	28-FEB-2018	365	311.47
34	Data Collection: 4000	10.18	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126117	01-MAR-2017	28-FEB-2018	365	311.47
35	Data Collection: 4000	10.19	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126049	01-MAR-2017	28-FEB-2018	365	311.47
36	Data Collection: 4000	10.20	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC126026	01-MAR-2017	28-FEB-2018	365	311.47
37	Data Collection: 4000	10.21	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC125949	01-MAR-2017	28-FEB-2018	365	311.47
38	Data Collection: 4000	10.22	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC125793	01-MAR-2017	28-FEB-2018	365	311.47
39	Data Collection: 4000	10.23	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC125736	01-MAR-2017	28-FEB-2018	365	311.47
40	Data Collection: 4000	10.24	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC125520	01-MAR-2017	28-FEB-2018	365	311.47
41	Data Collection: 4000	10.25	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC125164	01-MAR-2017	28-FEB-2018	365	311.47
42	Data Collection: 4000	10.26	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC124153	01-MAR-2017	28-FEB-2018	365	311.47
43	Data Collection: 4000	10.27	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC123345	01-MAR-2017	28-FEB-2018	365	311.47
44	Data Collection: 4000	10.28	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JP059880	01-MAR-2017	28-FEB-2018	365	311.47
45	Data Collection: 4000	10.29	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC125195	01-MAR-2017	28-FEB-2018	365	311.47
46	Data Collection: 4000	10.30	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JP057449	01-MAR-2017	28-FEB-2018	365	311.47
47	Options: InTouch	18.1	8609020-001	TOUCH ID OPTION FOR H1/H2 INTOUCH		01-MAR-2017	28-FEB-2018	365	140.42
48	Options: InTouch	18.2	8609020-001	TOUCH ID OPTION FOR H1/H2 INTOUCH		01-MAR-2017	28-FEB-2018	365	140.42
49	Options: InTouch	18.3	8609020-001	TOUCH ID OPTION FOR H1/H2 INTOUCH		01-MAR-2017	28-FEB-2018	365	140.42



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Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
50	Options: InTouch	18.4	8609020-001	TOUCH ID OPTION FOR H1/H2 INTOUCH		01-MAR-2017	28-FEB-2018	365	140.42
51	Options: InTouch	18.5	8609020-001	TOUCH ID OPTION FOR H1/H2 INTOUCH		01-MAR-2017	28-FEB-2018	365	140.42
52	Options: InTouch	18.6	8609020-001	TOUCH ID OPTION FOR H1/H2 INTOUCH		01-MAR-2017	28-FEB-2018	365	140.42
53	Options: InTouch	18.7	8609020-001	TOUCH ID OPTION FOR H1/H2 INTOUCH		01-MAR-2017	28-FEB-2018	365	140.42
54	Options: InTouch	18.8	8609020-001	TOUCH ID OPTION FOR H1/H2 INTOUCH		01-MAR-2017	28-FEB-2018	365	140.42
55	Options: InTouch	18.9	8609020-001	TOUCH ID OPTION FOR H1/H2 INTOUCH		01-MAR-2017	28-FEB-2018	365	140.42
56	Options: InTouch	18.10	8609020-001	TOUCH ID OPTION FOR H1/H2 INTOUCH		01-MAR-2017	28-FEB-2018	365	140.42
57	Options: InTouch	18.11	8609020-001	TOUCH ID OPTION FOR H1/H2 INTOUCH		01-MAR-2017	28-FEB-2018	365	140.42
58	Options: InTouch	18.12	8609020-001	TOUCH ID OPTION FOR H1/H2 INTOUCH		01-MAR-2017	28-FEB-2018	365	140.42
59	Options: InTouch	18.13	8609020-001	TOUCH ID OPTION FOR H1/H2 INTOUCH		01-MAR-2017	28-FEB-2018	365	140.42
60	Options: InTouch	18.14	8609020-001	TOUCH ID OPTION FOR H1/H2 INTOUCH		01-MAR-2017	28-FEB-2018	365	140.42
61	Options: InTouch	18.15	8609020-001	TOUCH ID OPTION FOR H1/H2 INTOUCH		01-MAR-2017	28-FEB-2018	365	135.35
62	Options: InTouch	18.16	8609020-001	TOUCH ID OPTION FOR H1/H2 INTOUCH		01-MAR-2017	28-FEB-2018	365	135.35

Subtotal	
Equipment Support Services	\$16,892.46

EDUCATIONAL SERVICES DETAIL

Line	Product Category	Kronos Sub #	Product Number	Product Name	License Count	Start Date	End Date	Days	Price
Ed Services Subscription									
1	Ed Services Subscription	21.1	8602748-001	KNOWLEDGE PASS	20,000	01-MAR-2017	28-FEB-2018	365	12,000.47

Subtotal	
Educational Services	\$12,000.47



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Report Type: Renewal
Customer: COUNTY OF SANTA CLARA
Solution ID: 6043545
Contract Number: 1024875 R08-OCT-16
Date: 14-DEC-2016
Prepared by: Yolanda Abram / US West3

Currency: USD

Bill To: COUNTY OF SANTA CLARA
 70 WEST HEDDING ST EAST WING, 2ND FLOOR
 SAN JOSE CA 95110
 UNITED STATES

Ship To: COUNTY OF SANTA CLARA HHS - VALLEY
 MEDICAL CTR
 800 THORNTON AVENUE
 SAN JOSE CA 95128
 UNITED STATES

Contact: HILSON CHUA
Email: hilson.chua@fin.sccgov.org

EQUIPMENT SUPPORT SERVICES DETAIL

Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
Depot Exchange Support Service									
1	Data Collection: 4000	9.1	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1726064	01-MAR-2017	28-FEB-2018	365	363.05
2	Data Collection: 4000	9.2	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1726058	01-MAR-2017	28-FEB-2018	365	363.05
3	Data Collection: 4000	9.3	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1726057	01-MAR-2017	28-FEB-2018	365	363.05
4	Data Collection: 4000	9.4	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1726052	01-MAR-2017	28-FEB-2018	365	363.05
5	Data Collection: 4000	9.5	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1726047	01-MAR-2017	28-FEB-2018	365	363.05
6	Data Collection: 4000	9.6	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1726046	01-MAR-2017	28-FEB-2018	365	363.05
7	Data Collection: 4000	9.7	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1726039	01-MAR-2017	28-FEB-2018	365	363.05
8	Data Collection: 4000	9.8	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724968	01-MAR-2017	28-FEB-2018	365	363.05
9	Data Collection: 4000	9.9	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JP007749	01-MAR-2017	28-FEB-2018	365	363.05
10	Data Collection: 4000	9.10	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724942	01-MAR-2017	28-FEB-2018	365	363.05
11	Data Collection: 4000	9.11	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724937	01-MAR-2017	28-FEB-2018	365	363.05
12	Data Collection: 4000	9.12	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724934	01-MAR-2017	28-FEB-2018	365	363.05
13	Data Collection: 4000	9.13	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724933	01-MAR-2017	28-FEB-2018	365	363.05
14	Data Collection: 4000	9.14	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724878	01-MAR-2017	28-FEB-2018	365	363.05
15	Data Collection: 4000	9.15	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724876	01-MAR-2017	28-FEB-2018	365	363.05
16	Data Collection: 4000	9.16	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724874	01-MAR-2017	28-FEB-2018	365	363.05
17	Data Collection: 4000	9.17	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724872	01-MAR-2017	28-FEB-2018	365	363.05
18	Data Collection: 4000	9.18	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724871	01-MAR-2017	28-FEB-2018	365	363.05
19	Data Collection: 4000	9.19	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724852	01-MAR-2017	28-FEB-2018	365	363.05
20	Data Collection: 4000	9.20	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1723693	01-MAR-2017	28-FEB-2018	365	363.05



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Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
21	Data Collection: 4000	9.21	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1723691	01-MAR-2017	28-FEB-2018	365	363.05
22	Data Collection: 4000	9.22	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1722299	01-MAR-2017	28-FEB-2018	365	363.05
23	Data Collection: 4000	9.23	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC101702	01-MAR-2017	28-FEB-2018	365	363.05
24	Data Collection: 4000	9.24	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1718951	01-MAR-2017	28-FEB-2018	365	363.05
25	Data Collection: 4000	9.25	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JP041087	01-MAR-2017	28-FEB-2018	365	363.05
26	Data Collection: 4000	9.26	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1718944	01-MAR-2017	28-FEB-2018	365	363.05
27	Data Collection: 4000	9.27	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1718942	01-MAR-2017	28-FEB-2018	365	363.05
28	Data Collection: 4000	9.28	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1718941	01-MAR-2017	28-FEB-2018	365	363.05
29	Data Collection: 4000	9.29	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1718940	01-MAR-2017	28-FEB-2018	365	363.05
30	Data Collection: 4000	9.30	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1718934	01-MAR-2017	28-FEB-2018	365	363.05
31	Data Collection: 4000	9.31	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1718933	01-MAR-2017	28-FEB-2018	365	363.05
32	Data Collection: 4000	9.32	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1718868	01-MAR-2017	28-FEB-2018	365	363.05
33	Data Collection: 4000	9.33	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724790	01-MAR-2017	28-FEB-2018	365	363.05
34	Data Collection: 4000	9.34	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724789	01-MAR-2017	28-FEB-2018	365	363.05
35	Data Collection: 4000	9.35	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724787	01-MAR-2017	28-FEB-2018	365	363.05
36	Data Collection: 4000	9.36	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724786	01-MAR-2017	28-FEB-2018	365	363.05
37	Data Collection: 4000	9.37	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724785	01-MAR-2017	28-FEB-2018	365	363.05
38	Data Collection: 4000	9.38	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724784	01-MAR-2017	28-FEB-2018	365	363.05
39	Data Collection: 4000	9.39	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724783	01-MAR-2017	28-FEB-2018	365	363.05
40	Data Collection: 4000	9.40	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724782	01-MAR-2017	28-FEB-2018	365	363.05
41	Data Collection: 4000	9.41	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724779	01-MAR-2017	28-FEB-2018	365	363.05
42	Data Collection: 4000	9.42	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724778	01-MAR-2017	28-FEB-2018	365	363.05
43	Data Collection: 4000	9.43	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724777	01-MAR-2017	28-FEB-2018	365	363.05
44	Data Collection: 4000	9.44	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724775	01-MAR-2017	28-FEB-2018	365	363.05
45	Data Collection: 4000	9.45	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724773	01-MAR-2017	28-FEB-2018	365	363.05
46	Data Collection: 4000	9.46	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724772	01-MAR-2017	28-FEB-2018	365	363.05
47	Data Collection: 4000	9.47	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724770	01-MAR-2017	28-FEB-2018	365	363.05
48	Data Collection: 4000	9.48	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724768	01-MAR-2017	28-FEB-2018	365	363.05
49	Data Collection: 4000	9.49	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724764	01-MAR-2017	28-FEB-2018	365	363.05
50	Data Collection: 4000	9.50	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724763	01-MAR-2017	28-FEB-2018	365	363.05
51	Data Collection: 4000	9.51	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724761	01-MAR-2017	28-FEB-2018	365	363.05
52	Data Collection: 4000	9.52	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724760	01-MAR-2017	28-FEB-2018	365	363.05



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Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
53	Data Collection: 4000	9.53	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724759	01-MAR-2017	28-FEB-2018	365	363.05
54	Data Collection: 4000	9.54	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724753	01-MAR-2017	28-FEB-2018	365	363.05
55	Data Collection: 4000	9.55	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL100073	01-MAR-2017	28-FEB-2018	365	363.05
56	Data Collection: 4000	9.56	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL100052	01-MAR-2017	28-FEB-2018	365	363.05
57	Data Collection: 4000	9.57	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL098999	01-MAR-2017	28-FEB-2018	365	363.05
58	Data Collection: 4000	9.58	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC317685	01-MAR-2017	28-FEB-2018	365	363.05
59	Data Collection: 4000	9.59	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL098920	01-MAR-2017	28-FEB-2018	365	363.05
60	Data Collection: 4000	9.60	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL098911	01-MAR-2017	28-FEB-2018	365	363.05
61	Data Collection: 4000	9.61	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL097054	01-MAR-2017	28-FEB-2018	365	363.05
62	Data Collection: 4000	9.62	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL097053	01-MAR-2017	28-FEB-2018	365	363.05
63	Data Collection: 4000	9.63	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL096615	01-MAR-2017	28-FEB-2018	365	363.05
64	Data Collection: 4000	9.64	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL095950	01-MAR-2017	28-FEB-2018	365	363.05
65	Data Collection: 4000	9.65	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL092919	01-MAR-2017	28-FEB-2018	365	363.05
66	Data Collection: 4000	9.66	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL091975	01-MAR-2017	28-FEB-2018	365	363.05
67	Data Collection: 4000	9.67	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL091935	01-MAR-2017	28-FEB-2018	365	363.05
68	Data Collection: 4000	9.68	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL091934	01-MAR-2017	28-FEB-2018	365	363.05
69	Data Collection: 4000	9.69	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL091933	01-MAR-2017	28-FEB-2018	365	363.05
70	Data Collection: 4000	9.70	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL091931	01-MAR-2017	28-FEB-2018	365	363.05
71	Data Collection: 4000	9.71	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL091930	01-MAR-2017	28-FEB-2018	365	363.05
72	Data Collection: 4000	9.72	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL091904	01-MAR-2017	28-FEB-2018	365	363.05
73	Data Collection: 4000	9.73	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL091903	01-MAR-2017	28-FEB-2018	365	363.05
74	Data Collection: 4000	9.74	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL090072	01-MAR-2017	28-FEB-2018	365	363.05
75	Data Collection: 4000	9.75	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1726065	01-MAR-2017	28-FEB-2018	365	363.05
76	Data Collection: 4000	9.76	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1726062	01-MAR-2017	28-FEB-2018	365	363.05
77	Data Collection: 4000	9.77	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1726061	01-MAR-2017	28-FEB-2018	365	363.05
78	Data Collection: 4000	9.78	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1726049	01-MAR-2017	28-FEB-2018	365	363.05
79	Data Collection: 4000	9.79	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1726048	01-MAR-2017	28-FEB-2018	365	363.05
80	Data Collection: 4000	9.80	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724941	01-MAR-2017	28-FEB-2018	365	363.05
81	Data Collection: 4000	9.81	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724938	01-MAR-2017	28-FEB-2018	365	363.05
82	Data Collection: 4000	9.82	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724936	01-MAR-2017	28-FEB-2018	365	363.05
83	Data Collection: 4000	9.83	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724881	01-MAR-2017	28-FEB-2018	365	363.05
84	Data Collection: 4000	9.84	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724865	01-MAR-2017	28-FEB-2018	365	363.05



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Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
85	Data Collection: 4000	9.85	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724861	01-MAR-2017	28-FEB-2018	365	363.05
86	Data Collection: 4000	9.86	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724822	01-MAR-2017	28-FEB-2018	365	363.05
87	Data Collection: 4000	9.87	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1718936	01-MAR-2017	28-FEB-2018	365	363.05
88	Data Collection: 4000	9.88	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1718869	01-MAR-2017	28-FEB-2018	365	363.05
89	Data Collection: 4000	9.89	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724776	01-MAR-2017	28-FEB-2018	365	363.05
90	Data Collection: 4000	9.90	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724762	01-MAR-2017	28-FEB-2018	365	363.05
91	Data Collection: 4000	9.91	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL100064	01-MAR-2017	28-FEB-2018	365	363.05
92	Data Collection: 4000	9.92	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL100004	01-MAR-2017	28-FEB-2018	365	363.05
93	Data Collection: 4000	9.93	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL095846	01-MAR-2017	28-FEB-2018	365	363.05
94	Data Collection: 4000	9.94	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL092916	01-MAR-2017	28-FEB-2018	365	363.05
95	Data Collection: 4000	9.95	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC039607	01-MAR-2017	28-FEB-2018	365	363.05
96	Data Collection: 4000	9.96	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC039410	01-MAR-2017	28-FEB-2018	365	363.05
97	Data Collection: 4000	9.97	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC009834	01-MAR-2017	28-FEB-2018	365	363.05
98	Data Collection: 4000	9.98	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC044579	01-MAR-2017	28-FEB-2018	365	363.05
99	Data Collection: 4000	9.99	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC123805	01-MAR-2017	28-FEB-2018	365	363.05
100	Data Collection: 4000	9.100	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC124587	01-MAR-2017	28-FEB-2018	365	363.05
101	Data Collection: 4000	9.101	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC125144	01-MAR-2017	28-FEB-2018	365	363.05
102	Data Collection: 4000	9.102	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC026279	01-MAR-2017	28-FEB-2018	365	363.05
103	Data Collection: 4000	9.103	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC362384	01-MAR-2017	28-FEB-2018	365	363.05
104	Data Collection: 4000	9.104	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC366053	01-MAR-2017	28-FEB-2018	365	363.05
105	Data Collection: 4000	9.105	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC485459	01-MAR-2017	28-FEB-2018	365	363.05
106	Data Collection: 4000	9.106	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC485160	01-MAR-2017	28-FEB-2018	365	363.05
107	Data Collection: 4000	9.107	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC485118	01-MAR-2017	28-FEB-2018	365	363.05
108	Data Collection: 4000	9.108	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC485463	01-MAR-2017	28-FEB-2018	365	363.05
109	Data Collection: 4000	9.109	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC490420	01-MAR-2017	28-FEB-2018	365	363.05
110	Data Collection: 4000	9.110	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC485221	01-MAR-2017	28-FEB-2018	365	363.05

	Subtotal
Equipment Support Services	\$39,935.50



Support Services Detail Report

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Report Type: Renewal
Customer: COUNTY OF SANTA CLARA
Solution ID: 6043545
Contract Number: 1024875 R08-OCT-16
Date: 14-DEC-2016
Prepared by: Yolanda Abram / US West3

Currency: USD

Bill To: COUNTY OF SANTA CLARA
 70 WEST HEDDING ST EAST WING, 2ND FLOOR
 SAN JOSE CA 95110
 UNITED STATES

Ship To: COUNTY OF SANTA CLARA-DEPT OF HEALTH
 SRVCS
 2325 ENBORG LANE SUITE 320
 SAN JOSE CA 95128
 UNITED STATES

Contact: HILSON CHUA
Email: hilson.chua@fin.sccgov.org

EQUIPMENT SUPPORT SERVICES DETAIL

Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
Depot Exchange Support Service									
1	Data Collection: 4000	13.1	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	90EL090335	01-MAR-2017	28-FEB-2018	365	363.12
2	Data Collection: 4000	13.2	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL096983	01-MAR-2017	28-FEB-2018	365	363.12
3	Data Collection: 4000	13.3	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL091852	01-MAR-2017	28-FEB-2018	365	363.12
4	Data Collection: 4000	13.4	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL091159	01-MAR-2017	28-FEB-2018	365	363.12
5	Data Collection: 4000	13.5	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL091128	01-MAR-2017	28-FEB-2018	365	363.12
6	Data Collection: 4000	13.6	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL090474	01-MAR-2017	28-FEB-2018	365	363.12
7	Data Collection: 4000	13.7	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL090453	01-MAR-2017	28-FEB-2018	365	363.12
8	Data Collection: 4000	13.8	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL090361	01-MAR-2017	28-FEB-2018	365	363.12
9	Data Collection: 4000	13.9	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL090333	01-MAR-2017	28-FEB-2018	365	363.12
10	Data Collection: 4000	13.10	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL090280	01-MAR-2017	28-FEB-2018	365	363.12
11	Data Collection: 4000	13.11	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL090274	01-MAR-2017	28-FEB-2018	365	363.12
12	Data Collection: 4000	13.12	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL090013	01-MAR-2017	28-FEB-2018	365	363.12
13	Data Collection: 4000	13.13	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL090012	01-MAR-2017	28-FEB-2018	365	363.12
14	Data Collection: 4000	13.14	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL090011	01-MAR-2017	28-FEB-2018	365	363.12
15	Data Collection: 4000	13.15	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL085583	01-MAR-2017	28-FEB-2018	365	363.12
16	Data Collection: 4000	13.16	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1724819	01-MAR-2017	28-FEB-2018	365	363.11
17	Data Collection: 4000	13.17	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1718898	01-MAR-2017	28-FEB-2018	365	363.11
18	Data Collection: 4000	13.18	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL100109	01-MAR-2017	28-FEB-2018	365	363.11
19	Data Collection: 4000	13.19	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL100081	01-MAR-2017	28-FEB-2018	365	363.11
20	Data Collection: 4000	13.20	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL098956	01-MAR-2017	28-FEB-2018	365	363.11



Support Services Detail Report

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Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
21	Data Collection: 4000	13.21	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL098949	01-MAR-2017	28-FEB-2018	365	363.11
22	Data Collection: 4000	13.22	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL097042	01-MAR-2017	28-FEB-2018	365	363.11
23	Data Collection: 4000	13.23	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL097019	01-MAR-2017	28-FEB-2018	365	363.11
24	Data Collection: 4000	13.24	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL095971	01-MAR-2017	28-FEB-2018	365	363.11
25	Data Collection: 4000	13.25	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL095847	01-MAR-2017	28-FEB-2018	365	363.11
26	Data Collection: 4000	13.26	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL092911	01-MAR-2017	28-FEB-2018	365	363.11
27	Data Collection: 4000	13.27	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL092903	01-MAR-2017	28-FEB-2018	365	363.11
28	Data Collection: 4000	13.28	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL092827	01-MAR-2017	28-FEB-2018	365	363.11
29	Data Collection: 4000	13.29	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL092771	01-MAR-2017	28-FEB-2018	365	363.11
30	Data Collection: 4000	13.30	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00EL092722	01-MAR-2017	28-FEB-2018	365	363.11
31	Data Collection: 4000	13.31	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC008212	01-MAR-2017	28-FEB-2018	365	362.07
32	Data Collection: 4000	13.32	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC039288	01-MAR-2017	28-FEB-2018	365	362.08
33	Data Collection: 4000	13.33	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC273793	01-MAR-2017	28-FEB-2018	365	363.12
34	Data Collection: 4000	13.34	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00JC485236	01-MAR-2017	28-FEB-2018	365	363.12

	Subtotal
Equipment Support Services	\$12,343.84



Support Services Detail Report

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Report Type: Renewal
Customer: COUNTY OF SANTA CLARA
Solution ID: 6043545
Contract Number: 1024875 R08-OCT-16
Date: 14-DEC-2016
Prepared by: Yolanda Abram / US West3

Currency: USD

Bill To: COUNTY OF SANTA CLARA
 70 WEST HEDDING ST EAST WING, 2ND FLOOR
 SAN JOSE CA 95110
 UNITED STATES

Ship To: SANTA CLARA VALLEY MEDICAL CENTER
 751 S BASCOM AVENUE
 SAN JOSE CA 95128
 UNITED STATES

Contact: HILSON CHUA
Email: hilson.chua@fin.sccgov.org

EQUIPMENT SUPPORT SERVICES DETAIL

Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
Depot Exchange Support Service									
1	Data Collection: InTouch	20.1	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274756	01-MAR-2017	28-FEB-2018	365	321.43
2	Data Collection: InTouch	20.2	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274755	01-MAR-2017	28-FEB-2018	365	321.43
3	Data Collection: InTouch	20.3	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274754	01-MAR-2017	28-FEB-2018	365	321.43
4	Data Collection: InTouch	20.4	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274753	01-MAR-2017	28-FEB-2018	365	321.43
5	Data Collection: InTouch	20.5	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274752	01-MAR-2017	28-FEB-2018	365	321.43
6	Data Collection: InTouch	20.6	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274751	01-MAR-2017	28-FEB-2018	365	321.43
7	Data Collection: InTouch	20.7	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274750	01-MAR-2017	28-FEB-2018	365	321.43
8	Data Collection: InTouch	20.8	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274749	01-MAR-2017	28-FEB-2018	365	321.43
9	Data Collection: InTouch	20.9	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274748	01-MAR-2017	28-FEB-2018	365	321.43
10	Data Collection: InTouch	20.10	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274746	01-MAR-2017	28-FEB-2018	365	321.43



Support Services Detail Report

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Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
11	Data Collection: InTouch	20.11	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274744	01-MAR-2017	28-FEB-2018	365	321.43
12	Data Collection: InTouch	20.12	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274733	01-MAR-2017	28-FEB-2018	365	321.43
13	Data Collection: InTouch	20.13	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274730	01-MAR-2017	28-FEB-2018	365	321.43
14	Data Collection: InTouch	20.14	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274729	01-MAR-2017	28-FEB-2018	365	321.43
15	Data Collection: InTouch	20.15	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274728	01-MAR-2017	28-FEB-2018	365	321.43
16	Data Collection: InTouch	20.16	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274699	01-MAR-2017	28-FEB-2018	365	321.43
17	Data Collection: InTouch	20.17	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274698	01-MAR-2017	28-FEB-2018	365	321.43
18	Data Collection: InTouch	20.18	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274696	01-MAR-2017	28-FEB-2018	365	321.43
19	Data Collection: InTouch	20.19	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274693	01-MAR-2017	28-FEB-2018	365	321.43
20	Data Collection: InTouch	20.20	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274691	01-MAR-2017	28-FEB-2018	365	321.43
21	Data Collection: InTouch	20.21	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274690	01-MAR-2017	28-FEB-2018	365	321.43
22	Data Collection: InTouch	20.22	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274688	01-MAR-2017	28-FEB-2018	365	321.43
23	Data Collection: InTouch	20.23	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274687	01-MAR-2017	28-FEB-2018	365	321.43
24	Data Collection: InTouch	20.24	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274684	01-MAR-2017	28-FEB-2018	365	321.43
25	Data Collection: InTouch	20.25	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274452	01-MAR-2017	28-FEB-2018	365	321.43
26	Data Collection: InTouch	20.26	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274441	01-MAR-2017	28-FEB-2018	365	321.43



Support Services Detail Report

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Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
27	Data Collection: InTouch	20.27	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274439	01-MAR-2017	28-FEB-2018	365	321.43
28	Data Collection: InTouch	20.28	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274686	01-MAR-2017	28-FEB-2018	365	321.43
29	Data Collection: InTouch	20.29	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274430	01-MAR-2017	28-FEB-2018	365	321.43
30	Data Collection: InTouch	20.30	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274425	01-MAR-2017	28-FEB-2018	365	321.43
31	Data Collection: InTouch	20.31	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274424	01-MAR-2017	28-FEB-2018	365	321.43
32	Data Collection: InTouch	20.32	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274423	01-MAR-2017	28-FEB-2018	365	321.43
33	Data Collection: InTouch	20.33	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274422	01-MAR-2017	28-FEB-2018	365	321.43
34	Data Collection: InTouch	20.34	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274417	01-MAR-2017	28-FEB-2018	365	321.43
35	Data Collection: InTouch	20.35	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274414	01-MAR-2017	28-FEB-2018	365	321.43
36	Data Collection: InTouch	20.36	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274367	01-MAR-2017	28-FEB-2018	365	321.43
37	Data Collection: InTouch	20.37	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274364	01-MAR-2017	28-FEB-2018	365	321.43
38	Data Collection: InTouch	20.38	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274349	01-MAR-2017	28-FEB-2018	365	321.43
39	Data Collection: InTouch	20.39	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274219	01-MAR-2017	28-FEB-2018	365	321.43
40	Data Collection: InTouch	20.40	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274139	01-MAR-2017	28-FEB-2018	365	321.43
41	Data Collection: InTouch	20.41	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC267179	01-MAR-2017	28-FEB-2018	365	321.43
42	Data Collection: InTouch	20.42	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC266455	01-MAR-2017	28-FEB-2018	365	321.43



Support Services Detail Report

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Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
43	Data Collection: InTouch	20.43	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC266153	01-MAR-2017	28-FEB-2018	365	321.43
44	Data Collection: InTouch	20.44	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274757	01-MAR-2017	28-FEB-2018	365	321.43
45	Data Collection: InTouch	20.45	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274939	01-MAR-2017	28-FEB-2018	365	321.43
46	Data Collection: InTouch	20.46	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274938	01-MAR-2017	28-FEB-2018	365	321.43
47	Data Collection: InTouch	20.47	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274936	01-MAR-2017	28-FEB-2018	365	321.43
48	Data Collection: InTouch	20.48	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274918	01-MAR-2017	28-FEB-2018	365	321.43
49	Data Collection: InTouch	20.49	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274917	01-MAR-2017	28-FEB-2018	365	321.43
50	Data Collection: InTouch	20.50	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274859	01-MAR-2017	28-FEB-2018	365	321.43
51	Data Collection: InTouch	20.51	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274845	01-MAR-2017	28-FEB-2018	365	321.43
52	Data Collection: InTouch	20.52	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274836	01-MAR-2017	28-FEB-2018	365	321.43
53	Data Collection: InTouch	20.53	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274829	01-MAR-2017	28-FEB-2018	365	321.43
54	Data Collection: InTouch	20.54	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274823	01-MAR-2017	28-FEB-2018	365	321.43
55	Data Collection: InTouch	20.55	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274821	01-MAR-2017	28-FEB-2018	365	321.43
56	Data Collection: InTouch	20.56	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274820	01-MAR-2017	28-FEB-2018	365	321.43
57	Data Collection: InTouch	20.57	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274802	01-MAR-2017	28-FEB-2018	365	321.43
58	Data Collection: InTouch	20.58	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274801	01-MAR-2017	28-FEB-2018	365	321.43



Support Services Detail Report

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Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
59	Data Collection: InTouch	20.59	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274798	01-MAR-2017	28-FEB-2018	365	321.43
60	Data Collection: InTouch	20.60	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274796	01-MAR-2017	28-FEB-2018	365	321.43
61	Data Collection: InTouch	20.61	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274794	01-MAR-2017	28-FEB-2018	365	321.43
62	Data Collection: InTouch	20.62	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274780	01-MAR-2017	28-FEB-2018	365	321.43
63	Data Collection: InTouch	20.63	8609000-018	KRONOS INTOUCH 9000 H2,STANDARD,KR B/C	00JC274764	01-MAR-2017	28-FEB-2018	365	321.43

Subtotal	
Equipment Support Services	\$20,250.09



Support Services Detail Report

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Report Type: Renewal
Customer: COUNTY OF SANTA CLARA
Solution ID: 6043545
Contract Number: 1024875 R08-OCT-16
Date: 14-DEC-2016
Prepared by: Yolanda Abram / US West3

Currency: USD

Bill To: COUNTY OF SANTA CLARA
 70 WEST HEDDING ST EAST WING, 2ND FLOOR
 SAN JOSE CA 95110
 UNITED STATES

Ship To: COUNTY OF SANTA CLARA PROBATION DEPT
 2314 N FIRST STREET
 SAN JOSE CA 95131
 UNITED STATES

Contact: HILSON CHUA
Email: hilson.chua@fin.sccgov.org

EQUIPMENT SUPPORT SERVICES DETAIL

Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
Depot Exchange Support Service									
1	Data Collection: 4000	14.1	8602800-001	4500,FULL,NUM,B/C	00S1703441	01-MAR-2017	28-FEB-2018	365	343.74
2	Data Collection: 4000	14.2	8602800-001	4500,FULL,NUM,B/C	00EL070148	01-MAR-2017	28-FEB-2018	365	343.74
3	Data Collection: 4000	14.3	8602800-001	4500,FULL,NUM,B/C	00EL070142	01-MAR-2017	28-FEB-2018	365	343.74
4	Data Collection: 4000	14.4	8602800-001	4500,FULL,NUM,B/C	00EL069969	01-MAR-2017	28-FEB-2018	365	343.74
5	Data Collection: 4000	14.5	8602800-001	4500,FULL,NUM,B/C	00EL069513	01-MAR-2017	28-FEB-2018	365	343.74
6	Data Collection: 4000	14.6	8602800-001	4500,FULL,NUM,B/C	00EL069303	01-MAR-2017	28-FEB-2018	365	343.74
7	Data Collection: 4000	14.7	8602800-001	4500,FULL,NUM,B/C	00EL069258	01-MAR-2017	28-FEB-2018	365	343.74
8	Data Collection: 4000	14.8	8602800-001	4500,FULL,NUM,B/C	00EL069129	01-MAR-2017	28-FEB-2018	365	343.74
9	Data Collection: 4000	14.9	8602800-001	4500,FULL,NUM,B/C	00EL069071	01-MAR-2017	28-FEB-2018	365	343.74
10	Data Collection: 4000	14.10	8602800-001	4500,FULL,NUM,B/C	00EL069051	01-MAR-2017	28-FEB-2018	365	343.74
11	Data Collection: 4000	14.11	8602800-001	4500,FULL,NUM,B/C	00EL069034	01-MAR-2017	28-FEB-2018	365	343.74
12	Data Collection: 4000	14.12	8602800-001	4500,FULL,NUM,B/C	00EL069016	01-MAR-2017	28-FEB-2018	365	343.74
13	Data Collection: 4000	14.13	8602800-001	4500,FULL,NUM,B/C	00EL057234	01-MAR-2017	28-FEB-2018	365	343.74
14	Data Collection: 4000	14.14	8602800-001	4500,FULL,NUM,B/C	00EL056553	01-MAR-2017	28-FEB-2018	365	343.74
15	Data Collection: 4000	14.25	8602800-001	4500,FULL,NUM,B/C	00EL077365	01-MAR-2017	28-FEB-2018	365	343.74
16	Data Collection: 4000	14.15	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1720330	01-MAR-2017	28-FEB-2018	365	363.10
17	Data Collection: 4000	14.16	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1720327	01-MAR-2017	28-FEB-2018	365	363.10
18	Data Collection: 4000	14.17	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1720323	01-MAR-2017	28-FEB-2018	365	363.10
19	Data Collection: 4000	14.18	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1720313	01-MAR-2017	28-FEB-2018	365	363.10
20	Data Collection: 4000	14.19	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1715253	01-MAR-2017	28-FEB-2018	365	363.10



Support Services Detail Report

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Line	Product Category	Kronos Sub #	Product Number	Product Name	Serial Number	Start Date	End Date	Days	Price
21	Data Collection: 4000	14.20	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1714411	01-MAR-2017	28-FEB-2018	365	363.10
22	Data Collection: 4000	14.21	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1713261	01-MAR-2017	28-FEB-2018	365	363.10
23	Data Collection: 4000	14.22	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1713251	01-MAR-2017	28-FEB-2018	365	363.10
24	Data Collection: 4000	14.23	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S1713250	01-MAR-2017	28-FEB-2018	365	363.10
25	Data Collection: 4000	14.24	8602800-501	4500,FULL,NUM,B/C,E XP MEMORY	00S0724110	01-MAR-2017	28-FEB-2018	365	363.10
26	Options: 4000	17.1	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	140.42
27	Options: 4000	17.2	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	140.42
28	Options: 4000	17.3	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	140.42
29	Options: 4000	17.4	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	140.42
30	Options: 4000	17.5	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	140.42
31	Options: 4000	17.6	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	140.42
32	Options: 4000	17.7	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	140.42
33	Options: 4000	17.8	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	140.42
34	Options: 4000	17.9	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	140.42
35	Options: 4000	17.10	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	140.42
36	Options: 4000	17.11	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	140.42
37	Options: 4000	17.12	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	140.42
38	Options: 4000	17.13	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	140.42
39	Options: 4000	17.14	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	140.42
40	Options: 4000	17.15	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	140.42
41	Options: 4000	17.16	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	167.58
42	Options: 4000	17.17	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	167.58
43	Options: 4000	17.18	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	167.58
44	Options: 4000	17.19	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	167.58
45	Options: 4000	17.20	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	167.58
46	Options: 4000	17.21	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	167.58
47	Options: 4000	17.22	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	167.58
48	Options: 4000	17.23	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	167.58
49	Options: 4000	17.24	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	167.58
50	Options: 4000	17.25	8602801-001	TOUCH ID FVM,ROHS		01-MAR-2017	28-FEB-2018	365	167.58

	Subtotal
Equipment Support Services	\$12,569.20



Support Services Detail Report

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Report Type: Renewal
Customer: COUNTY OF SANTA CLARA
Solution ID: 6043545
Contract Number: 1024875 R08-OCT-16
Date: 14-DEC-2016
Prepared by: Yolanda Abram / US West3

Currency: USD

Bill To: COUNTY OF SANTA CLARA SUPERIOR COURT OF CALIFORNIA
 191 N. FIRST STREET
 SAN JOSE CA 95113
 UNITED STATES

Ship To: COUNTY OF SANTA CLARA
 1555 BERGER DR, BUILDING 2
 2ND FLOOR
 SAN JOSE CA 95112
 UNITED STATES

Contact: MARVIN BELL
Email: MBELL@SCSCOURT.ORG

SOFTWARE SUPPORT SERVICES DETAIL

Line	Product Category	Kronos Sub #	Product Number	Product Name	License Count	Start Date	End Date	Days	Price
Gold Support Service									
1	Software	27.1	8800177-000	WORKFORCE EMPLOYEE V8	800	01-MAR-2017	28-FEB-2018	365	4,757.12
2	Software	27.2	8800178-000	WORKFORCE MANAGER V8	80	01-MAR-2017	28-FEB-2018	365	3,652.91

Subtotal	
Software Support Services	\$8,410.03



Support Services Detail Report

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Report Type: Renewal
Customer: COUNTY OF SANTA CLARA
Solution ID: 6043545
Contract Number: 1024875 R08-OCT-16
Date: 14-DEC-2016
Prepared by: Yolanda Abram / US West3

Currency: USD

Bill To: SANTA CLARA VALLEY MEDICAL CENTER
 751 S BASCOM AVENUE
 SAN JOSE CA 95128
 UNITED STATES

Ship To: SANTA CLARA VALLEY MEDICAL CENTER
 751 S BASCOM AVENUE
 SAN JOSE CA 95128
 UNITED STATES

Contact: RICK ANDREWS
Email:

SOFTWARE SUPPORT SERVICES DETAIL

Line	Product Category	Kronos Sub #	Product Number	Product Name	License Count	Start Date	End Date	Days	Price
Gold Support Service									
1	Software	29.1	8800178-000	WORKFORCE MANAGER V8	1,000	01-MAR-2017	28-FEB-2018	365	42,911.14

Software Support Services	Subtotal
	\$42,911.14



Barbara P. Canavan, Superintendent of Schools
102 S. Hickory Avenue, Bel Air, Maryland 21014
Office: 410-838-7300 • www.hcps.org • fax: 410-893-2478

Purchasing Department
Jeffrey LaPorta, Supervisor of Purchasing
410-638-4083, jeff.laporta@hcps.org

November 18, 2016

**CONTRACT #14-JLR-003 RENEWAL #1
March 18, 2017 – March 17, 2018**

This contract renewal is made and entered into this 18th day of November, 2016, by Harford County Public Schools, 102 South Hickory Avenue, Bel Air, Maryland (hereafter referred to as Owner) and Kronos Incorporated, of 297 Billerica Rd., Chelmsford, Massachusetts, (hereafter referred to as Contractor).

WHEREAS, Owner and Contractor have entered into an Agreement dated March 18, 2014 (hereafter referred to as the Contract), for the Contractor to furnish and supply Workforce Management Software in accordance with RFP #14-JLR-003.

WHEREAS, the original Contract term will expire on March 17, 2017;

THEREFORE, for and in consideration of the mutual promises to each other, as in hereinafter set forth, the parties hereto do mutually agree to renew the Contract as per the conditions set forth in the original Contract, as follows:

1. Owner chooses to offer the option to renew this contract for one (1) year for the time period from March 18, 2017 through March 17, 2018.
2. Pricing structures and related pricing terms are adjusted as per the updated Exhibit B and the Exhibit A updated Kronos Terms and Conditions with the addition of the additional terms and conditions.
3. All other terms, conditions and provisions of the Contract remain in effect.
4. There is one additional possible renewal remaining for this Contract.

WHEREAS, the parties hereto desire to set the terms of the renewal to writing;

IN WITNESS WHEREOF, Owner and the Contractor have executed the renewal agreement the day and year written above.

HARFORD COUNTY PUBLIC SCHOOLS

By: Jeffrey LaPorta
Signature

Name: Jeffrey LaPorta

Title: Supervisor of Purchasing

Date: 11/21/16

KRONOS INCORPORATED

By: [Signature]
Signature

Name: John O'Brien

Title: Sr. V.P., Global Sales

Date: 11/18/16

Exhibit A

KRONOS TERMS AND CONDITIONS FOR PARTICIPATING PUBLIC AGENCIES ADMINISTERED BY US COMMUNITIES (102016v3)

KRONOS TERMS

A PARTICIPATING PUBLIC AGENCY ("CUSTOMER"), BY SIGNING AN ORDER FORM OR PURCHASE ORDER WITH KRONOS INCORPORATED, AGREES TO THE APPLICATION OF THESE TERMS AND CONDITIONS FOR ALL PRODUCTS, SERVICES AND OFFERINGS SET FORTH ON SUCH ORDER FORM (OR PURCHASE ORDER) WHICH REFERENCES THESE TERMS AND CONDITIONS.

SECTION A: GENERAL TERMS AND CONDITIONS. This Section apply for all transactions.

SECTION B: TERMS AND CONDITIONS FOR SOFTWARE LICENSES, SOFTWARE AND EQUIPMENT SUPPORT SERVICES, AND EDUCATIONAL AND PROFESSIONAL SERVICES. This Section apply for all transactions except Workforce Ready and the Workforce Central SaaS offering (not including the professional and educational services governed by this Section).

SECTION C: CLOUD HOSTING SUPPLEMENTAL TERMS AND CONDITIONS . This Section applies only for transactions that involve Kronos hosting for Software licensed under Section B and identified as CLOUD 2.

SECTION C-1: APPLICATION HOSTING TERMS AND CONDITIONS . This Section applies only for transactions that involve Kronos hosting for Software licensed under Section B and identified as CLOUD.

SECTION D: KRONOS WORKFORCE CENTRAL SAAS TERMS AND CONDITIONS. This Section applies only for Workforce Central transactions in a SaaS environment (except for the related professional and educational services see Section B)

SECTION E: KRONOS WORKFORCE READY SAAS TERMS AND CONDITIONS. This Section applies only for Workforce Ready transactions.

SECTION F: KRONOS ADDENDUM VOXEO PROPHECY SERVICES. This Section applies to the Voxeo Prophecy services.

SECTION G: KRONOS HEALTHCARE EXTENSION WITH THE WORKFORCE CENTRAL SAAS. This section applies to the Healthcare Extension ordered with the Workforce Central SaaS.

SECTION H: KRONOS HEALTHCARE EXTENTION WITH THE APPLICATION HOSTING. This section applies to the Healthcare extension ordered with the Kronos Application Cloud services.

SECTION I: BUSINESS ASSOCIATED AGREEMENT. This Section applies with the services ordered under Sections G, H and K.

SECTION J: CLOUD SERVICES FOR EXTENSION APPLICATION. This Section applies with the Sections G and H.

SECTION K: CLIENT PARTNERSHIP SERVICES. This Section applies to the client Partnership services ordered by Healthcare Customers.

SECTION A: GENERAL TERMS AND CONDITIONS

1. APPLICATION OF THESE TERMS

These terms and conditions apply to each order accepted by Kronos Incorporated ("Kronos") from an eligible Participating Public Agency ("Customer") for all Kronos Equipment, Software, Professional and Educational Services, Support and such other Kronos offerings, as specified on an order form (an "Order").

In addition to the terms set forth in this Section A: General Terms and Condition, the following sections apply for the specific offering referenced:

- (i) Section B shall apply to the Software licenses and purchased Equipment, support services, and professional and educational services,
- (ii) Section C shall apply to the Hosting Services purchased in connection with certain Software licensed under Section B,
- (iii) Section D shall apply to the Workforce Central Saas Orders;
- (iv) Section E shall apply to the Workforce Ready Saas Orders;
- (v) Section F shall apply to Voxeo Prophecy ordered to Kronos; and
- (vi) Section G shall apply to the Kronos Healthcare Extension order.
- (vii) Section H shall apply to the Healthcare Extension ordered with the Kronos Application Cloud services.
- (viii) Section I shall apply with the services ordered under Sections G, H and K.
- (ix) Section J shall apply with the Sections G and H.
- (x) Section K shall apply to the client Partnership services ordered by Healthcare Customers.

All orders are subject to the approval of Kronos' corporate office in Chelmsford, 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.

2. APPLICABLE LAWS

This Agreement shall be governed by the state law in which Customer is based, provided however, if such jurisdiction has adopted the Uniform Computer Information Transactions Act (UCITA), or such other similar law, the parties expressly agree to "opt-out" of and not be governed by UCITA or such other similar 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.

3. 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. Customer's obligations hereunder shall survive the termination or expiration of the Order Form. Customer must obtain Kronos prior written consent before exporting the Software.

4. 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, Customer acknowledges and agree that the Software (and Software documentation), and the Specifications shall be deemed to be Kronos' Confidential Information and trade secret. 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. Notwithstanding the foregoing, a party may disclose Confidential Information to the extent required: (a) to any subsidiary or affiliate of such Party, or (b) to any consultants, contractors, and counsel who have a need to know in connection with the Agreement and who are under obligations of non-disclosure agreement at least as stringent as this section 4, or (c) by law (including the applicable public record laws), or by a court or governmental agency, or if necessary in any proceeding to establish rights or obligations under the Agreement; provided, the receiving party shall, unless legally prohibited, provide the disclosing party with reasonable prior written notice sufficient to permit the disclosing party an opportunity to contest such disclosure. If a party commits, or threatens to commit, a breach of this Section 4, the other party shall have the right to seek injunctive relief from a court of competent jurisdiction. 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.

5. TAXES

If Customer presents to Kronos a validly issued tax-exempt certificate, or other sufficient evidence of tax exemption, Customer shall not be liable for those taxes for which Customer is exempt. Otherwise, Customer agrees to pay all other applicable duties and customs fees relating to this Agreement, as well as all taxes levied or based on the products, services or other charges hereunder, including federal, state and local sales and excise taxes, and any taxes or amount in lieu thereof paid or payable by Kronos, exclusive of taxes based on Kronos net income or business privilege.

6. TRAVEL EXPENSES

Customer agrees to reimburse Kronos for all pre-approved, reasonable and necessary travel incurred by Kronos in the performance of its obligations under this Agreement, provided that such travel complies with the then current Kronos Travel and Expense Policies (such policies are available upon request) or such other policies mutually agreed between the parties in the statement of work. Customer further agrees to pay any travel expenses such as airfare, lodging, meals and local transportation, incurred by Kronos in the performance of its obligations under this

Agreement provided such expenses comply with the applicable policies. Customer will be billed by Kronos for such travel expenses and payment thereof shall be due net 30.

7. GENERAL

(a) 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.

(b) 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.

(c) Neither Party shall be responsible for any failure to perform or delay in performing any of its obligations under this Agreement (other than a failure to comply with payment obligations) where and to the extent that such failure or delay results from an unforeseeable event beyond a party's reasonable control, including but not limited to, acts of war; acts of nature; earthquake; flood; embargo; riot; sabotage; labor shortage or dispute; changes in government codes, ordinances, laws, rules, regulations or restrictions; failure of the Internet; terrorist acts; failure of data, products or services controlled by any third party, including the providers of communications or network services; utility power failure; material shortages or unavailability or other delay in delivery not resulting from the responsible party's failure to timely place orders therefor, or lack of or delay in transportation (each a "Force Majeure Event").

(d) 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.

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

(f) The parties agree that the Order signed by both parties and expressly reference this Agreement, which is delivered via fax or electronically delivered via email it shall constitute a valid and enforceable agreement.

(g) 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.

(h) 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, 297 Billerica Road, Chelmsford, MA.

(i) 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.

(j) Customer may pay an invoice by credit card if the amount is not greater than \$50,000.00.

(k) Kronos agrees to comply with any applicable federal, state and local laws and regulations.

(l) Additionally, Kronos agrees to be liable for tangible property damage or personal injury to the extent caused by the negligence or willful misconduct of its employees.

SECTION B
TERMS AND CONDITIONS FOR SOFTWARE LICENSES, SOFTWARE AND EQUIPMENT SUPPORT SERVICES,
AND EDUCATIONAL AND PROFESSIONAL SERVICES

This Section B applies to Software licensed, Equipment purchased, support services for Software and Equipment, and educational and professional services, when such items are identified on the Order which expressly references this Agreement.

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.

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 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 Section B.

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 and 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, partitions, terminals, 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 relicense or 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 Section B. 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.

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. 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.

8. 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 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 requirements of federal and state law where applicable. 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 where applicable) 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.

9. PROFESSIONAL AND EDUCATIONAL SERVICES

(a) ENGAGEMENTS

Unless otherwise indicated on the Order, Professional and Educational Services ("Professional Services") shall be provided on a time and material basis and described in a statement of work. 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.

(b) 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 remedy and Kronos' 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.

(c) 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.

10. SOFTWARE SUPPORT SERVICES

The following terms and conditions shall govern the Software support services provided by Kronos to Customer.

10.1 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.

10.2 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 may be renewed for additional one (1) year terms on the anniversary date of its commencement date by mutual written agreement of the parties or by Kronos sending Customer an invoice for the applicable renewal term and Customer paying such invoice prior the commencement of such renewal term. 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.

10.3 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' pricing set forth in this Agreement.

(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.

10.4 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 Section B 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.

10.5 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

10.6 ADDITION OF SOFTWARE

Additional Software purchased by Customer as per the ordering procedure set out in the agreement during the initial or any renewal term shall be added to the Support Services 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 as per the Order.

10.7 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.

10.8 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.

10.9 WARRANTY

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

11. EQUIPMENT SUPPORT SERVICES

The following terms and conditions shall govern the equipment support services provided by Kronos to Customer. Kronos and Customer hereby agree that Kronos shall provide depot equipment repair support services ("Depot Support Services") for Customer's Kronos Equipment ("Product(s)") specified on an Order Form to and from locations within the United States and Puerto Rico pursuant to the following terms and conditions:

11.1 TERM

Equipment Support Services for the Product(s) have a term of one (1) year commencing upon the expiration of the applicable warranty period, as specified in this Section B. Equipment Support Services can be extended for additional one year terms on the anniversary of its commencement date ("Renewal Date") by mutual written agreement of the parties or by Kronos sending Customer an invoice for the applicable renewal term and Customer paying such invoice prior the commencement of such renewal term. 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 to the extent consistent with the pricing set forth under the Agreement.

11.2 PAYMENT

Customer agrees to pay the Support Charges for the initial term as set forth on the Order Form for each Product listed. Customer agrees that all Products of the same type that are owned by the Customer, including without limitation Customer's "Spare Products" (as defined below), will be subject to this Agreement. Customer agrees that if Customer purchases, during the term of this Agreement, any Products of the same type as those specified on an Order Form, such additional Products shall be subject to this Agreement. Customer agrees to pay a prorated fee for such additional Products and agrees to pay the full annual fee for such additional Products, upon the renewal date.

Kronos will invoice Customer for the annual Support Charges each year in advance of the Renewal Date. Customer will pay Kronos within thirty (30) days of receipt of invoice.

11.3 DEPOT SUPPORT SERVICE DESCRIPTION

Upon the failure of installed Equipment, Customer shall notify Kronos of such failure and Kronos will provide remote fault isolation at the FRU (Field Replacement Unit) or subassembly level and attempt to resolve the problem. Those failures determined by Kronos to be Equipment related shall be dispatched to a Kronos Depot Repair Center, and Customer will be provided with a Return Material Authorization Number (RMA) for the failed Equipment if Customer is to return the failed Equipment to Kronos, as reasonably determined by Kronos. Customer must return the failed Equipment with the supplied RMA number. Hours of operation, locations and other information related to Kronos' Depot Repair Centers are available upon request and can be found at <https://customer.kronos.com/contact/contact-phone.aspx> and are subject to change. Return and repair

procedures for failed Equipment shall be provided based on the Depot option - Depot Exchange or Depot Repair - selected by Customer on the applicable Order Form and as specified herein and in Kronos' then-current Support Services Policies. Service packs for the Equipment (as described in subsection (b) below) are included in both Depot Exchange and Depot Repair Support Services.

(i) *Depot Exchange*: Kronos will provide a replacement for the failed Equipment at the FRU or subassembly level on an "advanced exchange" basis, utilizing a carrier of Kronos' choice. Replacement Equipment will be shipped the same day, for delivery to Customer's location as further described in the Support Policies. REPLACEMENT EQUIPMENT MAY BE NEW OR RECONDITIONED. Customer shall specify the address to which the Equipment is to be shipped. All shipments will include the Kronos provided RMA designating the applicable Kronos Depot Repair Center, as the recipient. Customer, upon receipt of the replacement Equipment from Kronos, shall package the defective Equipment in the materials provided by Kronos, with the RMA supplied and promptly return failed Equipment directly to Kronos.

(ii) *Depot Repair*: Upon failure of installed Equipment, Customer shall install a Spare Product to replace the failed Equipment. Customer shall then return the failed Equipment, with the required RMA, to the applicable Kronos Depot Repair Center. Customer shall make reasonable efforts to return the failed Equipment using the same or substantially similar packing materials in which the original Equipment was sent. Customer shall also specify the address to which the repaired Equipment should be return shipped. Upon receipt of the failed Equipment, Kronos shall repair the failed Equipment and ship it, within ten (10) business days after receipt, to Customer. Kronos shall ship the repaired Equipment by regular surface transportation to Customer.

Kronos warrants that all repairs performed under the Agreement shall be performed in a professional and competent manner. In the event of a breach of this warranty, the exclusive remedy of Customer and sole liability of Kronos shall be replacement of the repaired Equipment.

11.4 EQUIPMENT SERVICE PACK SUPPORT SERVICE DESCRIPTION

If Customer purchase the Equipment service packs support, Kronos manufactured terminals specified on an Order, Customer shall be entitled to receive:

(i) Service packs for the Equipment (which may contain system software updates, firmware updates, security updates, and feature enhancements) available for download at Kronos' customer portal; and

(ii) Access to the Kronos Support Services Center for the logging of requests for assistance downloading service packs for the Equipment.

Service packs for the Equipment are not installed by the Kronos Depot Repair Center but are available for download at Kronos' customer portal, provided Customer is maintaining the Equipment under an annual Equipment Support Services plan with Kronos.

Kronos warrants that all service packs and firmware updates provided under this Agreement shall materially perform in accordance with the Kronos published specifications for a period of ninety (90) days after download by Customer. In the event of a breach of this warranty, Customer's exclusive remedy shall be Kronos' repair or replacement of the deficient service pack(s) or firmware update(s), at Kronos' option, provided that Customer's use, installation and maintenance thereof have conformed to the specifications.

11.5 RESPONSIBILITIES OF CUSTOMER

Customer agrees that it shall return failed Products promptly as the failures occur and that it shall not hold failed Products and send failed Product to Kronos in "batches" which shall result in a longer turnaround time and surcharge to Customer. In addition, Customer agrees to:

- (a) Maintain the Products in an environment conforming to Kronos' published specifications for such Products;
- (b) De-install all failed Products and install all replacement Products in accordance with Kronos' published installation guidelines;
- (c) Ensure that the Product(s) are returned to Kronos properly packaged; and
- (d) Obtain an RMA before returning any Product to Kronos and place the RMA clearly and conspicuously on the outside of the shipping package. Customer may only return the specific Product authorized by Kronos when issuing the RMA.

11.6 SUPPORT EXCLUSIONS

Depot Support Service does not include the replacement of "consumables". In addition, Depot Support Service does not include the repair of damages, and Customer will not attempt to return damaged Product, resulting from:

- (a) Any cause external to the Products including, but not limited to, electrical work, fire, flood, water, wind, lightning, transportation, or any act of God;
- (b) Customer's failure to continually provide a suitable installation environment (as indicated in Kronos' published installation guidelines) including, but not limited to, adequate electrical power;
- (c) Customer's improper use, relocation, packaging, refinishing, management or supervision of the Product(s) or other failure to use Products in accordance with Kronos' published specifications;
- (d) Customer's use of the Products for purposes other than those for which they are designed or the use of accessories or supplies not approved by Kronos;
- (e) Government imposed sanctions, rules, regulations or laws preventing the shipment of the Products; or
- (f) Customer's repair, attempted repair or modification of the Products.

Professional services provided by Kronos in connection with the installation of any Software or firmware upgrades, if available, and if requested by Customer, are not covered by Depot Support Services. Firmware (including equipment service packs) which may be available to resolve a Product issue is not installed by the Kronos Depot Repair Center but is available for download at Kronos' customer web site provided Customer is maintaining the Product under an annual Depot Support Services plan with Kronos.

11.7 WARRANTY

(a) *Depot Repair and Exchange warranty*: Kronos warrants that all repairs performed under this Section B shall be performed in a professional and competent manner.

(b) *Services Pack support Warranty*: Kronos warrants that all service packs and firmware updates provided under this Section B shall materially perform in accordance with the Kronos published specifications for a period of ninety (90) days after download by Customer. In the event of a breach of this warranty, Customer's remedy shall be Kronos' repair or replacement of the deficient service pack(s) or firmware update(s), at Kronos' option, provided that Customer's use, installation and maintenance thereof have conformed to the specifications.

11.8 LIMITATION OF REMEDIES

To the extent permitted by law, the remedy of Customer and liability of Kronos shall be replacement of the repaired Product.

12. 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.

13. 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.

14. 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 are invoiced when used by the Customer. 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.

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:

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

Term of Subscription: The annual 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.

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.

The KnowledgePass Subscription is available when the Customer subscribe on annual basis.

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.

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. 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 to the extent caused by the negligence or willful misconduct of its employees.

17. 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 i) KRONOS' INDEMNIFICATION OBLIGATIONS SET FORTH IN ARTICLE 16 ABOVE; (ii) CUSTOMER'S CLAIMS FOR TANGIBLE PROPERTY DAMAGE OR PERSONAL INJURY TO THE EXTENT CAUSED BY THE NEGLIGENCE OR WILLFUL MISCONDUCT OF THE OTHER PARTY'S EMPLOYEES, 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.

18. TERMINATION OF ORDER FORM OR SOW

(a) Termination for breach. For any breach of this Agreement by Kronos in relation with that Customer which cannot be cured by repair, replacement or re-performance, Customer shall have the right to terminate this the Order Form or applicable SOW upon thirty (30) days prior written notice to Kronos, provided Kronos has not cured such breach during such thirty (30) day period. Upon such termination, Customer shall be entitled to pursue its remedies at law or in equity subject to the terms of this Agreement.

(b) Termination for non-appropriation of funds. Should the funding for the services ordered by Customer be discontinued, Customer shall have the right to terminate the Order Form relating to such services ordered upon a 30 days written advance notice to Kronos. In such event, the Customer agrees to pay for the products delivered and the services performed under the terms of the Agreement prior to the receipt by Kronos of the termination notice.