



Statement of Work
for
Managed Services Support
November 14, 2022 – February 10, 2023

Prepared by
Graviton Consulting, Inc.

1. Document Control

Change Record

Date	Author	Version	Comments
8/16/2022	Greg Catanzano	0.1	Initial Draft
9/13/2022	Greg Catanzano	0.2	Second Draft
9/28/2022	Greg Catanzano	0.3	Updated Assumptions
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3. Introduction

Weber County (“County”) and Graviton Consulting Services (“Graviton”) agree to the following managed services support Statement of Work to provide extended support to the County for its Oracle Cloud HCM implementation for the period of November 14, 2022, through February 10, 2023.

This Statement of Work is intended as a written amendment to the Agreement for Oracle Cloud Implementation that was executed by Graviton on June 3, 2021, and by County on June 15, 2021. Specifically, this Statement of Work amends that original Agreement by adding time and services, as described herein. The provisions of the original Agreement shall continue in effect until the time that, by their nature, those provisions would have ended if the original Agreement had included the items described in this Statement of Work, including the additional time.

Graviton will deploy those name consultants listed in this Statement of Work to provide these services; the work will be performed remotely and directed out of Graviton’s corporate headquarters in Sacramento, CA.

4. Scope of Work

Graviton will provide the following professional services as part of this Managed Services contract. The estimated effort for each of these items are provided in the subsequent “Estimates, rates, and costs” section of this document.

4.1. Managed Services Support

Monthly managed services support will include the following:

- As directed by County leadership, perform needed Level 2 help desk support (issues requiring Oracle Cloud application or technical skills) for the resolution of user reported support issues.
- As directed by County leadership, perform requested application configuration additions and updates as well as reporting and integration additions and updates.
- As directed by County leadership, complete requested updates to project artifacts including job aids, training videos, use cases, etc.
- As requested by the County, conduct requested end user and core team training sessions.

4.2. Payroll Processing Support

Payroll Processing Support will include the following:

- Provide guidance and direct support to the County payroll lead during each of the pay cycles from November 13, 2022 through February 3, 2023.

- Troubleshoot payroll related issues to ensure each payroll is completed in a timely manner.
- Provide knowledge transfer to the County payroll team members to support the County’s transition to an operational state.

4.3. Year End Processing Support

Year End Processing Support will include the following:

- Provide guidance and direct support to the County payroll team during the 2022 year-end processing period.
- Troubleshoot HCM related issues to ensure the 2022 year-end processing is completed in a timely manner.
- Provide knowledge transfer to the County payroll team members to support the County’s ability to perform future 2023 year-end processing activities

5. Estimates, Rates, and Cost

Graviton will provide the managed services support described in the Statement of Work on a total not-to-exceed basis. The estimated hours to complete each of the above support services is as follows:

5.1. Managed Services Support

Graviton estimates an average of 8 hours per week of support for the four Graviton lead resources. The support period would be for 13-weeks beginning the first week in November 14, 2022 and ending February 10, 2022.

Description	Hourly Rate	Weeks	Total Hours	Cost Estimate
Managed Service Support				
Sree Jangiti	\$135	14	112	\$15,120.00
Vimal Chandran	\$135	14	112	\$15,120.00
Gary Clark	\$135	14	112	\$15,120.00
Saunak Patel	\$135	14	112	\$15,120.00
TOTAL			448	\$60,480.00

5.2. Payroll Processing Support

Graviton estimates an average of 12 additional hours of support per payroll from the Graviton payroll lead. The support period would be for 5 payrolls spanning November 2022 through January 2023.

Description	Hourly Rate	Payrolls	Total Hours	Cost Estimate
Payroll Processing Support				
Sree Jangiti	\$135	5	60	\$8,100.00
TOTAL			60	\$8,100.00

5.3. Year-End Processing Estimate

Graviton estimates an average of 12 additional hours of support per week from the Graviton payroll lead. The support period would be for 4 weeks in January 2023.

Description	Hourly Rate	Weeks	Total Hours	Cost Estimate
Payroll Processing Support				
Sree Jangiti	\$135	4	48	\$6,480.00
TOTAL				\$6,480.00

6. Assumptions

The following assumptions apply to the Graviton managed services:

1. Graviton managed services will not be applied to the completion of the Performance, Learning, or Compensation module implementations. Services required to complete implementation and support of the Performance, Learning, and Compensation modules are covered by the original Graviton professional services agreement.
2. Graviton managed services will be billed on a not-to-exceed basis. Invoices will specify resources, hours, and rates. A single invoice will be generated for services provided at the end of each month.
3. Graviton’s consultants will perform the work remotely. Onsite services will be provided with prior County approval.
4. Graviton will provide support during the County’s standard business hours.

7. Travel Costs

Onsite services will be provided with prior County approval. For any services provided onsite, Graviton will invoice the County for travel costs at actuals, subject to the County’s travel policies.

8. Term and Invoicing

The term of this agreement is as follows:

- Estimated Start Date: 11/14/2022
- Estimated End Date: 02/10/2023

Graviton will invoice the County monthly for the services provided in the previous month. The invoicing terms will be Net 30. The total estimated billing by month is listed in the table below.

Month	Hourly Rate	Total Hours	Cost Estimate
November 2022	\$135	108	\$14,040.00
December 2022	\$135	152	\$20,520.00
January 2023	\$135	232	\$31,320.00
February 2023	\$135	64	\$8,640.00
TOTAL		556	\$75,060.00

9. Signatures

Graviton Consulting Services

Weber County

By:  _____

By: _____

(signature)

(signature)

Name: Vineet Srivastava

Name:

Title: President

Title:

Address:

Address:

8801 Folsom Blvd, Ste #120

Sacramento, CA 95826