



Prepared For:
New Braunfels, Texas

Statement of Work Workday Lean-On Services Support

Preparation Date: June 13, 2025

**STATEMENT OF WORK
FOR
WORKDAY LEAN-ON SERVICES SUPPORT**

This Statement of Work (“SOW”) is made effective on the 4th day of August 2025 (the “SOW Effective Date”) by and between **New Braunfels, Texas** (“Client”), having its principal place of business at 1488 South Seguin Avenue, New Braunfels, TX 78130 and **Collaborative Solutions, LLC**, a limited liability company (“CSLLC”), an Affiliate of Cognizant Worldwide Limited (“Cognizant”), having its principal place of business at 300 Frank W Burr Boulevard, Suite 36, 6th Floor, Teaneck, NJ 07666 for Services scheduled to begin on August 4, 2025 (“Start Date”) and expected to end on August 31, 2026.

This SOW, together with the Agreement, sets out the terms pursuant to which CSLLC will provide certain Services, as further described below. This SOW is being entered into in connection with and subject to the terms and conditions contained in the Master Services Agreement by and between Cognizant and Client dated as of March 11, 2024 (the “Agreement”). All capitalized terms used herein that are not otherwise defined shall have the same meaning as ascribed to such terms in the Agreement.

1.0 Scope of Work (“Scope”) for Consulting Services

1.1 Functionality Scope: Workday On-Demand Services Support

CSLLC will provide support or advisory Services for both planned and unplanned tasks, such as those representative activities listed in the table below, on behalf of Client and covering the generally available Workday functionality license.

Activity	Functionality Scope/Support Activity Detail
Workday Support and Troubleshooting	Assistance with support activities may include, but is not limited to, troubleshooting issues, guidance and other day-to-day activities including assisting the team with support requests.
New Functionality Review	CSLLC reviews new features and functions not yet implemented. CSLLC assists with new functionality reviews, which may include, but are not limited to, support and guidance for making decisions regarding the implementation of new functionality, such as employee/manager self-service, benefits, performance, and absence management. CSLLC can also provide sample testing scenarios, if available, or can help support Client in creating new sample test scenarios on an as-requested basis.
Reporting and Integrations	Based on Client requirements, CSLLC may provide technical support including integrations, custom reporting, and business form layouts via the Business Intelligence Reporting Tools (BIRT) framework. Integration assistance may include the configuration and supports the testing of Workday packaged integrations and the development of Client integrations.
Workday Solution Optimization	CSLLC is able to help improve the utilization of Client’s Workday solution, as well as Client’s experience. Such optimization may include, but is not limited to, updating business processes, revising organization structures, or modifying rules for Workday security, business process, and organization for the full Workday platform.

Activity	Functionality Scope/Support Activity Detail
Knowledge Transfer (“KT”)	As agreed to by Client and CSLLC, CSLLC on-demand support may include KT pertaining to the resolution of an issue and providing insight on how Client may troubleshoot similar issues in the future and advisory support including guidance on new feature sets, impact considerations, and solution guidance.
Organizational Change & Training Post-Production Services	CSLLC offers in-Production Workday customers services related to organizational change management, communications, and training. If requested this can be a part of the Lean-On Service.

1.2 Enhanced Managed Services

Managed Services are included for all CSLLC Continuous Value Services (“CVS”) clients. Enhanced Managed Services will be provided to Client and is supported by a Workday certified Engagement Manager.

Managed Services (All CVS clients)	Enhanced Managed Services
<ul style="list-style-type: none"> • Service delivery project management • Access to full platform squad consulting team • Access and use of cloud-based ticketing system • Proactive periodic Workday communications • Periodic “one-to-many” webinars • Metric reporting • Ticket and escalation management • Change Orders • New/existing project scoping needs • Monthly status call 	<ul style="list-style-type: none"> • Workday certified Engagement Manager • High touch personalized engagement mutually defined with Client • Biweekly status meetings • Quarterly initiative check-ins • Semi-annual account reviews • Collaboration on projects • Ongoing leadership oversight • Partnership for future initiatives and road-mapping • Biweekly financial reporting

2.0 Support Process

2.1 Ticketing System

Client’s primary contacts will submit all service requests via CSLLC’s ticketing system which will enable involvement by CSLLC support personnel for resolution.

Requests will be managed depending upon the type as outlined below.

2.2 Issue Resolution Support for Existing Configuration: As issue requests are received, CSLLC will:

- a. Acknowledge the request within twenty-four (24) hours of Client’s normal business hours. Definition of normal business hours will be mutually agreed upon between Client and the CSLLC Engagement Manager (“CSLLC EM”). If emergency assistance is needed, Client will log a case with Workday. Examples of emergency assistance include a system down issue or business critical function such as payroll not processing correctly. In non-emergency cases where urgent assistance is required, Client will submit a request via the ticketing system indicating the nature of

the urgent request and contact the CSLLC EM. The CSLLC EM will work with Client to outline a plan of action to address the urgent issue in a timely manner. This may involve after hours support if mutually agreed upon between both Parties. Support ticket requests initiated outside of standard hours of operation (i.e., Saturday and Sunday) will receive an initial response when the window of standard hours of operation becomes available.

- b. Request details on the configuration impacted, if not already provided.
- c. Within forty-eight (48) hours of standard issue requests, determine a plan of action to support resolution of the issue.
- d. Review configuration changes required with Client and request Client’s approval to apply fix.
- e. If Client submits a request for assistance outside of the CSLLC ticketing system via any communication mechanism such as email, voice mail, text, or instant message, CSLLC is not subject to standard response times.

2.3 New Configuration Enhancement Requests: As new modification requests are received, CSLLC will:

- a. Receive the modification request in the ticketing system.
- b. Gather information on the requirements and systems involved.
- c. Estimate the Scope of effort.
- d. Request approval from Client, through ticketing system, to begin work via the ticket.
 - If level of effort is expected to exhaust available hours or is estimated to take more than forty (40) hours, a separate Change Order or SOW may be prepared.
 - The CSLLC EM will request resource(s) upon signature of the Change Order and can take up to ten (10) business days from date of signature. Schedule the work with Client as determined between Client’s project manager and the CSLLC EM.
- e. Complete configuration and Unit Testing.
- f. Provide the change for User Acceptance Testing in Client’s Sandbox or Implementation tenant. CSLLC can assist with providing testing guidance, if requested.

3.0 Services and Responsibilities

This section identifies the Services to be performed by CSLLC and the responsibilities of Client.

Stage	CSLLC Services	Client Responsibilities
<p>Onboarding - (Occurs prior to Support Services)</p>	<ul style="list-style-type: none"> • The CSLLC EM will participate and support the project kickoff meeting for the engagement • Create the work plan for identified support requests based upon current roadmap • Assemble the CSLLC project team based on planned work efforts • Jointly schedule workstream meetings 	<ul style="list-style-type: none"> • Participate in project kickoff meeting • Request tenant access for CSLLC consultants identified for planned work • Identify and provide project team and project Subject Matter Experts (“SMEs”) • Provide input into the work plan based upon roadmap • Approve and sign off on work plan

Stage	CSLLC Services	Client Responsibilities
	<ul style="list-style-type: none"> • Schedule recurring project meetings and status reporting • Work with Client to set up CSLLC's secure transfer site for sharing confidential/private employee data • Complete any Client required onboarding documents • Gather and review preliminary documentation • Configuration of ticketing system for CSLLC and Client • Provide overview of ticketing system 	<ul style="list-style-type: none"> • Provide Client's tenant management strategy • Work with CSLLC to set up CSLLC's secure transfer site for sharing confidential/private employee data • Sign off on stage
Support Services	<ul style="list-style-type: none"> • Manage the work plan for support requests as identified in Section 1.1 • Update the Client roadmap for planned support needs • Participate in project status meeting in a time agreed upon by the CSLLC EM and Client • Conduct weekly workstream meetings between CSLLC functional/technical consultants and SMEs, on an as-needed basis • Provide KT documents, on an as-requested basis • Prepare, reconcile, and provide financial summaries to Client • Support Client's project manager with issue resolution, and additional resourcing requests for unplanned needs • Provide engagement artifacts • Providing guidance in developing high level deployment plan(s), as requested • Provide sign-off documents, as required for support requests 	<ul style="list-style-type: none"> • Manage the tenant management strategy • Inform CSLLC of changes to the tenant management strategy • Inform CSLLC of tenant refreshes two (2) weeks prior to scheduled date • Provide input to the work plan • Provide input into the Client roadmap • Participate in weekly project and workstream meetings • Provide SMEs for support requests • Provide requirements for any support request • Review and sign off on initial functional or technical design changes • Define and document test plan and test scenarios (End-to-End, User Acceptance and Regression) • Create/maintain defect tracking log • Execution of all test scenarios (End-to-End, User Acceptance and Regression) • Manage and sign off on all test results (End-to-End, User Acceptance and Regression) • Conduct Sandbox and Production migrations of configuration, unless requested in writing in advance per Section 2.2 • Conduct change management • Sign off on any support request

4.0 Project Schedule

Timeline by Stage		
	Onboarding	Support Services
Estimated Start Date	4-Aug-25	18-Aug-25
Estimated End Date	15-Aug-25	31-Aug-26

5.0 Assumptions & Dependencies

The Services, labor estimates, and Pricing presented in this SOW are dependent on the following assumptions being true:

- a. Client timely completes each item listed as a Client responsibility in Section 3.0.
- b. Client will provide applicable SMEs in Client’s business processes, functional leads, and technical lead resources with whom to collaborate during the engagement.
- c. Client will have the necessary project and executive management support to review and make timely decisions as well as coordinate the activities of this project with other Client projects which may be occurring simultaneously.
- d. Services will be provided during the normal business hours agreed upon between Client and the CSLLC EM and will be as closely aligned to Client’s time zone as possible. Off-hours support can be provided and pre-scheduled in advance.
- e. CSLLC resources will provide their own laptops.
- f. Unless otherwise agreed by CSLLC’s internal security organization, the Client shall use CSLLC’s secure transfer site for the secure exchange of sensitive employee data with the CSLLC support personnel. Client will agree to limit use for data conversion or production support purposes only for the duration of the activities required. CSLLC will inactivate the secure transfer site within thirty (30) days after the support activities are completed. Client will not use CSLLC’s site for the transmission of any integration files for third-party vendors. CSLLC is not responsible for back up, archiving, or maintenance of files stored on the secure transfer site. In the event CSLLC utilizes its internal “Daytona” tool for data conversion (“Daytona”), Daytona and all of its components must be installed on the CSLLC secure cloud server and utilized solely within CSLLC’s secure transfer site. Further, Daytona IP addresses must be added to the tenant whitelist. Daytona uses its own implementer account that must be excluded from multi-factor authentication.
- g. If needed, CSLLC can provide Client access to its SharePoint site to maintain non-sensitive project artifact data for project or engagement support activities only. The CSLLC EM will provide access to assigned project team members employed by CSLLC.
- h. If a data migration requires iLoad support by CSLLC, Client agrees that a tenant lockout will be performed.
- i. Client will provide CSLLC consultants with implementer access in Production, Sandbox, and Implementation tenants in a timely manner. Any Client delays will impact issue resolution times as identified in Section 2.2.
- j. Client will be solely responsible for testing and any Move-to-Production activities, which shall include configuration, business processes, data, reports and integrations. Client will provide written acceptance of test results to CSLLC prior to any Move-to-Production.
- k. In the event CSLLC is required to assist Client with Move-to-Production activities, Client will provide written approval if CSLLC’s assistance is required during Client’s Move-to-Production activities. Upon completion of Move-to-Production activities, Client will verify Production results and shall be solely responsible for Production accuracy. Client shall

provide written acceptance to CSLLC after such Move-to-Production activities have been completed.

- I. Client is responsible for providing timely responses to case(s) which have the status "Waiting on Client" and/or "Waiting on Third-Party." If there is no response from Client on "Waiting on Client" and/or "Waiting on Third-Party" case(s) within the ticketing system for more than thirty (30) calendar days, such case(s) will be closed.

6.0 Term and Termination

- a. This SOW shall commence on the Start Date identified above and shall continue through August 31, 2026 (the "Term"), unless terminated sooner pursuant to the Agreement. Upon termination of this SOW, Client shall pay to CSLLC all amounts due and payable hereunder. Any unused hours will be forfeited.

7.0 Pricing

CSLLC Project Roles	Quarter 1 Service Hours (Aug. - Oct.)	Quarter 2 Service Hours (Nov. - Jan.)	Quarter 3 Service Hours (Feb. - Apr.)	Quarter 4 Service Hours (May - Jul.)	Total Hours	Hourly Rate for Service Subscription	Estimated Fees
CVS Consultant	88	88	88	88	352	\$195	\$68,640
Total Block of Hours	88	88	88	88	352		
Consulting Services	\$17,160	\$17,160	\$17,160	\$17,160			\$68,640
Enhanced Managed Services	\$4,095	\$4,095	\$4,095	\$4,095			\$16,380
CSLLC Investment	-\$875	-\$875	-\$875	-\$875			-\$3,500
Invoice Amount	\$20,380	\$20,380	\$20,380	\$20,380			\$81,520
Invoice Date	Upon SOW Execution	15 days prior to Quarter Start	15 days prior to Quarter Start	15 days prior to Quarter Start			
Estimated Expenses							\$0
Grand Total							\$81,520

Lean-On Service Subscription

- a. The Enhanced Managed Services are applied in conjunction with the Consulting Services of this SOW. If additional Consulting Services are requested pursuant to the Change Order process, Enhanced Managed Services will also be included.
- b. Flexibility exists to use hours for resource needs not listed above in the pricing matrix. This includes requests for new resources or an increase in resource hours.
- c. Hours will roll over from quarter to quarter. Any unused hours at the end of the Term must be used within the first quarter of any mutually agreed upon renewal term.
- d. Any Services provided beyond the Scope of this SOW must be approved by Client pursuant to a Change Order.
- e. CSLLC will assign Client to a team support model comprised of CSLLC cross-functional and technical consultants with a built-in redundancy/backup. The team will support the areas outlined in this SOW. The CSLLC EM will communicate to the Client project manager who the CSLLC team members are as a part of the onboarding process.
- f. Billing will occur prior to the start of each period for the hours indicated for each service period.
- g. In the event Client exceeds the quarterly bucket of hours, CSLLC will promptly issue the following quarter's invoice upon the overage, which shall be due and payable in accordance

with the Agreement. Client can use the hours associated with the following quarter once the invoice is issued.

- h. If Client exceeds the annual estimated fees associated in the pricing table set forth herein, CSLLC will prepare a Change Order.
- i. Any and all fees associated with Client’s e-invoicing, portal, or payment solution will be the responsibility of Client without dispute. CSLLC will provide all necessary documents or invoices to confirm the fees, if such fees are incurred.
- j. Invoices will be emailed to the following address: accounting@newbraunfels.gov
Any other mailed correspondence will be delivered as follows:

New Braunfels, Texas
1488 South Seguin Avenue
New Braunfels, TX 78130

- k. [CLIENT TO INSERT PO NUMBER (“PO#”) HERE, IF REQUIRED - Confirmation will allow for timely and accurate invoice submission. If Client requires a PO#, Client will send a copy of the PO# to accounts-receivable@collaborativesolutions.com. If a PO# will not need to be generated, please make a note in this section.]

8.0 Expenses

It is expected Services will be provided primarily on a remote basis. If travel is required, all reasonable travel expenses incurred by CSLLC related to the performance of the Services defined herein, shall be invoiced to Client. All such travel will comply with CSLLC’s Travel and Expense Policy, which shall be made available to Client upon request. All fees or penalties incurred due to cancellations or changes of travel at Client’s request shall be invoiced to Client.

9.0 Signatures

IN WITNESS WHEREOF, the Parties have duly executed this SOW by their respective authorized representatives as of the SOW Effective Date.

Collaborative Solutions, LLC

Authorized Signature

New Braunfels, Texas

Authorized Signature

Antonia Plazibat
Name

Name

Chief Legal Officer
Job Title

Job Title

07/16/2025
Date

Date