



City of Madison - Deputy Implementation Agreement

This agreement ("Agreement") is by and between Deputy Corporation ("Deputy") of 548 Market Street PMB 77267 and City of Madison ("Customer") of 100 Hughes Road, Madison AL 35758 United States. This Agreement is effective the date signed by Customer below (the "Effective Date").

This Agreement is subject to the terms and conditions of the Professional Services Agreement located online at <https://www.deputy.com/terms/professional-services-agreement>.

Furthermore, the terms and conditions of the Ways of Working schedule are hereby incorporated into this Agreement by reference.

1.0 Background & Understanding of the Project

The is a general description of the project:

- This agreement outlines the proposed pricing and associated works for the implementation of Deputy Enterprise across **400** employees commencing on July 1, 2025.

1.1 Objectives / Outcomes

The following is a description of what is to be gained at the completion of this project (as more particularly described in this SOW):

- Implementation and commissioning of Deputy within the Customer's business as a rostering, time and attendance and pay rate interpretation solution,
- Improve business and system processes across the employee life cycle where relating to workforce management; and
- Delivery of change management assistance provided in the form of end user training.

1.2 Assumptions

The following is a list of assumptions that will ensure correct operation of the service/feature to be implemented:

- Deputy will open and maintain a channel of communication throughout the implementation process and will notify Customer of potential impacts to communication.
- Customer will provide a primary point of contact (the Deputy Champion) and notify Deputy of any potential impacts to communication.
- Deputy will notify Customer of any changes in scope, deliverables or events which may impact time to completion.
- Conversely, Customer will also notify Deputy of such changes in scope, deliverables or events.
- The customer, when requested, will provide Deputy with suitable times for user training no shorter than 2 weeks prior to the agreed completion date.
- 3rd party vendors are available to assist with any interface integration and provide any necessary documentation for such interfaces.

1.3 Customer Resource Requirements

The following resource requirements are necessary to ensure a successful implementation:

- Deputy Champion(s) - a key stakeholder or stakeholders that can make implementation decisions on behalf of Customer and liaise with other stakeholders and act as a channel of communication between

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Customer and Deputy. This resource will be first to be trained and be considered the go-to person for all Deputy questions, discussion and communication within Customer. Will be required to attend all training sessions.

- For multi-country deployments, a Deputy Champion is required from each country to be liaised via one overall project manager
- Executive sponsor - Required to provide high level oversight of project, attend steering committees and support the resolution of any escalated project management issues
- Payroll / HR Administrator(s) - this resource will validate Payroll Export and Employee Data interfaces and provide employee data where necessary to facilitate the implementation process.
- 3rd party vendors - If custom interfaces (not provided with a Deputy out-of-the-box integration) are required, applicable vendors will provide interface documentation and assistance when required.

2.0 Implementation Timeline, Scope of Work (SOW) & Role Assignment

The sections below state the determined stages of the project, milestones of work to be completed and who is responsible for the deliverable.

Milestones are predetermined goals to assist in streamlining the implementation project to enable an accurate and efficient delivery in line with the Scope of Work.

Actions & Ongoing are required workforce effort by the Customer or Deputy regarding setup and configuration, training and completion of the implementation project.

The Scope of Work is defined by data collected within the Request for Information (RFI) document, including updates to the RFI document that may be agreed as a result of associated workshops. Any information added to the RFI post Customer and Deputy signoff will be considered out of scope and fees may apply.

It is collectively agreed that the Customers appointed representatives will evaluate any resulting documentation deliverables and notify Deputy of any differences of opinion or interpretation, or other issues relating to the scope of information prior to undersigning and progression to the next stage.

2.1 Discovery & Planning

The following sections below state the determined milestones of work to be completed and who is responsible for the deliverables within this stage.

Milestone / Action	Product / Service	Responsible for completion	Occurrence of Milestone
Milestone	Professional Services Allotment #1 paid	Customer	Prior to Commencement
Milestone	Request for Information Document (RFI) Completion	Customer	Week 1
Milestone	Architecture & Design Workshop	Customer	On RFI Completion

Architecture & Design Workshop

Hold workshop with Customer:

Action	<ul style="list-style-type: none"> ● Overall instance architecture ● Implementation Structure for <ul style="list-style-type: none"> ○ Operational requirements ○ Pay Rate requirements ○ Reporting requirements ○ UAT expectations ○ Training expectations ● Architecture Structure for <ul style="list-style-type: none"> ○ Employee integration ○ Payroll integration ○ Program integration 	Deputy

Technical Delivery Document

Action	Documentation of project delivery <ul style="list-style-type: none"> ● Project governance structure 	Deputy
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- Project methodology
- Outcomes of workshop
- Resource investment requirements
- Test plan approach

Milestone	Request for Information Document Sign-off	Customer	Prior to Build Phase
Milestone	Sign-Off for Technical Delivery Document	Customer	Prior to Build Phase
Milestone	Professional Services Allotment #2 paid	Customer	Prior to progression

2.2 Config & Build

The following sections below state the determined milestones of work to be completed and who is responsible for the deliverables within this stage. The configuration and build services will be undertaken in accordance with the signed-off RFI and Technical Delivery Document.

Milestone / Action	Product / Service	Responsible for completion	Occurrence of Milestone
	Organization Configuration		
Action	Configuration organizational hierarchy, backend payroll and location settings	Deputy	
	<ul style="list-style-type: none">● Locations/Areas of Work● Location Settings● Access Levels● Pay Periods/Cycles		
	Pay Rates Configuration		
Action	Setup Pay Rates based on the data captured within the RFI documentation	Deputy	Post sign-off of Technical Delivery Document
	<ul style="list-style-type: none">● Implementation of Employment Terms, Pay Conditions and Leave Conditions in accordance with requirements specified in the RFI● In-house testing of all Pay Rate conditions and triggers		
	Tailored Solutions		
Action	Development, configuration and testing any tailored integrations or 3rd party interfaces that have been defined in section 2.3	Deputy	
Action	UAT Testing	Customer	Post Configuration

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Deputy will provide assistance during UAT testing with Customer to enable correct implementation of customer inputs. The Customer is responsible for writing test scripts and executing testing with assistance from Deputy on base guidelines to start the process.

During this phase some entry level training will be completed to assist the Customer to perform tests on the required areas in Deputy

End-to-end testing on the following:

- Scheduling & Pay Rate interpretation
- Timesheet Approval/Export
- Payroll

Milestone	UAT Testing Completed	Customer	On testing conclusion
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2.3 Transition to Go-Live

The following sections below state the determined milestones of work to be completed and who is responsible for the deliverables within this stage.

Milestone / Action	Product / Service	Responsible for completion	Occurrence of Milestone
Employees Configuration			
Action	Import all employees from the initial RFI employee data while validating that the correct Payroll ID, Location, Employment Terms, Pay Periods and Stress Profiles the setup in Deputy	Deputy	
Training			
	Host the end-to-end Deputy Training course for the required Project Lead, Payroll / HR Admin(s) and any other System Administrators.		
	Training Content:		
	<ul style="list-style-type: none"> ● Navigation ● “Me” Tab ● Communication (News Feed & Tasks) ● Locations (View & Edit) ● People (Team Management & Leave) ● Scheduling ● Smart Device Use (Mobile App and iPad app) ● Timesheet Approving/Exporting ● Reports ● Enterprise Settings 		
Action		Deputy	Post Sign-Off of UAT
	Any further Deputy user training will also be organised at this time. Training Content:		

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- Similar to the above training content, however it will only focus on what content is accessible by the users being trained

Documentation on all training topics covered will be provided as part of this step.

Milestone	Transition to Go-Live Complete	Customer / Deputy	On testing & training conclusion
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2.4 Executive Go-Live

The following sections below state the determined milestones of work to be completed and who is responsible for the deliverables within this stage.

Milestone / Action	Product / Service	Responsible for completion	Occurrence of Milestone
Milestone	A dedicated support agent is assigned to your account 2 weeks prior to going live with Deputy	Deputy	2 weeks prior to Go-Live
Milestone	Final approval from Customer of: <ul style="list-style-type: none"> ● Access Level setup ● Location/Area of work hierarchy setup ● Pay Rate Configuration setup ● Successful export to payroll ● Training of relevant parties and stakeholders of Customer is complete and satisfactory 	Customer/ Deputy	Post UAT Completion
Post Go-Live Support			
Milestone	We will provide 2 weeks of post go live hypercare support prior to handover to your Deputy CSM	Deputy	2 weeks prior to Project Completion
Milestone	Project Complete	Customer / Deputy	On Go-Live conclusion
Total Weeks			16
Total Hours			100

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3.0 Set-up Summary

3.1 Configuration Summary

Account Configuration

Your implementation will be performed on our **Enterprise solution**. You will have access to a single instance of **Deputy Enterprise** with a corresponding Sandbox (test account) instance provided.

- Account Type: Deputy Enterprise
- Account Instances: **1**
- Sandbox Instances: **1**

Organisation Configuration

The following states the agreed operational structure that will be configured during this implementation:

- Total Number of Sites: **1**
- Expected Number of Locations on Deputy: **17**

Employee Headcount

The following states the agreed employee headcount for this implementation

- Total New Employees: **400**
- Total Training Requirements: 1-5

In addition:

- An employee may only have 1 contract
- There is no requirement to manage employees from third party providers/agencies
- An employee cannot work 2 shifts simultaneously

Pay Rate Configuration

Payroll System: **New World Systems**

Pay Cycles: **Bi-Weekly/Fortnightly**

Pay Rates

The following states the agreed number of pay rates that will be implemented during this implementation. If the following section is blank, it is therefore agreed upon that there are no pay rates required to be built into the Customer's Deputy account.

Deputy Library Pay Rates in Use	0
Deputy Library Pay Rates With Modification In Use	0
New Library Pay Rates to build	20

Further Configuration details are set forth in Appendix 5.1

3.2 Tailored Solutions

The following states the agreed upon tailored solution work required to be completed.

Additional custom development of solutions might include the following:

Tailored Solution	Details
Custom Reporting	The creation of customised reports when requirements cannot be delivered out of the box by existing reports and report builder tool(s)
Custom Scripting & Workflows	The customisation of existing logic in the platform
Custom Integrations	Development of custom integrations not using Deputy's advanced integrations solution.

If the following section is blank, it is therefore agreed upon that there is no tailored solution work required for this implementation project as such any information added or changed post Customer and Deputy signoff will be declared out of scope and additional fees may apply.

Tailored Solution	Details
Custom Payroll Export	<p>Deputy will partner with the customer and the New World Systems team to develop a custom payroll export using the out of the box functionality within the Custom Payroll Export (CPE) builder.</p> <p>If the CPE builder is unable to meet the requirements, a tailored export may need to be developed, and will be scoped and costed accordingly.</p>

Further Tailored Solution details are set forth in Appendix 5.1

3.3 Solution Rollout

Deputy Enterprise will be configured for all locations.

Approach to rolling out the solution is at Customer's discretion. On first rolling out of the solution, Deputy's project team will provide a limited number of hours of post-go-live hypercare support prior to customer handover to Deputy's support / CSM functions.

Additional post-go-live hypercare hours may be contracted in a separate SOW.

Project Champion

Customer will define a named project champion to resource the project internally. This will be the individual that leads the project and manages the relationship with Deputy. They will be responsible for managing the project, learning the platform and training the wider team. See below:

Responsibilities	<ul style="list-style-type: none"> ● Act as the face of Deputy for your company ● Own internal project & change management process ● Collaborate heavily with Deputy project team ● Learn the Deputy solution
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Skills	<ul style="list-style-type: none">● Working knowledge of the Deputy solution● Ability to train other departments on Deputy platform● Ability to resolve simple tier 1 support requests
Commitment	This will require a near full time commitment to Deputy for the duration of the project and subsequent roll outs.

3.4 Out of Scope of Work Charges

The following table states works that are not included within the scope or pricing in this SOW. These services can be added as additional scope and billings by way of an agreed Change Request Form.

Product / Service	Estimated Charge
Any additional training on top of the proposed agreed training	\$250/hr (min 3 hours), additional hours to be provided by customer
Custom reports – Reports not already existing within Deputy. (will require a base excel template for simple reports, well defined outputs for more complex reports)	\$250/hr (min 3 hours), hours to be scoped based on effort to implement
Custom Integration to any 3rd party vendor (Payroll, HR, POS, Biometrics, any 3rd Party tool) not declared in the original Deputy scope document	
Integration to Data warehousing	
Leave accrual within Deputy	
The import of additional metric data (e.g Sales Data, Transactional Data etc)	
Any other request which will require tailored solution work and is possible within the Deputy platform	
Non-Implementation team supported Services	
Supporting issues surrounding the payroll package used by the customer	
Custom product development request	
Custom salary allocation based on percentages instead of dollar values	

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4.0 Fees & Payment

Implementation Charges

Implementation charges will be payable in a single lump sum payment due immediately on the 'Effective Date' signature date.

Any further work that is not outlined in this document will be considered out of scope and will result in additional charges.

4.1 Contractual Agreement Review

Professional Services		
Scope:	As documented above in SOW	
Payment Terms:	Implementation Services are to be paid as outlined within 4.0 Fees & Payment All prices listed are in United States Dollars unless specifically stated otherwise and exclude taxes.	
Implementation Services Total:		\$25,000.00
Total Implementation Services Hours: 100 hours @ \$250.00		
One Time Discount		(\$2,000.00)
Net 30 from July 1, 2025		\$11,500.00
Net 30 from October 1, 2025		\$11,500.00
Professional Services Terms		
https://www.deputy.com/terms/professional-services-agreement		

Customer Summary	
Customer Name:	City of Madison
Billing Contact Name:	Kelli Bracci
Billing Contact Email:	kelli.bracci@madisonal.gov
Billing Contact Phone Number:	256-772-5612

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4.2 Acceptance

By signing this agreement, I (the “Customer”) agree to the objectives and outcomes, assumptions, scope of work and project risks. I understand that the dates of completion are estimates and that every effort will be made to deliver the project on time.

Vendor	Deputy Corporation
Name	
Title	
Date	
Signature	

Customer	City of Madison
Name	
Title	
Date	
Signature	

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5.0 Appendix 1: Project Details

5.1 Configuration Details

Organisation Structure

The following states the agreed operational structure that will be configured during this implementation:

Total New Employees: 400

Total Locations: 17

Total Training Requirements: 1-5

- Training tags may be configured for the Parks and Recreation department

Payroll System: New World Systems

Pay Cycles: Bi-Weekly/Fortnightly

Pay Rate Configuration

Customer has supplied Deputy with three documents ("Timesheet Instructions", "P12-Compensation and Benefits", and "P11-Attendance and Leave"). Deputy will configure pay rules based upon these documents, utilizing custom pay rules, timesheet custom fields, and advanced logic as needed. A comprehensive scoping and solutioning of the pay rules will be conducted as part of implementation discovery.

It will be necessary to review the method of timesheet creation (manual vs punch in/out) prior to configuring pay rule automation.

Timekeeping Configuration

The end-users will punch in and out either using the mobile app with geo-fence enabled, or a tablet with Deputy Kiosk installed.

The police force will primarily be submitting manual timesheets, rather than punching in and out.

Employee Information

Employee information will be maintained in Deputy via manual creation or file upload. The process of employee management will be reviewed as part of implementation.

Configuration

Configuration of any proposed above pay-rates will be configured using existing validation points as follows:

Validation Points

- Schedules and/or Timesheets
 - Start time of the schedule and/or timesheet
 - End time of the timesheet and/or timesheet
 - Employee identified against the schedule and/or timesheet
 - Area where the shift is scheduled to or that has been performed.
 - Comments fields against the shift scheduled to or that has been performed.
- Custom Fields
 - Employee Fields relevant to the employee identified against the scheduled and/or timesheet
 - Timesheet Fields relevant to the timesheet being evaluated

Area based Pay

Configuration of departmental pay will cater for the following two standards where there must be no more than a one-to-one relationship between a pay-grade to a department or area of work

1. Higher Duties Based
Where a employees may work in another department or area acting as an interim supervisor and/or manager and receive the appropriate supervisors and/or managers allowance
2. Standardised Grade Based

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Where an employee may work in another department or area and receive the appropriate grade and/or rate for the work being performed which is consistent with other employees.

Leave

Leave is not required, and therefore not a part of this Statement of Work.

Unsupported Scenarios

The following is a list of scenarios that were discussed during product evaluation, and are not supported by the Deputy product. This list is not comprehensive, but is meant to serve as a reference for some scenarios that will potentially require process changes or continue to be solved external to Deputy.

These scenarios include:

- 24 hour shifts
- Automatically converting an unaltered 'schedule file' from a different software into Deputy timesheets
- Entering worked hours for the week or month
- Tax calculations

Project Success Criteria

Deputy will gather technical requirements during the 'project kickoff' phase to inform the Technical Delivery Document and project configuration.

The customer has identified the following key requirements. Deputy will endeavor to meet these requirements solely through the use of standard Deputy functionality:

- Timesheet options are configurable per location and include:
 - punching in and out via mobile app, kiosk, and desktop, as well as manual timesheet submission
- Geo-fencing for mobile punches can be configured per location
- Custom pay rates can be configured that support job-specific pay, shift differentials, and overtime
- Pay rate assignment can happen automatically when the timesheet is approved based on custom pay rate rules
- Deputy's 5 standard access levels, as well as custom access levels configurable within the UI
- Deputy's Reporting functionalities for schedule and timesheet data
- Data flow between Deputy and existing systems

Any amounts payable relating to the access within the scope of this integration will be outside of this agreement and owned in full by the Customer.