

**ORDINANCE NO. 20-103**

**AN ORDINANCE AUTHORIZING AND DIRECTING THE CITY MANAGER TO ENTER INTO AN AGREEMENT WITH KRONOS SAASHR, INC. OF BRANCBURG, NEW JERSEY, FOR THE KRONOS WORKFORCE READY CLOUD BASED APPLICATION FOR EMPLOYEE MANAGEMENT FOR USE BY THE HUMAN RESOURCES DEPARTMENT; AND DECLARING THAT THIS ORDINANCE SHALL TAKE IMMEDIATE EFFECT IN ACCORDANCE WITH SECTION 14 OF THE CITY CHARTER.**

**WHEREAS**, the City currently uses Kronos Workforce Management System for time collection, which runs on an in-house service, and this system will no longer be functional after January 1, 2021, due to the end-of-life for Adobe Flash in a windows environment; and

**WHEREAS**, the City issued a Request for Proposals (RFP) on January 2, 2020, for the supply of a cloud based human resource information system in which three (3) proposals were received, evaluated and scored by a selection committee and based upon their presentation, experience, ability, technology, usability and cost, the proposal from Kronos SaaShr, Inc. of Branchburg, New Jersey, was selected as the lowest and best; and

**WHEREAS**, Kronos Workforce Ready is a Software as a Service (SaaS) full-suite human capital management cloud application solution delivering end-to-end employee lifecycle management for the entire workforce and includes the following products: Time Keeping, Accruals, HR, Payroll, Payroll Services, Compensation, Performance Management, and Talent Acquisition; and

**WHEREAS**, the cost for the Kronos Workforce Ready SaaS application is \$2,637.50 per month and based on 250 users for a period of thirty-six months (36) is \$94,986.00, plus a one-time setup fee of \$6,625.00 for a total cost of \$101,575.00 which will be paid with funds from the Information Technology Department's operating budget in the amount of \$50,787.50, Water Funds in the amount of \$25,393.75, and Sewer Funds in the amount of \$25,393.75; and

**WHEREAS**, this Ordinance should be passed as an emergency measure under suspension of the rules in accordance with Section 14 of the City Charter in order to immediately execute the agreement and expedite the project to ensure implementation and migration is completed by the end of the year; and

**WHEREAS**, in that it is deemed necessary in order to provide for the immediate preservation of the public peace, property, health, and safety of the City of Sandusky, Ohio, and its citizens, and to provide for the efficient daily operation of the Municipal Departments, including the Department of Human Resources, of the City of Sandusky, Ohio, the City Commission of the City of Sandusky, Ohio finds that an emergency exists regarding the aforesaid, and that it is advisable that this **Ordinance** be declared an emergency measure which will take immediate effect in accordance with Section 14 of the City Charter upon its adoption; and NOW, THEREFORE,

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BE IT ORDAINED BY THE CITY COMMISSION OF THE CITY OF SANDUSKY, OHIO, THAT:

Section 1. The City Manager is hereby authorized and directed to execute an Agreement with Kronos SaaS, Inc. of Branchburg, New Jersey, for the Kronos Workforce Ready Cloud Based Application for Employee Management for use by the Human Resource Department, substantially in the same form as reflected in Exhibit "1", a copy of which is attached to this Ordinance and specifically incorporated as if fully rewritten herein together with such revisions or additions as are approved by the Law Director as not being substantially adverse to the City and being consistent with the objectives and requirements of this Ordinance and with carrying out the City's public purposes.

Section 2. The City Manager and/or Finance Director is authorized and directed to expend funds to Kronos SaaS, Inc. of Branchburg, New Jersey, for the Kronos Workforce Ready Cloud Based Application at a cost of \$2,637.50 per month for a thirty-six (36) month period totaling \$94,950.00, plus a one-time setup fee in the amount of \$6,625.00, for a total cost **not to exceed** One Hundred One Thousand Five Hundred Seventy Five and 00/100 Dollars (\$101,575.00) pursuant to and in accordance with the Agreement.

Section 3. If any section, phrase, sentence, or portion of this Ordinance is for any reason held invalid or unconstitutional by any Court of competent jurisdiction, such portion shall be deemed a separate, distinct, and independent provision, and such holding shall not affect the validity of the remaining portions thereof.

Section 4. This City Commission finds and determines that all formal actions of this City Commission concerning and relating to the passage of this Ordinance were taken in an open meeting of this City Commission and that all deliberations of this City Commission and of any of its committees that resulted in those formal actions were in meetings open to the public in compliance with the law.

Section 5. That for the reasons set forth in the preamble hereto, this Ordinance is hereby declared to be an emergency measure which shall take

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immediate effect in accordance with Section 14 of the City Charter after its adoption and due authentication by the President and the Clerk of the City Commission of the City of Sandusky, Ohio.



RICHARD R. BRADY  
PRESIDENT OF THE CITY COMMISSION



ATTEST: KELLY L. KRESSER  
CLERK OF THE CITY COMMISSION

Passed: July 13, 2020



Quote#: Q-50156  
Expires: 6/26/2020  
Sales Executive: Barry Madsen

**ORDER FORM**

Order Type: Quote  
Date: 6/25/2020

**Bill To Contact:**

Bill To: CITY OF SANDUSKY  
240 Columbus Ave  
SANDUSKY, OH 44870 USA

**Ship To Contact:Stu Hamilton**

Ship To: CITY OF SANDUSKY  
240 Columbus Ave  
SANDUSKY, OH 44870 USA

Ship to Phone:(419) 627-5969  
Contact:Stu Hamilton  
Email:shamilton@ci.sandusky.oh.us

Currency: USD  
Customer PO Number:  
Solution ID: 6087292  
Initial Term:36 months  
Billing Start Date: 150 Days from Execution of  
Order Form  
Data Center Location: USA

Shipping Terms: Shipping Point  
Ship Method:  
Freight Term: Prepay & Add  
Renewal Term:12 months  
Payment Term: Net 30 Days

**Order Notes:**

The Professional Services Engagement Overview is attached to this Order Form as a summary for the implementation services to be provided by Kronos for the Workforce Ready Setup Fees set forth on this Order Form.

This order entered into between the Customer and Kronos SaaShr, Inc. is subject to the terms and conditions of the Master Agreement Reference #18221 dated March 18th, 2019 between the Lead Agency (acting as "Owner") and Kronos SaaShr, Inc. (as the "Contractor"), as amended (collectively referred to as the "US Communities Agreement #18221"). The Attachment 1 is included with this Order Form. Customer agrees that additional fees may be invoiced and owed if Customer incurs fees as outlined in <https://www.kronos.com/kronos-payroll-services-miscellaneous-pricing-schedule-August2019> ("Attachment 2").

The parties agree that Customer is migrating from their existing Kronos Workforce Central perpetual software licenses (the "Existing Applications") to the Kronos Workforce Ready software as a service offering. Customer's Software Support and Cloud Hosting services, as applicable, for the Existing Applications shall continue, in accordance with Kronos Support policies, for a period of ninety (90) days from execution of this Order Form, and shall terminate thereafter, unless Customer chooses to reinstate Software Support and Cloud Hosting services, as applicable, at applicable fees. Workforce Ready Monthly Service Fees shall be invoiced at the Billing Frequency indicated on this Order Form, commencing on the Billing Start Date. As of the Billing Start Date, Kronos will credit Customer for any pre-paid but unused fees for Software Support and/or Cloud Hosting services (as applicable) for the Existing Applications. Customer may apply credits against any amounts owed to Kronos by Customer until such credit is expended. Customer shall continue to pay the Software Support and/or Cloud Hosting services fees on the Existing Applications until the Billing Start Date.

**SaaS Services**

Billing Frequency: Monthly in Arrears

Product Name	Quantity	PEPM	Monthly Price
WORKFORCE READY TIME KEEPING	250	USD 2.40	USD 600.00
WORKFORCE READY ACCRUALS	250	USD 0.40	USD 100.00
WORKFORCE READY HR	250	USD 2.40	USD 600.00
WORKFORCE READY PAYROLL	250	USD 2.40	USD 600.00
WORKFORCE READY COMPENSATION	250	USD 0.40	USD 100.00
WORKFORCE READY PERFORMANCE MANAGEMENT	250	USD 0.40	USD 100.00
WORKFORCE READY TALENT ACQUISITION	250	USD 0.40	USD 100.00
WORKFORCE READY INTEGRATION HUB	1	USD 0.00	USD 0.00
WORKFORCE READY PAYROLL SERVICES	250	USD 1.75	USD 437.50
<b>Total Price</b>			<b>USD 2,637.50</b>

**One Time Setup Fees**

Billing Frequency: Billed 100% upon signature of the order form

Item	Total Price
One Time Setup Fees	<b>USD 6,625.00</b>

**Quote Summary**

Item	Total Price
Minimum Monthly SaaS Service & Equipment Rental Fee	USD 2,637.50

Item	Total Price
Minimum Annual SaaS Service & Equipment Rental Fee	USD 31,650.00

	Total Price
Total One Time Fees	USD 6,625.00

**CITY OF SANDUSKY**

**Kronos SaaShr, Inc.**

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

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

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

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

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

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

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

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

Invoice amount will reflect deposit received. All professional services are billed as delivered with payment due, in accordance with the Payment Term set out in this Order Form. Unless otherwise indicated above, this order is subject to the relevant Kronos Terms and Conditions executed between the parties. THIS ORDER IS SUBJECT TO APPLICABLE TAXES. THE ACTUAL TAX AMOUNT TO BE PAID BY CUSTOMER WILL BE SHOWN ON CUSTOMER'S INVOICE. Shipping and handling charges will be reflected on the final invoice. The Monthly Price on this Order Form has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. Due to the rounding calculations, the actual price may not display as expected when displayed on your Order Form. Nonetheless, the actual price on your invoice is the true and binding total for this order for purposes of amounts owed for the term. If you are tax exempt; please provide a copy of your "Tax Exempt Certificate" with your signed quote.



## Professional Services Engagement Overview

### Purpose and Overview of Engagement

This Professional Services Engagement Overview outlines the scope of services to be provided by Kronos for the Setup Fees indicated on the applicable Order Form, to CITY OF SANDUSKY ("Customer") related to the Core Modules, Value-add Modules, and/or Optional Services contained in the document. Our Professional Services engagements are designed to help our Customers successfully implement your Core Modules, as well as enable you to easily layer Value-add Modules and functionality over time based on your priorities, schedule, and resources.

The Kronos® Workforce Ready® (WFR) Professional Services engagement described herein is fixed price based and is subject to the terms and conditions governing your Kronos Workforce Ready – Software as a Service (the "Agreement"). Unless otherwise defined herein, words and expressions defined in the Agreement shall have the same meaning in this Professional Services Engagement Overview

### Your Workforce Ready SaaS Solution

**CITY OF SANDUSKY and Kronos are deploying the following WFR modules with 1 location(s) and 3 collective bargaining agreements(s).**

Core Modules	Employees	Deployments	Estimated Duration
WORKFORCE READY TIME KEEPING	250	1	124 Days
WORKFORCE READY ACCRUALS	250	1	
WORKFORCE READY HR	250	1	
WORKFORCE READY PAYROLL	250	1	
Value Add Modules	Employees	Deployments	Estimated Duration
Workforce Ready Talent Acquisition	250	1	30 Days
Workforce Ready Compensation	250	1	15 Days
Workforce Ready Performance Management	250	1	30 Days

### CITY OF SANDUSKY and Kronos Collaboration

A successful Professional Services Engagement will require close collaboration between CITY OF SANDUSKY and Kronos. The Kronos Professional Services team is equipped to help keep you on target for meeting project milestones and requirements, as well as to assist you in configuring and deploying the Kronos Workforce Ready solution that meets your organization's specific requirements. Your organizations participation and commitment to the project goals and timeline are critical to help ensure success. Please see the Kronos Workforce Ready Professional Services Engagement Guidelines at

<https://www.kronos.com/kronos-workforce-ready-implementation-guidelines> to review both parties' responsibilities

The Estimated Duration stated above is an estimate based upon our experience with our customers and products. Depending upon the preparation and engagement of your organization, there may be opportunity to accelerate the completion of this engagement. However, the Estimated Duration may be exceeded based on the level of preparedness, bandwidth, and skill level of your available resources. Other examples that may extend the Estimated Duration include: separate deployments of the solution, having a unionized workforce, and policies that vary across employee groups.

### Core Functionality Deliverables

Working in close collaboration, CITY OF SANDUSKY and Kronos will deploy the following core modules and functionality in 124 estimated days from project kick-off:

WFR Core	Kronos Delivered Value
<b>Time Keeping Module</b>	<p>WFR Time Keeping deployment gets you started with the ability to accept punches and pay employees accurately through these core components:</p> <ul style="list-style-type: none"> <li>• Total Cost Centers</li> <li>• Profiles               <ul style="list-style-type: none"> <li>• Timesheet</li> <li>• Time Off Request</li> <li>• Pay Calculations</li> <li>• Pay Prep</li> <li>• Accruals</li> <li>• Security</li> <li>• Points</li> </ul> </li> <li>• Tables               <ul style="list-style-type: none"> <li>• Rate</li> <li>• Holiday</li> </ul> </li> <li>• Manager Levels</li> <li>• Employee Perspective Scorecards</li> </ul>

	<ul style="list-style-type: none"> <li>• Workflows <ul style="list-style-type: none"> <li>• Time Off Requests</li> <li>• Timesheet Change Requests</li> </ul> </li> <li>• Schedules <ul style="list-style-type: none"> <li>• Daily Rules</li> <li>• Work Schedule Profiles</li> </ul> </li> <li>• Pay Periods</li> <li>• Counters</li> <li>• Time Off Categories</li> <li>• Reports <ul style="list-style-type: none"> <li>• Standard TLM Pre-Configured (61)</li> <li>• Custom up to 5</li> </ul> </li> <li>• Timekeeping Admin Training</li> </ul>
<b>Accruals Module</b>	<p>WFR Accruals module adds comprehensive accrual administration to Workforce Ready Time Keeper by automatically enforcing your timeoff policies through:</p> <ul style="list-style-type: none"> <li>• Consistent enforcement of policy</li> <li>• Configurable calculation methods &amp; grants</li> <li>• Time-Off routing &amp; approval workflow(requires TLM)</li> <li>• Time-Off requests at data collection devices</li> <li>• Automatic updates to schedule &amp; timecard (requires TLM)</li> <li>• Visibility to projected balances</li> <li>• Automatic balance reduction (requires TLM or PR)</li> <li>• View time-off calendars for groups</li> <li>• Mobile access</li> <li>• One-Time data load using customer-supplied data for current year in a standard Kronos-supplied format</li> <li>• WFR accruals requires WFR Timekeeper</li> </ul>
<b>HR Module core functionality</b>	<p>WFR HR <i>core functionality</i> deployment gets you started by establishing HR as the system of record for employees, one of the most important foundational components, through:</p> <ul style="list-style-type: none"> <li>• Core employee demographics</li> <li>• Onboarding</li> <li>• Checklists <ul style="list-style-type: none"> <li>• Up to 10 included</li> </ul> </li> <li>• Personnel management</li> <li>• Benefits administration</li> <li>• Open enrollment / life event</li> <li>• Work Flows <ul style="list-style-type: none"> <li>• Up to 10 included</li> </ul> </li> <li>• HR documents &amp; forms <ul style="list-style-type: none"> <li>• Up to 10 custom forms</li> </ul> </li> <li>• Incident tracking</li> <li>• Certification / Credential</li> <li>• Asset management</li> <li>• Compliance reporting</li> <li>• Standard reporting</li> <li>• One-Time data load using customer-supplied data for current year in a standard Kronos-supplied format</li> <li>• Interface bundle using customer supplied data in standard file formats</li> <li>• HR Admin Training</li> </ul>
<b>Payroll Module &amp; Tax Filing</b>	<p>WFR Payroll deployment gets you started with the end-to-end payroll process with the ability to calculate gross-to-net, pay employees, make adjustments and perform tax filing (if purchased) through:</p> <ul style="list-style-type: none"> <li>• Pay Period Profiles</li> <li>• Parallel Payroll Tests</li> <li>• Company Tax Setup (Jurisdictions)</li> <li>• Custom Exports/Reports</li> <li>• Company Deduction Types</li> <li>• Company Earning Types</li> <li>• Configure Default Banks</li> <li>• Workers Comp Types</li> <li>• Payroll History up to 4 Quarter of Current Year</li> <li>• Tax Filing Options ONLY - BSI, ADP, Ceridian, KPS</li> <li>• All Payroll Configurations Include: <ul style="list-style-type: none"> <li>• Standard Dashboard Widgets</li> <li>• Global Payroll Settings</li> <li>• Standard Notifications</li> <li>• GL Set Up</li> <li>• In-house manual check printing</li> <li>• Employee Imports</li> </ul> </li> <li>• Vendor Payments (ACH/Check)</li> <li>• Payroll Admin training</li> </ul>

## Value-Add Functionality Deliverables



Once your core functionality is deployed, Kronos will work in close collaboration with CITY OF SANDUSKY to deploy the following Value-Add modules and/or functionality over time in short, agile deployments aligned with your priorities, schedule, and resources:

Value-Add	Kronos Delivered Value
<b>Compensation Manager Module</b>	<p>WFR Compensation Manager automates the entire compensation management process from defining programs and guidelines through budgeting and modeling to routing proposals for approval through:</p> <ul style="list-style-type: none"> <li>• Configurable compensation cycles</li> <li>• Tie compensation to performance outcomes</li> <li>• Import/export Excel-based compensation proposals</li> <li>• Routing &amp; approval workflows</li> <li>• Complete compensation process visibility</li> <li>• Budget vs. proposed comparison</li> <li>• Compensation Manager requires WFR HR</li> </ul>
<b>Performance Management</b>	<p>WFR PM provides performance management process from defining programs and guidelines through budgeting and modeling to routing proposals for approval through:</p> <ul style="list-style-type: none"> <li>• Configure Performance reviews <ul style="list-style-type: none"> <li>• Up to 5 rating scales</li> <li>• Up to 10 competence/core values</li> </ul> </li> <li>• Routing &amp; approval workflows <ul style="list-style-type: none"> <li>• Up to 10 included</li> </ul> </li> <li>• Configure review profiles <ul style="list-style-type: none"> <li>• Up to 5 profiles</li> </ul> </li> <li>• *WFR PM requires WFR HR</li> </ul>
<b>Talent Acquisition</b>	<p>WFR TA provides proactive administration of your Recruitment strategy across the Workforce Ready solution through:</p> <ul style="list-style-type: none"> <li>• Applicant Configuration</li> <li>• Job Requisitions</li> <li>• Work Flow <ul style="list-style-type: none"> <li>• Up to 5 included</li> </ul> </li> <li>• Applicant Administration</li> <li>• Checklists <ul style="list-style-type: none"> <li>• Up to 5 included</li> </ul> </li> <li>• Tracking/recruitment custom forms <ul style="list-style-type: none"> <li>• Up to 5 custom forms</li> </ul> </li> <li>• Talent tracking – training, skills, certifications</li> <li>• Communication and Notification templates <ul style="list-style-type: none"> <li>• Up to 5 included</li> </ul> </li> <li>• Standard reporting</li> <li>• *WFR TA requires WFR HR</li> </ul>
<b>Integration Hub</b>	<p>WFR Integration Hub enables data to flow between WFR and 3rd party applications and/or vendors. If the 3rd party application and/or vendor does not accept the standard Workforce Ready formatting and/or methods for automated delivery, a formatted file will be delivered instead. The customer is responsible for providing import files to Kronos in the standard Workforce Ready format and utilizing the standard Workforce Ready delivery method. Kronos will deliver a standard bundle of up to 5 interfaces. Each direction (To/From) any 3rd party system and Kronos is considered a separate interface. Interfaces will be accomplished via standard file Exchange. Customer will work with Kronos and 3rd party vendors to facilitate design and testing. The Method of the file exchange will be determined by Kronos WFR Professional Services Delivery Team. Kronos will provide standard Import/Export files using Integration Hub. Customer will work with the 3rd parties and Kronos to provide the data in the Kronos format for imports. Kronos will create a report from standard Workforce ready fields in the 3rd party format to send to the 3rd party system. Non-standard and custom or bi/multi-directional integrations/interfaces are not included in this project.</p> <ul style="list-style-type: none"> <li>• Timekeeping Interface bundle using customer-supplied data in standard file formats <ul style="list-style-type: none"> <li>• Work schedule import from unlimited 3rd party scheduler systems in Kronos file format</li> <li>• Accruals Interface bundle using customer-supplied data in standard file formats</li> </ul> </li> <li>• HR Interface bundle using customer supplied data in standard file formats <ul style="list-style-type: none"> <li>• benefit enrollment exports</li> <li>• employee deduction election imports</li> <li>• employee demographic exports</li> </ul> </li> <li>• Payroll Interface bundle using customer supplied data in standard file formats <ul style="list-style-type: none"> <li>• ACH payroll employee direct deposit file exports</li> <li>• ACH payroll payment for vendors (e.g. 401k, HSA, garnishments, etc.)</li> <li>• payroll employee withholding amount exports</li> <li>• Pension enrollment export (e.g. 401k)</li> <li>• Pension census export (e.g. 401k)</li> <li>• New hire reporting export</li> <li>• Positive pay export</li> <li>• Payroll journal export to G/L, 1 acct structure</li> <li>• Tax payment &amp; filing Interface</li> </ul> </li> </ul>

## Online Training and Support Tools

The **My Learning** area within Workforce Ready provides immediate access to online, role-based education content and support tools that provide step-by-step training on solution features and functions to drive proficiency and user adoption. Your managers and employees can gain proficiency and boost productivity by taking full advantage of:

- **Three-minute simulations:** Quick demonstrations of common tasks provide effective training or skills reinforcement
- **Job aids:** Handy, printable reference sheets with step-by-step instructions for performing common tasks supplement and support employee training to drive high user adoption and productivity
- **Sandboxes with exercises:** Available for Administrators, these tools let users practice performing tasks from an exercises document in a training database.

Please see Workforce Ready Customer Training Options for more information on training roles and available content.

## Assumptions

Kronos has used the following assumptions and dependencies in preparing this Professional Services Engagement Overview:

- All services will be delivered remotely, unless otherwise stated. The project kick-off date will be determined based on complexity of the implementation and resource availability, and may start up to 30 days after a Workforce Ready Order Form is executed by the Customer.
- Prior to the start of the project, the Customer will confirm in writing the business and technical requirements of the project.
- Kronos will communicate with Customer's Project Manager, the appointed Point of Contact for Customer on this project. He/she will be responsible for all communications and project management among all Customer parties (staff, vendors, consultants) and for the escalation and resolution of any issues for Customer. Customer is responsible for all hardware, software, and services provided by other consultants or third party vendors that may also be involved with the project.
- Kronos will not be responsible for troubleshooting the Customer's environment such as their operating system, hardware resources, or database schema.
- Kronos will not be responsible for troubleshooting applications or hardware not provided by Kronos.
- Change Orders are subject to scope review and may impact the project timeline or cost. If additional work beyond the initial scope of this Professional Services Engagement Overview is required as a result of a Change Order, the Customer may be charged.

## Change Orders

Requests for change to this Professional Services Engagement Overview or the project it covers must be submitted to your Kronos Sales Executive and Kronos Workforce Ready Consultant in writing.

Any of the following items will be considered Out of Scope and require a Change Order:

- Material changes in the Scope or effort
- Material changes in the number or type of Deliverables to meet the defined scope of effort
- Changes to the project resource requirements
- Changes to scheduled dates after acceptance of the Project Plan
- Kronos will not be responsible for troubleshooting applications or hardware not provided by Kronos.
- Change Orders are subject to scope review and may impact the project timeline or cost. If additional work beyond the initial scope of this Professional Services Engagement Overview is required as a result of a Change Order, the Customer may be charged.

Kronos will estimate the time and fixed cost needed to implement the change and the impact it may have on the delivery of project covered under this Professional Services Engagement Overview. Kronos will perform the requested work once the Change Order has been completed and signed by the Customer.

## Completion Criteria

The project covered under this Professional Services Engagement Overview will be considered complete when any one of the following completion criteria is met. Once one of these is met, no further work will be completed. If additional work is required, a Change Order or new Professional Services Engagement Overview must be generated.

Completion Criteria:

- The Customer has approved in writing
- The System has been put into use within a production environment for 14 calendar days
- More than twelve (12) months has passed since the date of signature of the Workforce Ready Order Form

The Customer may provide approval in writing via email or an alternative agreed upon method.

# Attachment 1

## Covered Entities

<b>Company Name</b>	<b>FEIN</b>	<b>Address</b>	<b>City</b>	<b>State</b>	<b>Zip</b>