

Service Request Order

This Service Request Order (SRO) outlines the scope of services to be provided by UKG and is/are subject to the terms and conditions set forth in the UKG Master Services Agreement (MSA) or such other existing underlying agreement between the Parties. Unless otherwise defined herein, words and expressions defined in the MSA shall have the same meaning in this SRO. In the event of a conflict or discrepancy between the terms in this SRO and the MSA, the MSA shall prevail.

Customer Bill-to Name:	SNOHOMISH COUNTY	Legal Entity:	UKG Kronos Systems LLC
Contact Name:	Nickolis Landgraff	Solution Id:	6106838
Phone:		Email:	nickolis.landgraff@co.snohomish.wa.us
Portfolio Project:	91834	Job Title:	Airport Business Manager
Creation Date:	9/12/2025		
SR Number:	SR-2025-00096967		
Currency:	USD		

Scope of Services:

UKG will provide resource(s) to complete the following services:

SRP Number	Service Name
SRP-2025-00096967	Solutions Consultant
Description of Services	Objective: Extend the scope of engagement for the Snohomish County Airport implementation. Anticipated Go-Live Date: On or before December 16th, 2025. Scope of Engagement: • User Acceptance Testing: • Commitment from Snohomish County Airport to complete user acceptance testing scenarios as provided in Open Project. • Testing window of 4-6 weeks, with a minimum of 1-2 working sessions weekly with the UKG Consultant to address and resolve open issues. • Consultant Engagement: • Continuous involvement of Project Manager, Solution Consultant(s), Integration Consultant, and Technology Consultant throughout the implementation.

- The scope and estimated hours allow for up to two weeks of delays or slower periods to account for planned time off and holidays.
- **Configuration and Training:**
 - Up to four weeks allocated for configuration cutover activities, end-user training, and any necessary smoke testing before deployment.
- **Post-Deployment Support:**
 - Two pay cycles of support after the deployment date.
 - Transition to UKG Global Support expected on or before January 16th, 2026.

Timeline:

- The engagement should not extend beyond February 1st, 2026.

Billing and Additional Services:

- Services will be delivered remotely.
- Hours are billed as needed, with only the support hours required to complete the implementation charged to Snohomish County Airport.
- Any services outside the defined scope, including major configuration or integration changes and further timeline extensions, will require an additional change order.
- If the quoted hours do not cover the services required, an additional service request will be issued.

Work Order Details:

- This Work Order SR-2025-00096967 supplements the fixed fee Statement of Work (SOW) and Quote Number 2022-70343, Rev #4, which has been exhausted.
- All fees still owed on the original quote must be paid upon reaching milestones.

Service Warranty:

This Service Request will be considered complete after thirty (30) calendar days of delivery. Any defects must be submitted in writing by the Customer within this period. Reported defects that fall within the boundaries of this Service Request will be corrected at no cost to the Customer. Additional revisions not contained in the original scope will be considered a new request.

Service and Fee Assumptions:

- Projects are submitted for UKG resource assignment and scheduling upon Customer's SRO approval.
- All services are contingent upon Customer involvement as mutually agreed to throughout the project.
- Additional requirements or revisions not contained in the original scope will be considered a new request and will require an additional SRO.

- All services will be performed remotely unless otherwise mutually agreed to in advance. Travel expenses are not included in SRO fees and will be invoiced separately if incurred as per the UKG Global Travel and Expense Policy.
- Customer agrees to pay UKG for all fees due pursuant to this SRO plus any applicable federal, state, and local taxes.
- Request details, service assumptions, and attachments for this SRO are available in the UKG Customer portal as applicable.

Fees and Billing:

Time and Materials:

- This SRO item is Time and Materials and will be billed monthly as delivered.

SRP Number	Work Location	Billing Role	Quantity	Unit Price	Total Price
SRP-2025-00096967	Remote	Solution Consultant	250.00	USD 175.00	USD 43,750.00

Summary of Fees:

Fee Totals	Total Price
Total Time and Materials Services	USD 43,750.00

Accepted and Agreed to:

SNOHOMISH COUNTY

Signature: _____

Contact Name: Abby Wolf
 Job Title: Sr Services Project Manager
 Date Signed: 9/12/2025

