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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 Name:	SNOHOMISH COUNTY	Legal Entity:	UKG Kronos Systems LLC
Contact Name:	Michael Neuterman	Solution Id:	6106838
Phone:		Email:	michael.neuterman@snoco.org
Portfolio Project:	91834	Job Title:	Departmental Technology Manager
Creation Date:	9/4/2024		
SR Number:	SR-2024-00033269	Quote Expiration Date:	10/12/2024
Currency:	USD		

Scope of Services:

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

SRP Number	Service Name
SRP-2024-00033437	Project Add-On Hours T&M
Description of Services	The scope for the Snohomish County Public Works implementation will be adjusted to account for the below testing items that are still outstanding: Confirm the DEST codes populate correctly in the payroll export based on the different testing scenarios If not correct, UKG will need concrete requirements to confirm the way each code is assigned to the employee(s) Thoroughly testing all phases of the cartegraph integration to confirm accuracy Thoroughly test the payroll export for accuracy Parallel test one pay period in the application with previous timecard data from Workforce Central This assumes Snohomish County has provided all requirements necessary for the above user acceptance testing scenarios and no major configuration or integration changes are required. UKG has confirmed a new project team will be assigned when the project is re-engaged. This includes a new Project Manager, Solution Consultant(s), Integration Consultant, and Technology Consultant. Knowledge transfer will need to be completed by the Snohomish County team when the new project team is assigned. The hours included in this budget allow for: Up to two weeks for knowledge transfer Up to two weeks for minor integration/configuration updates that need to be made before testing is re-started Up to four weeks for extensive User Acceptance Testing (includes

configuration testing, integration testing, and parallel testing) Up to four weeks for configuration cutover activities, end user training, and any smoke testing required before the deployment Two pay cycles of support after the deployment The timeline for this engagement should not extend a sixteen-week period, as detailed above. All services will be delivered remotely. Any services outside of the above scope (including major configuration or integration changes and further timeline extensions) will require an additional change order.

This Work Order SR-2024-00033269 supersedes all agreements and understandings, oral, written and implied, between the parties hereto with respect to Work Order SR-2023-00005821.

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.

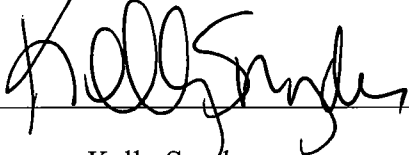
SRP Number	Work Location	Billing Role	Quantity	Unit Price	Total Price
SRP-2024-00033437	Remote	Solution Consultant	75.00	USD 220.00	USD 16,500.00
SRP-2024-00033437	Remote	Integration Consultant	75.00	USD 220.00	USD 16,500.00

Summary of Fees:

Fee Totals	Total Price
Total Time and Materials Services	USD 33,000.00

Accepted and Agreed to:

SNOHOMISH COUNTY

Signature: 

Contact Name: Kelly Snyder
Job Title: Public Works Director
Date Signed: 9/17/2024



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