

STATEMENT OF WORK

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☒ **Project** ☐ **Staff Augmentation**

This is a Statement of Work referred to in the Master Services Agreement (the “**Agreement**”) dated February 13, 2026, by and between City of Redmond, WA (“**Client**”) and Protiviti Inc. (“**Protiviti**”). This Statement of Work shall be effective upon the first to occur of (i) the date Protiviti commences providing the Services or (ii) the date it is signed by both parties.

- **Engagement Overview**

- This SOW covers the Build Phase of the UKG Pro ↔ Microsoft Dynamics 365 Finance & Operations (D365 F&O) integration program.
- This phase will execute upon the approved outputs of the Discovery Phase, including finalized integration requirements, architecture, and data mapping specifications. Protiviti will design, build, test, deploy, and stabilize all in-scope integrations as defined in the Discovery deliverables and attached as appendices to this SOW.

- **Name of Project:** City of Redmond UKG Integration

- **Client’s Project Manager:** Courtney Miller

- **Objectives**

- Implement secure, reliable, and scalable integrations between UKG Pro and D365 F&O
- Ensure accurate and auditable data movement aligned with City governance standards
- Deliver tested, production-ready integrations with operational monitoring and support readiness
- Transition integrations to steady-state support following go-live

- **Scope of Services:**

Overview:	This Statement of Work covers the Build Phase of the City of Redmond UKG Pro ↔ Microsoft Dynamics 365 Finance & Operations (D365 F&O) Integration Program.
In-Scope Integrations	Based on Discovery outcomes, the following integrations will be implemented: Worker / Employee Master (UKG → D365) Job / Position Master (UKG → D365) Payroll Cost / GL Distribution (UKG → D365) Financial Dimensions (D365 → UKG) Position / Organizational Updates (D365 → UKG) Integration monitoring, error handling, and alerting Integration will be a file based integration with a report delivered by UKG onto azure blob storage for processing. *Final integration list, frequency, and triggers will be governed by the approved Integration Requirements Document (IRD). **As the IRD document is still being created, if there are material changes, Protiviti will evaluate to see if there is any change in effort required. If material

	effort changes are required, Client and Protiviti will agree on a change order in alignment with the change in effort.
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Integration Design & Build	Protiviti will: ○ Finalize technical design specifications for each integration ○ Configure Azure integration components including: ○ Logic Apps ○ Azure Functions ○ Azure Data Factory (if applicable) ○ Secure Blob Storage / SFTP endpoints ○ Build transformation logic per approved mapping specifications ○ Develop logging, monitoring, and error-handling frameworks.
D365 F&O Configuration	○ Configure and/or extend applicable Data Management Framework (DMF) entities ○ Configure data import/export frameworks as required ○ Validate financial dimension alignment and master data dependencies
Testing	Protiviti will support and execute: • Unit Testing ○ Validate individual integration components and transformations • System Integration Testing (SIT) ○ End-to-end validation across UKG → Azure → D365 ○ Error-handling and recovery validation • User Acceptance Testing (UAT) Support ○ Defect resolution support ○ Technical clarification and troubleshooting ○ Retesting of fixes
User Acceptance Testing (UAT) Roles and Responsibilities	City of Redmond is responsible for: ○ Own and manage the UAT process and schedule ○ Define UAT scenarios, test cases, and acceptance criteria ○ Execute functional and business validation testing ○ Provide test data and validate payroll and financial results ○ Log, triage, and prioritize defects in an agreed tracking tool ○ Meet agreed testing timelines and provide timely feedback ○ Provide formal UAT sign-off

	Protiviti is responsible for: ○ Provide technical support during UAT ○ Analyze and remediate confirmed integration defects attributable to the build ○ Provide clarification on integration behavior and data flows ○ Support re-testing of resolved defects ○ Advise on technical feasibility and root cause analysis
Defect Severity Definitions	Critical: An issue that causes a complete failure of an in-scope integration or materially prevents core business operations. No viable workaround exists. High: An issue that significantly impacts processing accuracy or timeliness but has a viable workaround. Core business operations can continue with mitigation. Medium: An issue that does not prevent processing and has minimal business impact. Workarounds are available with low operational risk. Low: Cosmetic, informational, or enhancement-related issues with no impact to integration functionality or business operations.
Deployment & Cutover	○ Develop deployment and cutover strategy ○ Support lower-environment deployments ○ Execute production deployment ○ Validate production data flows and job scheduling ○ Support initial payroll and financial cycles, if applicable.
Documentation & Knowledge Transfer	○ Finalized integration design specifications ○ Final data mapping documents ○ Knowledge transfer session for City technical staff

Hypercare & Warranty	Hypercare (30 Days Post Go-Live) ○ Production issue resolution ○ Performance tuning ○ Monitoring oversight Warranty Period (Additional 30 Days) ○ Defect remediation related to integration build ○ No additional cost for warranty-covered issues
Hypercare Exit Criteria	Critical: No open Critical issues attributable to Protiviti integration build. High: No open High issues without an agreed workaround. Medium: May remain open and transition to Warranty or standard support, if documented and agreed. Low: Acceptable and do not prevent Hypercare exit.

- **Deliverables:**

Deliverable	Description
Final Integration Design Documents	Detailed technical designs per interface
Azure Integration Components	Production-ready Logic Apps / Functions
Configured DMF Entities	D365 import/export artifacts
Test Evidence	Unit & SIT results
Deployment & Cutover Plan	Approved execution approach
Knowledge Transfer Session	Recorded and Documented

- **Out of Scope:**

The following items are explicitly out of scope for this SOW	○ Changes to UKG Pro application configuration or UI ○ Custom UKG Pro development ○ Real-time API integrations (file-based only) ○ Historical payroll data migration ○ Report development in either system ○ Ongoing managed services beyond warranty period
Warranty Scope Clarification	During the Warranty Period, Protiviti will remediate defects attributable to the integration build that were not evident or reproducible during UAT. Warranty does not include enhancements, new requirements, or issues caused by source system changes, data anomalies, or third-party configuration changes.

- **Responsibilities:**

Protiviti Responsibilities	○ Integration architecture and development ○ Azure and D365 F&O configuration ○ Testing execution and defect remediation ○ Deployment and go-live support ○ Documentation and knowledge transfer
City of Redmond Responsibilities	○ Provide timely access to UKG and D365 environments ○ Provide test data and payroll validation ○ Participate in UAT and sign-offs ○ Approve deliverables and deployment milestones

- **Assumptions & Dependencies**

Assumptions	○ Discovery deliverables are approved prior to build start ○ Required environments are available and stable ○ UKG extract formats remain consistent with Discovery outputs ○ No material scope changes without formal change control ○ UKG and D365 Finance and Operations will stay on the same version throughout the implementation. If any changes happen that change the level of effort, a change order may be required.
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- **Fees:**

Level	Billing Rate
Managing Director	\$470
Senior Director/Director	\$470
Associate Director	\$345
Senior Manager	\$310
Manager	\$280
Senior Consultant	\$250
Consultant	\$175
Offshore – Associate Director	\$111
Offshore – Manager	\$51
Offshore – Deputy Manager	\$42

In addition to professional fees, out-of-pocket expenses incurred (including reimbursement for use of software and research tools), and billing processing fees (e.g. VMS), a 6% charge for technology and knowledge capital usage (applied to professional fees) will be billed to Client.

Resource Type	Role	Hours	Rate	Total	Comments
Quality Review – US Onshore	Managing Director	10	\$470	\$4,700.00	QA
Technical – US Onshore	Senior Manager	40	\$265	\$12,400.00	Governance + QA
Functional	Associate Director	60	\$111	\$6,660.00	Functional documentation / Testing
Technical	Associate Director	60	\$111	\$6,660.00	Solution Design, Architecture, Integration Patterns
Technical - Integration	Manager	260	\$51	\$13,260.00	Integration Development, Testing, Deployments
Technical – Integration	Deputy Manager	260	\$42	\$10,920.00	Integration Development, DMF Packages, Support
TOTAL:		690		\$54,600	

Executed this day of April 27th, 2026.

All of the terms, covenants and conditions set forth in the Agreement are incorporated herein by reference as if the same had been set forth herein in full.

PROTIVITI INC.

CITY OF REDMOND, WA

By: _____ By: _____
Kevin McCreary
 Managing Director