



### 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.

<b>Customer Bill-to Name:</b>	CITY OF REDMOND	<b>Legal Entity:</b>	UKG Kronos Systems LLC
<b>Contact Name:</b>	Courtney Miller	<b>Solution Id:</b>	6115682
<b>Phone:</b>		<b>Email:</b>	cmiller@redmond.gov
		<b>Job Title:</b>	Technology Project Manager
<b>Creation Date:</b>	1/15/2026		
<b>SR Number:</b>	SR-2026-00117754	<b>Quote Expiration Date:</b>	2/14/2026
<b>Currency:</b>	USD		

**Scope of Services:**

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

SRP Number	Service Name
SRP-2026-00117754	Solutions Consultant
Description of Services	Additional Launch support, extension through April go live @75k - client is aware and has agreed that should another extension be required past April 1 go live they will incur and addition 25k per month. Current Launch team will remain in place to support the April go live.

**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:**

**Fixed Fee:**

**This SRO item is Fixed Fee and will be billed with one (1) payment:**

- 100% of total fees billed upon approval of this SRO

SRP Number	Work Location	Service Name	Quantity	Unit Price	Total Price
SRP-2026-00117754	Remote	Solutions Consultant	1	USD 75,000.00	USD 75,000.00

**Summary of Fees:**

Fee Totals	Total Price
Total Fixed Fee	USD 75,000.00

**Accepted and Agreed to:**

**CITY OF REDMOND**

Signed by:  
Signature: Courtney Miller  
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Contact Name: Courtney Miller  
Job Title: Project Manager  
Date Signed: 1/15/2026

