



CITY CONTROLLER'S OFFICE
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 WARREN, MI 48093-5289
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 www.cityofwarren.org

DATE: APRIL 24, 2026
 TO: MINDY MOORE, SECRETARY, WARREN CITY COUNCIL
 SUBJECT: AWARD OF BID RFP-W-1645; TIME & ATTENDANCE SOFTWARE SERVICES AND EQUIPMENT, UTILIZING THE OMNIA PARTNERS COOPERATIVE CONTRACT #24-6833

The RFP Review Panel unanimously recommends that City Council approve the purchase of Time & Attendance Software Services and Rental of Time Clocks from, UKG (Ultimate Kronos Group) Kronos Systems, LLC., PO Box 744724, Atlanta GA, 30374, utilizing the Omnia Cooperative Contract #24-6833, for an initial five-year period (September 1, 2026 through August 31, 2031), in the total amount of \$214,860.00 (see table below), with options to extend for up to five additional years.

If the City Council approves these purchases, City Council agrees to waive the reconsideration period and authorize the City to execute an agreement immediately.

SERVICE/EQUIPMENT	MONTHLY COST	1 ST YEAR COST	FIVE YEAR COST
Ready Time and Integration Hub	\$2,565.00	\$30,780.00	\$153,900.00
Rental of Six (6) Time Clocks	\$ 891.00	\$10,692.00	\$ 53,460.00
UKG Launch (One-Time Fee)	N/A	\$ 7,500.00	\$ 7,500.00
1ST YEAR COST:		\$48,972.00	
5-YEAR GRAND TOTAL:			\$214,860.00

The recommendation before you today is for UKG to furnish UKG Ready, Time and Integration Hub, which is their solution for bringing Human Resources, Payroll, and Time and Attendance Management together in order to automate and simplify tasks under one operating system. UKG has had a successful working relationship with BS&A over the years and the City is confident that this transition will be successful.

In addition, the City will be renting six (6) UKG Ready Intouch Time Clocks, model DX G2, HID Prox, which will be strategically placed in key areas of the City. Employees will not be logging their times via biometrics, but when using these time clocks, will be entering information via a touchpad.

The City's current agreement with UKG expires on August 31, 2026. Since UKG needs approximately thirty days to schedule the implementation and another ninety-days to implement their solution, the Human Resources Department is requesting that City Council waive the reconsideration period and, if approved, allow the City to execute the agreement immediately.


Funds are available in the following Account: 101-1220-80100.

Respectfully Submitted,

Signed by:

E610E2D7FFE5449...
Craig Treppa
Purchasing Agent

Read and concur,

Signed by:

F6FDC83AE1C142B...
Kris Battle
Budget Director


Signed by:

CF2C773236C54C9...
Richard Fox
City Controller

Signed by:

F040B73E57F248E...
Lori M. Stone
Mayor

The contract documents have been found to be satisfactory as to form by the Assistant City Attorney, Laura Sullivan.

Signed by:

D5AB6A2EE6F9412...
Laura Sullivan
Assistant City Attorney

REVIEW PANEL MEMBERS:

- Gary Boike, City Councilman
- Mark Knapp, Assistant City Controller
- Laura Sullivan, Assistant City Attorney
- Jared Gajos, Human Resources Director
- Craig Treppa, Purchasing Agent

**Item No. 11.**

Procurement Services

Roger Ball, Director

Districts All

*Cobb County...Expect the Best!***TO:** Dr. Jackie R. McMorris, County Manager**FROM:** Roger Ball, Director
Stephen White, Agency Director**DATE:** July 8, 2025

PURPOSE

To approve the award of a contract with UKG Kronos Systems LLC for human resource information systems and related products and services.

BACKGROUND

Cobb County Government participates in programs of the OMNIA Partners, Public Sector (OMNIA) cooperative purchasing program. OMNIA Partners, Public Sector is a purchasing organization that assists public agencies in reducing the cost of purchased goods and services through pooling the purchasing power of public agencies nationwide. With input from participating public agencies throughout the country, products and services are identified to be competitively solicited on behalf of OMNIA by a governmental entity serving as the "lead agency." Cobb County offered to serve as the lead agency in developing a competitive solicitation for the specified equipment.

In compliance with Cobb County procurement policies, the Procurement Services Department publicly advertised and issued the national solicitation. The solicitation required detailed discount pricing for various solutions, and responses to questions to determine nationwide servicing and delivery capability.

Five proposals were received and evaluated by the evaluation committee. The following individuals served on the evaluation committee for this solicitation: Aleah Hawks, Human Resources Department; Joseph Bryant, Fire Department; Maureen Claffy, Finance Department; Jon Robinson, formerly of the Water System and Tara Crisp, formerly of the Information Technology Services Department.

The term of the contract is for four years with three one-year extension options. Prices are fixed for the first year. Subsequent price adjustments are subject to Cobb County's response to requests based upon producer/consumer market indexes and/or documented manufacturer price adjustments. The contract has been reviewed by the County Attorney's Office.

Approval of this contract does not represent any obligation on the part of Cobb County Government. Cobb County has a choice at any time to either bid for these solutions or to use this competitively bid contract. Cobb County will over the course of the contract earn a contract administrative fee based upon the contract's utilization value.

IMPACT STATEMENT

N/A

FUNDING

N/A

RECOMMENDATION

The Board of Commissioners approve the award of a contract with UKG Kronos Systems LLC for human resource information systems and related products and services that will be available to Cobb County Government but also, on a national level, to all state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit under the auspices of the OMNIA Partners, Public Sector cooperative purchasing program, and authorize the Chairwoman and the Procurement Services Director to execute the necessary documents and any subsequent amendments such as renewals, price changes, etc.

ATTACHMENTS

1. UKG Lead Agency MSA Cobb County 2025 07 02 final
2. UKG Cobb County Rider 2025 07 01

Summary Scoring
Sealed Proposal #24-6833
RFP - Human Resource Information Systems and Related Products and Services

Vendor 1: Dayforce

	Experience/ Performance	Product Options/Variety	Financial Stability	Response to Nat'l Program	Cost	Total
Evaluator 1	28	25	4	30	14	101
Evaluator 2	31	23	4	25	14	97
Evaluator 3	33	29	4	25	14	105
Evaluator 4	25	25	4	28	14	96
Evaluator 5	32	25	4	26	14	101
Final Score						500

Vendor 2: DLT Solutions

	Experience/ Performance	Product Options/Variety	Financial Stability	Response to Nat'l Program	Cost	Total
Evaluator 1	5	3	4	20	13	45
Evaluator 2	26	25	4	26	13	94
Evaluator 3	30	27	4	25	13	99
Evaluator 4	10	10	4	15	13	52
Evaluator 5	5	10	4	20	13	52
Final Score						342

Vendor 3: Inovium

	Experience/ Performance	Product Options/Variety	Financial Stability	Response to Nat'l Program	Cost	Total
Evaluator 1	28	21	4	10	12	75
Evaluator 2	20	27	4	20	12	83
Evaluator 3	29	30	4	25	12	100
Evaluator 4	14	25	4	20	12	75
Evaluator 5	15	15	4	25	12	71
Final Score						404

Vendor 4: NeoGov

	Experience/ Performance	Product Options/Variety	Financial Stability	Response to Nat'l Program	Cost	Total
Evaluator 1	28	30	3	26	22	109
Evaluator 2	32	25	3	27	22	109
Evaluator 3	33	29	3	25	22	112
Evaluator 4	31	25	3	20	22	101
Evaluator 5	35	30	3	28	22	118
Final Score						549

Vendor 5: UKG

	Experience/ Performance	Product Options/Variety	Financial Stability	Response to Nat'l Program	Cost	Total
Evaluator 1	33	28	3	30	25	119
Evaluator 2	32	28	3	29	25	117
Evaluator 3	33	29	3	25	25	115
Evaluator 4	30	30	3	30	25	118
Evaluator 5	35	30	3	28	25	121
Final Score						590



HR, Pay, & Workforce Management

ORDER FORM

Quote#: Q-407058
Expires: 30 Apr, 2026
Sales Executive: Joe Puccini
Effective Date: Effective as of the date of last signature of this Order

Order Type: Quote
Date: 21 Apr, 2026

Customer Legal Name:
CITY OF WARREN

Ship To: CITY OF WARREN
1 CITY SQ STE 425
WARREN, MI 48093-5292 USA

Customer Legal Address:
1 CITY SQ STE 425, WARREN, MI 48093-5292 USA

Bill To: CITY OF WARREN
1 CITY SQ STE 425
WARREN, MI 48093-5292 USA

Bill To Contact:

Ship To Contact: Craig J. Treppa

Ship to Phone: 1 (586) 574-4636
Ship to Mobile:
Contact: Craig Treppa
Email: ctreppa@cityofwarren.org

Currency: USD
Customer PO Number:
Solution ID: 6215460
Initial Term: 60 months from Billing
Start Date
Uplift Percent: 8 %

Shipping Terms: Shipping Point
Ship Method: FedEx Ground
Freight Term: Prepay & Add
Renewal Term: 12 months
Payment Terms: Net 45 Days

Billing Start Date: 90 Days from the Effective Date

Services

Billing Frequency: Monthly in Arrears

Services	Quantity	PEPM	Monthly Price	Annual Price
UKG READY INTEGRATION HUB	1	USD 0.00	USD 0.00	USD 0.00
UKG READY TIME	475	USD 5.40	USD 2,565.00	USD 30,780.00
Total Price			USD 2,565.00	USD 30,780.00

Equipment Rental

Billing Frequency: Monthly in Arrears

Item	Quantity	Unit Price	Monthly Price	Annual Price
UKG READY RENTAL INTOUCH DX G2,HID PROX	6	USD 148.50	USD 891.00	USD 10,692.00
Total Price			USD 891.00	USD 10,692.00

Accessories

Billing Frequency: Invoiced Upon the Signature of the order form

Item	Quantity	Unit Price	Total Price
NORTH AMERICA POWER ADAPTER FOR EXTERNAL OUTLET, INTOUCH DX/DX G2	6	USD 0.00	USD 0.00
Total Price			USD 0.00

Professional Services - Fixed Fee

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

Professional Services - Fixed Fee	Billing Role	Quantity	Unit Price	Total Price
UKG READY LAUNCH FIXED FEE	Grouped	1	USD 7,500.00	USD 7,500.00
Total Price				USD 7,500.00

Quote Summary

Item	Total Price
Minimum Monthly SaaS Service & Equipment Rental Fee	USD 3,456.00

Item	Total Price
Minimum Annual SaaS Service & Equipment Rental Fee	USD 41,472.00

Item	Total Price
Total Equipment Purchase and Accessories Fee	USD 0.00



Item	Total Price
Total Fixed Fees	USD 7,500.00

Order Notes:

This Order is subject to the Master Agreement No 24-6833 entered into between Cobb County Board of Commissioner ("Lead Agency") and UKG Kronos Systems, LLC ("UKG") effective as of July 14th, 2025 (the " Omnia Master Agreement No. 24-6833 ") and used by Customer as an Omnia Participating Public Agency.

The parties agree that Customer is migrating from their existing Ascentis Software as a Service applications (the "Existing Applications") to the UKG Ready Software as a Service offering ("Ready SaaS"). Customer's Software Support for the Existing Applications shall continue, for up to two payroll cycles within 60 days after migration to Pro Ready SaaS and shall terminate thereafter.

UKG 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, UKG will credit Customer for any pre-paid but unused Monthly Service Fees for Existing Applications being migrated. Customer may apply credits against any amounts owed to UKG by Customer until such credit is expended. Customer understands that they remain responsible for payment of Monthly Service Fees on the Existing Applications until the UKG Ready Billing Start Date.

The applicable Subscription Fees are due monthly in arrears based on the actual number of employees subject to the Minimum Quantity as set forth in this order and invoiced following the end of each month commencing on the Billing Start Date. Customer agrees that UKG shall direct debit its designated bank account for the applicable invoice amount in the month the invoice is due.

Customer shall provide UKG with banking information and all other required information needed to facilitate the invoicing process within five (5) days from the Effective Date of this Order. In the event that UKG does not receive the banking information and all other required information from Customer within such time frame, then Customer agrees that the Billing Frequency may be modified so that Customer shall be invoiced quarterly in advance, as follows: The Subscription Fees for the applicable Monthly Minimum Quantities are due quarterly and invoiced (30) days in advance of the quarter; to reconcile the actual employee counts, promptly following the end of each month starting from the Billing Start Date, UKG will invoice Customer for the actual number of employees in each month that exceeded the Monthly Minimum Quantity. In addition, all other billings such as Professional Service fees (including the UKG Launch Fixed Fee) or Print Services will also be subject to direct debit.

UKG will provide the UKG Ready professional Services offering in accordance with the UKG Launch - UKG Ready Services Description located at:
www.ukg.com/services-descriptions



IN WITNESS WHEREOF, the parties have caused this Order to be executed by their authorized representatives and shall be effective as of the date of the last signature below.

CITY OF WARREN

Signature: _____

Name: _____

Title: _____

Date: _____

CITY OF WARREN

Signature: _____

Name: _____

Title: _____

Date: _____

Kronos SaaShr, Inc.

Signature: _____

Name: _____

Title: _____

Date: _____



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.

Statement of Work

This Statement of Work (SoW) outlines the scope of services to be provided by UKG for the implementation of the Subscription Services in the Order.

The scope of services described herein are fixed price based and subject to the same terms and conditions as the corresponding UKG Order. Unless otherwise defined herein, words and expressions defined in the Order shall have the same meaning in this Statement of Work.

UKG's Launch methodology ("Launch") provides proven and repeatable processes that are supported with UKG standard tools, templates and proven training paths that deliver a successful launch of the Subscription Services. UKG and the Customer will collaborate throughout the Launch process performing tasks such as requirements workshops, system configuration, data conversion, integration configuration, testing cycles, production support, and project management.

With Launch, UKG uses its proven methodology to provide training and services to deploy the Subscription Services. Launch will be delivered as described in this document.

1. Introduction to Launch

Deployment Strategy

The deployment of Subscription Services is a collaborative endeavor. UKG will work with the Customer to determine the most logical and efficient deployment plan based upon Subscription Services purchased, and Launch duration outlined in this document. This best practice approach will be tailored to Customer's business objectives.

Launch Methodology

The Launch methodology provides a framework that generally describes how the project will progress from the start to finish. The project team follows this framework to transition Customer's existing human capital management and workforce management (if applicable) functions from Customer's legacy provider to UKG Ready. UKG's deployment methodology includes the following phases:

Launch Phase	Description
Welcome	Preliminary preparation involves four basic elements: UKG's internal readiness and team assignments, Customer preparation, a project team initial kick off meeting and ensure system access.
Requirements	UKG will perform a discovery process by interviewing the Customer's subject matter experts from different functional areas. Information that has been gathered during the requirements phase is used to determine the current system set up, the new system definition requirements and allow UKG to determine the best fit between the Customer's business requirements and the Subscription Services. A project timeline will be provided once requirements have been collected.
Build	This phase is designed to configure UKG Ready per the purchased Subscription Services, build interfaces, and migrate employee data into UKG Ready from legacy system. This phase will also provide unit testing to ensure that each iteration delivers a fully configured component of the system.
Test	Testing involves functional testing and user acceptance testing for the applicable Subscription Services; including, but not limited to, parallel testing, dual maintenance, and validation.
Go-Live	This phase consists of UKG assisting the Customer with the first live processing, the rollout of the Subscription Services and transition to UKG's Global Support team.

2. Roles and Responsibilities

A successful Launch assumes Customer participation throughout the project as referenced in the *Roles and Responsibilities* sections of this document. UKG and the Customer's roles and responsibilities are described below.

A check mark in the grid below indicates each respective party's primary responsibilities.

CONFIDENTIAL – Not to be disclosed to third parties without specific written consent from UKG Inc.

Activities	UKG	Customer
Project Management		
Review the scope of services with Customer including contract documents and resource assignments	√	√
Manage UKG team's project resources, budget, and scope/deliverables to ensure they are being met per the project timeline	√	
Manage Customer team's project resources, budget, and scope/deliverables to ensure they are being met per the project timeline		√
Create status reports and facilitate status calls with project team	√	
Partner together to identify, manage, and resolve project issues	√	√
Provide Customer communications and general project-related management activities	√	
Create change management and training for managers and employees		√
Welcome Phase		
Provide Customer access to the Subscription Services as contracted in the Order	√	
Share project goals and success criteria with UKG project team		√
Participate in the kick-off meeting	√	√
Assist in defining necessary Customer resources and a training plan as part of the project plan	√	
Key project resources attend recommended training course(s) throughout implementation		√
Requirements Phase		
Gather all available policy, procedure documentation, and business use cases to complete the data collection process		√
Describe the expected solution, business processes, and business rules for all employee groups in scope during requirements meeting(s)		√
Facilitate rapid review, feedback, and signoff on all project documentation as required to meet project deadlines		√
Lead meeting(s) to gather business requirements and document configuration needs	√	
Provide Customer with a detailed project plan	√	
Build Phase		
Complete mutually agreed upon UKG configuration tasks and complete unit testing to validate configuration	√	√
Share data translations and field mapping specifications for all required fields in the UKG import templates for data conversion	√	
Provide source data for production processing in the UKG approved import template formats		√
Review and approve imported data according to the agreed upon schedule		√
Create interfaces as defined during the Requirements phase of Launch	√	
Supply technical support required for system integration and data conversion	√	√
Complete all administrative training through Learning Center in UKG Ready		√
Create a plan for manager and end-user training		√
Test Phase		
Complete interface data validation	√	√
Perform functional/user acceptance and system testing	√	√
Execute manager and end-user training		√
Go-Live Phase		

Activities	UKG	Customer
Provide production support and post-live support for transition to UKG's Global Support team	√	
Perform project wrap-up activities, including closing open issues	√	√

3. **Deliverables**

Below are the key project deliverables and related acceptance criteria that UKG will deliver in each phase of the implementation.

Deliverable	Activity	Acceptance Criteria
Welcome Phase		
Aligned expectations	UKG will transition the customer project from Sales to Delivery Services	Customer confirms project expectations aligns with Sales order
Project team transition	UKG will assign the Launch team to the specifics of the project	UKG and Customer prepare project for engagement with the Launch team
Requirements Phase		
Detailed Project Plan	UKG will refine and update the initial project plan	Customer receives and accepts the detailed project plan
Project Requirements Document	UKG will provide Project Requirements Document	Customer receives and completes SOC (System and Organization Controls) sign off on the Project Requirements Document in UKG Ready
Completed Integration Specifications Document(s)*	Customer will review Integration Synopsis Document(s) with UKG	Customer reviews the document(s) prior to development of interface(s)
Build Phase		
UKG Ready configuration	UKG builds UKG Ready based on Requirements Document	UKG completes internal testing prior to hosting Build Review Call(s)
Build Review Call(s)	Customer to attend Build Review Call(s) hosted by UKG	Customer confirms the system is built according to the Requirements Document
Completed imports of all applicable employee data	Customer will review imported data with UKG and perform data validation	Customer confirms the system is built according to the Requirements Document
Completed Integration Development*	UKG completes the development of applicable integration(s) based on the approved Integration Synopsis Document(s)	UKG completes internal testing and validation prior to moving to customer/3 rd party testing and validation
Test Phase		
Complete Payroll Compare for 1 st Test Parallel. Provide issues resolution for 1 st parallel compare	Customer will participate in parallel testing and validate results	Customer confirms that all parallel testing results are accurate, and issues are resolved
Complete Payroll Compare for 2 nd Test Parallel. Provide issues resolution for 2 nd parallel compare	Customer will participate in parallel testing and validate results	Customer confirms that all parallel testing results are accurate, and issues are resolved
Complete UKG Ready Testing	Customer will participate in UKG Ready testing and review results	Customer confirms that all testing is accurate through SOC (System and Organization Controls) sign off in UKG Ready
Completed Import of Check History, Balances, and all other Go Live Relevant Imports	Customer review imported data with UKG and perform data validation	Customer confirms that all imported employee data is accurate

Completed Internal and External Testing of Integration(s)*	Customer will partner with external vendor(s) if applicable to complete all functional testing	Customer confirms that the integration(s) is working as designed. UKG will schedule and deploy based on this confirmation
Go-Live Phase		
Live Punching/Processing of UKG Ready	Customer will confirm decision to go live prior to Subscription Services target active date or when system is ready for active use	Customer completes SOC (System and Organization Controls) sign-off for relevant Subscription Services in UKG Ready

**Note: Financial based integrations (e.g., 401k export) are provided in alignment with go live. All other interfaces are delivered as available.*

4. Training

Effective training is the key to high user adoption rates. Training resulting in self-sufficient administrators, managers, and employees increases the efficiency of use of the Subscription Services and Customer's business processes.

UKG's training model includes a role-based learning plan. Each role within Customer's organization has a specific set of courses required at specific points in Launch. Having role-based training classes ensures the Customer's team members are trained on the processes they will use in their day-to-day interactions with Ready Subscription Services.

The timing of this training is key. UKG aims to provide the training with as little time between training delivery date and system usage as possible. This provides for Customer's users to have an opportunity to reinforce the training through real-life application before they begin to lose the skills gained in training. End users (e.g., Managers and Employees) use a train the trainer model for learning. Customer is responsible for train-the-trainer learning for their managers and employees unless otherwise defined in the *Launch Guidelines/Assumptions* section of this document.

Core Training	UKG Delivered Value Includes Access To:
Administrator and Super User Training	<ul style="list-style-type: none"> • Learning Center, UKG Ready's learning management system and training delivery platform, for each user. Learning experiences found within include, but are not limited to: <ul style="list-style-type: none"> ○ Interactive self-paced, on-demand modules ○ "How to" videos and snippets ○ Printable job aids • Recommended learning plan(s) aligned to each user's roles within UKG Ready • Online, public instructor-led class(es) • "Train the Trainer" enablement and materials <ul style="list-style-type: none"> ○ Editable templates and tools to be leveraged by the administrators to deliver manager and employee training ○ Manager and employee-focused job aids for common tasks within UKG Ready
Change Management and User Adoption Training	<ul style="list-style-type: none"> • Change management training for the project team on building a change management plan for Customer's organization • Change management toolkit that includes pre-populated templates and supporting resources to be leveraged to deliver Customer's change management plan

5. Project Team Composition

Resource allocation and commitment are key drivers for a successful Launch. UKG uses employee resources and may use trained and approved consulting services resources ("Certified Partners") to assist in the performance of

the Launch or consulting services under this Order Form. Customer hereby authorizes access by UKG, its affiliates, and Certified Partners to the Customer information necessary to perform such services which may include access to Customer's Confidential Information and Customer Data.

The team roles and key responsibilities are listed below. UKG will provide experienced industry experts specializing in specific areas of Launch. Customer will provide resources as described below in the Customer Team Resources section or as otherwise mutually agreed to in the project plan.

UKG Team Resources

Resource	Key Responsibilities
Services Manager	<ul style="list-style-type: none"> • UKG project sponsor • Gains commitment for all project resources • Primary point of contact • Responsible for achieving project objectives by coordinating with all project resources on the timely completion of project tasks
Project Manager	<ul style="list-style-type: none"> • Develops and manages project schedule • Identify and develop project risk mitigation plan • Communicates overall project status and provides project reporting • Serves as initial point of escalation for all project related issues and coordinates activities needed for resolution
Time Solution Consultant	<ul style="list-style-type: none"> • Primary UKG resource and functional UKG Ready Time expert • Customer's day-to-day point of contact for all system-related service requests • Completes Subscription Services configuration life cycle per the Launch methodology
HR (Human Resources) Solution Consultant	<ul style="list-style-type: none"> • Primary UKG resource and functional UKG Ready HR (Human Resources) expert • Customer's day-to-day point of contact for all system-related service requests • Completes Subscription Services configuration life cycle per the Launch methodology
Payroll Solution Consultant	<ul style="list-style-type: none"> • Primary UKG resource and functional UKG Ready Payroll expert • Customer's day-to-day point of contact for all system-related service requests • Completes Subscription Services configuration life cycle per the Launch methodology
Benefits Solution Consultant	<ul style="list-style-type: none"> • Primary UKG resource and functional UKG Ready Benefits expert • Customer's day-to-day point of contact for all system-related related service requests • Completes Subscription Services configuration life cycle per the Launch methodology
Talent Acquisition, Comp, Performance Solution Consultant	<ul style="list-style-type: none"> • Primary UKG resource and functional UKG Ready Talent and Compensation expert • Customer's day-to-day point of contact for all system-related related service requests • Completes Subscription Services configuration life cycle per the Launch methodology
Integration Consultant	<ul style="list-style-type: none"> • Responsible for integration file creation and delivery

Resource	Key Responsibilities
(As applicable)	<ul style="list-style-type: none"> Works together with Customer to determine requirements for integration(s), deploys and schedules completed interface(s).
Customer Success Consultant	<ul style="list-style-type: none"> Primary point of contact for post-live services related activities and transition to support

Customer Team Resources

Resource	Key Responsibilities
Executive Sponsor	<ul style="list-style-type: none"> Customer project sponsor Gains commitment for all project resources Provides executive-level support to the project team Ensures that the needs of the project team are well represented and met by the steering committee
Project Manager/Lead	<ul style="list-style-type: none"> Primary point of contact Responsible for achieving project objectives by coordinating with Customer project resources on the timely completion of project tasks Communicates overall project status and provides project reporting to Customer steering committee if applicable Serves as Customer's initial point of escalation for all project related issues and coordinates activities needed for resolution Identify and manage project risks Channels the team's activities toward Subscription Services configuration and executing the project
Time Subject Matter Expert	<ul style="list-style-type: none"> Customer's primary time representative and designated decision maker for time tracking
HR (Human Resources) Subject Matter Expert	<ul style="list-style-type: none"> Customer's primary HR representative and designated decision maker for HR
Payroll Subject Matter Expert	<ul style="list-style-type: none"> Customer's primary payroll representative and designated decision maker for payroll
Benefits Subject Matter Expert	<ul style="list-style-type: none"> Customer's primary benefit representative and designated decision maker for benefits
Talent Acquisition Subject Matter Expert	<ul style="list-style-type: none"> Customer's primary talent acquisition representative and designated decision maker for talent acquisition
Education and Change Management Resource	<ul style="list-style-type: none"> Customer's primary resource and designated decision maker for end user training and change management
System Administrator	<ul style="list-style-type: none"> Customer's primary resource for Subscription Services configuration and system knowledge
Technical Resource	<ul style="list-style-type: none"> Customer's primary resource for technical issues related to data conversion, integrations, network, and Subscription Services security
Other Subject Matter Experts	<ul style="list-style-type: none"> Customer's primary resource and designated decision maker in their specific specialty area

6. Launch Guidelines

The following guidelines were used in preparing this Statement of Work:

- General Guidelines

- The assigned UKG Project Manager will provide a finalized projected timeline once the requirements phase has been completed.

Note: The average launch duration for a full-suite core Subscription Services project is up to four months from project kickoff. Actual project duration may be compressed or elongated as influenced by customer preparation and engagement, configuration of solution design, or additional value-added Subscription Services ordered.

- Financial-based integrations (e.g., 401k export) are provided in alignment with go live.
 - The customer and UKG team are to complete tasks as indicated in the roles and responsibilities of this document and as assigned in the final project plan by mutually agreed upon due dates.
 - UKG will communicate with the Customer's project manager as the appointed point of contact responsible for all project management, communication, and preparation among all customer's parties (e.g., staff, vendors, consultants) and for any escalation and resolution.
 - Customer holds sole responsibility for troubleshooting system(s) or hardware not provided by UKG.
 - Changes in the scope of the launch or requirements are subject to review and may have an impact on the project timeline or cost. If additional work is required, a Change Order or new Statement of Work must be scoped, quoted, and signed.
 - UKG will support up to two (2) in-production payroll processing periods, then transition customer engagement to UKG's Global Support team for post-implementation support.
- **Delivery Guidelines**
 - All project work and resource delivery are supported through a virtual (offsite) UKG Launch team; the customer's team is not required to travel to UKG for any part of the Launch process.
 - If onsite work is preferred or required, exceptions can be requested from the UKG Services Manager. UKG has consulting service solutions that are not included as part of Launch but can be purchased as a value-added service.
 - When travel is agreed upon as part of a custom Launch or service request, UKG will deliver the scope of this project utilizing a blended approach. A blended approach combines onsite and remote resources.
 - For any UKG travel to a customer's location, travel expenses are not included and will be invoiced separately as incurred.

7. Subscription Services Assumptions

The following assumptions were used in preparing this Statement of Work, where available for purchase, if ordering:

Subscription Services	Assumptions
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UKG Ready Time

Deployment gets you started with the ability to accept punches and pay employees accurately through these core components:

- Total Cost Centers
- Profiles
 - Timesheets
 - Time off requests
 - Pay Prep
 - Security
 - Points
- Pay Calculations
 - Up to 20 calculations will be configured by the UKG project team
- Tables
 - Rate
 - Holiday
- Manager Levels
- Employee Perspectives Scorecards
- Workflows
 - Time Off Requests
 - Timesheet Change Requests
- Schedules
 - Daily Rules
 - Work Schedule Profiles
- Pay Periods
- Counters
- Time Off Categories
- Reports
 - Includes 61 commonly used pre-configured reports**
- Timekeeping Admin Training

**Up to five (5) additional customer-specified reports will be configured by the UKG project team using the standard functionality in the software. The customer can continue to configure as many as needed.

UKG Ready HR

Core functionality deployment gets you started by establishing HR as the system of record for employees, one of the most important foundational components through:

- Core employee demographics
- Onboarding
- Checklists
 - Up to 10 will be configured by the UKG project team, however the Customer can configure as many as needed
- Personnel management
- Workflows
 - Up to 10 will be configured by the UKG project team, however the Customer can configure as many as needed
- HR documents & forms

- Up to 10 custom forms will be configured by the UKG project team, however the Customer can configure as many as needed
- Incident tracking
- Certification / Credential
- Asset management
- Compliance reporting
- Standard reporting
- One-Time data load using customer-supplied data for current year in a standard UKG-supplied format
- Interface bundle using customer supplied data in standard file formats
- HR Admin Training

Deployment gets you started with the end-to-end payroll process with the ability to calculate gross-to-net, pay employees, adjust, and export data needed tax filing (if using a provider other than UKG Payroll Services) through:

- Configuration of up to 5 EINs
- Pay Period Profiles
- Up to two Parallel Payroll Tests
- Company Tax Setup (Jurisdictions)
- Custom Exports/Reports
- Company Deduction Types
- Company Earning Types
- Configure Default Banks
- Workers Comp Types
- Payroll History up to 4 Quarter of Current Year
- All Payroll Configurations Include:
 - Standard Dashboard Widgets
 - Global Payroll Settings
 - Standard Notifications
 - GL (General Ledger) Set Up
 - In-house manual check printing
 - Employee Imports
- Vendor Payments (ACH/Check)
- Payroll Administrative Training

UKG Ready Payroll*

*Recommend UKG Ready Payroll Services

Note: If UKG Payroll Services has not been purchased, UKG will configure tax filing options for one of the following vendors – ADP, BSI, Ceridian.

UKG Ready Payroll Services*

*Requires UKG Ready Payroll

Deployment prepares you to manage post payroll calculation functions utilizing the services as indicated in the Payroll Processing Addendum through:

- Election of services
- Confirmation of Funding method
- Testing of Funding bank account
- Tax Account ID, Frequency & Rate (Note: Services can only be provided for tax accounts with valid Tax ID provided)
- Balancing Current Year Payroll Tax Payments
- Collection of Power of Attorney forms for all jurisdictions
- Delivery policy configuration
- Shipping account authorization and configuration
- Confirmation Multi-state new hire registration, if applicable
- Master Vendor maintenance
- Payroll Processing Notifications
- Tax Code configuration verification reporting
- UKGPS New administrator training

Note: Customer must provide all requested information, including year-to-date payroll and tax payment information, valid tax account IDs for all active tax jurisdictions, and requested Power-of-attorney forms.

Enables data to flow between UKG Ready and 3rd party applications and/or vendors. UKG will deliver up to three (3) additional interfaces as part of this project.

UKG Ready Integration Hub

Included with any above- listed Subscription Services, as available and required

All Benefit and Financial integrations require Benefits Hub, a service of UKG Ready.

The customer is responsible for providing import files to UKG in the standard UKG Ready format and utilizing the standard UKG Ready delivery method. Each direction (To/From) any 3rd party system and UKG is considered a separate interface.

Interfaces will be accomplished via standard flat-file exchange. Customer will work with UKG and 3rd party vendors to facilitate design, testing, and validation.

Examples of interfaces/integrations that can be supplied under this project include:

- Schedule Import/Export
- Punch Import/Export
- Demographic Import/Export
- Accruals Import/Export

The included interfaces will expire if not identified by Launch Go Live.

Note: Non-templated, bidirectional, custom reports and/or API (Application Programming Interface) based integrations are not included in the scope of this project. If such services or reports are required, a separate quote will be provided.

- UKG Ready Learning
- Creation of Learning Academy
 - Learning Profile assignments
 - Bulk Upload of Employee information to LMS (Learning Management System)
 - Security settings
 - Training enabling client to administrate:
 - Content creation
 - Addition of Courses, Exams, OJTs, and Polls
 - Assignment of courses to individuals or groups of employees
 - Dashboard configuration for employees, managers, and administrators
 - Reporting functionality

Adds comprehensive leave administration through:

- UKG Leave Manager*
- *Recommend being used with UKG Ready Time, Accruals & HR
- Federal & state leave policy enforcement
 - Employer-specific leave policy enforcement
 - Qualifying questionnaire
 - Leave eligibility, type & duration determination
 - Leave hour interface with timesheets
 - Leave case routing workflow
 - Leave case life cycle monitoring
 - Employee self-services leave request & history
 - Standard reporting & email notification alerts
 - One-Time data load using customer-supplied data of current leave cases, leave case entries & entitlement balances in a standard UKG-supplied format

Provides proactive administration of your ACA (Affordable Care Act) compliance strategy across the UKG Ready solution through:

- UKG Ready ACA Manager*
- *Recommend being used with UKG Ready Time, HR & Payroll
- Configurable time periods & rules
 - Set measurement periods & hours threshold
 - Calculation of employee ACA (full-time (FT) status
 - Identify employees ACA standing by month
 - Flag part-time (PT) employees approaching ACA FT status
 - Flag ACA FT employees no longer qualifying
 - Calculation of plan's affordability (Requires UKG Payroll)
 - Settings for minimum value plan (Requires UKG HR)
 - Year-End government compliant forms
 - Standard ACA compliance reporting
 - One-Time Data load using customer-supplied data of employee hours for look back in a standard UKG-supplied format

UKG Ready Accruals* Adds comprehensive accrual administration to UKG Ready Time by automatically enforcing your time-off policies through:

- * Requires UKG Ready Time and/or Payroll
- Consistent enforcement of policy
 - Configurable calculation methods & grants
 - Time-Off routing & approval workflow (requires Timekeeper)

- Time-Off requests at data collection devices
- Automatic updates to schedule & timecard (requires Timekeeper)
- Visibility to projected balances
- Automatic balance reduction (requires Timekeeper or Payroll)
- View time-off calendars for groups
- Mobile access
- One-Time data load using customer-supplied data for current year in a standard UKG -supplied format
- Configure Accruals profiles and assign them to employees

Provides automated tools and high-quality information to create accurate schedules aligning staffing requirements with budget and business demand through:

UKG Scheduler*

*Requires UKG Ready Time

- Schedule build based on demand
- Fill w/best-fit employee preferences & skills
- Configurable color-coded scheduling views
- Budgeting constraint visibility
- Configurable routing & approval workflow
- Tools for determining schedule effectiveness
- Cost of schedule

Provides documentation proof of compliance for required administration to UKG Time by automatically enforcing your policies through:

UKG Ready Attestation*

* Requires UKG Ready Time

- Configurable questions & response choices
- Automated notification & reminders
- Several employee prompts with workflows
 - Prompts differ based on attestation prompt
- Workflows**
- Functionality for the InTouch Clock vs. the Web may differ
- Full Audit Report

**Up to three (3) of each, as needed, will be configured by the UKG project team. The customer can continue to configure as many as needed.

Core functionality deployment gets you started by establishing standard views of common information helpful to business stakeholders. The standard views UKG will provide during this project include:

UKG Ready People Analytics*

* Requires UKG Ready Time

- Calculation of flight risk
- Configurable alerts using AIMEE Insights
- Standard reporting including pivot functionality
- Flight Risk Dashboard tile
- Voluntary Termination Reason Mapping (*In conjunction with UKG Ready HR)

UKG Ready Benefits*

*Requires UKG Ready HR for benefit plan feeds and UKG Ready Payroll for retirement/401(k) feeds

Deployment gets you started with the end-to-end benefit administration process with the ability to automate carrier connectivity through:

- Employee Self-Service capabilities including open enrollment/life events
- Dependent and beneficiary record keeping
- One time data load of benefit enrollments, including dependents and beneficiaries
- Benefit maintenance training
- Five (5) carrier feeds including benefit providers, COBRA connectivity to a TPA (Third Party Administrator), and Financial Connectivity
- Standard Reporting

The included interfaces will expire if not identified by Launch Go Live.

Note: Each file needed, even to the same vendor, counts as one (1) feed.

UKG Ready Compensation Manager*

*Requires UKG Ready HR

Automates the entire compensation management process from defining programs and guidelines through budgeting and modeling to routing proposals for approval through:

- Configurable compensation cycles
- Tie compensation to performance outcomes
- Import/export Excel based compensation proposals
- Routing & approval workflows
- Complete compensation process visibility
- Budget vs. proposed comparison

UKG Ready Performance Management*

*Requires UKG Ready HR

Provides performance management process from defining programs and guidelines through budgeting and modeling to routing proposals for approval through:

- Full Performance Configuration**
- Performance Development - Customer will be trained on how to setup Goal Categories, Goal Types and how to assign them to Employees. Customers will be responsible for the setup of each development area.
- Succession Planning
 - Succession Metrics
 - Up to 5 Succession Profiles will be configured by the UKG project team, however the Customer can configure as many as needed
 - Customer will be trained on how to assign succession profiles to employees and manage the metrics

**Up to three (3) review profiles will be configured by the UKG project team. The customer can continue to configure as many as needed.

UKG Recruiting*

*Requires UKG Ready HR

Provides proactive administration of your Recruitment strategy across the UKG Ready solution through:

- Applicant Configuration
- Applicant Administration
- Job Requisitions
- Workflows**
- Checklists**
- Questionnaires**
- Tracking/recruitment custom forms**
- Talent tracking: training, skills, certifications
- Communication and Notification templates**
- Standard reporting

**Up to five (5) of each, as needed, will be configured by the UKG project team. The customer can continue to configure as many as needed.

UKG Great Places to Work

The UKG Ready Great Place To Work Hub turns typical HR metrics into opportunities to build inclusive, equitable cultures by providing:

- Pre-curated, employee demographic and lifecycle metrics and charts
- Research and market trend articles from Great Place To Work
- Survey integration with Great Place To Work

When bundled with UKG Ready Bryte Assist, the UKG Ready Great Place To Work Hub provides actionable insights and recommendations that are proven to create great workplaces.

UKG Ready Expense Tracking*

*Requires UKG Ready Time

Deployment will enable Customer to process employee submitted expense reports and includes the following:

- Configuration of up to three (3) expense profiles and three (3) approval workflows
- Configuration of up to (10) expense types (i.e. amount-based, mileage-based, etc.) and ten (10) expense attributes
- Report-level and individual expense item reporting
- Employee self-service for creating expense reports and attaching receipts
- Pay prep processing for expenses to flow to payroll

<p>UKG Ready Beacon</p>	<p>UKG Ready Beacon transforms employee engagement by embedding recognition, rewards, and connection directly into everyday workflows.</p> <p>UKG will set up and configure:</p> <ul style="list-style-type: none"> • Up to (5) User groups for departments, organization structure, etc. • Up to (5) User roles & permissions • Social posts and feed • Up to (3) Reward budget structures, allowance distribution and approval workflows • Up to (3) Reward store & custom reward options • Up to (3) Nomination/Awards Structure • Milestone automations (birthdays, work anniversaries, new starter welcomes, etc.) • Training for managing social posts, reward approvals and budgets, nominations etc. and enablement to encourage positive behaviors, recognition, celebrations
<p>UKG Ready Bryte AI</p>	<p>UKG will:</p> <ul style="list-style-type: none"> • Assist with configuring access to Bryte Assist through security settings • Provide guidance on how to upload documents to Bryte Assist • Share best practices for using Bryte Assist effectively <p>Please note: Bryte AI does not currently support the automatic generation of responses based on localized content-specific rules or policies unless those are uploaded. We also recommend that customers encourage their user base to provide clear feedback if Bryte AI ever provides incorrect information. For any issues, Customer Administrators should submit tickets via the appropriate UKG channels, following the established escalation process and SLA requirements.</p>
<p>UKG Rapid Hire - Standard</p>	<p>UKG will:</p> <ul style="list-style-type: none"> • Assist with configuring the standard UKG Rapid Hire solution and includes up to one (1) standard flat file integration.
<p>UKG Rapid Hire - Onboarding</p>	<p>UKG will:</p> <ul style="list-style-type: none"> • Assist with configuring up to fifteen (15) workflows and includes up to one (1) standard flat file integration.
<p>UKG Ready COBRA Administration*</p> <p>*Requires UKG Ready HR and Benefits</p>	<p>Provides proactive administration of your federal COBRA compliance strategy across the UKG Ready solution through:</p> <ul style="list-style-type: none"> • Identify qualifying events and notification for approval • COBRA notice delivery • Benefits management for COBRA participants, including enrollment • Management of data exchange with carriers • Portal with dashboard to track COBRA Administration process • One-time data load using customer-supplied data of COBRA participants

<p>UKG HRSD Document Manager</p>	<p>UKG will provide the following predefined functionality:</p> <ul style="list-style-type: none">• Employee folder structure• HR roles mapped with UKG Ready HR roles• UKG Ready HR Data (Employee, Organization and HR User)• Enablement of advanced document feature• Logo of Customer to UKG Ready Document Manager site• Document migration from UKG Ready Documents: Employee, Government, and Custom Forms, to Document Manager
<p>UKG HRSD People Assist</p>	<p>Customer responsibility includes: Document migration from legacy provider to UKG Ready</p> <p>UKG will provide the following predefined functionality:</p> <ul style="list-style-type: none">• Form and workflow configuration• HR Roles mapped with UKG Ready HR roles• Process automation and template configuration• UKG Ready HR data (Employee, Organization and HR User)• Logo of Customer applied to UKG Ready People Assist
<p>UKG Ready Canada Payroll* *Recommend UKG Payroll Services Canada</p>	<p>Customer will: Create knowledge base articles in its Subscription Service platform</p> <p>Deployment gets you started with the end-to-end payroll process with the ability to calculate gross-to-net, pay employees, adjust, and export data needed for tax filing (tax filing is not currently offered by UKGPS Canada; however, tax deposits are):</p> <ul style="list-style-type: none">• Configuration of up to 5 EINs• Pay Period Profiles• Up to two Parallel Payroll Tests• Company Tax Setup (Jurisdictions)• Custom Exports/Reports• Company Deduction Types• Company Earning Types• Configure Default Banks• Workers Comp Types• Payroll History up to 4 Quarter of Current Year• All Payroll Configurations Include:<ul style="list-style-type: none">○ Standard Dashboard Widgets○ Global Payroll Settings○ Standard Notifications○ GL (General Ledger) Set Up○ In-house manual cheque printing○ EFT/AFT File for employee direct deposits○ Employee Imports• Vendor Payments (Cheque)• Payroll Administrative Training

<p>UKG Ready Payroll Services Canada*</p> <p>*Requires UKG Ready Canada Payroll</p>	<p>Deployment prepares you to manage post payroll calculation functions utilizing the services as indicated in the Payroll Processing Addendum through:</p> <ul style="list-style-type: none"> • Election of services • Confirmation of Funding method • Testing of Funding bank account • Tax Account ID, Frequency & Rate (Note: Services can only be provided for tax accounts with valid Tax ID provided) • Balancing Current Year Payroll Tax Payments • Collection of Power of Attorney forms for all jurisdictions • Payroll Processing Notifications • UKGPS New administrator training <p>Note: Customer must provide all requested information, including year-to-date payroll and tax payment information, valid tax account IDs for all active tax jurisdictions, and requested Power-of-attorney forms.</p>
<p>UKG Payroll powered by Payroll Metrics *Australia</p>	<p>UKG Ready Payroll by Payroll Metrics module deployment gets you started with the ability to; comply with legislation, reduce costs by cutting the time to manage transaction processing, reduce errors and leverage the value of the information held in your payroll database.</p> <ul style="list-style-type: none"> • UKG project manager to arrange payroll discovery sessions; • UKG to support the transfer of timesheet data for parallel 2 for the customer to reconcile in UKG Payroll powered by Payroll Metrics. • UKG to import employee records relating to leave balances which includes; Annual leave (hours for Australia, weeks for New Zealand), personal leave (hours for Australia, days for New Zealand) and long service leave (weeks for Australia)
<p>STP Gateway Assist *Australia</p> <p>*requires UKG Payroll by Payroll Metrics</p>	<p>UKG Ready Payroll Single Touch Payroll Gateway Assist ensures you comply with the Australian Tax Office single touch payroll legislation.</p>
<p>Deduction Management Gateway Assist *Australia</p> <p>*requires UKG Payroll by Payroll Metrics</p>	<p>UKG Ready Payroll Deduction Management Gateway Assist adds the ability to aggregate all superannuation contributions, employer and employee, and automatically send the transactions through an ATO accredited superstream gateway.</p>

<p>EFT Gateway Assist *Australia</p> <p>*requires UKG Payroll by Payroll Metrics</p>	<p>UKG Ready Payroll Electronic File Transfer (EFT) Gateway Assist adds the ability to automatically and securely distribute employee payment transactions to employees' bank accounts utilising iLink Westpac Integrated Banking Service (WIBS) funds payment service.</p>
<p>Annualised Salaries *Australia</p> <p>*requires UKG Payroll by Payroll Metrics</p>	<p>UKG Ready Payroll – Annualised Salaries by Payroll Module delivers compliance with workplace legislation regarding annualised salaries.</p> <ul style="list-style-type: none"> • UKG project manager to arrange payroll discovery sessions
<p>UKG One View Connect</p>	<p>UKG will:</p> <ul style="list-style-type: none"> • Lead Customer through a multi-country, multi-phased deployment of UKG One View Connect for the countries set forth in the Order • Configure the UKG One View Connect system per Customer requirements for 2 pay groups • Support Customer's company data and/or employee data migration via one (1) of the following methods: <ul style="list-style-type: none"> ○ HCM synchronization ○ One View template population ○ One View UI entry • Support Customer's data load and the successful syncing of live data • Provide cut-over support for the first full cycle of live operation
<p>One View Managed Services</p>	<p>UKG will:</p> <ul style="list-style-type: none"> • Lead Customer through a multi-country deployment of UKG One View Managed Services for the countries set for in the Order • Supplement the baseline standard configuration in accordance with Customer-specific requirements • Setup and build General Ledger specification as agreed with the Customer during Requirements stage • Establish Single Sign On (SSO) login protocols (if applicable) • Support Customer's company data and/or data migrations via one (1) of the following methods: <ul style="list-style-type: none"> ○ HCM synchronization ○ One View template population ○ One View UI entry • Support Customer's data load and successful syncing of live data • Perform testing and readiness on agreed payment & funding methods per country entity pay group • Perform and support parallel running of payrolls to successful sign off and conclusion to move to go live status • Provide cut-over support for the first full cycle of live operation

8. Service Requests

Requests for change to this Statement of Work or the project it covers must be submitted to your project manager in writing or in the form of an electronic service request. Any of the following items will be considered out of scope and require a service request:

- Material changes in the scope or effort (i.e., # of deployments or EIN's, request of onsite assistance, etc.)
- Material changes in the number or type of deliverables to meet the defined scope of effort (i.e., additional integration, profiles, etc.)
- Additional historical data loading (HR Data or Payroll/Check Data)
- Changes to the project resource requirements
- Changes to the Launch duration, i.e., changes to scheduled dates after acceptance of the Project Plan
- Projects placed on hold may incur re-engagement or other re-work fees and may result in a change of consultant(s).

UKG will estimate the time and costs needed to implement the change and the impact it may have on the delivery of the project. UKG will perform the requested work once the service request has been completed and signed by the Customer.

9. Completion Criteria

The project covered under this Statement of Work will be considered complete when any one of the following completion criteria is met, and no further Subscription Services configuration work is to be done as part of the originally ordered implementation. If additional work is required, a Change Order or new Statement of Work must be scoped, quoted, and signed.

- The customer has affirmed approval in writing
- The system has been used to generate, retain, or export data that is used to produce a live pay statement for an active employee
- Material changes to the project resource requirements
- Material changes to the Launch duration

UKG Ready

Services Description

1. Scope

- 1.1. This Services Description applies to UKG's provision of the commercially available version of UKG Ready software as a service in UKG's hosting environment and related services as listed in Section 1.2. This Services Description is subject to and governed by the Order and the corresponding agreement that governs Customer's use of Subscription Services and other Services (collectively, the "Agreement").
- 1.2. This Services Description applies to the following Subscription Services and other Services when included on the order: UKG Ready Time, UKG Ready HR, UKG Learning, UKG Ready Scheduler, UKG Ready Recruiting, UKG Ready Leave, UKG Ready Attestation, UKG Ready Performance, UKG Ready Access Control, UKG Ready People Insights, UKG Ready Integration Hub, UKG Ready Learning, UKG Ready Expense Tracking.
- 1.3. Capitalized terms used but not defined in this Services Description will have the meanings ascribed to them in the Agreement.

2. Right to Access and Use

- 2.1. UKG will provide Customer with access to and use of the Subscription Services during the Order Term (which includes the Initial Term and the successive Renewal Terms). Customer's right to access and use the Subscription Services is limited to the specific Subscription Services specified on the Order and as described in this Services Description and the Order.
- 2.2. UKG will monitor Customer's usage of the Subscription Services in order to calculate the usage portion of the monthly service fees. The Subscription Services will be priced on the basis identified on the Order: (a) per month; (b) per active employee ("Active Employee") per month usage; (c) per compensated employee ("Compensated Employee") per month usage; (d) per transaction (e.g. pay statement); or, (e) per access point, as applicable. For such purposes, an employee will be deemed an Active Employee or Compensated Employee, as applicable during a billing period, if: (i) time has been entered for the employee; (ii) records are included for the employee for the purpose of processing payroll; (iii) records are included for such employee within an import/export process; (iv) the employee has access to the Subscription Services; (v) benefit time has been accrued for the employee; or (vi) the employee has been marked by Customer in the Subscription Services as having an "Active" status during the period. An employee is not an Active Employee or Compensated Employee when identified with "Is Terminated" status in the Subscription Services.

3. Fees, Payment and Invoicing

- 3.1. Customer will pay UKG the Subscription Services fees for the Monthly Minimum Quantity set forth in the Order and, where applicable, for any additional use of the Subscription Services in excess of the Monthly Minimum Quantity ("Usage Overage").
- 3.2. UKG will invoice the Customer for the Subscription Services fees as follows: i) the Monthly Minimum Quantity, commencing on the Billing Start Date, and thereafter in accordance with the Billing Frequency stated on the Order; and (ii) the Usage Overage, commencing on the earlier of the Billing Start Date or the date that Customer begins use of the Subscription Services in the UKG production environment, and monthly in arrears thereafter, unless agreed otherwise in the Order.
- 3.3. Notwithstanding section 3.2 above and as it relates to the Monthly Minimum Quantity, the parties agree that: (i) if the Billing Start Date is on or before the 15th day of a calendar month, UKG will invoice Customer the Subscription Services fee for the Monthly Minimum Quantity for that month and each remaining month of the Order Term; and if the Billing Start Date falls after the 15th day of the calendar month, UKG will invoice Customer for the Subscription Services fees of the Monthly Minimum Quantity on the first day of the following calendar month and each remaining month of the Initial Term.
- 3.4. The monthly Subscription Services fees (based on the number of employees multiplied by the applicable Subscription Services fee) may increase or decrease if the number of employees (e.g. Active Employees; Compensated Employees) increases or decreases, but in no event will the monthly Subscription Services fee be calculated on less than the Monthly Minimum Quantity of employees as set forth in the Order.

4. Customer Data

4.1. Customer may retrieve Customer Data at no additional charge during the then current Order Term and for no more than thirty (30) days after the expiration or termination of the Agreement, unless otherwise mutually agreed by the Parties.

5. UKG Support Policy

5.1. The UKG Support Policy is set forth in Exhibit 1 of this Services Description.

6. UKG Ready Document Manager

If the UKG Ready Document Manager is included in an Order, Customer acknowledges that use of the integrated DocuSign e-signature functionality requires Customer to separately obtain and maintain a DocuSign license.

EXHIBIT 1

UKG Support Policy

UKG provides support for all customer environments on UKG Subscription Services. Configuration of new features may be subject to additional cost depending on complexity.

Priority Based Support

UKG provides support on a "priority" basis. As such, customers with the most critical request(s) will be serviced first, pursuant to the following UKG guidelines:

Priority Level	Description	Target Response Time
High	<p>A critical Customer issue with no available workaround where the Subscription Services cannot be accessed, or where the Subscription Services are experiencing major system degradation, such as:</p> <ul style="list-style-type: none"> • Cloud outage • Unable to sign-off time cards • Payroll data accuracy or unable to process payroll • Totals are not accurate • Unable to collect punches from terminals • Unable to access a critical function within the Subscription Services 	Thirty (30) minutes or immediately via Rapid Response
Medium	<p>A serious Customer issue which impacts ability to utilize the Subscription Services effectively, such as:</p> <ul style="list-style-type: none"> • Intermittent or inconsistent functionality results or data accuracy (e.g., accrual balances not matching pay codes but balances are accurate) • Data display inaccuracies or inconsistencies across multiple tasks • Application performance is inconsistent or fluctuates 	One (1) business hour or immediately via Rapid Response
Low	<p>Non-critical Customer issue generally entailing use and usability issues or "how to" questions, such as:</p> <ul style="list-style-type: none"> • How do I set up a holiday pay rule? • How do I run a report? 	Within two business (2) hours

Service Coverage Period

UKG provides support 24 hours a day, seven days a week, 365 days a year, for high priority issues. UKG provides support during business hours for medium and low priority issues.

Support Language

Support is provided in English and may be provided in French, Dutch, German and Spanish in some regions during local business hours.

Support Exclusions

Support services do not include service to the Subscription Services resulting from, or associated with:

1. Failure to use the Subscription Services in accordance with UKG's published specifications;
2. Customer's end user computer or operating system malfunctions, including browser and internet connection, or failure of the internet;
3. Services required for Subscription Services programs or conversions from products or software not supplied by UKG; or
4. Implementation services, configuration changes, and custom reports.

Critical Outages

UKG will provide continuous effort on all high priority events through either bug identification, the development of a workaround, or problem resolution. If this effort goes beyond normal business hours, the case may be passed to the after-hours team. On-going continuous effort may also be dependent on the customer's ability to provide a resource to work with UKG during this period.

Technical Escalation

UKG's case resolution process is a team based approach structured around specific features within the Subscription Services and staffed by UKG support engineers covering the full spectrum of skill sets and technical expertise. The teams are empowered to dynamically apply the appropriate resources to a case based on severity and complexity for the fastest resolution time possible.

The teams are also integrated with the development engineering and cloud operations staff and engage their assistance and technical guidance when necessary and/or directly escalate depending on case severity and time to resolve considerations.

For situations that contain multiple cases, an account or relationship manager may be assigned to act as a single point of contact and communication regarding case resolution status, action plan development, resource integration and implementation co-ordination. The account or relationship manager remains engaged until the situation has been successfully remediated.

Management Escalation

Customers may, at any time, ask to speak to a UKG global support manager if they experience dissatisfaction with the level of service received with respect to a specific case or service in general. To contact a UKG global support manager, please telephone your UKG support services center and ask to speak to a manager. Phone numbers are listed on the UKG Community at <https://community.kronos.com/s/article/KB13193>.

Remote Support

UKG utilizes a web-based screen-sharing tool of its choosing that enables UKG to support Customers by empowering our support representatives to remotely view the computer of a Customer's user. By connecting through the internet or via intranets and extranets, support representatives will work in real time with Customer's users and quickly escalate to desktop sharing, which features mutual mouse and keyboard control and whiteboard capability.

UKG Community

UKG provides Customers with access to the UKG Community, which includes access to how-to articles and discussion boards, as well as the ability to open support cases. The UKG Community helps Customers make the most of its UKG solutions by putting tools and resources at its fingertips in a collaborative, intuitive online space — a space that makes opening a case, accessing support, and viewing all Customer's account information easier than ever. Streamlined and searchable, the information Customers need is just a click away.

Additional Support Options

As part of the Support Services, UKG may also provide:

- UKG Onboarding Experience: Step-by-step guidance to assist Customer during onboard activities
- Success Manager: A UKG resource to provide guidance on best practices in using Subscription Services
- Integration/API Support: Assistance with enhancing and updating existing APIs and integrations
- New Feature Review and Activation Assistance: Guidance on new features of Subscription Services and how to enable them
- Industry Best Practices Review: Review configuration and use of Subscription Services against industry peers and provide recommendations
- Configuration Review: Assistance with optimizing the use of Subscription Services based on your current usage patterns

Mr. Jared Gajos
Director of Human Resources

April 23, 2026

Mindy Moore
City Council Secretary

Re: UKG Contract Agreement with OMNIA


The City of Warren was originally awarded UKG, formally known as UKG-Ascentis and/or Cincinnati-Time, in 2014. After various extension agreements, the award with UKG hit its 10-year marker in 2024. An additional extension agreement with a term from September 1, 2024 – August 31, 2025 was awarded by City Council, with the knowledge that this was to assist while the BS&A implementation plan was occurring throughout the City of Warren. It would have not been sustainable to begin a new time and attendance software that ran concurrently with new BS&A software that affected several departments; specifically, Payroll who works with time and attendance. As it was mentioned in the contract extension agreement letter from 2024, UKG has a functional working relationship with BS&A. Knowing this, we expected the transition to be a smooth journey between BS&A and UKG. With this in mind, last year (2025) I asked for one final one-year extension with UKG, here specially their NOVAtime time and attendance tracking software, with the understanding that we would be submitting an RFP for time and attendance solutions. Council approved this agreement with the understanding that this was the last extension and an RFP would have to be established before the contractual end date.

Working with UKG, we discovered that there exists a Cooperative Contract with OMNIA PARTNERS that beat out other competitors. After discussions with Councilmember Boike, we agreed this was the best option to pursue as it restarted the ten-year timeline between any contractors with the City of Warren. The UKG team has proven themselves as a reliable partner and through the new state contract, we can continue this relationship with the company. Based on this information, I respectfully request City Council's approval to move forward with the procurement of the software and equipment for a five-year agreement, subject to OMNIA renewal and approval by both the City of Warren and UKG.

Item: UKG Ready Time | UKG Ready Rental Intouch DX G2 HID Prox | UKG Ready Launch Fixed Fee

5-Year Cost: \$214,860.00 Term: 09/01/2026 – 08/31/2031 Account: 101-1220-80100

Thank you for consideration,

Signed by:

4879539F8E344BB...

Jared Gajos

Director of Human Resources

RESOLUTION

Document No: RFP-W-1645

Product or Service: Time & Attendance Software Services and Equipment

Requesting Department: Human Resources

At a Regular Meeting of the City Council of the City of Warren, County of Macomb, Michigan, held on _____, 2026 at 7 p.m. Local Time, in the Council Chamber at the Warren Community Center Auditorium, 5460 Arden, Warren, Michigan.

PRESENT: Councilmembers: _____

ABSENT: Councilmembers: _____

The following preamble and resolution were offered by Councilmember _____ and supported by Councilmember _____.

Upon performing a diligent inquiry, the RFP-W-1645 Review Panel has determined that it is in the best interest of the City to award Time & Attendance Software Services and Rental of Time Clock Equipment to UKG (Ultimate Kronos Group) Kronos Systems, LLC., PO Box 744724, Atlanta GA, 30374 for a five-year period to in the amounts shown in the table below, utilizing the Omnia Cooperative Contract #24-6833, for a five-year total of \$214,860.00, with options to extend for up to five additional years.

SERVICE/EQUIPMENT	MONTHLY COST	1 ST YEAR COST	FIVE YEAR COST
Ready Time and Integration Hub	\$2,565.00	\$30,780.00	\$153,900.00
Rental of Six (6) Time Clocks	\$ 891.00	\$10,692.00	\$ 53,460.00
UKG Launch (One-Time Fee)	N/A	\$ 7,500.00	\$ 7,500.00
1ST YEAR COST:		\$48,972.00	
5-YEAR GRAND TOTAL:			\$214,860.00

The Purchasing Agent has conducted a review and concurs with the sole procurement.

Funds are available in the following account: 101-1220-80100.

IT IS RESOLVED, that Time & Attendance Software Services and Rental of Time Clock Equipment to UKG (Ultimate Kronos Group) Kronos Systems, LLC., PO Box 744724, Atlanta GA, 30374, for a five-year period to in the amounts shown in the table above, utilizing the Omnia Cooperative Contract #24-6833.

IT IS FURTHER RESOLVED, that there are options to extend the agreement up to five additional years and that the initial five-year term shall commence on September 1, 2026.

IT IS FURTHER RESOLVED, that City Council agrees to waive the reconsideration period and authorize the City to execute an agreement with UKG immediately.

IT IS FURTHER RESOLVED, that the Purchasing Agent and/or Mayor and City Clerk are authorized to execute any such documents that are necessary for this approval consistent with the terms of the:

- Contract
- Resolution

and in such form that meets with the satisfaction of the City Attorney if review is required.

AYES: Councilmembers: _____

NAYS: Councilmembers: _____

