



MASTER SERVICE AGREEMENT (MSA)

MASTER SERVICE AGREEMENT

This Master Service Agreement ("Agreement") is made and entered into as of [Date], by and between the City of Grand Junction, located at 250 N 5th St, Grand Junction, CO 81501 ("Client"), and JK Seva, Inc., with its principal office at 40108 Hwy 49, Suite C-242, Oakhurst, CA 93644 ("JKS").

1. SCOPE OF SERVICES

1.1 Services. JKS agrees to provide services as described in the Statement of Work ("SOW") documents executed by both parties from time to time, which are incorporated herein by reference.

1.2 Change Orders. Any changes to the scope of services will be managed through a Change Control Procedure as specified in each SOW. All changes must be documented in a Change Control Form and approved in writing by both parties.

2. TERM AND TERMINATION

2.1 Term. This Agreement shall commence on the date first written above and continue until terminated as provided herein.

2.2 Termination for Convenience. Either party may terminate this Agreement or any SOW upon thirty (30) days' written notice to the other party.

2.3 Termination for Cause. Either party may terminate this Agreement or any SOW for cause if the other party breaches any material term or condition and fails to cure such breach within ten (10) days after receiving written notice.

2.4 Effect of Termination. Upon termination, JKS shall deliver all deliverables and materials to the Client, return all Client-provided materials, and refund any prepaid but unearned fees. The client shall pay JKS for all services rendered and expenses incurred up to the termination date.

3. COMPENSATION AND PAYMENT TERMS

3.1 Fees. The fees for services will be specified in each SOW.

3.2 Invoices. JKS shall invoice the Client as specified in each SOW. Invoices are due upon receipt, and the Client agrees to pay them within thirty (30) days of the invoice date. Late payments will incur a 2% late fee in addition to the maximum interest rate allowed by law.

3.3 Non-Appropriation. The client's obligations to make payments under this Agreement are contingent upon the appropriation of funds by the City of Grand Junction's governing body. If sufficient funds are not appropriated for the payment of amounts due under this Agreement, the Client may terminate this Agreement without penalty or further obligation by providing written notice to JKS.

4. OWNERSHIP OF DELIVERABLES

4.1 Deliverables. All deliverables and work products developed by JKS under this Agreement, including scripts, workflows, and documentation, shall be the sole property of the Client. JKS irrevocably assigns all rights, title, and interest in and to the deliverables to the Client.

5. CONFIDENTIALITY

5.1 **Confidential Information.** JKS agrees to maintain the confidentiality of all Client information and materials provided during the term of this Agreement and shall return all such information and materials upon termination or expiration of this Agreement.

6. INDEMNIFICATION

6.1 **Indemnification.** JKS agrees to indemnify, defend, and hold harmless the Client from any claims, damages, losses, and expenses arising out of or in connection with the performance of services under this Agreement.

7. ISSUE RESOLUTION AND ESCALATION

7.1 **Issue Resolution.** The JKS Project Manager will primarily handle issues regarding service delivery. As detailed in the SOW, an escalation procedure will be established to resolve critical issues.

8. GOVERNING LAW

8.1 **Governing Law.** This Agreement shall be governed by and construed by the laws of the State of Colorado.

9. ENTIRE AGREEMENT

9.1 **Entire Agreement.** This Agreement, including the SOW and any attachments, constitutes the entire agreement between the parties and supersedes all prior agreements or understandings, whether written or oral, relating to the subject matter herein.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the day and year first above written.

CITY OF DENVER

DocuSigned by:

Scott Hopkins

By: _____
Name: Scott Hopkins
Title: IT Operations
Date: 5/22/2024

JK SEVA

DocuSigned by:

CHRIS SCHEIDER

By: _____
Name: CHRIS SCHEIDER
Title: C.F.O.
Date: 5/22/2024



Statement of Work (SOW)

Exhibit 001

This **Exhibit** to the Master Service Agreement (“MSA”) hereinafter referred to as the Statement of Work (“SOW”) shall be incorporated in and governed by the terms of that certain MSA by and between **City of Grand Junction** (“**Client**”) and JK Seva, Inc. (“**JKS**”) executed on 7/22/2024 as amended (the “Agreement”). Unless expressly provided for in this SOW, in the event of a conflict between the provisions contained in the MSA and those contained in this SOW, the provisions contained in the MSA shall prevail.

Statement of Work Summary Information	
Project Description (short):	UKG TeleStaff Consulting Support Services
Client Project Manager:	TBD
JKS Project Coordinator:	TBD
JKS Account Rep:	Bill Mitchell (bmitchell@jkseva.com)

STATEMENT OF WORK DETAILS

The details for this SOW are fully defined below in Attachment 1 to this SOW.

OWNERSHIP OF DELIVERABLES

Deliverables and all other work products, such as scripts and workflows, developed by JKS or otherwise under this Agreement (the “Deliverables”): (i) uniquely for **Client** or based on **Client**’s specifications, and paid for by the Client under this Agreement or any other Scope of Work Authorization; (ii) that are reports, templates, or other materials containing **Client** data; and/or (iii) that are expressly stated in a Scope of Work Authorization shall be owned by **Client**. JKS hereby forever, irrevocably, and unconditionally assigns, transfers, and conveys to **Client** all rights, title, and interest in and to all Deliverables and all patent, copyright, trade secret and other intellectual property rights therein, world-wide. Upon its completion, or at the request of **Client** at any time, JKS shall deliver to **Client** all Deliverables including, without limitation, all source code and documentation thereof.

RETURN OF MATERIALS

Upon termination, expiration or cancellation of this Agreement for any reason whatsoever, and upon receipt of full payment of all fees due and payable pursuant to this SOW, JKS shall promptly deliver to **Client** all copies of all Deliverables developed or created by or on behalf of JKS as specified in the applicable SOWs, but not yet provided to **Client**, in whatever stage of completion, including without limitation any source code and programmer’s notes with regard to any Deliverables that are computer software. In addition, JKS shall return to **Client** all materials provided to JKS by **Client** hereunder, including (without limitation) all **Client** Confidential Information and any materials owned by **Client**, and copies thereof. Upon request in writing by **Client**, JKS shall provide **Client** with a certificate of compliance with this Section.



Statement of Work (SOW)

CHANGE CONTROL PROCEDURE

Change Control Procedure. **Client** or JKS may, at any time upon written notice to the other party, request increases or decreases in the scope of the SOW.

(1) **Client** Increases in Scope. If **Client** requests an increase in the scope of Services of the SOW, **Client** shall notify JKS in writing, and, not more than five (5) business days (or other mutually agreed upon period) after receiving the request, JKS shall provide **Client** with a written response that shall include a statement as to whether the change has an associated cost or schedule impact. If the change has an associated cost or schedule impact, the statement shall include the price increase or credit, and the specific impact on the schedule. If JKS's response is approved by **Client**, **Client** shall issue a change control form ("Change Control Form"), which will be approved, in writing, by **Client** and executed by JKS.

(2) JKS Increases Scope. JKS may request additions to the scope by providing the Client with a written request that shall include a statement as to whether the change has an associated cost or schedule impact. If the change has an associated cost or schedule impact, the statement shall include the price increase and the specific impact on the schedule. If JKS's request is approved by **Client**, **Client** shall issue a Change Control Form, which will be approved, in writing, by **Client** and executed by JKS.

(3) Decreases in Scope. **The Client** shall have the right, in its sole discretion, and for any reason whatsoever, to decrease the scope of the Services. In such a case, the fee for the SOW will be reduced by an amount consistent with the decrease in scope. JKS requires a 10-day notice of any decrease in the scope where consultant time has been confirmed.

ACCEPTANCE PROCEDURE

JK Seva grants to **Client** a ten (10) day acceptance period ("Acceptance Period") commencing on the date completed Services are delivered to **Client**. **The Client** shall have the right to reject the Services, in whole or in part, during the applicable Acceptance Period for JKS's failure to successfully meet the specifications as contained herein, with such determination to be made in the Client's reasonable judgment. At the end of the applicable Acceptance Period, if **Client** has not rejected the Services, the Services shall be deemed to be accepted by **Client**; provided, however, that **Client**'s acceptance of the Services shall not be deemed a waiver of any of **Client**'s warranty rights as expressly provided herein. In the event **Client** rejects the Services within the initial Acceptance Period, JKS shall, upon receipt of written notice from **Client**, be given an additional ten (10) day period to cure any deficiency identified by **Client**. In the event JKS is unable to cure said deficiency within this additional ten (10) day period, **Client** may, in its sole discretion: (a) at no additional cost to the Client, require JKS to immediately provide additional staff, as required, so as to not impact **Client**'s project completion dates, to perform further work on the Services not accepted or to provide proof that changes are not necessary; or, (b) terminate this SOW in part with respect to Services not accepted, in which event any and all fees paid by **Client** to JKS in connection with the Services shall be refunded to **Client** in full and **Client** shall have no further obligations to JKS with respect to such Services; provided, however, that the foregoing shall not be deemed to limit **Client**'s other rights to terminate this Agreement as provided herein, any other rights **Client** may have at law or in equity, or JKS's warranties as expressly provided herein.

Both **Client** and JKS will use best efforts to resolve promptly and in good faith, all disputes that may arise during the administration of the SOW. An escalation procedure will be established between JKS and



Statement of Work (SOW)

Client to identify critical unresolved issues and ensure that higher levels of management are informed so that necessary action is taken to resolve the issue.

ISSUE RESOLUTION AND ESCALATIONS PROCEDURE

The JKS Project Manager Office (PMO) will hold the primary responsibility to resolve any issues regarding engagement delivery and execution under this SOW.

Escalation paths will be defined at the commencement of the engagement. Similarly, key Client contacts will be defined for issue resolution and escalation at the commencement of the engagement.

The escalation process and timelines are fully defined below in Attachment 2 to this SOW.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their duly authorized representatives on the day and year first above written.

ACCEPTED BY: JK Seva, Inc.

ACCEPTED BY: City of Grand Junction

DocuSigned by:

CHRIS SCHNEIDER

863D68A5C3244F5...

Authorized Signature

CHRIS SCHNEIDER

Name

C.F.O.

Title

/22/2024

Date

DocuSigned by:

Scott Hockins

83E3DB0A80EA409...

Authorized Signature

Scott Hockins

Name

IT Operations

Title

/22/2024

Date



Attachment 1

PROJECT DESCRIPTION:	UKG TeleStaff Consulting Support Services
TOTAL COST:	\$7,000.00
START DATE:	TBD
ESTIMATED END DATE:	TBD
CLIENT PROJECT COORDINATOR/MANAGER:	TBD
JKS PROJECT COORDINATOR/MANAGER:	TBD

SCOPE OF SERVICES

JK Seva will provide the following services:

- UKG TeleStaff Consulting Support Services
- Support Grand Junction Fire during Go Live
 - Configuration Support: Core, Bidding, Extra Duty,...
 - Integration Support
 - Testing Support
 - Training Support
- On an “as needed” basis subtracting hours used from a “bucket” of hours



Statement of Work (SOW)

GENERAL PROJECT ASSUMPTIONS

The following general assumptions have been made in the development of JK Seva's SOW and associated fee estimates. All estimates and expenses set forth in this SOW are, therefore, contingent upon the accuracy of these assumptions, and are subject to change should any assumption turn out to be incorrect. The following assumptions should be carefully reviewed by the **Client** to verify accuracy:

- **Client** provides appropriate assistance, adequate resources allocated, and project sponsor during the project period.
- Tasks that are not included in the pricing are assumed to be performed by the **Client** or not needed.
- This SOW does not include or override any existing contracts currently in place between JK Seva and **Client**.
- JK Seva's SOW does not include customizations, modifications, or extensive configuration changes of the UKG software; it is assumed the functionality provided by UKG's software purchased is sufficient.
- If there are data discrepancies, **the Client** will provide the required resources for data cleansing. **Client** will ensure prompt attention to this matter to not impede the project scope and timeline.
- JK Seva will be assisting with application testing and data validation, but the ultimate responsibility is **Client**.
- **Client** and JK Seva will work together to expedite any escalation and/or decisions to be made by management and/or executive management.
- **Client** will provide access to all applicable project tools.
- **Client** has access to University and UKG Community.
- UKG product licensing/SaaS agreement and support will be maintained by the **Client**.
- **Client** will provide a Project Manager.



Statement of Work (SOW)

PRICING

The following is the Time & Materials and the Client will be invoiced as estimated and presented.

CONSULTING ROLE	Rate	TOTAL
UKG TeleStaff Consulting Support Services	40	7,000
Total Estimated Project Costs		\$7,000



Statement of Work (SOW)

Payment/Payment Terms:

- JKS will submit invoices to the Client as follows:
 - o Time & materials
 - o Invoiced weekly or bi-weekly
- Client agrees to immediately bring to JKS's attention any discrepancy in the invoice upon receipt
- Payments for services performed and expenses incurred will be "Due Upon Receipt". Client agrees to pay invoices within thirty (30) days of invoice date and understands that failure to timely pay such invoices will result in the cessation of all work hereunder, as well as a 2% late payment, in addition to the maximum rate of interest allowed by law on such invoices.
- Please provide details below regarding where invoices and information would be submitted, and any other relevant information.

Accounts payable information	Contact Name	Contact Email	Contact Phone
AP contact ap@gjcity.org Scott Hockins			
AP approver 0-244-1540			

Any other information

Project Manager - Ryan Keith ryanke@gjcity.org



Attachment 2

For issue resolution please follow the process below to resolve any issues:

1. Please contact Bill Mitchell, President
Email: bmitchell@jkseva.com
Phone: (925) 682-4800 x470
2. Please contact Chris Schneider, CFO
Email: cschneider@jkseva.com
Phone: (925) 682-4800 x475



Statement of Work (SOW)

Exhibit A

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Client Project Manager:	TBD
JKS Project Coordinator:	TBD
JKS Account Rep:	Bill Mitchell (bmitchell@jkseva.com)

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Statement of Work (SOW)

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ACCEPTED BY: City of Grand Junction

DocuSigned by:
CHRIS SCHNEIDER
863D68A5C3244F5...

DocuSigned by:
Scott Hockins
83E3DB0A80EA409...

Authorized Signature

Authorized Signature

CHRIS SCHNEIDER

Scott Hockins

Name

Name

C.F.O.

IT Operations

Title

Title

/22/2024

/22/2024

Date

Date



Attachment 1

PROJECT DESCRIPTION:	UKG TeleStaff Implementation: PD and Comm
TOTAL COST:	\$44,500.00
START DATE:	TBD
ESTIMATED END DATE:	TBD
CLIENT PROJECT COORDINATOR/MANAGER:	TBD
JKS PROJECT COORDINATOR/MANAGER:	TBD

INITIAL DISCOVERY DATA

- 250 Employees
 - 195 Sworn Officers
 - 55 Dispatchers
- Divisions: Scheduling Groups
 - Patrol
 - Comm
- Current practices:
 - Using Scheduling Express today
 - Fire re-implemented UKG TeleStaff and there is a preference to move Patrol and Comm to one solution, UKG TeleStaff
- Shifts:
 - Patrol
 - Day, swing, grave, overlap
 - 4/10s - overlap of 1 day, on that overlap there are different start times
 - 4-on/3-off pattern
 - Days
 - Sun-Wed , Wed-Sat
 - Swings
 - Tue-Fri , Fri-Mon
 - Graves
 - Sat-Tues , Tues-Fri



Statement of Work (SOW)

- Dispatch
 - 4/10s
 - 3 Daily shifts (Days, Swings, Graves)
 - Some shifts include staggered Start times
 - Ex: Days - 0700,0900,1100
 - Employees work same days every week with same start time
- Scheduling:
 - 2 Scheduling Groups
 - Services and Patrol
 - Communications
 - Schedule minimums are evaluated by the hour
- Overtime:
 - Allow Sign-Ups for Overtime
 - Will do Holdovers or in-early from other shifts if needed
 - For Emergency Hiring (Mando)
 - Mandated based on rolling 5 weeks of worked OT
- Events:
 - Staffed similar to other OT positions
 - Events include Air Show, Traffic Control, and College Work Series
- Shift Trades:
 - Patrol allows shift trades within the same pay period
 - Comm allows shift trades within same work week.

SCOPE OF SERVICES

- **Security Management**
 - Multiple staffing authorities/roles
 - Multiple login policies
- **Organization Management**
 - A single Business Unit/Scheduling Group
 - Overtime Hiring practices are the same for all staff in the business unit
 - Time Off Requests practices are the same for all staff in the business unit
 - Examples: Patrol, Jail, Fire Suppression, Communications, etc.
 - If exists, all employees are covered under the same union contact/Mo
 - Define skills, specialty and/or certification at position, unit or area
 - Event Type and Extra Units for Special Deploy (*1 Event type*)
 - Deploy extra unit to the roster
 - Configure one Event Type and provide training so customers can create other Event Types
- **Shift Management**
 - Ability to support multiple shift patterns for a single business unit
 - Support of Kelly Days



Statement of Work (SOW)

- **Roster Management**
 - Include multiple roster views
 - Roster Headcounts
 - Minimums Staffing (Leave Thresholds/Roster Counts/Alarms)
- **Multi-day Schedule**
 - Include multiple views
- **Code Management**
 - Signup Process
 - The ability for user to make themselves available or not available for work
 - The ability for users to sign up for special event opportunities
 - Validate Dynamic/Static issues
 - Accrual Code Management
 - Initial accrual code(s) balance(s) - manual or import
 - No cascading accrual process
 - Customer responsible for ongoing accrual code updates
 - Import required to be in UKG format.
 - Time Off Request – Various non-working codes (Vacation, Comp, Sick, etc.)
 - Ensure compliance with union rules, common business practices, etc.
 - Validate Dynamic/Static issues
 - With or without approvals - Workflows
 - Shift trades
 - One Way & Two Way
 - Ensure compliance with union rules, common business practice, etc.
 - Validate Dynamic/Static issues
 - With or without approval by code - Workflows
- **Overtime/Special Event Hiring (Fill by Rule)**
 - Multiple hiring/staffing list selections (*up to 2 Hiring Strategies per staffing group*)
 - Linked Hiring/Staffing Lists with sorting criteria for each list (*up to 3 Hiring Lists per staffing group*)
 - Fatigue Rule (*1 Fatigue Rule if necessary per staffing group*)
- **Dynamic/Static Issues**
 - To support Work Code management and Roster management (roster moves)
- **Workflow notifications**
 - To support Work Code management
- **Report Management**
 - Standard reports
- **Export Management**
 - Roster Type report export for downstream RMS and CAD systems
- **SSO or MFA Configuration**
- **Outbound Functionality**
 - SMS - Twilio Account Required
 - Email
- One production cutover upon successful user acceptance testing
- One-time data import of customer-supplied person data in UKG standard format
- 4 hours of remote consulting training session/s (can be broken into smaller sessions and/or included with other tasks)



Statement of Work (SOW)

ADD-ON SERVICES

- Bidding:
 - Shift Bid
 - Patrol
 - Done Annually for picking 2 6-month assignments
 - Queue based on seniority
 - One round for each assignment (2 rounds total)
 - Comm
 - Done Quarterly for 2 quarters at a time
 - Each round is a pick for the quarter
 - Vacation Bid
 - Patrol
 - Picks weeks
 - First round – 2 Picks
 - Second round – 1 Pick
 - Comm
 - Mix of picking Weeks and Days
 - First Round – Weeks
 - Second Round – Days
- Integrations:
 - Payroll
 - Tyler Munis: New World (Export, 180 degree integration)
- Special Events/Extra Duty:
 - Patrol



METHODOLOGY AND APPROACH

- **Remote Services:** All services will be provided remotely
- **Project Management:** “Per Division”
 - Creation and maintenance of a project plan, issues and risks management, and necessary status calls (no more than 1x/week) and reports.
 - Jointly run project: JKS Project Manager will work with **Client** Project Manager.
 - Transition to UKG Global Support after the first deployment Go-Live.
- **Implementation approach:**
 - Initial Discovery Session with **Client** with all necessary personnel including Project Sponsor.
 - JKS plans to create one solution design for your organization from the Discovery Session, **Client** review, make necessary configuration changes (within scope), **Client** review, and **Client** sign-off.
 - **JKS** performs “Run Data Validation” test, **Client** team will conduct one testing cycle to accept the solution (JKS will provide support up to two weeks of testing “UAT”). **Client** and JKS sign-off on UAT.
 - Re-configuration: if any necessary, JKS will complete. **Client** tests changes.
 - Go/No-Go Decision (Meeting with JKS and **Client**)
 - JKS (and **Client**) send authorization for “Cutover” to UKG.
 - UKG prepares and promotes to Production (JKS supports).
 - JKS will support one production cutover
 - JKS will support up to two payroll cycles
- **Architecture:** Two environments (1 Production, 1 Non-Production).
- **Training:**
 - JKS will provide 4 hours of remote consulting training sessions (possibly broken into smaller sessions and/or wrapped in other tasks).
 - **Client** conduct online training by UKG through University (required), with additional information and toolsets to train your end-users.
 - JKS recommends **Client** to evaluate creating customized training (can be guided by JKS but not included).
 - UKG training curriculums can be reviewed on the UKG Community website.
- **Implementation Timeline:**
 - The project will commence within 7-10 business days upon receipt of a signed contract by both UKG and JKS.
 - JKS Fixed Fee Package implementations are designed to deliver value quickly to your organization. Project timelines usually span up to 6 months.
 - Implementation support for this time span is included in the package with a target date of July 1, 2024.
 - Extended project timelines and scope beyond this must be supported with additional services agreed via Change Order.
- **Change Orders (CO):**
 - Once Discovery is complete and signed off, no more changes will be permitted unless a CO is initiated and time permits.

Note: the timeline is aggressive and depends upon receipt of the UKG environment, the availability of the **Client** for timely decision-making, allocated **Client** resources, providing data timely and accurately, adequate and timely testing and testing practices, timely responses, and **Client** leadership oversight.



GENERAL PROJECT ASSUMPTIONS

The following general assumptions have been made in the development of JK Seva's SOW and associated fee estimates. All estimates and expenses set forth in this SOW are, therefore, contingent upon the accuracy of these assumptions, and are subject to change should any assumption turn out to be incorrect. The following assumptions should be carefully reviewed by the **Client** to verify accuracy:

- **Client** provides appropriate assistance, adequate resources allocated, and project sponsor during the project period.
- Tasks that are not included in the pricing are assumed to be performed by the **Client** or not needed.
- This SOW does not include or override any existing contracts currently in place between JK Seva and **Client**.
- JK Seva's SOW does not include customizations, modifications, or extensive configuration changes of the UKG software; it is assumed the functionality provided by UKG's software purchased is sufficient.
- If there are data discrepancies, **the Client** will provide the required resources for data cleansing. **Client** will ensure prompt attention to this matter to not impede the project scope and timeline.
- JK Seva will be assisting with application testing and data validation, but the ultimate responsibility is **Client**.
- **Client** and JK Seva will work together to expedite any escalation and/or decisions to be made by management and/or executive management.
- **Client** will provide access to all applicable project tools.
- **Client** will make JK Seva aware of any blackout dates, holidays and resource absences within the first 10 days of the project which may affect JK Seva's ability to meet the timelines in the project plan.
- **Client** has access to University and UKG Community.
- UKG product licensing/SaaS agreement and support will be maintained by the **Client**.
- Methodology: 1 Prod/1 Non-Prod environment; 1 discovery, solution design created, 1 testing cycle, and 1 production cutover.
 - Testing to be completed one month before go live.
- **Client** will provide a Project Manager.
- **Client** will purchase and maintain their licensing, Twilio, for any SMS messaging to use as a contact method for scheduling (if SMS messaging is required).
- Communication between **Client** IT (and/or third party), JKS, and UKG Technical Consultants is a potential risk for completion on a timely schedule.
- **Client** to provide accurate data for imports: Data, Accruals, etc. If not, it could affect the timeline and/or additional Change Orders may be necessary.



Statement of Work (SOW)

PRICING

The following is the Fixed Price and the Client will be invoiced as estimated and presented.

CONSULTING ROLE	QTY	TOTAL
JKS Implementation Package: Core	2	
Go Live Preparation & Promotion Support	1	
Add-on Service: Vacation Bidding	2	
Add-on Service: Shift/Position Bidding	2	
Add-on Service: UKG Ready Integration (180 degree)	2	
Special Events/Extra Duty	1	
Total Estimated Project Costs	Full	\$44,500



Statement of Work (SOW)

Payment/Payment Terms:

- JKS will submit invoices to the Client as follows:
 - o 50%: Upon signature of MSA and SOW.
 - o 25%: TBD (Numeric Date): Configuration Sign-off
 - o 25%: TBD (Numeric Date): Go-Live
- Client agrees to immediately bring to JKS's attention any discrepancy in the invoice upon receipt
- Payments for services performed and expenses incurred will be "Due Upon Receipt". Client agrees to pay invoices within thirty (15) days of invoice date and understands that failure to timely pay such invoices will result in the cessation of all work hereunder, as well as a 2% late payment, in addition to the maximum rate of interest allowed by law on such invoices.
- Please provide details below regarding where invoices and information would be submitted, and any other relevant information.

Accounts payable information	Contact Name	Contact Email	Contact Phone
AP contact ap@gjcity.org Scott Hockins			
AP approver 0-244-1540			

Any other information

Project Manager contact Ryan Keith ryanke@gjcity.org



Attachment 2

For issue resolution please follow the process below to resolve any issues:

1. Please contact Bill Mitchell, President
Email: bmitchell@jkseva.com
Phone: (925) 682-4800 x470
2. Please contact Chris Schneider, CFO
Email: cschneider@jkseva.com
Phone: (925) 682-4800 x475

Certificate Of Completion

Envelope Id: 10D06C28DAD04376B336E5821F4B5B7A	Status: Completed
Subject: Complete with DocuSign: JK Seva Current Letterhead Template (1).pdf, Grand Junction Fire SOW - ...	
Source Envelope:	
Document Pages: 28	Signatures: 6
Certificate Pages: 5	Initials: 2
AutoNav: Enabled	Envelope Originator:
Envelope Stamping: Enabled	Chris Schneider
Time Zone: (UTC-08:00) Pacific Time (US & Canada)	40108 Hwy. 49
	Ste. C #242
	Oakhurst, CA 93644
	cschneider@jkseva.com
	IP Address: 98.97.141.196


Record Tracking

Status: Original	Holder: Chris Schneider	Location: DocuSign
4/3/2024 4:29:13 PM	cschneider@jkseva.com	

Signer Events

Bill Mitchell
 bmitchell@jkseva.com
 President
 JK Seva, Inc
 Security Level: Email, Account Authentication (None)

Signature



Signature Adoption: Pre-selected Style
 Using IP Address: 108.65.175.118

Timestamp

Sent: 5/21/2024 4:18:20 PM
 Viewed: 5/21/2024 9:56:46 PM
 Signed: 5/22/2024 2:55:08 PM

Electronic Record and Signature Disclosure:
 Accepted: 5/21/2024 9:56:46 PM
 ID: a31c4426-2ff3-4846-8016-3a1902cb3328

Scott Hockins
 scotth@gjcity.org
 IT Operations
 City of Grand Junction
 Security Level: Email, Account Authentication (None)


DocuSigned by:

 83E3DB0A80EA409...
 Signature Adoption: Pre-selected Style
 Using IP Address: 198.204.116.131

Sent: 4/3/2024 4:36:50 PM
 Resent: 5/22/2024 2:55:09 PM
 Viewed: 4/4/2024 5:44:48 AM
 Signed: 5/22/2024 3:03:39 PM

Electronic Record and Signature Disclosure:
 Accepted: 5/22/2024 2:57:50 PM
 ID: 3c103827-88b4-458d-8c1c-d1c21cb0a2be

CHRIS SCHNEIDER
 cschneider@jkseva.com
 C.F.O.
 JK Seva, Inc.
 Security Level: Email, Account Authentication (None)

DocuSigned by:

 863D68A5C324F5...
 Signature Adoption: Pre-selected Style
 Using IP Address: 98.97.59.211

Sent: 5/22/2024 3:03:41 PM
 Viewed: 5/22/2024 3:10:34 PM
 Signed: 5/22/2024 3:10:53 PM

Electronic Record and Signature Disclosure:
 Not Offered via DocuSign

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events	Status	Timestamp
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JK Seva Contracts contracts@jkseva.com Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 5/22/2024 3:10:54 PM
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Ashley McGowen ashleym@gjcity.org Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 5/22/2024 3:10:55 PM
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Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Envelope Sent	Hashed/Encrypted	4/3/2024 4:36:50 PM
Envelope Updated	Security Checked	5/21/2024 4:16:19 PM
Envelope Updated	Security Checked	5/21/2024 4:16:19 PM
Envelope Updated	Security Checked	5/21/2024 4:16:19 PM
Envelope Updated	Security Checked	5/21/2024 4:18:19 PM
Envelope Updated	Security Checked	5/21/2024 4:18:19 PM
Envelope Updated	Security Checked	5/21/2024 4:18:19 PM
Envelope Updated	Security Checked	5/21/2024 4:18:19 PM
Envelope Updated	Security Checked	5/21/2024 4:18:19 PM
Envelope Updated	Security Checked	5/21/2024 4:18:19 PM
Envelope Updated	Security Checked	5/22/2024 11:41:33 AM
Envelope Updated	Security Checked	5/22/2024 11:41:33 AM
Envelope Updated	Security Checked	5/22/2024 11:41:33 AM
Envelope Updated	Security Checked	5/22/2024 11:41:33 AM
Envelope Updated	Security Checked	5/22/2024 11:50:50 AM
Envelope Updated	Security Checked	5/22/2024 11:50:50 AM
Envelope Updated	Security Checked	5/22/2024 11:50:50 AM
Envelope Updated	Security Checked	5/22/2024 11:50:50 AM
Envelope Updated	Security Checked	5/22/2024 11:50:50 AM
Certified Delivered	Security Checked	5/22/2024 3:10:34 PM
Signing Complete	Security Checked	5/22/2024 3:10:53 PM
Completed	Security Checked	5/22/2024 3:10:55 PM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure
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How to contact JK Seva, INC:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: cschneider@jkseva.com

To advise JK Seva, INC of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at sswanson@jkseva.com and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

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To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to cschneider@jkseva.com and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

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To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to cschneider@jkseva.com and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

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