

**Service Request Agreement**  
**dated Friday, December 4, 2020**  
**between [Client Name] Alkami Technology**  
**and TekPartners Solutions LLC ("TEKPARTNERS")**



**SERVICES AND AGREED COMPENSATION**

Friday, December 4, 2020

Alkami Technology

Dear Susan McCartney

TEKPARTNERS will provide technical consulting services to deliver the below items.

**Project Information**

Projects are submitted for resource assignment and scheduling upon work order approval. The Labor and Billing Policy will be effective for this engagement. All work will be performed off-site. If travel is required, the attached Travel and Expense Policy is only effective during the completion of on-premise services.

TekPartners will provide Consulting Services resource(s) to complete the following:

**Service Request Information**

File Type	Vendor	Billing Type	Cost	Work Location
1 Interface File 401K (Combined File)	Fidelity	Fixed	\$3760.00	Remote

### **Billing Method**

1st payment: 1/2 of total fixed fee cost billed upon approval of the Consulting SRA.

2nd payment: 1/2 of total fixed fee cost billed upon delivery of the work for User Acceptance Testing.

This Fixed Fee Consulting SRA is contingent upon customer involvement as needed throughout the project. If additional services/interface files are required, an additional Consulting SRA will be created.

TEKPARTNERS agrees to provide remote Consulting Services resource(s) to complete the work outlined in Service Request Information. Travel and expenses are not included in the fixed fee remote engagement. CLIENT will pay TEKPARTNERS reasonable out-of-pocket expenses incurred as a result of TEKPARTNERS performance of Services if they are onboard (i.e., travel, meals, and lodging costs; see travel and expense policy) if there is a requirement to have consultant(s) to be onsite.

CLIENT agrees to pay TEKPARTNERS for all fees pursuant to this SRA plus any applicable federal, state and local taxes.

TEKPARTNERS reserves the right to charge its standard one time fees for integrations, and customer reports. One-time projects services as may be provided upon request.

### **Terms of Warranty**

Terms of Warranty Include:

If the defect within the boundaries of this specification is found by CLIENT within thirty (30) calendar days after the 1st production file is sent, the defect will be corrected at no cost to CLIENT. CLIENT must submit all issues in writing to TEKPARTNERS. Additional revisions that were not specified in the original requirements will be considered a new request.

If we do not receive communication in writing from the CLIENT, the Consulting SRA will be considered complete after thirty (30) calendar days from the date of delivery. We strongly encourage immediate testing of the file, and feedback from the customer and or their vendor, upon delivery to avoid the need for a new Consulting SRA.

### **Interface Files**

A Consulting SRA is required per file type and/or per vendor. If one file type to one vendor needs to be separated into separate files, additional hours will be incurred at a rate of \$150/hour; not exceed an additional 50% of the original fixed fee.

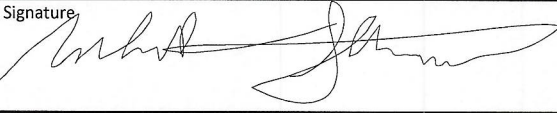

Additional scope and revision not contained in the original requirements will be considered a new request and are not part of the scope of the maintenance plan.

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**Signatures**

IN WITNESS WHEREOF, by signing below the parties acknowledge and agree to be bound to the terms of this SOW.

<b>TekPartners Solutions, LLC</b>		<b>Alkami Technology</b>	
Signature 		Signature 	
Name of person signing (please print) <b>Anthony Sammartino</b>		Name of person signing (please print) <b>Susan McCartney</b>	
Title of person signing (please print) <b>Senior Vice President</b>		Title of person signing (please print) <b>Sr Manager, Payroll &amp; Benefits</b>	
Signature date <b>Friday, December 4, 2020</b>		Signature date <b>Friday, December 4, 2020</b>	
<b>Purchase Order information (MUST BE COMPLETED BY PURCHASER. SOW cannot be processed without this.)</b>			
Do you want to use a PO? No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> (check one box)			
PO Number: <u>421</u> (or) expected issue date: _____			
Person to contact about PO:			
Name: <u>Erin Goodman</u> Phone: _____			
Email: <u>ap@alkami.com</u>			
<b>Bill to Information (MUST BE COMPLETED BY PURCHASER. SOW cannot be processed without this.)</b>			
Bill to Name and Address of Organization:		Bill to Contact Name and Email:	
Alkami Technology		Billing Contact Name: Erin Goodman	
5601 Granite Parkway			
Suite 120		Billing Contact Phone & Email: ap@alkami.com	
Plano, TX 75024			