



**i2s Business Solutions Pte Ltd**

64 Cecil Street  
#06-04 IOB Building #06-04 IOB Building  
Singapore 049711

Phone: +65 6534 8514  
Fax: +65 6399 3699

Web: [www.i2sbs.com](http://www.i2sbs.com)

Dated 08 May, 2015

between

**ST Electronics (Info-Software Systems) Pte Ltd.**

and

**i2s Business Solutions Pte Ltd**

**BPM PROFESSIONAL SERVICE RESOURCE  
AND  
IBM BPM TRAINING**



## STATEMENT OF WORK

---

### Parties

1. **ST Electronics (Info-Software Systems) Pte Ltd**, a company having its registered at 1 Ang Mo Kio Electronics Park Road #04-01 Engineering Hub, Singapore 567710 ("**ST Electronics**");
2. **i2s Business Solutions Pte Ltd** (Company No. 200412802C), a company incorporated in Singapore and having its registered address at 64 Cecil Street, #06-04 IOB Building, Singapore 049711 ("**i2s**").

This is a Statement of Work under, and forming part of, the Professional Services Agreement between the parties dated 08 May, 2015.

For and on behalf <b>ST Electronics (Info-Software Systems) Pte Ltd</b> Signature : Name: Title:  In the presence of  Signature: Name: Title:	For and on behalf <b>i2s Business Solutions Pte Ltd</b> Signature : Name: Title:  In the presence of  Signature: Name: Title:
---	---



## 1. SOW Term

### 1.1 SOW Commencement Date

The services described in the statement of work are to be commenced and effective from 08 May 2015

### 1.2. SOW Term

At a high level, following are the key SOW Terms

- ❖ Providing resource for BPM Workflow implementation for “Out of Office” use case.
- ❖ Provide IBM BPM training.
- ❖ Provide resource on T&M basis for 80 man-days or 6 months whichever is earlier for the process flow development

### 1.3. Extension period(s)

N/A

## 2. Contract Representatives

#### i2s's Representative

Harpriya

Email: harpriya@i2sbs.com

Phone: +65-90699530

#### ST Electronics (Info-Software Systems) Representative

Low Lee Peng Linda, Project Manager

Email: lowleepeng@stee.stengg.com

Phone: +65-92474425

## 3. Services and Training

### 3.1. Project Objectives and Scope of Work

The following shall be the main objectives of this project.

- ❖ Provide development activity for a period of one month on T&M basis for out of office use case development.
- ❖ i2s will provide BPM training for a period of 5 days.
- ❖ i2s will provide the BPM resources for analysis and development for a duration of 80 man-days or 6 months whichever is earlier.



### 3.2. Delivery Approach

This project execution will be for a period of one month that will follow onsite offshore model.

i2s will perform the development from offshore and deliver the “Out of Office” BPM workflow.

i2s will perform the analysis and design for a duration of 4 weeks on the additional requirements with NUS followed with developer performing implementation of process flows for the remaining duration.

### 3.3. Assumptions and dependencies

- ❖ Functional SME Services will not be provided by i2s.
- ❖ PMO services will not be provided by i2s, by PMO we mean PM managing the customer for any SME and BA related roles.
- ❖ We assume a lead-time of 1 week is provided before we start the project. This will be used for resource mobilization.
- ❖ Customer team will chair all governance meetings with the customer and i2s will support/participate in the meetings.
- ❖ We assume, i2s will be provided access to the development environment for performing the development activities from offshore.
- ❖ Requests for server logins, accounts and access to servers need to be completed before starting of any project. Any delays in this will have an impact on project start date.
- ❖ All the necessary sign offs will happen within 2 days of the artefact submission and completion of the milestone
- ❖ i2s shall be only performing development activities.
- ❖ i2s requires at least 2 weeks for arranging the Custom training material after the approval or acceptance of SoW.
- ❖ i2s requires at least 1 week to prepare the training environment or VM for training course exercise.
- ❖ Customer should address the training locations and environment needed for IBM BPM training.
- ❖ i2s will have Business Analyst at client location to capture the business requirements for additional scope of work for duration of 4 weeks.
- ❖ i2s will be deploying Developer to perform the implementation of process captured by BA for a duration of 4 months.
- ❖ i2s will be deploying only Business Analyst for 4 weeks, any further travel plan to client location will be charged as actuals.

#### Scope exclusion:

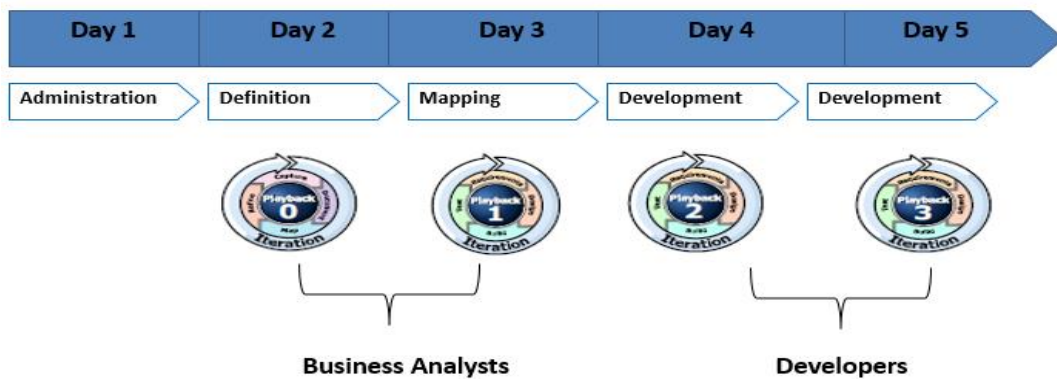
- ❖ Any additional requirement gathering after initial finalisation of baseline scope will be considered additional effort as T&M basis.



### 3.4. BPM Training

The BPM training would be conducted for a period of 5 days on IBM BPM version.

The following diagram depicts the training categorizations for different roles.



The details of the 5 days training are as below

#### Day 1:

- ❖ Configure and administer a Process Center environment
- ❖ Configure and administer a Process Server environment
- ❖ Describe the purpose and business value of the tools included in IBM BPM
- ❖ Describe IBM Business Process Manager Advanced architecture, concepts, and terminology
- ❖ Verify the functions of failover in a clustered environment
- ❖ Deploy and manage business applications
- ❖ Work with the administrative console and management tools
- ❖ Troubleshoot the environment

#### Day 2:

- ❖ Introduction to IBM BPM
- ❖ Creating a Process Model
- ❖ Pools & Lanes, Phases, Flow Objects
- ❖ Defining Process Flow
- ❖ Gateways



- ❖ Tokens & Events

#### **Day 3:**

- ❖ Managing Variables and Data Flow
- ❖ Creating Data Models
- ❖ Building Coaches
- ❖ Creating Decision Service
- ❖ Toolkits

#### **Day 4:**

- ❖ Implementing Services in BPD
- ❖ Implementing Gateways
- ❖ Implementing Events (Intermediate and Message)
- ❖ Accessing and Manipulating External Data
- ❖ Configure J2EE Components: JNDI, JDBC, JMS
- ❖ Exposed Process Variables (EPVs) and Environment Variables (ENVs)
- ❖ Routing Tasks
- ❖ Creating a Snapshot for deployment

#### **Day 5:**

- ❖ Connect into the infrastructure : SMTP, Data Base, LDAP/SSO
- ❖ Handling Errors in BPDs and Services
- ❖ Enhancing Coaches and Coach View
- ❖ Build Metrics
- ❖ Performance Tuning
- ❖ Feedback from Playbacks



### 3.5. Payment Terms (Services and Training)

#### 3.5.1 Out of office Services:

The below mentioned costs are not inclusive of any applicable taxes.

Milestone	Percentage	Amount in SGD
Contract Sign Off	50%	S\$ 4,250
Completion of Development for one month	50%	S\$ 4,250

#### 3.5.2 Training:

The below mentioned costs are not inclusive of any applicable taxes.

Milestone	Percentage	Amount in SGD
BPM Training Completion (5 days)	100%	S\$ 6,000

**Note:**

- ❖ The above price is valid for conducting the training at Customer premises
- ❖ Every additional participant above 5 would be charged at SGD 800 per day
- ❖ The price includes the custom training material from i2s.
- ❖ Customer to provide equipment and other teaching aids on site, and manage the students' logistics.
- ❖ i2s needs at least 1 week to mobilize the trainer after the signing of the SoW.
- ❖ i2s needs at least 2 weeks to arrange for custom training material after the approval/acceptance of SoW.
- ❖ i2s needs at least 1 week to setup the training environment or prepare VM for training course exercise before the commence date of IBM BPM training program.



### 3.5.3 BPM resource T&M Service:

The below mentioned costs are not inclusive of any applicable taxes.

Milestone	Percentage	Amount in SGD
Upon completion of first 20 day support	16.67%	S\$ 6,800
Upon completion of second 20 day support	16.67%	S\$ 6,800
Upon completion of third 20 day support	16.67%	S\$ 6,800
Upon completion of fourth 20 day support	16.67%	S\$ 6,800
Upon completion of fifth 20 day support	16.67%	S\$ 6,800
Upon completion of sixth 20 day support	16.67%	S\$ 6,800
	Total	S\$ 40,800

- ❖ i2s will provide the Business Analyst for 4 weeks for initial capture of business requirement and perform the scope exercise and baseline. Any change in requirement later point in time will be considered as additional effort on T&M basis.
- ❖ Any change in requirement after the scoping exercise and finalization, should adhere to change management process.
- ❖ i2s will be deploying only Business Analyst for 4 weeks, any further additional travel plan to client location will be charged as per actuals.