**G**

[Services title]

Created for: Customer

[Date]



***Bridging the software quality maturity gap***

|  |  |
| --- | --- |
| Orasi Software Services | Orasi Account Executive |
| [name] | [name] |
| [phone] | [phone] |
| [email] | [email] |

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**Orasi Services Statement of Work**

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**ORASI STATEMENT OF WORK (SOW) # [SF-OPP-#]**

This Statement of Work (hereafter “SOW”) defines the scope of services to be performed by Orasi Software Inc. (hereafter “Orasi”) for Customer (hereafter “Customer”) subject to the terms of the Master Services Agreement (“Agreement”) entered into by Orasi and Customer on **[Date MSA was signed]**.

If there is no MSA, simply put

This Statement of Work (hereafter “SOW”) defines the scope of services to be performed by Orasi Software Inc. (hereafter “Orasi”) for Customer (hereafter “Customer”).

# Article 1: Scope & Terms

**Scope:**

[Add a descriptive paragraph describing the services and general goal. This lets us lead off by stating the goal of the work. Without it, the document has no context. If we add this section in and use it properly, I feel we can keep the services work order as it is now, in the addendum.] For example, “Customer has contracted with Orasi to provide HPE Performance Center upgrade services from HPE Performance Center version 10 to HPE Performance Center version 12 and to migrate up to 100 HPE Performance Center projects from HPE PC v10 to HPE PC v12.”

The scope of services performed under this SOW include those described in the Addendums of this document and any additional or new services to which the Parties mutually agree in a written Change Order. Provisions for extension of this SOW may be available by contacting the Orasi Services Delivery Manager, who will process an appropriate Change Order.

**Term:**

Consulting Services will begin on a mutually agreeable date only after the execution of this SOW. Orasi requests a two (2) week lead time between the signing of this SOW and the start of services when feasible.

**Investment:**

The cost of the services is estimated to be **$[Total Amount]**. Services are billed on a time and materials basis with any travel and expenses incurred by Orasi being invoiced separately from the above total. See Addendums for a detailed breakout of costs. Payment terms are net 30 days of invoice date or as set forth in a current MSA/PSA.

The prices, rates, and discounts provided in this quote or SOW are contingent upon customer accepting reasonable contract terms as determined by Orasi.  If customer requires Orasi to accept additional risks related to liability, payment terms, or non-solicitation of employees, then discounts and/or favorable pricing may not be available.

# Article 2: Contact and Logistics Information

|  |  |  |
| --- | --- | --- |
| **Customer Point of Contact** | **Services Location** | **Billing Address** |
| [Customer Contact Info]  [Title]  [Phone]  [Email] | Customer  [Street Address]  [City, State Zip] | Customer  [Street Address]  [City, State Zip] |

# Article 3: Customer Responsibilities

| **#** | **Responsibility** |
| --- | --- |
|  | When applicable, providing a copy of travel policies and guidelines prior to Orasi consultants arranging travel. |
|  | Identifying a primary point of contact for the overall project. |
|  | Providing Orasi consultants working onsite, and remotely when applicable, with workspace and/or access to conduct their activities. Consultant must also have access to necessary Customer applications, shared drives and document repositories when applicable. |
|  | Identifying and ensuring availability and participation of selected members of the Customer organization during the project. |
|  | When applicable, ensuring the Orasi consultants have security access privileges for buildings or areas granted prior to beginning this engagement and for the duration of the engagement. |
|  | Ensure the Orasi consultants working at customer locations have access to the Internet for corporate email, research and other reasonable project activities. |

Note: See Services Work Order(s) for project-specific customer responsibilities.

# Article 4: Assumptions

|  |  |
| --- | --- |
| **#** | **Assumptions** |
|  | The estimates provided in this SOW do not account for rework in Orasi’s deliverables due to changes to the customer’s application(s) under test, test data, test environments, or requirements. |
|  | Orasi consultants will perform the work described in this SOW without stoppages or delays caused by the customer, the application under test, customer test environments, or other reasons within control of the customer. |

Note: See Services Work Order(s) for project-specific assumptions.

# Article 5: Schedule Parameters

| **#** | **Project Scheduling & Delays** |
| --- | --- |
|  | Services are to be delivered during normal business hours Monday – Friday. |
|  | Prior Customer and Orasi approval is required any time over 45 hours are invoiced per week and/or weekend/holiday hours. |
|  | Orasi consultants will be scheduled to start work at a date mutually agreed upon by Orasi and Customer. Customer-initiated delays in the start date may result in consultants being rescheduled to other projects or additional costs to the customer to hold the consultants. |
|  | Orasi cannot be held responsible for delays or problems caused by:   1. Inaccurate information provided by customer. 2. Defects in third party software, including HPE. 3. Lack of availability of required Customer resources such as subject matter experts.   If any of the above issues are present, Orasi will use commercially reasonable efforts to remedy the situation and minimize the impact on the Customer’s project and objectives.  However, delays caused by the above issues can reduce the effectiveness and efficiency of the services that Orasi provides and may increase costs. |

# Article 6: Travel and Expenses

|  |  |
| --- | --- |
| **#** | **Responsibility** |
|  | Orasi will comply with Customer’s travel policy, if one is in place. |
|  | If Customer travel policy is not in place, Orasi will make commercially reasonable efforts to control costs and adhere to travel and expense policies. Orasi’s ability to control costs is dependent upon having adequate lead time to make travel arrangements. |
|  | The customer will be responsible for travel and expense costs that exceed any maximum or set limits in situations where the Customer requests consultants to be onsite with less than two weeks lead time. |
|  | Customer will also be responsible for additional costs related to any changes requested by the Customer to the Orasi consultant's schedule (e.g., postponement of a previously agreed to engagement start date). |

# Article 7: Acceptance and Signatures

**Warranty and Indemnity**

Orasi warrants to the Customer that the services will be performed consistent with applicable professional standards recognized in the industry. Orasi is responsible for the professional quality, technical accuracy, completeness, and coordination of the services. If Orasi fails to meet applicable professional standards, Orasi shall correct or revise any errors or deficiencies without additional compensation.

*NOTE: Orasi is not responsible for defects, shortcomings, or incompatibilities in software or hardware (third-party products) related to the services provided in this SOW.   Issues with third-party products, including software, shall be referred to the appropriate vendor and product support arrangements made by the customer.  The costs of resolving defects and issues in third-party products are the responsibility of the vendor and the Customer, not Orasi.  Orasi will make commercially reasonable efforts to assist in the resolution or remediation of any issues discovered; however, this may result in extended effort and costs that are unknown at the time of this estimate.*

**Review and Acknowledgement**

Before Orasi consultants can begin delivering services under this SOW, Customer must sign this Statement of Work and issue a Purchase Order referencing this SOW, and the Consulting Services Agreement, if one is in place. Orasi shall not have any liability, whether based in contract, tort (including negligence) or any other legal theory, for indirect, consequential, incidental, special or punitive damages of any kind even if the parties have been advised of the possibility of such damages. Orasi’s maximum liability for damages arising out of or relating to this proposal, whether based in contract, tort, or any other legal theory, will not exceed the amounts paid hereunder for the particular Services giving rise to the cause of action.

Customer understands and agrees that the services and deliverables defined herein are what Orasi and the customer have agreed to.  Any oral or written comments provided by Orasi or any of its representatives that are not contained in this SOW are not part of the agreement.

**Signatures**

The Parties’ authorized representatives have executed this Statement of Work by their signatures below:

|  |  |
| --- | --- |
| **Customer**  By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **Orasi**  By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Date**:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

# Services Work Order # 1

## Application Performance Management Assessment and Enablement

### References

|  |  |
| --- | --- |
| Orasi SOW ID | QSF-0060g00000qu6mq |
| Services Work Authorization Contact | Alex Darby |

### Engagement Scope

The goal of this engagement is to assess Gilbarco’s Application Performance Management practice and provide detailed recommendations to enhance and mature it.

1. AppDynamics Health Check
   1. Application Architecture
   2. Review of AppDynamics Deployment
   3. Type and number of Applications, Tiers, and Nodes
   4. Health Rule setup
   5. Alerting
   6. Business Transaction Configuration
   7. Backend Configuration
   8. Service Endpoint Configuration
   9. Data Collectors and/or Information Points set up
2. Health Check Results
   1. Issues that were found
   2. Features being under-utilized or not utilized
   3. Configurations that need tuning
   4. Configurations of core APM that need attention
3. SME Meetings and Team Discussions
   1. Meet with SME’s on Application Business Transactions
   2. Meet with different groups involved in monitoring any and all aspects of performance testing
4. Implementation of Configuration Changes
   1. Begin executing configuration changes
      1. Business Transactions
      2. Health Rules
      3. Alerts
      4. Policies
      5. Backends
      6. Service Endpoints
      7. Data Collectors
      8. Information Points
5. Knowledge Transfers
   1. Throughout the process consultant(s) will share knowledge of the tool with Gilbarco resources
   2. Knowledge transfers will comprise of informal education to Gilbarco resources around:
      1. Configuration
      2. Operation
      3. Troubleshooting
      4. Resolving issues
6. Training
   1. Formal AppDynamics training will be included in the enhancement plan
   2. Training recommendations will be based on assessing Gilbarco AppDynamics users and their roles

### Service Areas Out of Scope

The areas that are out of scope for this engagement include, but are not limited to:

* Adding any additional environments outside of the agreed upon for configuration, instrumentation, or installation
* Engaging in any real time troubleshooting for issues found in production

### Activities

|  |  |
| --- | --- |
| Phase | Activity |
| 1 | Pre-Engagement Activities – Day 0 (offsite) The lead consultant will provide your team with a pre-engagement questionnaire that must be completed before our first day on site. The questionnaire will:   * Provide information on Applications Installed * Identify subject matter experts (SMEs) within the organization who will work with the consultant * Identify teams that should be using AppDynamics  Review Pre-Engagement Questionnaire with Customer The lead consultant will review and validate the completed questionnaire with the Customer to draw out any requirements or focus areas for the remainder of the engagement. Specifically, the review will:   * Validate the completed Pre-Engagement Questionnaire * Document any requirements and/or focus areas |
| 2 | Sprints (x2) – 5 Day Cycles Lead Consultant will:   1. Execute configuration, instrumentation, and/or installations of extensions or integrations of third party tools 2. Each Sprint will have daily scrum meetings 3. Each Sprint will have an end of the week review of what was done and the functionality created |
| 3 | 2 Dashboard Creation – 5 Days  * Will create Dashboards for teams monitoring performance testing  1. up to five dashboards spread across multiple teams for optimum monitoring and troubleshooting |
| 4 | Training Courses that can be offered to Gilbarco Resources   * Power User Course 3-day course with no more than 15 participants * Developer Course 2-day course with no more than 15 participants * Operator Course 1-day course with no more than 15 participants |

### Engagement Deliverables

|  |  |
| --- | --- |
|  | Deliverables |
| 1 | Configuring, creating, instrumenting, or installing extensions for DynamicsAX including, but not limited to:   * Configuration Business Transaction refinement working sessions * Up to ten Business Transaction rules defined * Up to five Backend naming rules * Up to three Data Collector (if applicable) * Up to three Information Point (if applicable) * Up to three Service Endpoints * Customize Health Rules * Create up to three actions * Fine tune error detection * Knowledge Transfer sessions throughout * Performance test analysis using AppDynamics |
| 2 | Official AppDynamics Training   * Power User Training Course – 3 Day Course - Learn to deploy and configure AppDynamics across enterprise-wide applications, leveraging customized configurations to monitor and respond strategically for those who need to balance their deep dives with the big picture. * Developer Course – 2 Day Course - Learn to put actionable metrics at your fingertips to optimize and improve apps faster. App performance management can inform every facet of your app development and maintenance cycles, and these courses will facilitate your adoption of the best tools, platforms, and practices. * Operator Course – 1 Day Course - Learn to monitor overall app health and troubleshooting issues with your business transactions, hardware, and servers and cover all the available configuration changes that can be requested, which can give enhanced insights into performance, new features, and extended monitoring opportunities. |

### Engagement Specific Customer Responsibilities / Assumptions

1. Participation of, and access to, selected members of the Customer organization during the project.
2. Access to the AppDynamics controller via direct access, screen share, or screen projection
3. Customer will provide a Project Manager:
   1. Primary point of contact for Consultant team.
   2. Responsible for managing and coordinating the overall project including:
      1. Completion of Pre-engagement questionnaire.
      2. Scheduling key SME and team meetings.
      3. Providing access to documentation as required by consultant.
      4. Coordinating final presentation with key stakeholders and consultant.
      5. Providing escalation for any issues that occur on-site.
      6. Ensuring the availability of assigned resources.
4. Customer will provide Subject Matter Experts (SME) who are experts in the capabilities relevant to this work. SMEs are needed for understanding the environment and in-depth application functionality.
5. The nature of this engagement requires strict time considerations and a serious commitment on the part of the Customer. Under this rules of this agreement, Orasi will not begin the engagement until the following have been scheduled and confirmed by Customer:
6. Pre-engagement Questionnaire (must be completed in full)
7. Availability of SME’s and team meetings

Additionally, delivery of engagement services depends upon Customer:

* Involvement in all aspects of the services.
* Ability to provide accurate and complete information, as needed.
* Timely and effective completion of activities, as identified herein.

### Engagement Costs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Description | Duration | Phase | Rate | Total |
| Enhancement Sprints | 2 Weeks | 2 | $9,000.00/Week | $18,000.00 |
| Dashboard Creation | 1 Week | 3 | $9,000.00/week | $9,000.00 |
| AppDynamiccs Power User Course | 3 Days | 4 | $5,600.00/Day | $16,800.00 |
| AppDynamics Developer Course | 2 Days | 4 | $5,600.00/Day | $11,200.00 |
| AppDynamics Operator Course | 1 Day | 4 | $5,600.00/Day | $5,600.00 |
| *Total* |  |  |  | $60,600.00 |

*Travel and expenses will be billed separately, as actuals.*

*Important Notice*

The estimated engagement costs are dependent upon the assumptions documented above and the customer meeting the responsibilities described in this document. Delays, impediments, and rework caused by inaccurate information or failure to meet customer responsibilities will result in additional engagement costs or reduced scope of deliverables.