

# Statement of Work

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**GRAINGER PLC**  
MRI CONSULTING

*Version 1.1*  
*February 22, 2021*

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## 1 STATEMENT OF WORK

### 1.1 SUMMARY

The following Statement of Work describes the consulting services to be provided by Open Box Software for Grainger PLC.

Grainger PLC is in the process of implementing MRI as part of their wider Connect Platform. Issues experienced with MRI during UAT have halted progress of the implementation, as it is a key dependency of the platform.

Grainger PLC is required to present potential solutions at an internal budgeting meeting on 8 March 2021, providing a hard deadline for consultation.

As such, the scope of the engagement (as described in the following section) will be focused on reviewing the MRI element at this time.

### 1.2 SERVICE OVERVIEW

Open Box Software will be responsible for providing the following services:

1. Review the detailed requirements that led to the decision on splitting properties between the RM and CM modules.
2. Determine if those requirements could be satisfied by the latest release of MRI, either out of box or with some customisation, or if the split is fundamentally necessary.
3. Review the areas of the implementation that have experienced performance issues and offer an objective opinion on potential sources of these issues i.e., whether they are related to core MRI functionality, customisations, infrastructure or other causes.
4. Review the implementation of Service Charges and determine if this is best managed within MRI or outside of it.
5. Provide the outcomes of the above assessments, and recommendations for how they can be addressed.
6. Provide an engagement plan and cost estimate to address these recommendations.

### 1.3 GRAINGER PLC RESPONSIBILITIES

#### 1.3.1 Pre-requisites

Project commencement will be subject to the following being supplied:

1. Sign-off on this statement of work.
2. Details of Grainger PLC's MRI installation which include the following:
  - a. The current MRI version.
  - b. The type of MRI implementation (On Premise or SaaS)

- c. The MRI modules implemented and intended for use.
- 3. Details of the capability gaps and performance issues experienced to date for each module, which are currently preventing Grainger PLC from going live.
- 4. Details on any workarounds that have been implemented to meet requirements.

### **1.3.2 Dependencies**

Timelines and costs are contingent on Grainger PLC ensuring the following dependencies are met:

- 1. Making the necessary resources available to Open Box, as and when required, in order to perform the analysis. These may include:
  - a. Access to Grainger PLC's MRI test environment (both MRI Web and Windows).
  - b. Requirements or Solution documents related to the MRI functionality in question.
  - c. Meeting with Subject Matter Experts withing the Grainger PLC team.
  - d. Meeting with Grainger PLC's MRI account manager or other contacts at MRI.
- 2. That there are no other projects planned or in operation that may hinder this project.

## 2 COST AND TIMELINES

This quotation is valid for 60 days.

All amounts are in GBP (£) and exclude any VAT, if applicable.

1. Project analysis will be performed by an Open Box MRI Consultant, along with a UK Commercial Real Estate systems consultant.
  - a. This engagement will be billed on a time and materials basis at a rate of £138 per hour.
  - b. The consultation is expected to require 20-25 hours over a 3-week period, roughly phased as follows:
    - i. Week 1: Discovery and Investigation
    - ii. Week 2: Analysis and Recommendations
    - iii. Week 3: Review and Feedback
  - c. The total cost for the consulting engagement is therefore estimated to be £2,760 to £3,450.
  - d. Costs will be reported to Grainger PLC on a weekly basis during the project.
  - e. If effort exceeds the upper estimate of 25 hours, further consulting will continue to be billed on a time and materials basis at the above rate, subject to approval by Grainger PLC to continue.
2. Scope (and thus effort) has been limited to what is perceived as the most valuable areas of inquiry given the time available.
  - a. If so desired, Grainger PLC may extend this engagement beyond the initial scope to include other areas of the Connect platform. However, the MRI elements are deemed most critical and will therefore be given priority leading up to the internal deadline.
3. Costs will be billed monthly in arrears.
4. Costs exclude travel or onsite analysis.

### 3 ACCEPTANCE

The parties hereto, each acting under due and proper authority, have executed this Agreement as of the day, month and year first written below.

For and on behalf of  
Open Box Software

For and on behalf of  
Grainger PLC

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_