

**WORK ORDER**

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*Work Order Number:* VALUK25-00023

*Master Consulting Agreement Number:* GRG01

*Customer:* Grainger PLC

*Address:* 3<sup>rd</sup> Floor  
3 More London Place  
London

*Postcode:* SE1 2AQ

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13 May 2025

This Work Order is entered into under the provisions of the Master Consulting Agreement referred to above.

## 1 Introduction

As part of the UAT for Single View of Tenancy Release 1 and the changes to the Spike Global API additional requirements have been identified. This proposal includes the changes required for Single View of Tenancy Release 1 and Spike Global API.

This proposal also includes the testing and full deployment of the ADO release pipelines and a discovery and design for Single View of Tenancy Release 2.

## 2 Services

This Work Order is for the provision of cover for the following activities:

- Single View of Tenancy Release 1 change requests and essential fixes, namely
  - CJR-481
  - CJR-567
  - CJR-505
  - CJR-495
  - CJR-493
  - CJR-472
  - CJR-469
  - Fix to map property marketing name from Qube to Salesforce
  - Fix to map Qube tenure type to Salesforce unit
- Support of the tenant status feature for Spike.
- Test and full deployment of all ADO Release pipelines which will be replaced by Azure module.
- Complete discovery and design for Salesforce release 2 for single view of tenancy.

Nothing in this work order constitutes a commitment by Valorem Reply to provide or complete deliverables related to these work packages or any other work requested by the Customer.

Valorem Reply and the Customer agree that this work order is for the provision of people and not for delivered items and that no warranty is sought by the Customer or will be provided by Valorem Reply.

The customer will take reasonable action to unblock topics under their control which may impact the continuous delivery of effort by Valorem Reply.

Customer's Delivery Manager: Scott Knight

Customer's Project Manager (Ops support): Jaic George

Valorem Reply's Project Manager: Isobel Heath

### **3 Timescales**

Initial work week commencing Monday 5<sup>th</sup> May 2025.

Single View of Tenancy Go Live support on Saturday 24<sup>th</sup> May 2025.

The remaining work to commence Tuesday 14<sup>th</sup> July, at which point we will agree a plan for the work.

### **4 Fees**

The engagement will be conducted on a time and materials basis. The fees for consultancy services are summarised below. Hours worked in excess of the normal working day (eight hours) will be mutually agreed in advance. Any weekend work will be mutually agreed in advance and charged at two times the daily rate detailed below. The rates, not including expenses or VAT, are shown for the grade(s) of consultant(s) Valorem Reply propose using on this Work Order.

Resource	Day Rate	Days	Cost
Architect /Product Manager: Phil Cullum	£975	4	£3,900
Project Manager	£870	1	£870
Senior Developer 1	£870	5	£4,350
Tester	£830	2	£1,660
	<b>TOTAL</b>	<b>12</b>	<b>£10,780</b>

### **5 Expenses**

Expenses will be charged at cost and may include: the cost of travel; accommodation; subsistence; photocopying; long distance telephone calls; media, and other materials supplied.

Valorem Reply will pass on to the Customer any parking charges incurred outside of London.

Travel time of up to two hours will not be charged where a full eight-hour day is worked. Travel time in excess of two hours will be charged as consultancy time. Car travel will be charged at 50p per mile from the consultant's office.

Travel expenses for consultants who are based out of the Victoria St, London Reply office will not be charged to the Customer.

Valorem Reply will submit expenses to the Customer for approval on a monthly basis. The Customer undertakes to approve or reject these expenses within two business days.

## **6 Payment**

Valorem Reply will submit an invoice for the fees on a monthly basis.

## **7 Assumptions and Exclusions**

The estimate provided is subject to the following assumptions:

- MRI have completed changes to expose lease start date, lease end date and property marketing name fields in the Qube API
- Work to provide a Unit PMS Tenure Type field in Salesforce has been completed
- Spike API has been updated to allow tenant active/inactive state to be set
- Full Salesforce test instance access granted to developers and testers

If any of the assumptions above are shown not to be true, Valorem Reply will make Customer aware of any impact to cost or timescales.

## **8 Dependencies and Working Environment**

The performance of the Services is dependent upon the following:

- Access for Valorem Reply consultants to Azure tenants
- Access to relevant stakeholders
- Access to relevant personnel including SMEs and those of associated 3<sup>rd</sup> parties
- Access to all relevant documentation
- Appropriate management and resolution of issues and dependencies highlighted by the Valorem Reply Project Manager
- Completion of changes by MRI.
- Completion of changes by OpenBox.
- Completion of changes by Spike.

If any of the dependencies above are not met, Valorem Reply will make Customer aware of any impact to cost or timescales

## **9 Change Control**

If Customer wishes to change the Services or any aspect or part of the Services, it shall make such request in writing to Valorem Reply. Any change so requested may affect the timing or cost of the Services and is subject to Agreement by Valorem Reply.

## **10 Termination**

Customer may terminate this Work Order on 10 working days' prior written notice, subject to payment of all monies due.

## 11 Approvals

<b>Signed on behalf of Valorem Reply</b>	
Name:	Andy James
Position:	Partner
Signature:	
Date:	

<b>Signed on behalf of Customer</b>	
Name:	Paul Glibbery
Position:	CIO
Signature:	
Date:	