

Statement of Work

GRAINGER PLC
WEBSITE INTEGRATION

Version 1.0
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1 STATEMENT OF WORK

1.1 OVERVIEW

Grainger is in the process of working with a Code (a third party vendor) to develop a new website through which prospective tenants will be able to see available units and new developments across the entire Grainger portfolio as well as register their interest in a unit or development by completing a form on the website.

This project will integrate Salesforce with the website's *Unit Details* API, passing Salesforce unit data to the website.

In addition, enhancements to the unit and building data in Salesforce will be required to capture new information that is required for the website. However such changes should not affect the existing integration between Salesforce and the Rightmove API which includes many of the same data points.

1.2 OBJECTIVES

The objectives of this project are to:

1. Conduct sufficient upfront analysis in order for Open Box to be in a position to commence development.
 - a. Document the solution requirements and outcomes to be delivered in an initial, prioritized project backlog.
 - b. Write user stories, with detailed acceptance criteria, for the features that are anticipated to be addressed first. Acceptance criteria will be reviewed and agreed with Grainger.
2. After initial analysis, provide a revised forecast of the estimated effort, cost & timeline required to deliver the project backlog.
3. Deliver the following solution:
 - a. Functionality developed within Salesforce, initiated by clicking a button on the Unit record page, to send a JSON payload from Salesforce to a new *Unit Details* API that contains details of selected unit.
 - i. Unit details will consist of unit, building and block (estate) data including features.
 - ii. Unit details will additionally include URLs of images and documents (such as floor plans, EPCs and 360 tours).

- iii. Approximately 30 unit attributes will be passed to the API.
 - iv. Error handling.
 - b. Enhancing Salesforce to add new unit, building and block attributes, as well as modifying existing attributes.
 - i. Approximately 12 fields will be added or modified in Salesforce.
 - c. Additional fields may need to be added to the Lead object in Salesforce to capture data submitted by prospective tenants on the new website (e.g. occupation, salary band etc.)
4. As part of the solution, enquiries submitted from the new website will result in the creation of a Lead record in Salesforce. This will be achieved by a callout from the new website to the Salesforce REST API in the same way as is currently being done by Rightmove. Open Box will assist Code with any technical queries regarding the work to develop this callout to the Salesforce API to create leads.

1.3 DELIVERY APPROACH

The delivery approach will be based on the kanban agile framework where features will be analyzed, developed, tested and delivered continuously throughout the project.

A backlog will be maintained to track outcomes to be delivered and indicate priority of these outcomes relative to each other. The backlog will be a living artifact that will evolve as Open Box, Code and Grainger plc collaborate. Grainger plc stakeholders will have access to the backlog which will serve as the single source of truth with regards to scope.

Grainger plc representatives will be required to participate in backlog refinement, demos and stand up ceremonies.

1.3.1 UAT

Grainger will be responsible for testing the functionality delivered and ensuring that the solution is performing as expected during the UAT period.

Issues raised will be classified as bugs or enhancements. Bugs will be fixed during the UAT period. Any other enhancements or new requirements will be added to the backlog for future development or addressed by extending the project timelines (by mutual agreement between Grainger and Open Box).

1.3.2 Support

Open Box will provide hypercare support for 10 working days immediately following the production deployment.

1.4 RESPONSIBILITIES

1. Open Box will be responsible for:
 - a. Providing the services described in the project [Objectives](#).
 - b. Delivering a progress report to Grainger plc on a regular basis that will include:
 - i. General status update & project health
 - ii. Project risks
 - iii. Milestones and timelines
 - iv. Any significant changes to project scope, cost, or timeline forecasts.
2. Grainger plc will be responsible for:
 - a. Making key personnel and stakeholders available throughout the project lifecycle, including participation in the activities detailed in the [Delivery Approach](#).
 - b. Providing any knowledge required about the Rightmove API / Salesforce integration.
 - c. Ensuring there are no other projects planned or in operation that may hinder this project.
3. Code will be responsible for:
 - a. Providing the required API format.
 - b. Providing a Swagger API interface with mock responses.

1.5 AVAILABILITY

1. Open Box resources will be contactable and available for meetings via conference calls/video conferences:
 - a. Monday to Friday 9am – 6pm South African time (GMT +02:00) which currently corresponds to 7am – 4pm (GMT), excluding public holidays.

2. A defined escalation path will be provided to the agreed project manager should urgent assistance be required outside of these times.
3. All work will be completed by Open Box offsite.
 - a. It is not expected that the project will require Open Box resources on-site. Where onsite personnel are required, all reasonable expenses for travel and subsistence shall be reimbursed by Grainger plc. Open Box shall not bill any mark-up or administration fee for any such expenses. Approval for expenses shall be obtained from Grainger plc prior to being incurred.

1.6 REFERENCES

- Grainger, Open Box & Code meeting: Website and Salesforce follow up meeting (Friday, February 2 Feb 2024)
- Grainger Unit Data – Google Sheets
- Grainger Unit Details API Details.pdf (February 6, 2024)

2 PROJECT RISKS, ASSUMPTIONS & EXCLUSIONS

2.1 RISKS

It should be noted that the website and *Unit Details* API are currently a work in progress and agreed requirements for this project may be subsequently revised as the wider initiative progresses. Project costs and timelines will be impacted if significant re-work is required.

Open Box believes an kanban methodology is the best approach to mitigate such risks, with incremental analysis and delivery.

Additionally, UAT timelines may be negatively impacted if there are any delays in Code's completion of the *Unit Details* API.

2.2 ASSUMPTIONS

The following assumptions have been made; incorrect assumptions may affect cost and timelines.

1. The *Unit Details* API developed by Code (third party vendor) will be a REST API using OAuth authentication.
2. GREP integration is not required.
3. Error handling for the API callout from Salesforce to the *Unit Details* API will follow the same mechanism as the existing Rightmove API integration.
4. Code will provide a Swagger API interface with mock responses on or before 16th February 2024.
5. Code will develop the process to use the standard Salesforce REST API to create Lead records for prospective tenant enquires that are captured via a form on the website
 - a. Any look up lists on the website form will be maintained independently; no integration is required to push Salesforce picklist values, for example, to the website.
6. There will be no separate Property Details API with which Salesforce is required to integrate. Any property information on the website will either be sourced from the property attributes in the *Unit Details* API or will be maintained in the website's CMS.
7. Open Box will deploy the functionality to Grainger's Salesforce PROD org as per the timeline in 3. The functionality may only be enabled for end users by the

internal Grainger Salesforce team at a later stage once the Grainger website is live. Depending on timelines, this may occur after hypercare support has ended.

2.3 EXCLUSIONS

The following is not included in the cost or scope of this project:

1. Data clean-up or data migration.
 - a. It is expected that Grainger will cleanse or populate any unit, building or block data in Salesforce that is required to display on the website, as necessary.
2. Website & API development - Code will be responsible for the development and testing of:
 - a. The new Grainger website.
 - b. The Unit Details API
 - c. The process to create new leads from the website in Salesforce using the Salesforce REST API.
3. Testing Rightmove integration – It may be necessary for Grainger to test that the existing integration between Rightmove and Salesforce is not affected by the Salesforce enhancements.
4. Salesforce costs, license fees, subscriptions, or services.
5. Hardware and infrastructure.
6. Solution documentation, other than user stories.
7. End-user training, change management or new / updated training materials.

3 COST AND TIMELINES

Open Box will provide an agile delivery team to develop, test and deploy the solution on a Time & Materials (T&M) basis at a rate of £120/hour.

The team will be staffed to include the following skillsets as required:

- Salesforce Technical Architect
- Business Analyst
- Developers
- Quality Assurer
- Project Manager

The estimated effort and costs per phase are shown in the table below:

Phase	Hours	Lower Bound	Upper Bound
Analysis	40 - 52	£4,800	£6,240
Build	180 - 234	£21,600	£28,080
Project Management	12 - 15.6	£1,440	£1,872
UAT	20 - 26	£2,400	£3,120
Production	5 - 6.5	£600	£780
Total	257 - 334	£30,840	£40,092

Assuming a start date of 12th February 2024, the anticipated timeline is shown below:

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7
2024-02-12	2024-02-19	2024-02-26	2024-03-04	2024-03-11	2024-03-18	2024-03-25
Analysis						
	Build	Build	Build			
				UAT		
					PROD deployment	
					Hypercare	Hypercare

The total duration of the project is therefore expected to be 5 weeks as well as an additional 2 weeks of hypercare support.

The total cost is therefore estimated to be between £30 840 and £40 092

These costs and timelines are forecasts. Any expected variations will be communicated via the weekly project status reports provided by Open Box.

All amounts are quoted in GBP and exclude VAT, if applicable.

The project cost will be billed monthly, in arrears, up until the completion of the final project phase. Cost will be reported to Grainger on a in the weekly project management report during the course of the project. The cost will not exceed the upper limit of £40 092 without prior consultation.

This quotation is valid for 30 days and is assumed to start on 12th February 2024 or during the following 1-2 weeks, contingent on operational factors.

4 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:	Sam Duncan	Name:	_____
Position:	Salesforce Director	Position:	_____
Date:	_____	Date:	_____