

# Statement of Work

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**GRAINGER PLC**  
SALESFORCE SUPPORT

*Version 1.1*  
*March 8, 2024*

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## 1 STATEMENT OF WORK

### 1.1 DOCUMENT HISTORY

Issue	Date	Amended by	Details
1.0	2024-03-06	Sam Duncan	First version
1.1	2024-03-08	Sam Duncan	Amended dates and added Marketing Cloud

### 1.2 OVERVIEW

The following Statement of Work describes the Salesforce support services to be provided by Open Box Software for Grainger PLC from 1 April 2024 until 30 September 2024.

The Salesforce support services provided under this contract are primarily focused on providing non-emergency support for ad-hoc queries in several areas detailed in the [Services Overview](#).

### 1.3 SERVICE OVERVIEW

The Service Overview of this project:

1. The Salesforce support services provided under this contract will cover a range of areas which include, but are not limited to, the following:
  - a. General Salesforce functionality and customisations built within the Grainger PLC org
  - b. End of Tenancy (EoT) application functionality
  - c. Lead-to-lease functionality
  - d. API integrations to HomeLet and Grainger Website
  - e. Marketing Cloud functionality
2. Open Box Software will be providing technical support for each of these areas to ensure smooth operations and help resolve any technical issues that may arise.
3. Open Box Software support services may involve a mix of business analysts, developers, project managers, and other IT professionals as needed to ensure that the support needs are met effectively and efficiently.
4. Additionally, Open Box Software are available to work directly with business users to understand their needs and provide support.
5. Open Box Software will consider cost, risk, feasibility, and sustainability of each option and give a recommended path forward.
6. Support requests will be logged by designated Grainger PLC contacts within the existing Grainger PLC JIRA instance.
7. Each JIRA ticket will be considered as authorisation for Open Box to spend up to 1 hour investigating and/or resolving the issue. For issues requiring more than 1 hour, Open Box will provide an updated effort estimate to be approved by the designated Grainger PLC contact before further work is done.

#### 1.3.1 Exclusions and Limitations

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

1. Support of any systems outside of Salesforce
2. Salesforce costs, license fees, subscriptions, or services.

3. Hardware and infrastructure.
4. Solution documentation, other than user stories.

### 1.3.2 Escalation

A defined escalation path will be provided to Grainger PLC where support is required outside of the hours above, due to urgent business needs.

1. The escalation path for urgent (business-critical) issues will be:
  - a. During the hours above: An email flagged with high importance and with a subject line prefixed "URGENT".
    - i. A dedicated email address will be provided for Grainger PLC support.
  - b. If no response is received within 15 minutes, or if the incident occurs after-hours: A phone call to the Open Box Helpdesk.
    - i. A dedicated phone number will be provided.
  - c. If there is no response: A phone call to the Open Box project manager.
  - d. If the project manager cannot be reached: A phone call to the Open Box account manager.
2. Open Box will provide an initial response and commence the support process for urgent issues within:
  - a. 30 minutes – where the escalation takes place during the hours above.
  - b. 1 hour - where the escalation takes place after-hours.
  - c. It is understood that an initial response will not necessarily include issue resolution.
3. The amount of support required outside the hours defined above will be reviewed on an ongoing basis. If it is assessed that the amount of after-hours support required is more than can reasonably be expected from the support team, Open Box and Grainger PLC will work together put a mechanism in place to manage this. This may come at an additional cost.

## 1.4 PROJECT ADMINISTRATION

The Service Overview of this project:

1. Resources will be contactable on email, and available for meetings via conference or video calls.
2. Project resources will be available Monday to Friday 9am – 6pm South African Time (GMT +02:00). Currently this corresponds to 7am – 4pm GMT and 8am – 5pm BST during UK daylight saving time.
  - a. Excluding any UK public holidays observed by Grainger PLC
  - b. Planned meetings can be scheduled outside of the times detailed above where reasonable.
3. The Open Box project manager will email a weekly status report, as well as schedule a corresponding weekly call with the agreed Grainger PLC personnel, which includes:
  - a. Support items completed in the last week.
  - b. Support items outstanding or in progress and their priority.
  - c. Resource usage for the month-to-date.

## 1.5 REFERENCES

- Grainger & Open meeting: Grainger Support Contract (Friday, 1 March 2024)

## 2 COST AND CONTRACT PERIOD

### 2.1 COST

The cost for the services detailed in this document are as follows:

1. Support services will be provided on a Time and Materials (T&M) basis at a rate of £120 per hour.
  - a. A minimum amount of £3600 / month will be billed, entitling Grainger PLC to 30 hours of work.
  - b. Unused hours at the end of the month will not carry over into the next month.
  - c. Costs will be billed monthly, in arrears.
  - d. If monthly effort exceeds 30 hours, further assistance will continue to be billed on a time and materials basis at the above rate, but will be subject to approval by Grainger PLC to continue.
  - e. Resourcing is subject to availability and may vary based on project needs and resource availability.
2. The consultancy will be provided remotely.
3. Costs exclude travel or onsite analysis.
4. All amounts are in GBP (£) and exclude VAT, if applicable.
5. This quotation is valid for 30 days.

### 2.2 CONTRACT PERIOD

1. The contract will begin on 1 April 2024 and end on 30 September 2024.
2. Where Open Box Software and Grainger PLC agree, this contract can be extended. Contract extensions must be executed 30 days prior to the contract termination date and may be subject to T&M rate adjustments.

### 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: Sam Duncan      Name: \_\_\_\_\_

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

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