

Statement of Work

GRAINGER PLC
SALESFORCE - RENEWALS ENHANCEMENTS

Version 1.0
November 23, 2023

Contents

1	STATEMENT OF WORK	3
1.1	SUMMARY	3
1.2	PROJECT OBJECTIVES	3
1.3	RESPONSIBILITIES.....	4
1.4	PROJECT ADMINISTRATION.....	4
2	EXCLUSIONS & LIMITATIONS.....	6
3	COST AND TIMELINES	7
3.1	TIMELINE	7
3.2	DEVELOPMENT COSTS	7
4	GO-LIVE AND SUPPORT	9
5	ACCEPTANCE	10

1 STATEMENT OF WORK

1.1 SUMMARY

Grainger PLC has an existing Lead to Lease process implemented within their Salesforce org. There are a number of features within Salesforce that can be optimised to make this process easier for end users to manage and reduce the amount of manual effort consumed to progress a Lead to a signed Tenancy.

The following Statement of Work (SOW) describes the development work required to update Grainger PLC's Salesforce org to deliver enhancements as below.

1.1.1 Creating an Offer

The existing process by which users create an Offer for a given Opportunity uses a custom Aura component to allow the searching of units based on availability data. There are a number of improvements that will be made to this custom screen to facilitate users being able to create an offer and navigate back to the Opportunity more quickly and efficiently.

1.1.2 Renewals Process

There is existing functionality to automatically clone Opportunity records for Tenancies that are eligible for renewal. Currently there are certain edge cases where Opportunity records are not processed by the automated cloning. The logic used to perform this cloning will be enhanced to ensure that these edge cases are correctly processed.

1.1.3 References

- <https://graingerplc.atlassian.net/browse/RJ-27>
- <https://graingerplc.atlassian.net/browse/RJ-26>
- <https://graingerplc.atlassian.net/browse/RJ-13>

1.2 PROJECT OBJECTIVES

Open Box will engage with key Grainger PLC stakeholders to:

- Develop the required changes in Salesforce as per user stories referenced in 1.1.3 above
- Complete QA testing and deploy changes to Grainger PLC UAT environment for end-to-end testing by Grainger PLC
- Deploy changes to Grainger PLC PROD environment on successful completion of UAT

1.3 RESPONSIBILITIES

1.3.1 Open Box will:

1. Complete the [Project Objectives](#) detailed above.
2. Provide prompt review and feedback to questions and comments from Grainger PLC.
3. Make the necessary personnel available during the project as and when required, ensuring no delays occur through all phases, per scheduling set forth in Cost and Timelines and in full compliance with the Agreement.
4. Provide project deliverables on-schedule and respond timeously to Grainger PLC feedback in accordance with the mutually agreed upon acceptance procedure.

1.3.2 Grainger PLC are responsible for:

1. Providing access to the necessary Salesforce environments and other connected applications
2. Making the necessary personnel available during the project as and when required, providing timely input through the various phases. Timing commitments cannot be guaranteed by Open Box if Grainger PLC personnel are not made available to the project.
3. Signing off the mutually agreed upon Statement of Work.
4. Providing prompt review, feedback and sign-off of project deliverables in accordance with the mutually agreed upon acceptance procedure.
5. Involving the correct level of stakeholder representation during the various phases of the project.
6. Providing all available supporting documentation as requested from time to time by Open Box.

1.4 PROJECT ADMINISTRATION

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).
3. A defined escalation path will be provided to the agreed project manager should urgent assistance be required outside of these times.

4. Open Box will provide a regular report to the agreed Grainger PLC project manager which includes:
 - a. Overall project health.
 - b. Project risks.
 - c. Project milestones and timeline.
 - d. All other details required by Grainger PLC throughout the project, which will include, at a minimum, all details sufficient for Grainger PLC to assess project progress and timeliness under the agreed schedule.

2 EXCLUSIONS & LIMITATIONS

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

1. Travel or on-site resources as all work will be performed remotely
2. End-user training, change management and adoption

3 COST AND TIMELINES

3.1 TIMELINE

1. The estimated start date of the engagement is 11 December 2023.
2. The anticipated timeline is shown below:

2023-12-11	2023-12-12	2023-12-13	2023-12-14	2023-12-15
Monday	Tuesday	Wednesday	Thursday	Friday
Development (Open Box)	Development (Open Box)			
		UAT (Grainger)	UAT (Grainger)	
				PROD deployment (Open Box)

3.2 DEVELOPMENT COSTS

1. It is estimated that this project will consume a total of 16 hours of Open Box resources, delivered as required by the roles below:
 - Salesforce Technical Architect
 - Salesforce Developer
 - QA Tester

Key	Summary	Estimate (hours)	Cost
RJ-27	Adjust renewal logic to use days instead of months	4	£464
RJ-26	Do not exclude opportunities with child opps that are not renewals	4	£464
RJ-13	Enhance offer creation process	8	£928
Total		16	1856

2. Open Box will bill these days at a T&M rate of £116 / hour. i.e. the total cost for the

project will be £1 856

3. Should additional work be required to deliver any of the above items or other requirements that arise during the course of the project, these can be undertaken on the T&M rates shown below:

Year	T&M Rate
2023	\$116
2024	\$120

Any work performed on this basis will be estimated beforehand and will require prior approval from Grainger PLC and agreement on impact to timelines.

4. Open Box will bill these costs monthly in arrears.

4 GO-LIVE AND SUPPORT

1. Following the go-live, bugs and/or enhancements will be fixed or addressed by Open Box on a time and materials basis at £116 / hour. All work completed on this basis will first be estimated by Open Box and will require prior approval from Grainger PLC.

5 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: Sam Duncan
Sam Duncan (Nov 27, 2023 09:44 GMT+2)

Name: Sam Duncan

Position: Director of Salesforce

Date: 11/27/23

Signature: Paul Glibbery
Paul Glibbery (Nov 24, 2023 17:50 GMT)

Name: Paul Glibbery

Position: CIO

Date: 11/24/23