|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **ABB Global Industries and Services Private Limited,** | | | |
| **Corporate Technology Center - IN** | | | |
| Classification | **Statement of Work Template\_ Milestone Based Project Development** | | | |
| **External** |
| Author | Approver | Document # | Revision | Date |
| **Koustubh tengshe** | **Bhuvan Bhoot** | **9ADR7-083** | **<-- ->** | **24-April-2023** |



|  |
| --- |
| Statement of Work Template\_Milestone Based Project Development  Between  ABB Global Industries and Services pvt ltd  And  XXXXXXXXXXXX |

**Project ID: IN51382301**

**Project NAME:**  **SmartMaster**

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Template: 9ARD7-083\_Statement of Work Template\_Milestone Based Project Development - rev F

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**SECTION A**

# Introduction & Validity

This Statement of Work (hereinafter referred to as “**SOW**”) outlines the agreement between XXXXXXXX, (herein after referred to as “Supplier”) and ABB Global Industries and Services Pvt. Limited (herein after referred to as “**ABB GISPL**”) for addressing the scope and deliverables to be provided by Supplier as mentioned under this SOW.

## Governing document and order of precedence

This SOW is made pursuant to the Services Agreement executed between ABB GISPL and Supplier, made on DD/MM/YYYY. (Hereinafter referred to as "Service Agreement"). The Parties mutually agree that this SOW shall be governed by the terms and conditions mentioned in the Service Agreement. Capitalized terms used but not otherwise defined herein shall have the meanings ascribed to such terms in the Services Agreement. Any ambiguity or inconsistency between or among the terms of this SOW shall be resolved by giving priority and precedence in the following order:

1. Services Agreement
2. SOW

## Duration:

This SOW shall be in effect from 015-May-2023 to 30-Aug-2023.

* Give each requirement an identity, priority, and description.

For identity, define how it is put together (must be unique within the document). The identity as such does not exist until the requirement has been defined. It is created by the writer of the requirement specification and should not be mixed up with the identity of development items, etc.

For priority, 1 (one) is always the highest priority.

The description shall include a headline, a definition, and a motivation. The level of detail depends on the scope of the requirement specification; requirements on a system might be more general than requirements on a sub function.

* If applicable, state the source of a requirement.

The source can be a department, a specific customer, a document, another requirement (from which it is derived), etc. Or, the source can be the identity of a proposed development plan or a proposed development item. If so, include the name of the database.



* A requirement must be possible to verify.

The basic guideline is to outline a requirement so it becomes testable or in some other way verifiable. The traditional way to do the verification is by means of testing during the type tests. The method of verification to use shall be stated in the requirement, e.g. type test, usability evaluation report, technical or other evaluation with a concluding statement etc. Note that all requirements must be formally verified with a test record or a report/statement.

For a requirement on usability the verification method to be used and the fulfillment criteria to be met should be included in the requirement description.

For a requirement on performance the verification environment and the fulfillment criteria to be met must be specified.

* Requirements must not be contradictory.
* Requirements must be understandable by both parties; the receiver of the results and the development personnel.

Use the following checklist to help make sure that all aspects are covered, as you define the requirements. Some items in the list, like Operations, have a different meaning depending on the product/component/function and what situa­tion you are describing:

Life cycle  
Volume goal  
Cost goal  
Time goal   
User interface   
Usability   
User Assistance and User Manuals  
Hardware interface  
Software interface  
Communication interface  
External interfaces   
Size constraints  
Dimensions  
Compatibility  
Functionality  
Capacity  
Performance (Installation, Configuration, Functional)  
Functional limitations  
Reliability and availability  
Security  
Maintainability  
Error and exception handling  
Data storage, type directory  
Operations  
Development environment  
Site adaptations  
Constraints/conditions regarding other existing products/components/functions or their development  
Standard compliance  
Design constraints  
Input/output

The following priorities should be used for requirements:

# Mandatory adherence

Supplier shall ensure all services, support is provided with the cyber security requirements in the deliverables, solutions under this SOW.

# Scope of Work

# Supplier’s Understanding of development work involved

This SOW includes documentation of

* **PAMA projects**

The scope of services for implementation is also mentioned in [Section 3.2.](#_Scope_of__1)

# Scope of Service

### Functional and Non-Functional Requirements

| **Identity** | **Priority** | **Description** | **Output** | **Sprint-Resource** |
| --- | --- | --- | --- | --- |
| 1 | 1 | * Automate Azure Resource creation * Automate the deployment steps of SmartMaster * Convert manual steps into ARM template with recommended settings * Create ARM templates in a modular way so that its reusable * Write Orchestrator scripts to integrate required ARM modules * Orchestrator script should take inputs from Json/Excel configuration file * Meet Microsoft regulatory and compliance standards * Write template expressions that extend the capabilities of JSON | ARM templates, Orchestrator scripts, configuration files, Script files, Design document updates/impact analysis doc, WBS, SW code, defect triage notes, Updated TFS components, SCA, review  Records. | Not  Applicable |

### Project Milestones

| **Milestone #** | **Milestone Description** | **Target Date** | **Deliverables to be completed as part of Milestone** |
| --- | --- | --- | --- |
| 1 | Software development Milestone ML1 | 15th June 2023 | ARM templates, Orchestrator scripts, configuration files, Script files, Design document updates, deployment optimized steps, WBS, review records |
| 2 | Software development Milestone ML2 | 15th July 2023 | ARM templates, Orchestrator scripts, configuration files, Script files, Design document updates, deployment optimized steps, WBS, review records |
| 3 | Software development Milestone ML3 | 30th August 2023 | ARM templates, Orchestrator scripts, configuration files, Script files, Design document updates, deployment optimized steps, WBS, SW code, SCA, review records |

### Acceptance of deliverables

Completion of each deliverable shall be considered only after ABBGISPL acceptance is done. Till such time the project shall be ongoing and will not be considered for closure or termination of the agreement/work

The above-mentioned milestones need to be presented to ABGISL at end of the Sprint (Planned end date) and acceptance of milestone shall be communicated to the Supplier within 10 business days from deliverables date. In case of bugs or issue this should be communicated to Supplier and Supplier make sure this should address in next sprint and Supplier make sure that all open bugs must be closed at end of sprint 6.

### Operating System Requirements

1. Windows Server 2016 (64 bit)
2. Windows 10

### Tools to be used in the project

1. Microsoft 365

### Overall scope of work

The overall scope covers the following areas

|  |  |
| --- | --- |
| **Module** | **Functionalities** |
| Implementation | * ARM templates, Orchestrator scripts, configuration files, Script files, Design document updates, deployment optimized steps, WBS, SW code, SCA, review records |
| Reviews | * ARM templates, Orchestrator scripts, configuration files, Script files, Documentation reviews, product internal review meetings |
| Deliverables | ARM templates, Orchestrator scripts, configuration files, Script files, Technical documents, and documentation artifact  The above mentioned artifacts need to be presented to ABBGISL for monthly review and delivered to ABB GISPL at the end of the project. |
| Collaboration | * Supplier shall provide the weekly and monthly progress status report for ABBGISPL. * Supplier shall assign resources with software experience > 4 years and any artifact documents shall be reviewed by senior resource from Supplier * Supplier shall provide the details of resources involved in the project. Any resource shuffling shall be strictly avoided. Any such resources shuffling shall be informed to and approved by ABBGISPL. * Completion of each deliverable shall be considered only after ABBGISPL acceptance is done. Till such time the project shall be ongoing and will not be considered for closure or termination of the agreement/work. * Proper review records should be maintained for each deliverable. * Supplier’s resources if agreed by both ABBGISPL and Supplier should be mobilized in the ABBGISPL premises based on the project criticality or based need of the project in order to ensure the timely delivery of the project. The need shall be agreed separately by both parties. * Refer the purchase order for the procedure for the invoicing details. |

# Expected skill sets

### Technology and Tools experience

The skill sets expected from Supplier are as follows

|  |  |
| --- | --- |
| **Technology / Tools** | **Years of experience** |
| C#  .NET  Microsoft IDE  Visual studio  Azure Cloud  ARM  PowerShell  Json/Excel | 5+ |
| Overall Experience | 5 and above |

### Experience profile for various roles

The typical experience profile of the persons involved in the work should be

|  |  |
| --- | --- |
| **Role** | **Years of experience** |
| Azure Admin/developer/Software developer | 5 and above |

# Deliverables for the scope of the Implementation

**The deliverables mentioned in** [section 3.2](#_Functional_and_Non-Functional)

**Acceptance Criteria:**

Supplier shall ensure that all the deliverables will be submitted as per the project schedule and timelines as mentioned in [section 3.2](#_Functional_and_Non-Functional) which shall be reviewed & provide sign-off by ABB GISPL.

No defects are expected in the Acceptance phase of the project

The milestones of the project will be measured against the listed in Section 3.2.2.

# Roles and Responsibilities

|  |  |
| --- | --- |
| **Module** | **Functionalities** |
| Implementation | * Development, Azure PowerShell Scripting, bug fixing, unit testing and Release Activities. * HDLC should be followed. |
| Testing | * Unit Testing and Functional Type testing |
| Deliverables | * ARM templates, Script files, SW code, SCA, review records, test reports * The above-mentioned artifacts need to be presented to ABGISL for monthly review and delivered to ABB GISPL at the end of the project. |
| Collaboration | * Supplier shall assign engineers with software experience > 5 years and any artifact including source code shall be reviewed by a senior engineer/ lead from Supplier as well * Supplier would deliver work out of ABB premises * Completion of each deliverable shall be considered only after ABBGISPL acceptance is done * Any need for extra work package or extension of work package beyond this contract period from Supplier, would be handled through extension of the contract through Change request or by inclusion of appendix * Services would be carried out from the ABBGISPL premises based on the project criticality or based need of the project to ensure the timely delivery of the project. The need shall be agreed separately by both parties. * Refer the purchase order for the procedure for the invoicing details. |

# Risks, Assumptions & Dependencies

### **Assumptions**

#### **Scope Assumptions**

1. Supplier follows all the ABBGISPL best practices.
2. Resources from the supplier are competent enough to execute this project.
3. ABBGISPL shall not provide any training to the resources from Supplier.
4. On the need basis agreed by both ABBGISPL and Supplier, supplier shall need to visit or work on the ABBGISPL premises.
5. Sample data will be provided for testing the functionalities which are in scope of this SOW.

#### **Infrastructure Assumptions**

1. Assuming all these activities are carried out in the ABBGISPL premises due to hardware dependency constraints, on some occasions, based on the need, the work will be done at the supplier premises.
2. ABBGISPL to provide devices to supplier which must be returned after the project or on demand by ABBGISPL.
3. Supplier shall have all the required software licenses for this project.
4. Supplier shall provide all necessary privileges to ABBGISPL members to access project repositories.

#### **Environmental Assumptions**

1. None

### **General Assumptions**

1. As part of deliverables (refer [Section 3.1](#_Functional_and_Non-Functional)), documents, code, project artifact provided by supplier is exclusive to ABBGISPL and is not used in any other projects by supplier.
2. Open-source software or source code is not used by supplier in this project, without ABB GISPL approval/consent.
3. All project artifacts, documents, source code and libraries provided by ABBGISPL to supplier shall be deleted/destroyed after project closure.
4. During project closure a declaration for above three assumptions shall be provided by supplier.

### **Project Management Assumptions**

1. All SME (Subject Matter Expert) interactions and all documents required to be referred to by supplier consultants will be in English.
2. ABBGISPL will provide access to available artifacts and documentation on existing applications prior to start of engagement which are in scope of this SOW.
3. Any changes in the scope of work will be approved/rejected based on ABBGISPL Change Request process.
4. Document artifacts will be labeled for each milestone completion.

### **Risks Tracker**

Risk factors will be tracked continuously, and timely action will be taken to mitigate the risk. Supplier and ABBGISPL will jointly work towards the mitigation with appropriate risk mitigation plans and contingency plans.

|  |  |  |
| --- | --- | --- |
| **Risks** | **Severity/ Impact** | **Mitigation** |
| Non-availability of supplier resources | Delay in Deliverables | Missed Person-Hours will be provided over & above the agreed timelines as per the project plan under this SOW without any additional cost to ABBGISPL. |
| Change in scope | Schedule, effort, and budget overruns. Impact to Quality. | Well defined change management process in place will be triggered.  ABBGISPL will provide the approvals for change in scope. |

### Dependencies

None

# Service Level Agreement (SLA)

**Note: ABB Project Manager/ ABB responsible for this SOW must populate the SLA with description of transaction containing response time and resolution time along with applicable deductions. In case of performance availability of a system / solution you have to mention the minimum availability. For e.g., more than 99.99% availability provided by the Supplier.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl. No.** | **Details of Activity** | **Response Time** | **Resolution Time** |
|  |  |  |  |
|  |  |  |  |

# Escalation Matrix

|  |  |
| --- | --- |
| **ABB contact** | **Supplier** **contact** |
| Name: Bhuvan Bhoot  Title: Program manager  Email Id & Contact Number  [Bhuvan.bhoot@in.abb.com](mailto:Bhuvan.bhoot@in.abb.com)  9741303525 | Name :  Title:  Email Id & Contact Number |

# Change Management

Once the document has been agreed to and executed, changes can be documented and considered an addendum to the SOW. Change Requests gets triggered/initiated by either Vendor or ABB Project Responsible. The triggers could be due to a Scope change (addition and deletion), Schedule change or both. Once agreed between Vendor and Project Manager on change request and cost impact, same should be captured as part of this section and the SOW to be released to SCM in case it warrants PO amendment.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Change Request No.** | **Requested By** | **Change Request Description** | **Trigger reason** | **IMPACT** | **Change Decision** |
| **(Scope / Schedule)** | **Schedule (in Days)** | **(Agree/ Disagree)** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**IN WITNESS WEHEROF,** the Parties have executed this SOW on the date or dates indicated below to be effective in accordance with this SOW.

**AGREED AND ACCEPTED:**

**ABB Global Industries and Services Pvt. Limited Supplier**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name**: Koustubh Tengshe **Name**:

**Title**: Associate project manager **Title**:

**Help Text:**

Provide information about the changes done to this policy document, for every revision of the document.

Revision History will contain only the change information on the Approved Version. Changes with respect to the Draft revisions need to be maintained in the Document Management Tool as applicable to the Organization.

* **Revision Index**: ABB Standard Revision Number
* **Revision Reference #**: Reference Number to give the traceability to the Process Change Request
* **Revision Date**: Date on which the change was made in the format YYYY-MM-DD
* **Page/Chapter**: Pages, Chapters or Sections in the document that was changed
* **Revised By**: Author who had scribed the change
* **Change Description**: Describe the changes done. Record the content before the change, if possible.

**Template Revision History: Blank Word Document Template (9ARD7-002)**

* **Revision Index | Revision Ref # |Revision Date | Page/Chapter | Revised By | Change Description**
* - | - | 2006-09-21 | All | A Tehzeeb | Initial Version
* A | PCR-107 | 2009-12-21 | All | Ramakrishnan G | File Renamed for New Naming Conventions and Org. Name Changed, Moved to a New User Interface, Doc Title changed to “Blank Word Document Template”. Caption added “Power & Productivity for Better World”
* B | PCR-107 | 2010-03-22 | Header / Footer | Included the Copyright Information in the Footer. Earlier Caption Power & Productivity was removed, Ported for MS ® Office 2007 Version. Document Part Number added. Valid revisions re-aligned
* C PCR-520: updated this template for efficiency

**SECTION B**

# Pricing and Payment terms

## Pricing Terms

* The price is provided by the Supplier on fixed and firm basis.
* Pricing terms are followed as per Purchase Order (PO) terms issued by ABB GISPL to Supplier.
* The total price agreed for the entire SOW is mentioned below:

|  |  |  |  |
| --- | --- | --- | --- |
| Payment Schedule | Milestone No# | Milestone date | Invoice / Payment Amount |
| Payment Schedule 1 | Milestone 1 | 15 June 2023 |  |
| Payment Schedule 2 | Milestone 2 | 15 July 2023 |  |
| Payment Schedule 3 | Milestone 3 | 31 August 2023 |  |

## 

## Payment Terms

* ABB GISPL shall release the payment to the Supplier only after accepting the deliverables by ABB GISPL subject to receipt of supporting documents from the Supplier with applicable deductions, if any.
* Supplier will raise valid invoice for deliverables accepted by ABB.
* Payment terms are followed as per Purchase Order (PO) terms issued by ABB GISPL to Supplier.
* Penalty terms: Supplier must achieve the milestone as per the section 3.2.2, in case of delay in milestone delivery, ABB GISPL may reduce the milestone payment by 5% on weekly basis

**AGREED AND ACCEPTED:**

**Supplier**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name:

Title:

## SOW Revision History:

| **Revision** | **Revision Date** | **Page / Chapter** | **Revised by** | **Change Description** |
| --- | --- | --- | --- | --- |
| A | 8th Feb 2023 | all | Koustubh Tengshe | * Created draft |
| B |  |  |  |  |
| C |  |  |  |  |
| D |  |  |  |  |

**Template document control:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **ABB Global Industries and Services Private Limited,**  **Corporate Technology Center - IN** | | | | | |
| Classification  **Internal** | **Statement of Work Template\_ Milestone Based Project Development** | | | | | |
| Author | Approver | Document # | Revision | Date | Doc. Kind | Status |
| **Mirunaashree** | **Gopinath BP** | **9ARD7-083** | **F** | **2022-12-16** | **Template** | **Approved** |

**Template Scope:**

This template will be used for creating new and revising existing CTC-IN documents. This template will ensure document control and Instruction section explains how to use this template.

**Template usage Instruction:**

* Fill all the fields in the template.
* Update header with Document Description & Doc # indicated inside <>.
* Write –NA- rather than leaving blank in any section.
* Delete extra row in the tables.
* Author : SOW author Name
* Approver: Respective Team Manager
* Revision: A(Initial), B (Next release) likewise.
* Update Document information & Revision History.
* Delete page related to template document control (i.e Document information, Instruction & revision history) before submitting for document for review/release.

## Acronyms:

| **Acronym** | **Expansion** |
| --- | --- |
| BOM | Bill of Material |
| BST | Bid Support tool |
| CTC – IN | Corporate Technology Center – India |
| ICSS | Integrated control system |
| OTS | Operator Training Simulator |
| PMS | Power Management system |
| PPM | Process Power Manager |
| SMDL | Standard Supplier Master Document List |
| SOW | Statement of work |
| WBS | Work breakdown structure |

## Requirements

* Give each requirement an identity, priority, and description.

For identity, define how it is put together (must be unique within the document). The identity as such does not exist until the requirement has been defined. It is created by the writer of the requirement specification and should not be mixed up with the identity of development items, etc.

For priority, 1 (one) is always the highest priority.

The description shall include a headline, a definition, and a motivation. The level of detail depends on the scope of the requirement specification; requirements on a system might be more general than requirements on a sub function.

* If applicable, state the source of a requirement.

The source can be a department, a specific customer, a document, another requirement (from which it is derived), etc. Or, the source can be the identity of a proposed development plan or a proposed development item. If so, include the name of the database.



* A requirement must be possible to verify.

The basic guideline is to outline a requirement so it becomes testable or in some other way verifiable. The traditional way to do the verification is by means of testing during the type tests. The method of verification to use shall be stated in the requirement, e.g. type test, usability evaluation report, technical or other evaluation with a concluding statement etc. Note that all requirements must be formally verified with a test record or a report/statement.

For a requirement on usability the verification method to be used and the fulfillment criteria to be met should be included in the requirement description.

For a requirement on performance the verification environment and the fulfillment criteria to be met must be specified.

* Requirements must not be contradictory.
* Requirements must be understandable by both parties; the receiver of the results and the development personnel.

Use the following checklist to help make sure that all aspects are covered, as you define the requirements. Some items in the list, like Operations, have a different meaning depending on the product/component/function and what situa­tion you are describing:

Life cycle  
Volume goal  
Cost goal  
Time goal   
User interface   
Usability   
User Assistance and User Manuals  
Hardware interface  
Software interface  
Communication interface  
External interfaces   
Size constraints  
Dimensions  
Compatibility  
Functionality  
Capacity  
Performance (Installation, Configuration, Functional)  
Functional limitations  
Reliability and availability  
Security  
Maintainability  
Error and exception handling  
Data storage, type directory  
Operations  
Development environment  
Site adaptations  
Constraints/conditions regarding other existing products/components/functions or their development  
Standard compliance  
Design constraints  
Input/output

The following priorities should be used for requirements:

|  |  |
| --- | --- |
| **Priority** | **Definition** |
| 1 | Mandatory according to business commitments (through TSAs or other promises). If the requirement is not met ABB will break contracts or agreements made with customers. This would have serious impact on business and revenue. Included in the release. |
| 2 | Very important according to our business strategy.  This requirement is in line with the product/system strategy but is not directly committed. If the requirement is not fulfilled there will be significant damage to the market value, and hence it will impact revenue. Included in the release. |
| 3 | Other important requirement which would have impact on the market value, but which is considered possible to postpone if it can’t be included. No commitment to release. |

## Revision History:

| **Revision** | **Revision Ref #** | **Revision Date** | **Page / Chapter** | **Revised by** | **Change Description** |
| --- | --- | --- | --- | --- | --- |
| A-C | Revision history missing | | | | |
| D | PCR-669 | 2020-12-04 | All | Mirunaashree | * Adapted to new version of ABB template. |
| E | PCR-681 | 2022-12-16 | All | Mirunaashree | * Separated Legal and Financial sections |
| F | PCR-685 | 2022-12-20 | 1 | Mirunaashree | * Template Doc.Kind and approval removed in page -1. Sections with authority signature authorizes for usage of document |