



## **TTEC DIGITAL STATEMENT OF WORK #CW2243732**

### **D365 Enhancements**

This Statement of Work ("SOW"), by and between TTEC Digital, LLC ("TTEC") and PBF Holding Company LLC ("Client") is entered into as of the date of the last signature below (the "SOW Effective Date"), pursuant to and governed by the terms of a certain Master Services Agreement (PBF Agreement #CW2241025) (the "Agreement") dated effective June 6, 2023. In the event of a conflict between SOW and the Agreement, this SOW shall govern and control to the extent of such conflict. Terms not otherwise defined herein shall have the meaning given to them in the Agreement.

### **Project Description**

The purpose of this project is to optimize the Client's Microsoft Dynamics system ("Dynamics") to better support an expanding user base and increased business demands. This project will include discovery and design sessions for topics such as campaign functionality, user settings, email configuration, and SharePoint setup. This project will also configure and build many of the items gathered during the discovery session.

### **Scope**

#### **Initiate and Define**

TTEC is responsible for the following:

#### **1 - Kickoff Meeting - Internal**

Internal onboarding and sales handoff

#### **2 - Kickoff Meeting - Client**

Kickoff meeting to meet and greet and set project expectations

#### **3 - Discovery and Design**

Requirements gathering to review priority use cases identified by the Client for discovery. TTEC resources will review necessary requirements and documents provided by Client to develop implementation tasks (use cases). Sessions to focus on requirements for the following focus areas:

- Marketing lists and campaigns functionality from Pilot needs to be reassessed as solution provided during pilot not being efficient. Sessions for this subject will address current functionality, identify gaps, pain points, and needs, as well as include solution ideation and creation of a design document.
  - Session 1 - Discovery & Understanding Marketing list functionality needs of Client
  - Session 2 - Discovery & Design of marketing lists for contacts
  - Session 3 - Training on the completion of creating lists and views in within Dynamics (3) 2-hour sessions plus prep for 12 hours
- Discovery sessions dedicated to reviewing the configuration of Dynamics generated system emails, specifically the 'To' and 'From' field configuration on the email form used in the Case entity. For example, if the from user is coming as Je'Lisa instead of as the ECMarketing mailbox. Design sessions will focus on creating a low code or power automate solution for this functionality.
  - Session 1: Email and Case review
  - Session 2: Design for power automate or workflow updates
  - (2) 2-hour sessions plus prep for 8 hours



- Discovery session for Dynamics Personalization Settings Design/Discovery Session
  - Session 1: Syncing tasks, contacts/distribution lists, reminders for those users that want to do it only. This session will also cover individual user settings.
  - (1) 2-hour sessions plus prep for 4 hours

#### **4 - Discovery Design 2**

- Discovery session exploring plug-ins that will make email within Dynamics look/feel more like outlook (email formatting discovery work to assess needs)
- Discovery session to understand email capabilities and needs for emailing within Dynamics
  - (1) 2-hour sessions plus prep for 4 hours
- Discovery session dedicated to Microsoft Power BI reports at the account level. There are 2-3 reports that are not linked directly to the account entity. These sessions will refine requirements for updating the reports with account data.
  - Assumption is reports are currently displayed at the dashboard and client wants to see reports displayed on the account record
  - (1) 2-hour sessions plus prep for 4 hours
- Discovery session to review SharePoint integration and strategies (out of box SharePoint document management)
  - Client is currently migrating to SharePoint online. To minimize storing a large amount of documents in Dataverse, the Client is looking at better approaches for managing content.
  - This session will be limited to highlighting the capabilities of SharePoint within Dynamics or ways to manage documents, attachments, etc.
  - (1) 2-hour sessions plus prep for 4 hours

#### **• 5 - Functional Requirements Documentation**

- Documentation of identified use cases and functional business requirements

### **Build**

TTEC is responsible for the following:

#### **6 - Onboarding into system, access to O365 and Setup of D365 Instances**

- TTEC will access, onboarding and environment setup and configuration

#### **7 - Global Delivery Centre (“GDC”) Handoff**

- GDC handoff

#### **8 - Configuration of Marketing List and Campaign Functionality**

- Configuration of marketing list and campaign functionality gathered from design sessions
- Timeboxed to 24 hours

#### **9 - Configuration of low code solution to set emails from addresses**

- Configuration of low code solution to set email from addresses gathered from discovery/design sessions.
- Timeboxed to 16 hours

#### **10 - CRM Personalization and User Settings Update**



- CRM Personalization user settings such as syncing tasks, contacts/distribution lists, and reminders. Configuration will be based on discovery/design sessions.
- Timeboxed to 10 hours

#### **11 - Configuration of workflows, automation processes (Power Automate / flow)**

- General use of hours for all workflow related tasks determined in requirements phase. Examples include creation of automated tasks, email notification workflows and assignment notifications

#### **12 - Email within Dynamics Configuration**

- Configuration of plug-ins that will make email within Dynamics mirror the design of outlook

#### **13 - Sharepoint and document management configuration**

- Configuration of SharePoint document management settings within Dynamics
- This configuration will use the standard connector and basic account-based folder structure with no custom configuration.

#### **14 - Security Roles and access control**

- Creation of two tiers of security access for each team. General user (1) and admin role (1)

#### **15 - D365 Reporting**

- Configuration of 2-3 reports that are linked directly to the account entity from design sessions. The reports were built during December but aren't currently attached to the account and instead can be used at a broader scale.
- Timeboxed to 24 hours

- **16 - Solution Migration**

- Migration of solutions to User Acceptance Testing ("UAT") environments during project implementation

#### Client is responsible for the following:

Assumes setup of Digital Partner of Record ("DPOR") included in tasks for onboarding into Client instance

#### Test and Train

#### TTEC is responsible for the following:

#### **17 - Train the Trainer**

- Conduct train the trainer sessions to prepare the team to conduct end user training.

#### **18 - Admin training**

- Conduct admin training for managing Dynamics Customer Service

#### **19 - UAT Kickoff**

- UAT kickoff, presentation of functionality ahead of testing for focus area

#### **20 - UAT**



- Address assigned UAT tickets entered in the agreed upon tracking system / tool and assigned to TTEC resources. Provide morning and end of day status calls.
- A “UAT Room” TEAMS meeting will be opened every day and for all hours agreed.
- UAT will occur over a one-week period.

### Deploy

TTEC is responsible for the following:

#### **21 - Go Live Planning and Deployment**

Prep for go - live including checklist review and planning, as well as deployment of solution into production environment

### Transition and Accept

TTEC is responsible for the following:

#### **22 - Post Go-Live Hyper Care**

- Address assigned hyper care tickets entered in the agreed upon tracking system / tool and assigned to TTEC. TTEC will provide the hyper care for a one week period.

Client is responsible for the following:

A “War Room” TEAMS meeting will be opened every day for all hours agreed to provide Hyper care support

#### **Principal Solution Architect Oversight**

- Four hours per week to provide architectural oversight and consulting
- Timeboxed to 4 hour per week for 8 weeks

### **Project Timeline**

- This project is estimated to start on 4/10/2023 with a target completion date of 07/15/2024 based on a 15-week implementation plan. Dates above will be baselined by project manager after discovery sessions and are subject to change. Delay in providing all needed resources, execution of the SOW, or change orders might impact project timeline.

### **Out of Scope**

- Compliance with laws, regulations, and requirements for legal notices and/or disclaimers related to the functionalities of the services identified herein, which includes but is not limited to chat and/or recording functionality. TTEC recommends that Client consult their attorney about any legal requirements in their jurisdiction related to software functionalities including those related to chat, and recording, including privacy and recording notices.

In addition to the above, any item not explicitly identified as “in-scope” is out-of-scope of the Services under this SOW.

### **Assumptions and Dependencies**

- TTEC’s timeline, costs, and deliverables set forth in this SOW are subject to Client’s timely performance of the following obligations and conditions:
- Dates and timelines noted in this SOW are **estimates only** and are provided for initial planning purposes.
- TTEC employs a global workforce. Our diverse team of professionals performing work outlined in this SOW may reside in multiple locations and countries.
- TTEC and Client will jointly manage the project defined under this SOW. Client will designate a Project Manager to act as a primary point of contact for the TTEC project team. The Client



Project Manager will have access to the project stakeholders and be responsible for the follow-up and timely completion of Client tasks. Client recognizes that delays in making its decisions and completing its tasks may extend the targeted completion dates and impact the costs associated with the project.

- Client changes to key project stakeholders, including project managers, may impact the project schedule and costs.
- TTEC will develop the project document deliverables using existing TTEC templates. The inclusion of additional information per Client request will be accommodated through a change request.
- Requests for services outside of the scope of this SOW will be handled through the TTEC change request process. Upon notification of request, TTEC will confirm the scope and the requirements needed to assess cost and/or schedule impact. Once requirements are confirmed, TTEC will deliver a Change Order ("CO") for Client approval within 7 - 10 business days.
- Client will notify the TTEC Project Manager of any project scheduling changes no less than 72 hours prior to such published event as indicated by the project timeline or milestone chart specified in the project plan. A Change Order may be required for modifications to the original project timeline.
- TTEC will perform configurations remotely.

Services under and pursuant to this SOW will be provided during regular business hours of Monday through Friday, 8:00 am - 5:00 pm, local time based on Client location where the Services are provided or received, excluding TTEC company holidays ("Regular Business Hours"). Excepting any emergency circumstances resulting in a need for work outside of Regular Business Hours, if any Services under this SOW are required to be provided outside of Regular Business Hours, the parties shall use commercially reasonable efforts to agree in writing, at least ten (10) days in advance, upon the provision and scope of Services to be provided outside of Regular Business Hours. Client will be invoiced and agrees to pay for any and all Services provided outside of Regular Business on any day other than a holiday (whether or not agreed upon in advance), at 150% the hourly rate for the applicable resources. TTEC's observed holidays, to include the Friday and Monday of the holiday weekend, are out-of-scope.

## Pricing

Project Phase	Hours	Extended Price
1 - Initiate and Define	108.50	\$25,931.50
2 - Build	200.75	\$47,979.25
3 - Test and Train	55.25	\$13,204.75
4 - Deploy	4.50	\$1,075.50
5 - Transition and Accept	44.00	\$10,516.00
PM Oversight	87.00	\$20,793.00
<b>Implementation Estimate</b>		<b>\$119,500.00</b>
TTEC Global Delivery Discount		-\$29,848.00
<b>Total Estimate</b>		<b>\$89,652.00</b>

This quote ID QUO-07695-F4L0B0 expires on 4/30/2024.

Role	Rates	Hours
Project Manager	\$239/Hour	87



D365 Sr Principal Solution Architect	\$239/Hour	35.25
D365 Sr Consultant	\$239/Hour	195.75
Global Delivery – D365 Consultant	\$75/Hour	182.00

### Client Use of Products.

- Client's use of and access to the Microsoft products is subject to the applicable Microsoft license or subscription terms, and any documentation. TTEC does not provide warranties of any kind for Microsoft products. TTEC is not, and shall not be, responsible or liable for any acts or omissions of Microsoft.

### Invoicing and Payment.

- The professional Services under this SOW are Time and Materials (T&M) based fees and will be invoiced at the end of each month at the applicable hourly rate(s) defined in this SOW. Client understands and agrees that actual fees invoiced may be less than or greater than the estimate reflected in the pricing summary section and will be based on actual time worked in support of the project under this SOW. Any increases in the estimated costs must be approved by Client in advance.
- This SOW is valid for 30 days unless otherwise specified in the pricing summary. If Client has not accepted the SOW within a 30-day period or as otherwise specified in pricing summary, by virtue of an authorized signature, then this SOW may no longer be valid.
- Note: Any travel and applicable taxes are not included in the pricing summary above.
- Travel time will be invoiced at 50% of regular hourly rates. Client will be charged for automobile mileage at the current allowable federal rate (i.e., the rate allowed for tax purposes). Travel time and mileage within the local area will not be invoiced.

### Billing Profile Information:

Billing Address: \_\_\_\_\_

Billing Contact Name: \_\_\_\_\_

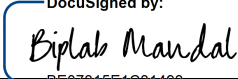
Contact Phone: \_\_\_\_\_

Contact Email: \_\_\_\_\_

☐ No change to current billing information



**TTEC Digital, LLC**


By:   
DocuSigned by:  
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Name: Biplab Mandal

Title: Group Vice President

Date: 4/5/2024  
(To be filled in by last signatory)

**PBF Holding Company LLC**

By:   
DocuSigned by:  
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Name: Diane Dunbar

Title: Coordinator Sr, Procurement


Certificate Of Completion

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Document Pages: 7	Signatures: 2	Envelope Originator:
Certificate Pages: 5	Initials: 0	Diane Dunbar
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Envelopeld Stamping: Enabled		Gibbstown, NJ 08027
Time Zone: (UTC-08:00) Pacific Time (US & Canada)		Diane.Dunbar@pbfenergy.com
		IP Address: 35.223.106.21


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4/5/2024 10:59:53 AM	Diane.Dunbar@pbfenergy.com	

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Biplab Mandal biplab.mandal@ttecdigital.com Group Vice President Security Level: Email, Account Authentication (None)	<div>DocuSigned by:  BE07315E1C31493...</div> Signature Adoption: Pre-selected Style Using IP Address: 170.52.13.181	Sent: 4/5/2024 12:00:22 PM
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		Signed: 4/5/2024 12:02:01 PM

Electronic Record and Signature Disclosure:  
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ID: 0bf7f292-6982-49e6-8453-6d11824f364c

Diane Dunbar Diane.Dunbar@pbfenergy.com Coordinator Sr, Procurement PBF Energy Security Level: Email, Account Authentication (None)	<div>DocuSigned by:  EFEDE56FECA74AC...</div> Signature Adoption: Pre-selected Style Using IP Address: 24.52.65.147	Sent: 4/5/2024 12:02:03 PM
		Viewed: 4/5/2024 12:05:31 PM
		Signed: 4/5/2024 12:05:40 PM

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Editor Delivery Events	Status	Timestamp
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Agent Delivery Events	Status	Timestamp
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Certified Delivery Events	Status	Timestamp
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Carbon Copy Events	Status	Timestamp
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Amy Hawkinson amy.hawkinson@ttecdigital.com Security Level: Email, Account Authentication (None)	<div>COPIED</div>	Sent: 4/5/2024 12:00:23 PM

Electronic Record and Signature Disclosure:  
Accepted: 4/5/2024 11:58:49 AM  
ID: 8b688e59-84fb-44a4-9cb5-0fe9d6fb83a1



Carbon Copy Events	Status	Timestamp
Kassie Houseman kassie.houseman@ttecdigital.com Security Level: Email, Account Authentication (None)	COPIED	Sent: 4/5/2024 11:05:09 AM Viewed: 4/5/2024 11:05:19 AM
Electronic Record and Signature Disclosure: Accepted: 4/5/2024 11:04:58 AM ID: b1c3fd75-9dce-42d1-baab-8aa3c4f61259		

Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	4/5/2024 11:01:00 AM
Certified Delivered	Security Checked	4/5/2024 12:05:31 PM
Signing Complete	Security Checked	4/5/2024 12:05:40 PM
Completed	Security Checked	4/5/2024 12:05:40 PM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure
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If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

### **Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

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Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

### **How to contact Pbf Holding Company LLC:**

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: [AribaIT@pbfenergy.com](mailto:AribaIT@pbfenergy.com)

### **To advise Pbf Holding Company LLC of your new email address**

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at [AribaIT@pbfenergy.com](mailto:AribaIT@pbfenergy.com) and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

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- Until or unless you notify Pbf Holding Company LLC as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by Pbf Holding Company LLC during the course of your relationship with Pbf Holding Company LLC.