

SCHEDULE # SC3849
STATEMENT OF WORK #56
Application Maintenance and Support
AGREEMENT #2007CTS001

| | |
|---------------|--|
| PROJECT NAME: | WORKOUT – Release 23: Staff master Reporting Changes |
| PROJECT ID: | ISD15178 |
| DEPT ID: | 955066 |
| TOTAL AMOUNT: | \$ 59,260.00 |

| | | | |
|-----------|-----|--------------------------------------|---------|
| Vertical: | DFA | Application Name/ Infrastructure: | Workout |
|-----------|-----|--------------------------------------|---------|

| | | | |
|-------------------|----------|-----------|------------------|
| PREPARATION DATE: | 3/1/2017 | PREPARER: | Keerthan Krishna |
|-------------------|----------|-----------|------------------|

TMS/USA Pre-approvals:

| | | | |
|---------------------------|----------------|-------|----------|
| Name of Point of Contact: | Randy Coleman | Date: | 3/3/2017 |
| Manager Name: | Ray Tessensohn | Date: | 3/3/2017 |

This Schedule is subject to the terms and conditions of the Agreement #2007CTS001 entered into on June 4, 2007 (the "Agreement") between Toyota Motor Sales U.S.A., Inc. ("TMS/USA") and Cognizant Technology Solutions U.S Corporation ("Supplier") (collectively the "Parties" and individually a "Party"), and the terms and conditions of Statement of Work #56 to the Agreement. This Schedule incorporates by reference Statement of Work #56 and all its associated Exhibits between the Parties. All capitalized or abbreviated terms not otherwise defined herein shall have the same meaning as in the referenced SOW above.

SCHEDULE DETAILS:

| 1. EFFECTIVE DATE: | 3/20/2017 | 2. TERMINATION DATE: | 8/31/2017 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------|--|----------------------|-----------|----------------|-------------|-------------|---|------------|--|--------------------|---|------|-------------|----------|-----|--|--|-----|--|---|-----|---|---|-----|--|--|-----|--------|---|-----|-------------------------------|---|-----|-------------------|---|-----|--------------|---|-----|-------------|---|-----|---|---|-----|------------------------------|--|-----|--|---|-----|---|---|-----|---------------------------------------|---|-----|---------------------|--|-----|----------------|---|-----|--|---|
| 3. PURPOSE OF THIS SCHEDULE | <p>Scope of work:</p> <p>The below table shows the breakup of high level stages and activities needed to complete the release along with the level of involvement</p> <table><tr><th>RESPONSIBILITY</th><th>DESCRIPTION</th></tr><tr><td>P (perform)</td><td>Responsible for executing the activity, accountable for results</td></tr><tr><td>A (assist)</td><td>Responsible for providing input and / or direction</td></tr><tr><td>I (input & inform)</td><td>Responsible for providing input to and getting information from TMS/USA</td></tr></table> <table><tr><th>Item</th><th>Description</th><th>Supplier</th></tr><tr><td>1.0</td><td><u>Requirements Analysis & Design</u></td><td></td></tr><tr><td>1.1</td><td>Review and Analyze the requirements, sign off for completeness</td><td>P</td></tr><tr><td>1.2</td><td>Design & Develop all new Staff master reporting into Workout application using the workout standard reporting library</td><td>P</td></tr><tr><td>2.0</td><td><u>Development and Unit Testing</u></td><td></td></tr><tr><td>2.1</td><td>Coding</td><td>P</td></tr><tr><td>2.2</td><td>Unit Testing Case Preparation</td><td>P</td></tr><tr><td>2.3</td><td>Prepare Test Data</td><td>P</td></tr><tr><td>2.4</td><td>Unit Testing</td><td>P</td></tr><tr><td>2.5</td><td>Code Review</td><td>P</td></tr><tr><td>2.6</td><td>Development Support for Defects during QA/UAT</td><td>P</td></tr><tr><td>3.0</td><td><u>Test Execution</u></td><td></td></tr><tr><td>3.1</td><td>Provide test plan for complete system validation</td><td>P</td></tr><tr><td>3.2</td><td>Develop system testing scripts and provide test results after execution</td><td>P</td></tr><tr><td>3.3</td><td>UAT execution support and integration</td><td>P</td></tr><tr><td>4.0</td><td><u>Other</u></td><td></td></tr><tr><td>4.1</td><td>Status Reports</td><td>P</td></tr><tr><td>4.2</td><td>Knowledge transition to the Application Support Team ("AST")</td><td>P</td></tr></table> | | | RESPONSIBILITY | DESCRIPTION | P (perform) | Responsible for executing the activity, accountable for results | A (assist) | Responsible for providing input and / or direction | I (input & inform) | Responsible for providing input to and getting information from TMS/USA | Item | Description | Supplier | 1.0 | <u>Requirements Analysis & Design</u> | | 1.1 | Review and Analyze the requirements, sign off for completeness | P | 1.2 | Design & Develop all new Staff master reporting into Workout application using the workout standard reporting library | P | 2.0 | <u>Development and Unit Testing</u> | | 2.1 | Coding | P | 2.2 | Unit Testing Case Preparation | P | 2.3 | Prepare Test Data | P | 2.4 | Unit Testing | P | 2.5 | Code Review | P | 2.6 | Development Support for Defects during QA/UAT | P | 3.0 | <u>Test Execution</u> | | 3.1 | Provide test plan for complete system validation | P | 3.2 | Develop system testing scripts and provide test results after execution | P | 3.3 | UAT execution support and integration | P | 4.0 | <u>Other</u> | | 4.1 | Status Reports | P | 4.2 | Knowledge transition to the Application Support Team ("AST") | P |
| RESPONSIBILITY | DESCRIPTION | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| P (perform) | Responsible for executing the activity, accountable for results | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| A (assist) | Responsible for providing input and / or direction | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| I (input & inform) | Responsible for providing input to and getting information from TMS/USA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Description | Supplier | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.0 | <u>Requirements Analysis & Design</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1 | Review and Analyze the requirements, sign off for completeness | P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2 | Design & Develop all new Staff master reporting into Workout application using the workout standard reporting library | P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2.0 | <u>Development and Unit Testing</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2.1 | Coding | P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2.2 | Unit Testing Case Preparation | P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2.3 | Prepare Test Data | P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2.4 | Unit Testing | P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2.5 | Code Review | P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2.6 | Development Support for Defects during QA/UAT | P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.0 | <u>Test Execution</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.1 | Provide test plan for complete system validation | P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.2 | Develop system testing scripts and provide test results after execution | P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.3 | UAT execution support and integration | P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.0 | <u>Other</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.1 | Status Reports | P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.2 | Knowledge transition to the Application Support Team ("AST") | P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | List of staff master reports in scope of this schedule: | | | | | | | | | | | | | | | |
|--|---|--|----------------------------|--|-------|----------------------|---|---|---|--|---|--------------------------|---|---|---|--|
| | <table><tr><th>SI No</th><th>Headline / Task Name</th></tr><tr><td>1</td><td>Dealership Active/ terminated Staff trend</td></tr><tr><td>2</td><td>Dealership total year of experience by JOB role report</td></tr><tr><td>3</td><td>Dealership JOB role list</td></tr><tr><td>4</td><td>Dealership individual staff Tenure report</td></tr><tr><td>5</td><td>T-TEN students success/ fail employment report</td></tr></table> | | | | SI No | Headline / Task Name | 1 | Dealership Active/ terminated Staff trend | 2 | Dealership total year of experience by JOB role report | 3 | Dealership JOB role list | 4 | Dealership individual staff Tenure report | 5 | T-TEN students success/ fail employment report |
| SI No | Headline / Task Name | | | | | | | | | | | | | | | |
| 1 | Dealership Active/ terminated Staff trend | | | | | | | | | | | | | | | |
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| 3 | Dealership JOB role list | | | | | | | | | | | | | | | |
| 4 | Dealership individual staff Tenure report | | | | | | | | | | | | | | | |
| 5 | T-TEN students success/ fail employment report | | | | | | | | | | | | | | | |
| | Total development execution effort: 1397 PH | | | | | | | | | | | | | | | |
| 4. DELIVERABLES AND DELIVERY DATES | SI. No | Deliverables | Schedule Start Date | Schedule End Date | | | | | | | | | | | | |
| | 1 | Completion of development | 3/20/2017 | 6/30/2017 | | | | | | | | | | | | |
| | 2 | Completion of system integration testing | 6/12/2017 | 7/14/2017 | | | | | | | | | | | | |
| | 3 | Completion of UAT support | 7/17/2017 | 7/28/2017 | | | | | | | | | | | | |
| | 4 | Completion of Warranty Support | 7/31/2017 | 8/25/2017 | | | | | | | | | | | | |
| 5. ACCEPTANCE CRITERIA | This Schedule will be considered complete when all the named Deliverables are reviewed and accepted by TMS/USA according to the Acceptance provision of the Agreement. | | | | | | | | | | | | | | | |
| 6. APPLICABLE SOW SERVICE LEVEL REMEDIES | The applicable Service Level Remedies specified in the SOW for the Deliverables will be applicable. | | | | | | | | | | | | | | | |
| 7. PROJECT DEPENDENCIES/ RISK FACTORS ASSOCIATED WITH THIS SCHEDULE / | Future Schedules are dependent upon the timely completion of the efforts associated with this Schedule. Additionally, the following dependencies exist and may impact timely completion of work associated with this schedule. | | | | | | | | | | | | | | | |
| | 1) Availability of SMEs for discussions and reviews. | | | | | | | | | | | | | | | |
| | 2) Availability of TMS network, server details and configurations required to support connectivity. | | | | | | | | | | | | | | | |
| | 3) Availability of Development/Test environments with minimal downtime. | | | | | | | | | | | | | | | |
| | RISK DESCRIPTION | PROBABILITY | IMPACT | MITIGATION | | | | | | | | | | | | |
| | Change in scope of the schedule apart from detailed in Section 4 | Medium | High | The schedule and estimates will be revisited in concurrence with TMS. | | | | | | | | | | | | |
| | Non-availability of Development/Test environments during implementation. | Medium | High | Cognizant will work with TMS to ensure the timely availability of environments before/on time. | | | | | | | | | | | | |

| | <table><tr><td>Link Failures (or) poor connectivity to VM environments.</td><td>Low</td><td>High</td><td>Development team will work with Cognizant and TMS Support personnel to get the connectivity established. The impact of the down-time will be analyzed and any changes, if any, in cost and schedule would be discussed and concurred with TMS.</td></tr><tr><td>Delay in providing review feedbacks on deliverables and/or clarifications by TMS.</td><td>Low</td><td>Medium</td><td>Cognizant will plan/notify well in advance for review/feedback with TMS. TMS should also plan for quick turnaround time for review and sign-off on deliverables from Cognizant.</td></tr></table> | Link Failures (or) poor connectivity to VM environments. | Low | High | Development team will work with Cognizant and TMS Support personnel to get the connectivity established. The impact of the down-time will be analyzed and any changes, if any, in cost and schedule would be discussed and concurred with TMS. | Delay in providing review feedbacks on deliverables and/or clarifications by TMS. | Low | Medium | Cognizant will plan/notify well in advance for review/feedback with TMS. TMS should also plan for quick turnaround time for review and sign-off on deliverables from Cognizant. |
|---|---|--|--|-------------|--|---|-----------|-------------|---|
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| Delay in providing review feedbacks on deliverables and/or clarifications by TMS. | Low | Medium | Cognizant will plan/notify well in advance for review/feedback with TMS. TMS should also plan for quick turnaround time for review and sign-off on deliverables from Cognizant. | | | | | | |
| 8. TOTAL SCHEDULE NOT TO EXCEED AMOUNT | USD \$59,260.00 – Fifty nine thousand two hundred sixty dollars only | | | | | | | | |
| 9. FEE PAYMENT SCHEDULE | <div>Total schedule fee amount to be paid as per the following milestones:</div> <table><tr><th>Invoice Description</th><th>Invoice Date</th><th>Payment Fee</th><th>Indicate if Fee is Capital Labor</th></tr><tr><td>Staff master reporting (FY17)</td><td>3/31/2017</td><td>\$59,260.00</td><td></td></tr></table> | Invoice Description | Invoice Date | Payment Fee | Indicate if Fee is Capital Labor | Staff master reporting (FY17) | 3/31/2017 | \$59,260.00 | |
| Invoice Description | Invoice Date | Payment Fee | Indicate if Fee is Capital Labor | | | | | | |
| Staff master reporting (FY17) | 3/31/2017 | \$59,260.00 | | | | | | | |

By signing this Schedule the Supplier acknowledges they are in agreement that this Schedule is an offer to perform the services and that the Supplier will rely upon the issuance of the purchase order by TMS/USA as the acceptance of this offer and the subsequent authority to begin services. Nothing to the contrary contained herein will take precedence over the Terms and Conditions of the applicable SOW.

Cognizant Technology Solutions U.S Corporation

By: M. S. Reddy 

Name: Srinivasa Madana

Title: Associate Director