STATEMENT OF WORK TITLE

PO Description	
SOW Title and <mark>Word Document Name</mark> **For Non-Project:** eRFP [Vendor name] [SoW Name+Platform Name if any] [CAPPM SOW ID *SOW000XXX*] [SoW Owner 5+3] **For PSOW linked to a project:** eRFP [Vendor name] [CA PPM Project ID PRxx] [CAPPM SOW *Name +* ID *SOW000XXX +*] [SoW Owner 5+3]	AAYS MGS React support
Vendor VAT ID	NL81926269
Vendor Name	Apple Retail Netherlands B.V.
Responsible Buyer	Juniper Networks International B.V.
Vendor Address	Luna ArenA Herikerbergweg 238, 1101 CM Amsterdam
Vendor Contracting Country - Entity	Netherlands
Ship to Address	BOEINGAVENUE 240, SCHIPHOL–RIJK, 1119 PZ
Invoice Date	20-Nov-2023
Contract End Date	31st January 2025
Contract Currency	EUR

Category *Material Group*	Fixed Scope & Cost *ITPRSMSON* ☐	Fixed Cost & Time/Team *ITPRSMSOF* ☐	Time & Materials *ITPRSVSTA* ☒

NET	37,797.45
VAT	538.65
Gross	40,901.10

*Fees and Expenses must be on separate line items in your PO.

This Statement of Work ("SOW") is entered into as of 14th October 2024 (the "Effective Date"). This Statement of Work is subject to the terms of the Master Service Agreement ("MSA") dated 20th November 2020 between Mars ("Client") and Aays ("Supplier").

1.0   PROJECT BACKGROUND

This project involves the development of a web application to support the prototype for data contracts and the enhancement of existing generative AI capabilities. The primary objectives are to create a robust platform that facilitates data contract management and to improve the functionality and performance of current AI systems.

Phase	Activity	Description	Deliverables/Artifacts
Project Initiation	Kick-off Meeting	Conduct a project kick-off meeting to align on objectives, timelines, and deliverables.	Meeting minutes, project charter
	Requirement Gathering	Engage with stakeholders to gather detailed requirements for the web application and AI enhancements.	Requirement specification document, stakeholder interviews
	Technical Specifications	Document detailed technical specifications for both the web application and AI enhancements.	Technical specification document, API documentation
Development Phase	Web Application Development		

	- Frontend Development	Implement the user interface using React or a similar framework.	Source code, UI components
	- Backend Development	Develop the server-side logic and database integration.	Source code, database schema
	- API Development	Create APIs for data contract management and AI functionalities.	API endpoints, API documentation
	- Integration	Integrate AI models with the web application for seamless functionality.	Integrated system, integration test results
Testing Phase	Unit Testing	Conduct unit tests for individual components.	Unit test cases, test results
	Integration Testing	Perform integration tests to ensure all components work together as expected.	Integration test cases, test results
Deployment Phase	Staging Deployment	Deploy the application to a staging environment for final testing.	Staging environment setup, deployment scripts
	Production Deployment	Deploy the application to the production environment.	Production environment setup, deployment scripts
	Post-Deployment Support	Provide support for any issues that arise post-deployment.	Support logs, issue tracking
	Documentation	Provide comprehensive documentation, including user manuals, technical specifications, and maintenance guides.	User manuals, technical documentation, maintenance guides
Ongoing Support	Bug Fixes	Address any bugs or issues reported by users.	Bug fix logs, updated source code
	Enhancements	Implement any additional features or enhancements as requested by stakeholders.	Enhancement logs, updated source code

2.0   PROJECT

2.1 **Required Outcomes or Deliverables**
The following deliverables ("Deliverables") will be produced by the supplier during the course of this SOW:

Milestone	Proposed Tentative Deliverables/Outcome Schedule[1]
1	Ongoing React development, enhancement, and support as prioritised by business

Unless otherwise agreed to in writing by the parties, the above describes supplier's complete scope of Services. All outcomes and deliverables should be created using a Design Thinking approach and leveraging Agile behaviors and approaches. Knowledge Transfer and Knowledge Management will be part of the deliverables/outcomes. Performance of the SoW will be measured using the SLAs/KPIs and associated penalties defined in Attachment A.

2.2 **Project Location**
The work on the Project will be performed at Mars facilities at: REMOTE and/or suppliers' facilities.

3.0   TERM
The Services shall commence on 14th October 2024 and shall, unless terminated earlier in accordance with the terms of the Agreement continue in force until 31st January 2025.

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[1] Contingent to providing necessary information, document, access for the clearly defined scope by Mars on a timely manner

4.0   RISKS AND MITIGATIONS

Any forward solution projection (i.e. application to other work streams) included in the documentation submitted by Aays is of the nature of recommendation and suggestions. Any reliance made on this should consider the fact that Aays will have a limited understanding of the business context, similarity / replicability of various requirements across various work streams.

5.0   PROJECT FEES, EXPENSES AND PAYMENT SCHEDULE

Based on the terms set forth in this SOW, the supplier's fees for its Services as defined above will be USD 28,000 and taxes as applicable. Upon acceptance of Deliverables by Mars, the supplier will invoice this amount as per the table below:

Expected Invoice Date	Deliverables/Outcomes	Fee
8th Nov 2024	Ongoing React development, enhancement, and support as prioritised by business	USD 7,000
6th Dec 2024	Ongoing React development, enhancement, and support as prioritised by business	USD 7,000
3rd Jan 2025	Ongoing React development, enhancement, and support as prioritised by business	USD 7,000
31st January 2025	Ongoing React development, enhancement, and support as prioritised by business	USD 7,000

The payment term will be 120 days from the date of invoice.

Travel Expenses

Actual travel expenses relating to travel to other locations at Mars' request will be charged. All travel must be agreed by the Parties in advance.

6.0   OTHER TERMS

Client shall be entitled to terminate this SOW in whole or in part, for convenience, at any time without penalty or liability, upon written notice of 30 days of notice. However, during the initial 30 days of this SoW, Client can terminate the SoW without any notice. Upon termination Supplier will work to complete the necessary Knowledge Management and Transfer as per the agreed upon plan between the parties. Any travel will require Mars prior written approval.

7.0   ACCEPTANCE

Acceptance shall be in accordance with terms stated within the MSA dated 20 November 2020.

8.0 PERSONAL DATA

In connection with the Services under this SOW [check the one that applies]:

☒ Provider will not have access to Personal Data

☐ Provider will have access to Personal Data. If checked, specify what type of Personal Data Provider will have access to

9.0 KEY PROVIDER PERSONNEL

The following individuals shall hold the following Key Provider Personnel positions for the Term of this Statement of Work:

1. Piyush N
2. Nitish Vishwanath

IN WITNESS WHEREOF, the Parties have caused this Statement of Work to be executed by their respective duly authorized representatives as of the Statement of Work Effective Date.

Aays Technologies Pte Limited ("Aays")   **Mars Information Services, Inc.**

_____   _____
Signature   Signature

_Dwarika Patro_____   _____
Printed or Typed Name   Printed or Typed Name

_Director _____   _____
Title   Title

_____   _____
Date   Date

SLA Category	SLA #	SLA Name	Measurement Scope	Measurement Period	Reporting Timing	Typical Applicability			Minimum Service Level Target	Calculation Approach	Service Level Credits If Target Not Met?	Amount of Service Level Credit if Target Not Met	Applicable to this SOW? (Y/N)
						Fixed Cost & Scope	Fixed Cost, Team & Time	Time & Materials					
On Time	1	SOW Milestones Completion vs Schedule	Per SOW	Mars Period	After milestone target dates	Yes	Yes	Yes	Milestones to be delivered <= 100% of agreed duration from agreed start date and signed off by Mars	Compare date once Milestones signed off by Mars. If no interim milestones, this measures completion of SOW. Also used to measure periodic delivery vs plan in catalog-based delivery model. Delays caused by Mars excluded.	Yes	Staged; up to 4% of amount payable for milestone	Y
To Quality	2	Satisfaction Survey	Per SOW	Mars Period	At end SOW, or quarterly where longer duration	Yes	Yes	Yes	Mars SOW owner rates >= 3 out of 5	Survey issued to Mars SOW owner for feedback on Partner.	No	No	Y
	3	Defect Leakage Into UAT	Per Project	Mars Period	At end UAT	Where UAT in scope	Where UAT in scope	Where UAT in scope	<= 10%	Number of Critical/High Defects in UAT as a percentage of Critical/High Defects for all phases to end UAT	No	N/A	Y
	4	Defect Leakage Into Production	Per Project	Mars Period	At end of warranty period	Where Devt in scope	Where Devt in scope	Where Devt in scope	<= 1%	Number of P1/2 Defects in Production as a percentage of P1/2/Critical/High Defects for all phases	Yes	4%	Y
	5	Story Points vs Plan	Per SOW	Mars Period	At end of each release/sprint	Where Agile used	Where Agile used	Where Agile used	>= 90%	Number of story points delivered per sprint vs number of story points planned. Delays caused by Mars excluded.	Yes	4%	Y
With Cost Accuracy	6	Invoice Accuracy	Across All SOWs	Quarterly	After end of quarter	Yes	Yes	Yes	>= 95% of invoices not rejected	Percentage of invoices not rejected for inaccuracy.	Yes	4% of invoices in error	Y

Additional SLA's and KPI's may be agreed for individual SOW's

(*)

Service Level Credit Structure	
Project Duration Overrun	Service Level Credit/Penalties
Less than 5%	1%
5% to 9.9%	2%
10% to 14.9%	3%
15% or more	4%

SLA Definition instructions and Reporting Format