

Automation of Meter Reading

Statement of Work

Prepared for MQUOTIENT

**Author:** Ingram Micro

**Date:** 31st March 2025

**Revision:** V1.0

Contents

[1. Introduction 3](#_Toc194305696)

[2. Service Objectives 3](#_Toc194305697)

[3. Services Summary 4](#_Toc194305698)

[4. Scope of Service 4](#_Toc194305699)

[5. Roles and Responsibilities 5](#_Toc194305700)

[6. Prerequisites 7](#_Toc194305701)

[7. Deliverables 7](#_Toc194305702)

[9. Service Delivery Time 8](#_Toc194305703)

[10. Assumptions 8](#_Toc194305704)

[11. Out of Scope 8](#_Toc194305705)

[12. Pricing 9](#_Toc194305706)

[13. Acknowledgment of Completion 9](#_Toc194305707)

[14. Change Order to Statement of Work 10](#_Toc194305708)

[15. Expenses 10](#_Toc194305709)

[16. Statement of Work Acceptance 10](#_Toc194305710)

[Appendix A 11](#_Toc194305711)

[2. Service Objectives 3](#_Toc194305697)

[3. Services Summary 4](#_Toc194305698)

[4. Scope of Service 4](#_Toc194305699)

[5. Roles and Responsibilities 5](#_Toc194305700)

[6. Prerequisites 7](#_Toc194305701)

[7. Deliverables 7](#_Toc194305702)

[9. Service Delivery Time 8](#_Toc194305703)

[10. Assumptions 8](#_Toc194305704)

[11. Out of Scope 8](#_Toc194305705)

[12. Pricing 9](#_Toc194305706)

[13. Acknowledgment of Completion 9](#_Toc194305707)

[14. Change Order to Statement of Work 10](#_Toc194305708)

[15. Expenses 10](#_Toc194305709)

[16. Statement of Work Acceptance 10](#_Toc194305710)

[Appendix A 11](#_Toc194305711)

# Introduction

This Statement of Work (“**SOW**”) is entered into on 31st March 2025 (the “Effective Date”) by and between Ingram Micro, Inc. (“**Ingram**”), a Delaware corporation, located at 3351 Michelson Dr.

#100, Irvine, CA 92612 , and Mquotient Business Sytems (“**Contractor**”), located at #15,53/16 Richmond Road, Bengalaru, Karnataka, India pursuant to Ingram Micro’s Professional Services agreement in effect during delivery. All Services shall be offered and sold subject to [Ingram Micro’s Professional Services Terms.](https://usa.ingrammicro.com/cep/app/cms/en-us/general/professional-services-terms-and-conditions)

Upon execution of this SOW, the purchase of Services by Ingram, will be subject to the terms and conditions of this Agreement and such SOW, and each SOW will constitute a part of the Agreement, be incorporated by this reference herein, and the services described therein will be deemed Services hereunder.

To the extent there are any conflicts or inconsistencies between the Terms and this SOW, the provisions of this SOW will govern and control, but only with respect to this SOW. Capitalized terms used in this SOW and not defined will have the meanings ascribed to them in the Terms.

System and product names described in this document are not always accompanied by their trademark symbols (™, ®). All other trademarks are the property of their respective owners.

# Service Objectives

Ingram Micro wishes to engage Mquotient Business Services to deliver the RPA-UiPath (customed per requirements). The pack is designed for Ingram Micro which wants to commit to a successful automation journey and prove an immediate ROI with HyperAutomation technology.

Mquotient will work with Ingram Micro to deliver the:

Automation of process: Meter Reading Automation by using the following technology:

* 1. RPA – UiPath

As noted in Section 4 Scope of Services, a buffer of another 1 week for each should the pre-requirements are not available/provided.

This project will be delivered remotely and will be provided in a Time and Material Price model that allocates Mquotient certified RPA Professionals. The delivery team is comprised of the following roles: but, not limited to:  Project Manager (Remote), Business Analysts / RPA Developers (Remote)

Mquotient is responsible for performing only the Services described in this SOW. All other services are considered outside the scope of this SOW. Any desire by the parties to expand the scope of the Services to include the items not listed or to include other services shall be mutually agreed upon by the parties and specified in a separate Statement of Work executed by both parties.

# Services Summary

Automation of Meter Reading process by using UiPath RPA (as defined on the high-level process flow).

A diagram of a software flow

AI-generated content may be incorrect.

# Scope of Service

**Process:** Meter Read

**Complexity:** Medium

**Duration:** 32 Man days

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Milestones** | **W1** | **W2** | **W3** | **W4** | **W5** | **W6** | **W7** | **W8** | **W9** |
| Assess & Design | 2 Days |  |  |  |  |  |  |  |  |
| Build, SIT |  | 20 Days | | | |  |  |  |  |
| UAT |  |  |  |  |  | 3 Days |  |  |  |
| Deploy & Go Live |  |  |  |  |  | 2 Days |  |  |  |
| Hypercare |  |  |  |  |  |  | 5 Days |  |  |

**Assumptions:**

Below are the assumptions undertaken to estimate the timeline and cost of the process:

* 1. The assumptions undertaken to estimate the timeline and cost of the process are based on the high-level process flow described in the ‘Service Summary’ section.
  2. Any assumptions outside the above line item will undergo reassessment and will impact the timeline and cost projection.
  3. Hypercare period can be shortened/extended based on the Client’s preference. The cost estimation provided is based on the timeline drafted above.

Any assumptions outside the above line item will undergo reassessment and will impact timeline and cost projection.

# Roles and Responsibilities

### Mquotient Responsibilities

* Trained and certified personnel to perform the activities identified in the Scope of Work Section of this document.
* Provide any necessary assessment tool(s) and related technologies essential to perform activities identified in the Scope of Work Section of this document.

The following is a list of Roles and Responsibilities for this service:

|  |  |
| --- | --- |
| Role | Responsibilities |
| Project Manager | * Manage overall project execution. * Develop project timeline. * Generate EOW Progress Report * Mitigate Risks and Issues * Secure signoffs per milestone and decisions |
| Business Analyst | * Conduct side by side discussions with SMEs of business. * Understand the process: Overview, Challenge, Recommended Solution * Create Process Flows, PDD, and other process relevant document. * Present the solution to business |
| RPA Developer | * Build the solution based on the design captured from the Business Requirement Document * Test the functionality of the bot as designed. * Monitor the stability of the robot and apply fixes if necessary |

### CLIENT (ZEROGRAPHIC) RESPONSIBILITIES

Ingram Micro shall afford Mquotient reasonable access to Ingram Micro’s staff required for the successful completion of this engagement.

In support of this project, Ingram Micro must ensure working conditions conducive to the successful completion of services throughout this engagement, including:

* Designated contact person(s) who will provide access to necessary information, and information systems as required.
* Provide direction and validation to Mquotient resource(s) as needed.
* Access to required application owners, architects, or administrators with information relevant to the service(s) provided.
* Provide all required all hardware, software, and licenses required for the successful execution of this engagement (if needed)

For Mquotient resources working at the Ingram Micro’s site specified in the service appendix, Ingram must provide:

* Suitable office, cubicle, conference room, or other similar workspace appropriate for the service(s)
* Internet access
* Designated a contact person(s) who will provide escorted or unescorted access to necessary site(s)
* Ingram has received the necessary approvals and clearances required to work at the delivery location.

For Mquotient resources working remotely at Mquotient offices, Ingram Micro. must provide:

* Secured remote access to required systems or resources (if required)

For Mquotient services with RPA development deliverables, Ingram must provide:

* Approved process(es) to be automated.
* Completed preinstall checklist before Ingram Micro begins work.

### **Mutual Responsibilities**

In support of this effort, both Mquotient and Ingram Micro shall:

* Support any issue and tracking, resolution, and review as required.
* Coordinate any change to this SOW (whether cost-impacting or not) with Ingram Micro’s Project Sponsor and process them using the Project Change Request Form supplied in a separate document.
* Collaborate with Mquotient to adjust project schedules and re-deploy resources in an expeditious manner in the event of schedule delays beyond the control of either party.
* Meet at the end of this project to bring to closure the project to capture, discuss, and resolve any open project issues.

### **Points of Contact**

|  |  |  |
| --- | --- | --- |
| **Ingram Micro CONTACTS** | | |
| Contact | **Primary** | Secondary |
| Name | Simon Hill |  |
| Title | UK – Business Development Manager |  |
| Address |  |  |
| Phone |  |  |
| E-mail |  |  |

# Prerequisites

Checklist in Appendix A must be completed prior to service start.

# Deliverables

The following deliverables are in scope for this service:

|  |  |
| --- | --- |
| **Deliverable** | **Description** |
| Project artifacts related to the project:   1. Business Opportunity List Tracker – Process Discovery 2. Project Charter 3. Solution Design Document / BRD 4. Development Plan 5. UAT Plan / Test Cases/ Test Logs 6. Deployment Plan 7. Operational Handbook 8. Change Request Document | These are the artifacts presented and maintained during each of the phases of the project:  Process Discovery – Business Opportunity List Trackers, Project Charters  Kick-off - Approved Project Charter, Project Plan  Design Phase – Business Requirements Document / Solution Design  Build Phase – Development Progress Report  UAT – UAT Log  Deployment – Deployment List  Hypercare Phase – Hypercare Log  Project Closure – User Manual (Runbook), Handover Document, e-2-e Weekly Status Reports  Maintenance – Monthly Report, Change Request (if required)  During the entire project run, Weekly Status Reports, RAID Logs and Communication Plans will be shared. |
| Bot in Live Production | Viable bot which performs the requirement set from Business |
| Maintenance Support  Output Logs, Issue Logs, Resolution Report | The client may opt to maintain their own bot; however, Ingram Micro offers licensing and maintenance support |

# Service Delivery Time

Project Delivery: The project will be delivered within 36 days assuming all pre-requisites are provided. Ingram Micro Project Team will meet with Ingram Micro prior to the start of the engagement.

# Assumptions

* The SERVICES described in this document shall be performed remotely in the United States, the **Philippines,** and India.
* If travel is requested during this engagement and mutually agreed upon then a Project Change Request will be issued with the estimated cost of travel and expenses.  Ingram Micro will only be invoiced for actual travel costs.
* Mquotient and its professional services resources will make every effort to complete the specified activities in the time estimated or work through change management to add additional time to support those activities.
* Work may be performed off-site or on-site at Ingram Micro work location.  See the appendix for each service for details.
* Mquotient has no obligation to perform services on any Mquotient-observed holiday in the Location of Services below.
* Task start dates will be dependent upon the availability of qualified resources and will be negotiated between Ingram Micro and Mquotient.
* Mquotient may apply multiple resources simultaneously to reduce duration through parallel workstreams.
* Ingram Micro has installed and functioning hardware and base operating systems including, but not limited to, servers, networking devices and cables, and other such hardware and devices required for the project.
* Ingram Micro has any required approvals and/or participation of departments and personnel required for this project (e.g., Physical & Logical Security, Datacenter, Servers, Networking, etc. regardless of their actual name within Ingram Micro company).
* Ingram Micro will ensure working conditions and an on-site contact are available for the successful completion of services throughout this engagement.

# Out of Scope

Any services that are not specifically detailed herein are excluded from the Services to be provided under this scope of work.

# Pricing

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service** | **Description** | **Standard Fees** | **Overall Discount** | **Overall ZEROGRAPHIC Cost** |
| Meter Reading Automation | End-to-end project delivery of Meter Reading Automation |  | 0.00 | **$ 15, 872** |

Mquotient will charge its fees for this engagement on a T&M basis. Ingram Micro will be invoiced upon acceptance of this SOW. Ingram Micro will pay such amounts pursuant to the Agreement.

A 25% deposit will be invoiced upon Mquotient’s receipt of the signed SOW, with an additional 25% at the completion of the Kickoff meeting with all parties and the balance invoiced upon Mquotient’s transmission of the project deliverables (25%/25%/50%). Pricing is valid for 60 days. Please refer to MSA for other terms and conditions.

The parties agree that all prepaid fees are non-cancellable and non-refundable. Ingram Micro has 12 months to fully consume the full value of the prepaid fees from the date of acceptance of this agreement. In the event the prepaid amounts are not fully consumed at the end of the 12 months, any remaining unused fees shall be forfeited without credit or refund.

# Acknowledgment of Completion

Upon fulfillment of services defined in scope for this service, Mquotient will submit the associated tangible Deliverables, if any, to Ingram accompanied by a written milestone completion form (MCF), electronically or physically, identifying the project instance and request for milestone closure ("Notice").

Ingramshall have Five (5) calendar days from receipt of such Notice to acknowledge that Mquotient has delivered and completed its obligations related to services.

If Ingram acknowledges the completion of services or does not respond within such Five (5) day period, the services shall be deemed to be accepted.  In all cases, Mquotient is authorized to issue the applicable invoice upon such acceptance.

Any dispute related to the performance of services or invoicing shall be promptly resolved by the Parties in good faith according to this agreement.

# Change Order to Statement of Work

Requests by Ingram that are outside the scope of this SOW are subject to the change order process referenced in Section 5 of the MSA.

# Expenses

Ingram shall pay Ingram for all expenses (including travel and any necessary rental equipment) incurred in connection with the performance of this Statement of Work, in accordance with Section 4 of the MSA. These expenses will be invoiced as they occur and at actual cost.

# Statement of Work Acceptance

As a duly authorized representative, I hereby acknowledge, accept, and authorize this statement of work.

|  |  |
| --- | --- |
| **Ingram Micro, Inc.** | **Mquotient Business Services** |
| By: Simon Hill | By: |
| Name (printed): Simon Hill | Name (printed): Rishi Behal |
| Title: UK, Business Development Manager | Title: Managing Director |
| Date: 31st March 2025 | Date: |

|  |
| --- |
| By: |
| Name (printed): |
| Title: |
| Date: |

# Appendix A

**Project Readiness Checklist**

**Completion required prior to Start of Implementation**

|  |  |  |  |
| --- | --- | --- | --- |
| **ITEM** | **DESCRIPTION** | **OWNER** | **COMPLETED?**  [X] if Yes or No |
| **Mquotient Business Services Technicians have username/account for VM or machine** | Typically, before an onsite engagement, an  **Mquotient Business Services**  Technician needs to have access into the machine that will be used for development. This is usually a VM or an on-premise machine. |  | [ ] Yes  [ ] No |
| **Mquotient Business Services Technicians have badge access to enter building (not relevant for remote delivery)** | **Mquotient Business Services**  Technicianswill need access to the building or will need to be escorted by an employee on site. |  | [ ] Yes  [ ] No |
| **Mquotient Business Services Technicians have badge NDA or compliance paperwork** | Please ensure that all necessary paperwork has been sent to Ingram Micro to be signed by Service Technicians. |  | [ ] Yes  [ ] No |
| **UiPath Studio is installed on Mquotient Business Services Technicians machine/VM** | Studio should be installed, and the license key activated on the start day of the engagement. |  | [ ] Yes  [ ] No |
| **Test Server**  **Production Server**  **Software Licensing**  **VPN/VM enabled**  **Login credentials** | Set up. |  | [ ] Yes  [ ] No |
| **Clear identification of environments (dev, test, prod)** | Ensure that the work will be completed in a development environment. |  | [ ] Yes  [ ] No |
| **Screenshare setup/ possible between Mquotient Business Services and onsite developers** | In most cases, developers at the client site want to absorb information from the implementation and may be on site or joining remotely. |  | [ ] Yes  [ ] No |
| **Wi-Fi access is setup for Mquotient Business Services developer** | This is necessary in the instance where an  **Mquotient Business Services** Technician needs access to the internet because certain sites are blocked. They may be able to use a hotspot, but this is not ideal. |  | [ ] Yes  [ ] No |
| **Process is ready to be developed** | A process has gone through the process development checklist and is ready to be worked on. Ideally when the developer arrives on site, they will be able to immediately begin development or at least refine the last steps of preparation. |  | [ ] Yes  [ ] No |