



Blue Prism Set-Up & Configuration

Statement of Work

Prepared for Trustmarque - SWAST

Author: Hyperautomation Professional Services

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# Introduction

This Statement of Work (“SOW”) is entered into on February 17, 2025 (the “Effective Date”) by and between Ingram Micro, Inc. (“Ingram”), a Delaware corporation, located at 3351 Michelson Dr. #100, Irvine, CA 92612, and Trustmarque-SWAST (“TM-SWAST”) located at <insert address> pursuant to that certain Master Service Agreement (“MSA”) by and between the Parties and dated February 17, 2025

To the extent that there are any conflicts or inconsistencies between the MSA and this SOW, the provisions of this SOW shall govern and control, but only with respect to this SOW. Capitalised terms used herein and not defined shall have the meanings ascribed thereto in the MSA.

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

Trustmarque - SWAST wishes to engage Ingram Micro for the implementation of the Blue Prism Robotic Process Automation (RPA) platform, beginning with platform setup & configuration, process discovery and optimization, followed by process automation.

Ingram Micro will work with Trustmarque-SWAST to deliver the Blue Prism platform set-up & configuration for over **~20 Man Days** followed by process discovery and automation for over **~ 40 Man Days** as noted in Section 4 Scope of Services, in the assumption that all pre-requirements are available/provided by the customer.

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

Ingram Micro 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

The key components to determine the success are the following:

**1.** **Platform Set-up and Configuration**: Establish a robust and scalable Blue Prism environment on-premises or in the cloud, depending on client preferences.

**2.** **Process Discovery**: Identify and assess processes suitable for automation by conducting discovery workshops with key stakeholders. This phase will include process documentation, complexity assessment, and feasibility evaluation.

**3. Process Automation**: Develop and deploy automated solutions for selected business processes using Blue Prism, focusing on achieving improved efficiency, accuracy, and compliance.

# Scope of Service

#### **PHASE I: Platform Set-up and Configuration**

#### Blue Prism Environment Configuration: Set up development, test, and production environments based on best practices, including user roles, credentials, and permissions management. This includes Application Server and Database server.

#### **PHASE II: Process Discovery**

#### Discovery Workshops: Conduct detailed workshops to understand the client’s current business processes and identify automation opportunities.

#### Process Evaluation: Assess each identified process for automation feasibility, complexity, and expected return on investment (ROI).

#### **PHASE III: Process Automation:**

#### Pilot Automation: Automate 2-3 pilot processes, selected based on discovery outcomes, to demonstrate the benefits of RPA.

# Project Deliverables

Following is the complete list of project deliverables:

|  |  |
| --- | --- |
| Deliverable | Description |
| Project artifacts related to the project:   * Business Opportunity List Tracker – Process Discovery * Project Charter * Solution Design Document / BRD * Development Plan * UAT Plan / Test Cases/ Test Logs * Deployment Plan * Operational Handbook * Change Request Document * Configuration Plan | 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 * Change Management & Training – Training Manual & Change Request (if required) * Configuration plan * During the entire project run, Weekly Status Reports, RAID Logs and Communication Plan will be shared. |
| 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 |

# Roles and Responsibilities

**Ingram Micro Responsibilities:**

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

Below is a list of roles and responsibilities for this service:

1. Project Manager - to conduct the process design and oversee the overall project delivery.

2. Solution Engineer - responsible for configuring the IT infrastructure that supports Blue Prism’s robotic process automation (RPA) solutions.

3. Business Analyst/ Developer (Process Discovery & Automation) developing and implementing automated workflows and processes.

### CLIENT (TRUSTMARQUE-SWAST) RESPONSIBILITIES

Trustmarque-SWAST affords Ingram Micro reasonable access to the required environment for the successful completion of this engagement.

In support of this project, Trustmarque-SWAST 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 Ingram Micro 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 Ingram Micro resources working at the & client site specified in the service appendix, the Trustmarque-SWAST 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)
* Trustmarque-SWAST has received the necessary approvals and clearances required to work at the delivery location.

For Ingram Micro resources working remotely at Ingram Micro offices, Trustmarque-SWAST must provide:

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

For Ingram Micro services with RPA development deliverables, Trustmarque-SWAST must provide:

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

### **Mutual Responsibilities**

In support of this effort, both Ingram Micro and Trustmarque-SWAST shall:

* Support any issue and tracking, resolution, and review as required
* Coordinate any change to this SOW (whether cost-impacting or not) with Trustmarque-SWAST’s Project Sponsor, and process them using the Project Change Request Form supplied in a separate document
* Collaborate with Ingram Micro to adjust project schedules and re-deploy resources expeditiously 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**

|  |  |  |
| --- | --- | --- |
| Trustmarque-SWAST CONTACTS | | |
| Contact | Primary | Secondary |
| Name |  |  |
| Title |  |  |
| Address |  |  |
| Phone |  |  |
| E-mail |  |  |

|  |  |  |
| --- | --- | --- |
| Ingram Micro CONTACTS | | |
| Contact | Primary | Secondary |
| Name |  |  |
| Title |  |  |
| Address |  |  |
| Phone |  |  |
| E-mail |  |  |

# Prerequisites

Checklist in Appendix A must be completed prior to service start

## Timeline for Execution

Key project dates are outlined below. Dates are best guess estimates and are subject to change until a contract is executed**.**

**PHASE I: Platform Set-up & Configuration**

Duration: 20 Man days

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Milestones | W1 | W2 | W3 | W4 |
| BP Set-up & Configuration | 15 Days | | |  |
| Hypercare |  |  | 2 Days | 5 Days |

**PHASE II: Process Discovery**

Duration: 10 Man days

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Milestones | W1 | W2 | W3 | W4 | W5 |
| Assess & Design | 10 Days | |  |  |  |

**PHASE III: Process Automation (Mercur Data)**

Complexity: Medium

Duration: 30 Man days

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Milestones | W1 | W2 | W3 | W4 | | | W5 | | W6 |
| Assess & Design | 5 Days |  |  |  | | |  | |  |
| Build, SIT |  | 15 Days | | | | |  | |  |
| UAT |  |  |  |  | | 3 Days | | |  |
| Deploy & Go Live |  |  |  |  | | | 2 Days | |  |
| Hypercare |  |  |  | |  | |  | 5 Days | |

**Delivery Assumptions:**

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

1. The client will provide access to required systems and relevant data for integration.
2. The client will provide the necessary infrastructure, including servers, databases, and network connectivity, prior to the start of the configuration.
3. The client’s IT team will be available to assist with network configuration, firewall adjustments, and security settings during the platform setup.
4. Licenses for Blue Prism must be procured based on the number of robots and processes planned for automation.

# 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.  Trustmarque-SWAST Networks will only be invoiced for actual travel costs
* Ingram Micro 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 Trustmarque-SWAST Networks work location.  See the appendix for each service for details.
* Ingram Micro has no obligation to perform services on any Ingram Micro-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 Trustmarque-SWAST Networks, and Ingram Micro.
* Ingram Micro may apply multiple resources simultaneously to reduce duration through parallel workstreams.
* Trustmarque-SWAST Networks 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.
* Trustmarque-SWAST Networks 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 Trustmarque-SWAST Networks company).
* Trustmarque-SWAST Networks 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

|  |  |
| --- | --- |
| End-to-end Delivery | Costs in USD |
| Phase I: Platform (BP) Setup & Configuration | $ 9,920 |
| Phase II: Process Discovery | $ 4,960 |
| Phase III: Process Automation (POC) | $ 14,880 |
| TOTAL DELIVERY COST: |  |

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

A 25% deposit will be invoiced upon Ingram Micro receipt of the signed SOW, with additional 25% at the completion of Kickoff meeting with all parties and the balance invoiced upon Ingram Micro 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. Trustmarque-SWAST Networks 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.

# Acknowledgement of Completion

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

Trustmarque-SWAST Networks shall have Five (5) calendar days from receipt of such Notice to acknowledge that Ingram Micro has delivered and completed its obligations related to services.

If Trustmarque-SWAST Networks 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, Ingram Micro 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 Trustmarque-SWAST Networks that are outside the scope of this SOW are subject to the change order process referenced in Section 5 of the MSA.

# Expenses

Trustmarque-SWAST Networks 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.** | **Trustmarque-SWAST** |
| By: | By: |
| Name (printed): | Name (printed): |
| Title: | Title: |
| Date: | 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 |
| Ingram Micro Service Technicians have username/account for VM or machine | Typically, before an onsite engagement, an Ingram Micro Service 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 |
| Ingram Micro Service Technicians have badge access to enter building (not relevant for remote delivery) | Ingram Micro Service Technicians will need access to the building or will need to be escorted by an employee on site. |  | [ ] Yes  [ ] No |
| Ingram Micro Service 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 Ingram Micro Service 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 Ingram Micro 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 Ingram Micro developer | This is necessary in the instance where an Ingram Micro Service 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 |



Limitation of Liability

TRUSTMARQUE-SWAST NETWORKS AGREES THAT THE LIABILITY OF INGRAM MICRO FOR DIRECT DAMAGES RELATED TO ANY SERVICES ARISING UNDER THESE TERMS, WHETHER IN CONTRACT, TORT, OR OTHERWISE, WILL NOT EXCEED THE NET AMOUNT PAID TO INGRAM MICRO BY TRUSTMARQUE-SWAST NETWORKS FOR THOSE SERVICES WHICH ARE THE SUBJECT OF THE CLAIM DURING THE SIX-MONTH \ PRECEDING THE DATE UPON WHICH THE CLAIM AROSE.

IN NO EVENT WILL INGRAM MICRO BE LIABLE TO TRUSTMARQUE-SWAST NETWORKS OR ANY OTHER PARTY FOR INDIRECT, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO LOSS OF GOOD WILL, LOSS OF ANTICIPATED PROFITS, OR OTHER ECONOMIC LOSS ARISING OUT OF OR IN CONNECTION WITH INGRAM MICRO’S BREACH OF, OR FAILURE TO PERFORM IN ACCORDANCE WITH ANY OF THESE TERMS, OR THE FURNISHING, INSTALLATION, SERVICING, USE OR PERFORMANCE OF ANY SERVICE OR INFORMATION INGRAM MICRO MAY PROVIDE, EVEN IF NOTIFICATION HAS BEEN GIVEN AS TO THE POSSIBILITY OF THOSE DAMAGES AND TRUSTMARQUE-SWAST NETWORKS EXPRESSLY WAIVES ANY AND ALL CLAIMS FOR THOSE DAMAGES.