CAPGEMINI STATEMENT OF WORK TEMPLATE

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Vendor: Capgemini

Effective Date: [EFFECTIVE DATE]

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METADATA TABLE

Contract Type: Statement of Work (SOW)

Vendor: Capgemini

Effective Date: [DATE]

Client: [CLIENT NAME]

Project Code: [PROJECT CODE]

Capgemini Engagement ID: [CAPGEMINI ENGAGEMENT ID]

Document Version: 1.0

Last Updated: [LAST UPDATED DATE]

Prepared By: [PREPARER NAME]

Approved By: [APPROVER NAME]

Capgemini Account Manager: [CAPGEMINI AM NAME]

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1. PROJECT OVERVIEW

This Statement of Work ("SOW") sets forth the terms and conditions under which Capgemini Technology Services India Limited ("Capgemini") will provide professional services to [CLIENT NAME] ("Client") for the [PROJECT NAME] project. This SOW is governed by the Master Services Agreement between Capgemini and Client dated [MSA DATE] and incorporates all terms and conditions contained therein.

Capgemini shall leverage its proven methodologies, industry expertise, and global delivery capabilities to provide [PROJECT OBJECTIVE DESCRIPTION]. This engagement will utilize Capgemini's proprietary frameworks and accelerators to ensure efficient delivery and optimal outcomes for the Client.

The project objective is to [PROJECT OBJECTIVE DESCRIPTION] utilizing Capgemini's expertise in [CAPGEMINI EXPERTISE AREA]. Capgemini shall provide professional services including but not limited to [SERVICE DESCRIPTION] in accordance with Capgemini's standard delivery methodologies and the specifications outlined in this document.

This engagement is expected to commence on [START DATE] and conclude on [END DATE], subject to the terms and conditions set forth herein. The total estimated value of this engagement is [TOTAL VALUE] as detailed in the payment terms section. Capgemini's delivery will follow its established project governance framework and quality assurance processes.

2. SCOPE OF WORK

Capgemini shall perform the following services and activities utilizing its global delivery model and proven methodologies:

2.1 Primary Services

Capgemini shall provide [PRIMARY SERVICE DESCRIPTION] including but not limited to:

- [SERVICE ITEM 1] using Capgemini's proprietary tools and accelerators

- [SERVICE ITEM 2] leveraging Capgemini's industry best practices

- [SERVICE ITEM 3] utilizing Capgemini's global delivery centers

- [SERVICE ITEM 4] applying Capgemini's proven methodologies

2.2 Capgemini Value-Added Services

In addition to primary services, Capgemini shall provide:

- Access to Capgemini's knowledge management systems

- Utilization of Capgemini's proprietary accelerators and tools

- Application of Capgemini's industry-specific frameworks

- Leverage of Capgemini's global best practices and lessons learned

2.3 Delivery Model

Capgemini shall utilize its Right-shore delivery model including:

- Onsite resources at Client location: [ONSITE PERCENTAGE]%

- Nearshore resources from [NEARSHORE LOCATION]: [NEARSHORE PERCENTAGE]%

- Offshore resources from Capgemini delivery centers: [OFFSHORE PERCENTAGE]%

2.4 Exclusions

The following items are specifically excluded from this SOW:

- [EXCLUSION 1]

- [EXCLUSION 2]

- [EXCLUSION 3]

- Services not explicitly covered by Capgemini's standard service offerings

Any services not explicitly included in this SOW shall require a separate written agreement or change order as outlined in Section 9.

3. DELIVERABLES

Capgemini shall provide the following deliverables according to the specified timeline and Capgemini's quality standards:

3.1 Phase 1 Deliverables

- [DELIVERABLE 1]: [DESCRIPTION] following Capgemini template standards - Due: [DUE DATE 1]

- [DELIVERABLE 2]: [DESCRIPTION] using Capgemini's proven frameworks - Due: [DUE DATE 2]

- [DELIVERABLE 3]: [DESCRIPTION] leveraging Capgemini accelerators - Due: [DUE DATE 3]

3.2 Phase 2 Deliverables

- [DELIVERABLE 4]: [DESCRIPTION] applying Capgemini methodologies - Due: [DUE DATE 4]

- [DELIVERABLE 5]: [DESCRIPTION] utilizing Capgemini best practices - Due: [DUE DATE 5]

3.3 Final Deliverables

- [FINAL DELIVERABLE 1]: [DESCRIPTION] with Capgemini quality certification - Due: [FINAL DUE DATE 1]

- [FINAL DELIVERABLE 2]: [DESCRIPTION] including Capgemini knowledge transfer - Due: [FINAL DUE DATE 2]

All deliverables shall be provided in Capgemini's standard format and shall meet both Client requirements and Capgemini's internal quality standards as outlined in Section 6.

4. PROJECT TIMELINE

Capgemini shall execute the project according to the following timeline using its proven project management methodology:

Phase 1: Project Initiation ([START DATE] - [PHASE 1 END DATE])

- Week 1-2: Capgemini project kickoff and requirements gathering using standard templates

- Week 3-4: Initial analysis using Capgemini's assessment frameworks

- Week 5-6: [PHASE 1 ACTIVITIES] applying Capgemini methodologies

Phase 2: Implementation ([PHASE 2 START DATE] - [PHASE 2 END DATE])

- Week 7-10: [PHASE 2 ACTIVITIES] utilizing Capgemini delivery accelerators

- Week 11-12: Testing and validation using Capgemini's quality assurance processes

- Week 13-14: Documentation using Capgemini templates and knowledge transfer protocols

Phase 3: Project Closure ([PHASE 3 START DATE] - [PROJECT END DATE])

- Week 15-16: Final deliverables and handover following Capgemini transition methodology

- Week 17-18: Project closure using Capgemini's standard closure process and lessons learned capture

Key milestones aligned with Capgemini's delivery governance:

- [MILESTONE 1]: [MILESTONE 1 DATE] - Capgemini Quality Gate 1

- [MILESTONE 2]: [MILESTONE 2 DATE] - Capgemini Quality Gate 2

- [MILESTONE 3]: [MILESTONE 3 DATE] - Capgemini Final Quality Gate

5. RESOURCE ALLOCATION

5.1 Capgemini Resources

Capgemini shall assign the following certified resources to this project:

- Capgemini Project Manager: [PM NAME] - [HOURS PER WEEK] hours/week

- Capgemini Technical Lead: [TECH LEAD NAME] - [HOURS PER WEEK] hours/week

- Capgemini Senior Consultant: [CONSULTANT NAME] - [HOURS PER WEEK] hours/week

- Capgemini Consultant: [JUNIOR NAME] - [HOURS PER WEEK] hours/week

5.2 Capgemini Resource Standards

All Capgemini resources shall meet the following standards:

- Certified in relevant Capgemini methodologies and tools

- Minimum [EXPERIENCE YEARS] years of experience in similar engagements

- Completed Capgemini's mandatory training programs

- Adherence to Capgemini's professional standards and code of conduct

5.3 Client Resources

The Client shall provide the following resources to support Capgemini's delivery:

- Project Sponsor: [SPONSOR NAME]

- Business Analyst: [BA NAME]

- Technical Contact: [TECH CONTACT NAME]

- End User Representatives: [USER REP NAMES]

5.4 Resource Management

Capgemini shall ensure adequate resource availability throughout the project duration and shall notify the Client immediately of any resource changes. All resource substitutions shall maintain equivalent or higher skill levels and shall be approved by the Client.

6. ACCEPTANCE CRITERIA

6.1 Capgemini Quality Standards

Each deliverable shall meet both Client requirements and Capgemini's internal quality standards before submission. Capgemini shall conduct internal quality reviews using its established quality assurance processes.

6.2 Acceptance Process

- Capgemini submits deliverable with completion notice and quality certification

- Client reviews deliverable against specified criteria within [REVIEW PERIOD] business days

- Client provides written acceptance or rejection with detailed feedback

- If rejected, Capgemini has [CORRECTION PERIOD] business days to address issues

- Process repeats until deliverable meets both Client and Capgemini standards

6.3 Acceptance Criteria Standards

All deliverables must meet the following minimum standards:

- Completeness according to specifications and Capgemini templates

- Quality standards as defined in project requirements and Capgemini quality framework

- Compliance with applicable regulations, standards, and Capgemini policies

- Documentation requirements as specified using Capgemini standard formats

7. ASSUMPTIONS AND DEPENDENCIES

7.1 Assumptions

This SOW is based on the following assumptions:

- [ASSUMPTION 1]

- [ASSUMPTION 2]

- [ASSUMPTION 3]

- Client will provide necessary access to Capgemini resources

- Capgemini's standard tools and methodologies are acceptable to Client

7.2 Dependencies

Project success is dependent upon:

- Timely provision of Client resources and information

- Access to required systems and environments for Capgemini team

- [DEPENDENCY 1]

- [DEPENDENCY 2]

- [DEPENDENCY 3]

- Availability of Capgemini's global delivery infrastructure

7.3 Risk Mitigation

Capgemini shall apply its standard risk management framework to identify, assess, and mitigate project risks. The parties acknowledge that changes to assumptions or dependencies may impact project scope, timeline, or cost and agree to address such changes through the change management process outlined in Section 9.

8. PAYMENT TERMS

8.1 Total Contract Value

The total value of this engagement is [TOTAL AMOUNT] payable according to Capgemini's standard payment schedule below.

8.2 Payment Schedule

- Phase 1 Completion: [PHASE 1 AMOUNT] due within 30 days of Capgemini deliverable acceptance

- Phase 2 Completion: [PHASE 2 AMOUNT] due within 30 days of Capgemini deliverable acceptance

- Final Deliverables: [FINAL AMOUNT] due within 30 days of project completion and Capgemini knowledge transfer

8.3 Invoicing

Capgemini shall submit invoices monthly for work completed according to its standard invoicing process. All invoices shall include:

- Detailed description of work performed by Capgemini resources

- Hours worked by resource type and location

- Deliverables completed with Capgemini quality certification

- Project code reference: [PROJECT CODE]

- Capgemini engagement ID: [CAPGEMINI ENGAGEMENT ID]

Payment terms are Net 30 days from receipt of properly submitted Capgemini invoice.

8.4 Expenses

Pre-approved expenses shall be reimbursed at cost with appropriate documentation according to Capgemini's expense policy. Travel expenses require prior written approval from the Client and shall follow Capgemini's travel guidelines.

9. CHANGE MANAGEMENT

9.1 Capgemini Change Request Process

Any changes to this SOW must be documented through Capgemini's formal change request process including:

- Written description of proposed change using Capgemini change request template

- Impact analysis on scope, timeline, and cost conducted by Capgemini

- Client approval before implementation

- Updated SOW documentation following Capgemini standards

9.2 Change Authorization

Changes exceeding [CHANGE THRESHOLD] require written approval from [APPROVAL AUTHORITY] and Capgemini account management. Minor changes may be approved by the designated Capgemini project manager.

9.3 Change Implementation

Approved changes shall be implemented according to revised timeline and specifications using Capgemini's change management methodology. No work on changes shall commence without proper authorization from both parties.

10. TERMS AND CONDITIONS

10.1 Governing Agreement

This SOW is governed by the Master Services Agreement between Capgemini and Client dated [MSA DATE]. In case of conflict, the MSA shall take precedence.

10.2 Confidentiality

Both parties acknowledge that confidential information may be exchanged during this engagement and agree to maintain strict confidentiality according to the terms of the MSA and Capgemini's confidentiality policies.

10.3 Intellectual Property

All work product created under this SOW shall be owned by the Client upon full payment. Capgemini retains rights to its proprietary methodologies, tools, accelerators, and general know-how developed prior to or independently of this engagement.

10.4 Limitation of Liability

Capgemini's liability under this SOW shall not exceed the total value of the contract. Neither party shall be liable for indirect, consequential, or punitive damages, subject to the limitations set forth in the MSA.

10.5 Termination

Either party may terminate this SOW with [TERMINATION NOTICE] days written notice. Upon termination, Capgemini shall be compensated for work completed and accepted, and shall provide transition assistance according to its standard procedures.

10.6 Force Majeure

Neither party shall be liable for delays or failures due to circumstances beyond their reasonable control including but not limited to acts of God, government actions, or natural disasters affecting Capgemini's delivery capabilities.

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SIGNATURE BLOCK

CLIENT: [CLIENT NAME]

By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_

Name: [CLIENT SIGNATORY NAME]

Title: [CLIENT SIGNATORY TITLE]

CAPGEMINI: Capgemini Technology Services India Limited

By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_

Name: [CAPGEMINI SIGNATORY NAME]

Title: [CAPGEMINI SIGNATORY TITLE]

Account Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_

Name: [CAPGEMINI AM NAME]

Title: Account Manager

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