

STATEMENT OF WORK

CONTRACT ID: R3435-T3090

DATE OF CONTRACT: 28 November 2020



FOR: ACME Company

PREPARED BY: Globex

ACME is an existing SaaS customer. In order to link tickets together to a root problem and be able to respond to those linked tickets in a single step, as well as providing ITIL methodology directives, Globex has provided a prototype configuration and customisation in order to achieve the desired functionality effective from October 01, 2021 signed under the SOW number SOW NO. 8556345IWC

A further project was undertaken to include additional enhancements linked to this work and these have been provided in a test environment to prove the additional functionality.

ACME have approved the functionality of the prototype and require migration of the ticket management functionality into the production environment.

In addition, there is a requirement to provide management information in the form of a custom report for the functionality relating to ticket linking.

Solution Overview

Globex has provided the description of the services to be performed in the Deliverables section below. Further requirements and or customizations defined or requested by Customer after baseline acceptance of this Statement of Work could change the scope of this project and will be managed according to the Change Management process defined in the Change Management Appendix.

The solution will eventually comprise:

Customisation and Configuration functionality from Prototype to the production environment

Custom Reports for the new configuration / customisation

Regional Interface and Language Requirements

- acme : en_GB

Functional Scope:

- Migration of customisations
- Custom report

The proposed process for the Globex delivery is:

- Project Management
- Application Development
- Quality Assurance Testing
- Support for Users

Project Deliverables

The following section defines and explains the key deliverables for this Consulting services engagement.

Project Management

Globex's [Project Manager](#) (PM) will be responsible for managing the level of effort associated with this Statement of Work. The PM will develop the Project Plan which describes the tasks, activities, [milestones](#) and timelines associated with this engagement. The [Project Manager](#) will maintain a [risks](#)/issues log and record project progress in the form of weekly status reports. A Delivery Manager will have responsibility for delivery assurance and will serve as an escalation point of contact for the [project team](#).

The Customer will designate one person to serve as [Project Manager](#).

Deliverables:

Project Plan: documents project activities, ownership of those activities, [milestones](#), [schedule](#), and dependencies.

Development

Globex developer will migrate the required customisations from the prototype environment to the production environment according to the project plan.

Quality Assurance

Globex will test the system as identified in the Project Plan and will certify the system is ready for Acceptance Testing.

ACME will be responsible for acceptance testing against its business requirements. This includes test planning and management, [test case](#) development, and execution of acceptance tests.

Administration Support

Globex will provide support to ACME to the point of a successful deployment of the functional changes as agreed in the Project Plan.

Custom Report

Globex consultant will provide ACME with one standard Globex report as described in the Project plan and is likely to include the filters and columns.

Risks

[Risk Assessment](#) is a process to identify, analyse, plan, track and control [risks](#) related to the implementation of or integration with the Globex Software. There are potential [risks](#) associated with the project that need to be addressed via a mitigation strategy. Below are the identified [risks](#) associated with this project:

Risk	Mitigation
Adoption of the software	Globex will assist with promotion of the tool and training.
Deployment of the changes	Globex will monitor the deployment of the integrated solution and adjust the project plan as necessary.
Resource availability	Secure approval from project sponsors to support project through completion.

Assumptions

Assumptions are factors used for planning purposes that are considered true, real, or certain. Assumptions help define scope and determine level of effort and timeframes.

Overall project assumptions

1. This project assumes instances will be involved in this project in the following languages: English
2. The Services included in this Statement of Work will be performed: Offsite
3. The Customer will be charged for all travel and related expenses according to Globex's travel policies unless otherwise noted. – Travel and related expenses will not be recharged as per agreement with ACME
4. Globex will provide a RNT Certified [Project Manager](#) and may utilize Globex certified third party resources to complete some or all of the work on this engagement.
5. All services must be used within 12 months of purchase to avoid expiration.

Exclusions

In addition to identifying the specific components that are included in the project, it is equally important to specify those components that are NOT included in the Statement of Work in order to manage expectations and scope. The following list of items is specifically excluded from this statement of work:

1. Globex is not responsible for advanced Database, Operating System and Network configuration and/or troubleshooting are outside the scope of this Statement of Work. This includes, but is not limited to:
 - Database Replication, Optimization or Partitions
 - Router/Switch troubleshooting
 - DNS issues and SSL configuration
 - Internet Connectivity
 - TCP/IP configuration

Rates

Services provided under this Statement of Work shall be based on Globex standard consulting rates, which are listed below:

Role	Euros
Developer	€1,200/day
Consultant	€1,200/day
Test Manager	€1,200/day
Education Trainer	€1,200/day
Project Manager	€1,200/day
Business Development Manager	€1,200/day

Globex may utilize a Globex certified third party vendor to complete all or some of the work specified in this statement of work. Documented below are the estimated Consulting services fees.

Fees Summary

This estimate does not include travel and “out of pocket” expenses Globex may incur.

CONSULTING SERVICE		DAYS	FEE
Deliverable 1	Project Management	8	€ 9,600
Deliverable 2	Development	6	€ 7,200
Deliverable 3	Quality Assurance Testing	4	€ 4,800
Deliverable 4	Administration Support	4	€ 4,800
Deliverable 5	Custom Report	6	€ 7,200
TOTAL:		28	€ 33,600

Payment Terms

Fixed Fee

Globex will invoice the Customer following signature of this Statement of Work and payments shall be due net thirty (30) days from invoice date. Without limiting its rights or remedies, Globex shall have the right to halt or terminate entirely any services until payment is received on past-due invoices.

Customer shall pay to Globex a fee of thirty-three thousand six hundred Euros (€33,600) ("Fee") for Services described in this Statement of Work, plus actual expenses incurred for the duration of the project.

Expenses

Estimates do not include travel and related expenses Globex may incur in support of this engagement. Globex will send an invoice on a monthly basis for expenses incurred during the previous month. Payments for such invoices are due net thirty (30) days from date of invoice.

Terms & Conditions

Globex Standard Terms and Conditions govern this Statement of Work and may be viewed at <http://www.globex.com/saas/agreements/master.html>.

Signatures

Globex, Inc.

Consulting services

ACME

Name: Anil Kapadia

Title : VP consulting services

Date : 29 November 2020

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Title: Procurement Director

Date: 30 November 2020

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