



Dematic – Infor SCE Implementation Project

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1. Summary

This Statement of Work (SOW) document describes the details of the Infor SCE 10.3 project scope to be conducted by SNS for the purpose of implementation at the Dematic facility.

As a preferred Infor Partner with global presence and a leading provider of supply chain services, SNS is excited about the opportunity to work with Dematic on implementing the Infor SCE solution. We have consistently delivered quality services and products that resulted in bottom line benefits and improvements to our clients.

2. Deliverables

The following activities will be conducted and led by SNS in order to install, design, and configure the Infor SCE system.

- The deliverables are limited to the Design / Blueprint phase of a standard Infor SCE Implementation. This is under the assumption that a review session will be conducted after this initial phase to agree with Dematic on the level of involvement required from SNS in supporting the remaining phases of the implementation.
- Tasks highlighted below in RED will be conducted by SNS on-site at Dematic facilities. Other tasks will be completed remotely.
- Any additional task, activity, or effort not included below, will be considered a change request on the project and estimated separately by SNS. The effort will be charged at the standard man day rates mentioned below in USD.
- The below table details the days spent by each of the following SNS roles:
 - **PM:** Project Manager.
 - **OPS:** Operational Consultant.
 - **TECH:** Technical Consultant.
 - **CORE:** Core Consultant (System Administrator / DBA).

Task Description		Days per Implementation Role			
		PM @1,250 USD/day	OPS @1,150 USD/day	TECH @1,150 USD/day	CORE @1,150 USD/day
1.1	System Installation				
	QC and PRD Environments Installation				2.5
1.2	Design Phase				
	Kick-Off and Information Gathering		1		
	Infor SCE System High Level Education		3		
	Infor SCE Design Workshop		4		
	ION Configuration and Integration with SyteLine Workshop		2	2	
	Training Session: System Administration, DB Model, Reporting			4	
	Infor SCE Documentation		9		
	Documentation Review and Sign Off / Project Planning Forward		1		
1.3	System Configuration				
	Infor SCE Configuration. Support for QC and PRD environments.		3	2	
1.4	Project Management				
	General Project Management Work	6.5			
Total Days		6.5	23	8	2.5

3. Commercial Details

3.1 Investment Summary

Component	Cost
Infor SCE Implementation Support Services (40 man days, detailed in the Deliverables section above)	46,650 USD
Related Travel and Living Expenses	12,560 USD
Total	59,210 USD

The above prices are net of taxes and withholding fees.

3.2 Payment Terms

- Implementation Services will be invoiced on bi-weekly basis over the duration of the project.
- First 50% of Travel and Living Expenses (6,280 USD) will be incurred on the first week of on-site activities completed by SNS, and will be invoiced on the closest upcoming bi-weekly implementation services invoice.
- Remaining 50% Travel and Living Expenses (6,280 USD) will be incurred on the last week of on-site activities completed by SNS, and will be invoiced on the closest upcoming bi-weekly implementation services invoice.
- Payment of invoices should be completed by Dematic within 14 days of receiving the invoice. Invoices are to be paid in the USD currency.

4. Project Assumptions

The following are assumptions that have been taken in order to determine the services scope:

1. This is a single site implementation proposal. Additional sites or warehouses will be estimated and charged separately. The site location is assumed to be in NSW, Australia.

2. The single site is assumed to have a maximum of 15 system users, which include 10 RF/Handheld operators and 5 system console users.
3. Only SCE WMS Modules are included in scope with Software Labelling. Infor SCE Transportation Management, Labor Management, and Billing Modules are not included in the scope of the project deliverables.
4. Only the design phase is considered in scope, which includes a limited high level education overview of the Infor SCE system. Tasks related to Integration, Detailed Key user Training, UAT activities, and Go-Live activities are not included in the scope of the project deliverables, and will be agreed on with Dematic after the completion of the design phase. Those tasks will be estimated and charged separately based on the Dematic requirement for SNS involvement.
5. Integration mapping and related documentation for integration development and configuration will be handled by Dematic. Not in scope for SNS.
6. No system customizations are included in this proposal. This is an Infor SCE 10.3 base implementation. If customizations are considered required and are requested by Dematic, the effort for those customizations will be estimated and charged separately.
7. Any additional reports requested by the Dematic operation will be developed independently by Dematic. SNS will provide a complete Infor SCE Reporting training to the Dematic IT staff.
8. Installation and Configuration tasks are limited to 2 environments (QC and PRD).
9. Integration design will be assumed to be through Infor ION and will be based on communication between Infor SyteLine and Infor SCE. No other systems (internal or external) are included in the integration scope.
10. Integration / ION development and configuration is not included in scope. Integration effort will be agreed on after the completion of the design phase based on Dematic requirements, and will be estimated and charged separately.
11. Dematic is assumed to have experience in the market in which it operates and serves.
12. Dematic has applicable and available experienced staff to be devoted full time to the project.

13. All Hardware & Software Licenses are excluded from the scope of this proposal.
14. Dematic is responsible for selecting, purchasing, installing, configuring and testing all hardware, third party software and network/communication infrastructure before the commencement of the SNS installation and configuration deliverables.
15. Dematic will purchase hardware and third party software based on the sizing recommendations provided by SNS.
16. Appropriate remote access via site-to-site VPN, or Remote Desktop will be installed by Dematic on the QC and PRD environments prior to the initial installation.
17. Dematic will take the responsibility of creating any training manuals that are required by Dematic staff.
18. All documents provided by SNS will be in English. Translation effort will be performed by Dematic if necessary. This also includes the Infor SCE application screens.

5. Project Timeline

A preliminary project plan will be developed with Dematic after confirmation of this SOW document. SNS requires a notice of at least 6 weeks to mobilize resources and Kick-Off the project after approval of the SOW document. The below is a sample project plan that includes the deliverables proposed. This plan is for illustration purposes only.

Task Name	Location	Duration	Work	Start	Finish	Pre
- Dematic Infor SCE Implementation Plan		56 days	40 days	Mon 27/07/15	Mon 12/10/15	
- Phase 1 - Infor SCE Info Gathering and Design Phase		56 days	33.5 days	Mon 27/07/15	Mon 12/10/15	
- System Installation		10 days	2.5 days	Mon 27/07/15	Fri 07/08/15	
QC and PRD Environment Installations	Remote	10 days	2.5 days	Mon 27/07/15	Fri 07/08/15	
- On-Site Workshop/Activities		14 days	16 days	Mon 17/08/15	Thu 03/09/15	
Kick-Off and Information Gathering	On-Site	1 day	1 day	Mon 17/08/15	Mon 17/08/15	
Infor SCE System Education	On-Site	3 days	3 days	Tue 18/08/15	Thu 20/08/15	6
Infor SCE Design Workshop	On-Site	4 days	4 days	Fri 21/08/15	Wed 26/08/15	7
ION Configuration + SyteLine Integration Workshop	On-Site	2 days	4 days	Thu 27/08/15	Fri 28/08/15	8
Training: System Administration, DB Model, Reporting	On-Site	4 days	4 days	Mon 31/08/15	Thu 03/09/15	9
- Remote Documentation and Review		16 days	10 days	Mon 31/08/15	Mon 21/09/15	
Infor SCE Documentation	Remote	15 days	9 days	Mon 31/08/15	Fri 18/09/15	9
Documentation Review and Sign Off	On-Site	1 day	1 day	Mon 21/09/15	Mon 21/09/15	12
Milestone - Design Phase Sign-Off		0 days	0 days	Mon 21/09/15	Mon 21/09/15	13
- System Configuration		15 days	5 days	Tue 22/09/15	Mon 12/10/15	
Infor SCE Config. Support for QC and PRD Env.	Remote	15 days	5 days	Tue 22/09/15	Mon 12/10/15	14
Project Management		42 days	6.5 days	Mon 27/07/15	Tue 22/09/15	4SS

6. Roles and Responsibilities

6.1 The Dematic Project Team

Dematic is responsible for providing the following personnel. These individuals will be made available as referenced below to provide assistance, attend meetings and otherwise direct efforts towards the services referenced herein as necessary.

Dematic Role	Responsibilities
Project Manager	The Dematic project manager will be responsible for coordinating the involvement of other Dematic internal resources required in the duration of the project. The project manager will be the main point of contact for SNS for project updates related to deliverables and timelines.
Key Users	Dematic Key Users / Superusers will contribute in the system design phase discussion and will eventually provide feedback and sign off on the final system documentation. Key Users are also the main resources responsible for end user training, UAT phase testing and acceptance, and go-live support for other system users.
IT Resources	Dematic IT will be responsible for handling all Dematic internal technical effort related to environment readiness and custom work activities such as integration development and reporting.

6.2 The SNS Project Team

SNS will provide the following personnel to support the implementation of the project:

SNS Role	Responsibilities
Operational Consultant	The operational consultant will lead the design phase and will be responsible of documenting the new processes agreed on, providing training sessions, and supporting all project phases operationally including system configuration, UAT, and Go-Live activities.
Technical Consultant	The technical consultant will lead the technical discussion during the design phase and will be responsible for managing and delivering all technical effort in the duration of the project.
Project Manager	The SNS project manager will be the main SNS point of contact for Dematic resources and will liaise with the other SNS team members in order to plan and execute all required tasks.

7. Acknowledgment

The below is to acknowledge and fully approve all the project details, deliverables, and terms of engagement between SNS and Dematic mentioned in this statement of work document.

Acknowledged on behalf of

SNS APJ PTE. LTD.
Registration No: 201323119E

16 Raffles Quay
#033-03 Hong Leong Building
Singapore (048581)

Signature

Title

Print Name

Date

Acknowledged on behalf of

Dematic Pty Ltd
ABN: 43 118 204 425

24 Narabang Way
Belrose NSW 2085
Australia

Signature

Title

Print Name

Date