

Filename: 1337501 Customer Identity Access Management CIAM and My Account  
Data Support .pdf

Engagement Name: Customer Identity Access Management ("CIAM") and My Account  
Data Support

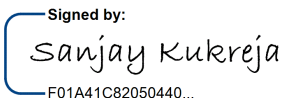
Engagement ID:

Request ID: 1337501

Open for Signature: 08-Aug-2024

Signed by Manager:  Signed by:  
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Signed by Manager Date: August 8, 2024 | 1:08:43 PM PDT

Signed by Service Provider:  Signed by:  
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Signed by Service Provider Date: August 8, 2024 | 4:57:02 AM PDT

This Statement of Work (the "SOW") is by and between Cox and the Contractor, both as identified and defined in the SOW. This SOW includes this Cover Sheet and the attached SOW and appendices.

IN WITNESS WHEREOF, the Parties hereto having read this SOW  
have executed this SOW as of the SOW Date.

**\*\* Only a member of Cox Supply Chain is authorized to  
execute this SOW**



Statement of Work Customer Identity Access Management ("CIAM") and My Account Data Support

SOW Request #	Company	Service Provider	Prepared by	SOW Start Date (estimated)	SOW Completion Date (estimated)	Cost(estimated)
1337501	Cox Communications	eClerx Services Limited	Richard H Brown	01-Aug-2024	01-Feb-2025	183,600.00 USD

1: This Statement of Work (“SOW”) is made and entered by and between Cox Communications, Inc. (“Cox”) and eClerx Services Limited (“Contractor”) (individually and collectively as “Party” or “Parties”). The terms and conditions of the Professional Services Agreement dated January 23, 2011 (“Agreement”) between the Parties apply to this SOW and are incorporated herein by this reference. In case of any conflict between this SOW and the Agreement, the Agreement shall prevail.  
NOW, THEREFORE, in consideration of the mutual covenants and conditions contained herein, Cox and Contractor hereby agree as follows:

2: Project Overview and Purpose.

1. The Customer Identity Access Management ("CIAM") and My Account Data Support project ("Project") will create data visualization and insights around customer profiles for Cox. These profiles will be built using digital and transactional data sets available in different data systems.

3: Services to be Performed.

Contractor shall perform the following;

1. Data Engineering

1.1. Create and maintain optimal data pipeline architecture.

1.2. Assemble large, complex data sets that meet functional / non-functional business requirements.

1.3. Identify, design, and implement internal process improvements: automating manual processes, optimizing data delivery, re-designing infrastructure for greater scalability, etc.

1.4. Build the infrastructure required for optimal extraction, transformation, and loading of data from a wide variety of data sources using SQL and AWS ‘big data’ technologies.

1.5. Build analytics tools that utilize the data pipeline to provide actionable insights into customer acquisition, operational efficiency and other key business performance metrics.

1.6. Work with Cox to include the Executive, Product, Data and Design teams to assist with data-related technical issues and support their data infrastructure needs.
2. Business Intelligence

2.1. Creating visually appealing and interactive dashboards. Design and developing intuitive and easy-to-understand dashboards that help users quickly grasp critical insights from the data. Monitor dashboard performance on a regular basis.

2.2. Create different visualization samples an outputs based on business and technical requirements from Cox digital teams. Work closely with Cox business and technical stakeholders to understand and translate their business requirements into Tableau dashboards' functional specifications

4: Supplemental Information

1. This section intentionally left blank.

5: Contact Information

eClerx Services Limited	Cox Communications
Contact Name: Bhaskar Dey	Contact Name: Richard H Brown
Business Address: 4th Floor, Express Tower, Nariman Point, Mubain, 27, 400021, IN	Business Address: 6205 Peachtree Dunwoody Road, Atlanta, GA 30328
Phone: 425-615-9892	Phone: 404-269-5000
E-mail: bhaskar.dey@eclerx.com	E-mail: Richard.Brown@cox.com

6: Contractor Roles and Responsibilities Matrix

Name	Role	Role Description	Service Address	Unit of Measure	Units	Rate	Cost(Units x Rate)	Worker Location
manke, Shital	Data Engineer	Work on complex data sets and create data pipeline as per direction from Cox digital team	Atlanta, GA	Hourly	960	38.25 USD	36,720.00 USD	Mumbai, Maharashtra, India
Patil, Dhanaji	Tableau Developer / BI	Creating Tableau dashboards	Atlanta, GA	Hourly	960	38.25 USD	36,720.00 USD	Mumbai, Maharashtra, India
Dwivedi, Shalini	Tableau Developer / BI	Creating different Tableau dashboards as per direction from Cox digital team	Atlanta, GA	Hourly	960	38.25 USD	36,720.00 USD	Mumbai, Maharashtra, India
patil, Sanket	BI / Tableau Developer	Creating different visualization samples as directed by Cox digital team	Mumbai, India	Hourly	960	38.25 USD	36,720.00 USD	Mumbai, Maharashtra, India
Srinivasan, Sharmila	BI / Tableau Developer	Creating Tableau dashboard as per direction from COX dig team	Mumbai, India	Hourly	960	38.25 USD	36,720.00 USD	Mumbai, Delhi, India
							Total: 183,600.00 USD	

7: Deliverables/Milestones and Compensation

Contractor shall deliver to Cox the Deliverables/Milestones listed in the table below during the period of performance of this SOW

ID	Title	Description	Due Date	Acceptance Criteria
10855	Monthly FTE Fee	Contractor will invoice at end of each month basis the allocation of FTEs to the project	01- Feb- 2025	Cox PoC to review and approve the output delivery, as agreed upon with business teams. This includes any visual elements on Tableau or engineering codes for reviews.

8: Time and Materials

1. Contractor will perform the Services on a Time-and-Materials basis at the prices set forth in "Contractor Roles and Responsibilities Matrix" section. The Total Fees payable under this SOW are based on a forty (40) hour work week for the period of performance. Any hours worked in excess of forty (40) hours per week must be pre-approved in writing (e-mail is acceptable) by Cox.
2. Total fees for this SOW itemize **183,600.00 USD** to cover the Services and **0.00 USD** to cover travel expenses. Total Fees for Services rendered under this Statement of Work are Not-To-Exceed **183,600.00 USD** (the "Allocation"). Contractor will invoice Cox on a monthly basis. In no event shall Contractor invoice nor shall Cox be responsible for any amount in excess of the Not-To-Exceed amount, unless an increase in the Allocation is authorized by Cox by a fully executed Change Order to this SOW, pursuant to "Contract Change Management" Section.
3. At such time the cumulative fees and expenses invoiced hereunder shall have reached eighty percent (80%) of the Allocation, Contractor agrees to notify Cox and confirm if the funds remaining in the Allocation are or are not sufficient to complete the work effort and associated expenses (the "Contractor Review"). Should the Contractor Review indicate that additional funds are projected, beyond those remaining in the Allocation, to complete the work effort, Contractor shall work with Cox such that at the sole direction of Cox, Cox may elect to either (i) terminate this SOW at such time the funds in the current Allocation are exhausted or (ii) increase the Allocation by an amount sufficient to cover the fees and expenses for the work effort remaining for this SOW.

9: Travel/Expense

This section intentionally left blank.

10: Period of Performance

1. The period of performance for this SOW begins on the SOW Start Date and will continue through the SOW Completion Date. The SOW Start Date and the SOW Completion Date are listed in the Statement of Work Summary Table provided on the cover page to this SOW.
2. Cox may extend or terminate this SOW at its sole discretion upon written notice to Contractor.

11: Contract Change Management

A "Change Order" is a proposal to change, modify, amend, add to, or alter this SOW. Any Change Orders affecting the SOW shall not be effective until reviewed, approved and executed by the Parties' authorized representatives. The Change Order shall be documented on Cox's then most current Change Order template or executed via the VMS Change Order Process, and shall describe at a minimum the proposed changes, the rationale for such changes, the effect such changes will have on the scope of services, project oversight, services to be performed, deliverables, fees (if any), period of performance,

project plan, and any other relevant terms and conditions of this SOW or any related documents. The Parties shall use the Change Order to mutually consider the proposed change; provided, however, that Cox is under no obligation to accept any of the proposed changes including but not limited to any proposed fee estimates. Therefore, Contractor shall not be required to perform additional services under this SOW and Cox shall not be required to pay for additional services performed hereunder without prior authorization of Cox as evidenced by a fully executed Change Order as detailed herein or within the VMS.

## **12: Electronic Signatures**

Each party agrees that the electronic signatures of the parties included on this SOW are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means any electronic symbol and/or process attached to or logically associated with a document and executed by a party with the intent to sign such document, including facsimile, e-mail, or other electronic signatures.