

STATEMENT OF WORK NO. -WS1368723655

This Statement of Work No WS1368723655, effective as of the last signature date set forth below (the “Effective Date”) by and between MUFG Bank, Ltd. (“MUFG Bank”) and Capgemini America, Inc., (“Vendor”) (together, the “Parties”) (the “SOW”) is a part of and incorporated into the Master Services Agreement for Business Process Outsourcing between MUFG Union Bank, N.A, formerly known as Union Bank, N.A., and Capgemini America, Inc, successor in interest to iGATE Technologies, Inc, dated January 14, 2013, as amended (collectively referred to herein as the “**Agreement**”). Capitalized terms not defined in this Statement of Work are as defined in the Agreement. In the event of any conflict between the body of the Agreement and this Statement of Work, the body of the Agreement will govern.

1. **Contacts.**

Primary Vendor Contact:	Vikram Eluri
Address:	100 Somerset Corporate Blvd., Bridgewater, NJ 08807
Telephone number:	(626) 290 7255
Email address:	vikram.eluri@capgemini.com
Primary MUFG Bank Contact:	Pavan Borra
Address:	Harborside Financial Plaza 3, Exchange Place, Jersey City, New Jersey, 07311
Telephone number:	+1-(201)-413-8556
Email address:	pborra@us.mufg.jp ; pavan.borra@unionbank.com

The Vendor shall provide the following Services and Deliverables.

2. **SOW Term: Start and End Dates:**

Start Date: 05-Sep-2018
End Date: 07-Dec-2018

3. **Scope of Services:**

Project Name: **17A2963 LATAM CCY project**

Project Objectives:

MUFG Bank has opted to do Operations support services for the 17A2963 LATAM CCY and below are the support services.

Capgemini will perform the Services under this SOW on a fixed-fee basis.



Project Scope:

The scope of this project includes the following points

- Perform, organize, and streamline operational tasks.
- Monitor for problems, analyze root causes and provide resolution and escalate as required.
- Maintain documentation for all operational malfunction and associated code changes
- Interact with MUFG BANK and provide status update

3.1 Service Tasks, Deliverables, Specifications, & Assumptions

Vendor will provide the Services, including any inherent tasks, and provide the Deliverables to MUFG BANK as described in each Service Task below. Notwithstanding any other Specifications or Acceptance Criteria, at a minimum all Deliverables provided by Vendor under this SOW will be of sufficient detail and comprehensiveness and shall contain sufficient information based on their description such that a person with reasonable knowledge of the subject matter of the Services can use the Deliverables for their intended purpose(s). MUFG BANK will review all Deliverables and notify Vendor of any non-conformance to the requirements specified herein within ten (10) days following delivery by Vendor.

3.2.1 Service Task 1:

Service Tasks:

Vendor will

- Monitor the DWH batch jobs as per the application run book
- Compare and eventually capture the jobs run time against the execution timings as part of performance
- Analyze the root cause by identifying the issues at the Informatica level (checking the session log) in case of failures
- Interact with MUFG BANK and provide status update
- Maintain documentation for all operational malfunction and associated code changes
- Prepare and maintain logs for all the Non-Prod/Prod environment issues
- Create tickets for all the issues and provide solution to the operational issues

3.2.2 Deliverables and Acceptance criteria: Vendor will deliver the following Deliverables to MUFG BANK related to Service Tasks 1.

Phase	Deliverables	Acceptance criteria
Job Monitoring	Monitor the DWH batch jobs as per the run book and update the status	Status report review by MUFG BANK
Issues Resolution	1) Create tickets and log the incident whenever job failure/issues occur 2) Identify the root cause for the issues and provide solution to the issues	1) Ticket Status report, logs document review and sign off by MUFG BANK 2) Submission of Root cause analysis document along with the remediation steps and document signoff from MUFG BANK

3.2.3 Assumptions:

General Assumptions:

- Required Application/Support KT will be provided by MUFG BANK for the application
- Application/System document for the project will be provided by MUFG BANK.
- Infrastructure for Project support setup will be provided by MUFG BANK.
- MUFG BANK will arrange for all remote desktop setup and access.

Project level Assumptions:

- For any change in the scope, design and requirements, Capgemini will mutually discuss with MUFG BANK and change request will be initiated.
- Performance tuning is out of scope
- MUFG BANK is solely responsible for the security measures applicable to its own networks and property (including backing up any MUFG BANK software and data), as well as firewall/security measures when access is required by Vendor's development team. In the event Vendor's breach results in the loss, destruction, deletion, or alteration of any MUFG BANK data, Vendor shall promptly restore such MUFG BANK data by utilizing the data backed up by MUFG BANK.

4. Vendor Team Structure

Vendor will staff the SOW with an adequate number of resources to meet the Deliverables but at a minimum maintain the below Team Structure. Any changes to the below Team Structure for the purposes of providing Services under this SOW will be at

SOW# MUFG 1292



the Vendor's sole expense,

Vendor Resource	Location
Operation Analyst	Offshore

5. Fees, Invoicing and Payment Terms:

- 5.1 Professional Fees: Vendor will perform the Services under this SOW on a Fixed Fee, basis. Vendor will invoice MUFG BANK at the end of each invoice date as listed below:

Invoice Date	Due Date	Invoice Payment
Sep'2018	End of Month	\$4156.80
Oct'2018	End of Month	\$5079.09
Nov'2018	End of Month	\$4416.60
Dec'2018	End of Month	\$1104.15
Grand Total		\$14,756.64

- 5.2 Reimbursable Expenses: There are no Reimbursable Expenses allowed for this SOW and there will not be any business-related travel.
- 5.3 Invoicing:
Vendor will invoice to MUFG BANK upon MUFG BANK's Acceptance of the Services and/or Deliverables under this SOW.

Send invoices to: MUFG Union Bank, N.A.
P.O. Box 982700
El Paso, TX 79998-9802
APScanningCenter@UnionBank.com
Recipient: Bayard Megear
Recipient Email: BMegear@us.mufg.jp
Reference: Statement of Work No. WS1368723655

In order for Accounts Payable to process the invoice, the following information must be included on the invoice:

- Vendor name
- Invoice number and date



- Remit address
- Ship-to-address
- Contracted payment terms
- Clear description of charges including tax, freight and other special charges
- Valid MUFG BANK recipient name and email address

IN WITNESS WHEREOF, the Parties have caused this SOW to be executed as of the Effective Date by their duly authorized representatives.

Capgemini America, Inc.

MUFG Bank, Ltd

By: 

By: _____

Name: Narayan Puthanmadhom

Name: _____

Title: EVP

Title: _____

Date: 09/12/18

Date: _____


EXECUTION VERSION
Office of General Counsel
September 10, 2018

