

**Statement of Work # 1**

This Statement of Work #**1** (“***SOW***”) is effective as of \_\_\_\_\_\_\_\_\_\_\_ (the “***Effective Date***”) and is entered into between Emptoris, Inc. (“***Emptoris***”) and **\_\_\_\_\_\_\_\_\_\_\_** (“***\_\_\_\_\_\_\_\_\_\_\_\_\_”*** or “***Licensee***”), and is a Statement of Work under the Software License and Services Agreement between the parties dated **[Insert date of executed SLSA]** (the “***Agreement***”), and when executed by the parties, will be considered part of such Agreement without further action.

Licensee has requested that Emptoris provide Professional Services as described below (“***Services***”) for the applicable fees described below (the “***Project***”). Services not described below are outside of the scope of the Project. In the event of any conflict, ambiguity, or inconsistency between the terms and conditions contained in the Agreement and the terms and conditions of this SOW, this SOW shall control, but only with respect to the matters contained herein. All capitalized terms used herein shall have the meanings given to them pursuant to the Agreement unless otherwise set forth herein.

1. **Professional Services Fees**

Based on Emptoris's current understanding of the Project, as described below, Emptoris estimates that the total fees for the Project will be $82,000, plus reasonable expenses and any applicable taxes, in accordance with the Agreement.

# Project Description

# A. Pre-Project Requirements

To allow Emptoris to schedule appropriate resources for the Project, and to allow Licensee to prepare for the Project, there will be a period of at least 20 business days between execution of this SOW and the start of Services.

During this 20 business-day period, and prior to the start of any Services, the following tasks must be completed:

1. Licensee must provide Emptoris with examples of three (3) contract templates to be initially configured by Emptoris, in accordance with Section II.D.4 below. Each contract template may be up to thirty (30) pages in length.
2. Licensee must provide Emptoris with reasonable documentation describing Licensee’s existing contract management process that will be the subject of this Project.

# Pre-implementation Phase: Installation Services

1. **Pre-implementation Phase: Installation Services.**

Emptoris resources, with the assistance of Licensee personnel, will:

* + Conduct systems sizing/capacity planning and usage/utilization requirements
  + Prepare physical deployment architecture and component lay-out
  + Perform application installation and security
  + Perform testing and system deployment

# C. Phase 1: Analyze

The objective of the **Analyze Phase** is for Emptoris to get a better understanding of Licensee’s environment and introduces the Software to Licensee’s core Projectteam. This phase consists of the following activities:

1. Emptoris will hold a number of initial meetings in order to:

* + Introduce teams
  + Confirm objectives and set expectations

2. Conduct kick-off, planning and process meetings. Emptoris will lead these meetings, with the participation of Licensee personnel.

* + The parties will identify kickoff meeting participants
  + Emptoris will develop the kickoff presentation, with assistance from Licensee personnel
  + The parties will schedule kickoff meeting
  + Emptoris will conduct the kickoff meeting, with assistance from Licensee personnel

3. Emptoris will solicit input from Licensee and create a high-level implementation plan. This plan will:

* + Outline key Project milestones
  + Set deliverable completion dates
  + Identify responsible individuals

4. The parties will review Project scope and estimated time frames:

* + Confirm participating Licensee organization
  + Confirm the affected contract management process
  + Identify key stakeholders

5. Emptoris will solicit input from Licensee and create the initial implementation Project plan. This plan will expand on the high-level implementation plan, and:

* + Define tasks to be completed
  + Determine timeline for task completion
  + Determine key delivery dates
  + Designate resource(s) for each task
  + Identify dependencies and potential risks

The **Analyze** **Phase** will conclude when, based on the foregoing activities, the following have been provided to Licensee:

1. Kick-off Presentation
2. High-Level Implementation Plan
3. Detailed scope document identifying participatingLicenseeorganizations, the affected business process, and key stakeholders
4. Initial Implementation Project Plan
5. Roles and Responsibilities Matrix (as part of Project Plan)
6. Status Report template

*Note: To the extent that resource allocation and business requirements permit, phases may overlap, such that activities in a later phase may begin prior to the delivery of all materials to be provided in an earlier phase. This is especially true with respect to Phases 1 and 2.*

**D. Phase 2: Design Phase**

The objective of the **Design Phase** is to create a revised contract creation and management process that will work within the framework of the Software. This phase consists of the following activities:

1. Emptoris’s Education Services personnel will conduct a 2-day Fundamentals training on the Software for core team members (up to 10 students), at a facility designated by Licensee, which must meet the requirements identified in Emptoris’s Pre-Class Checklist and subject to Emptoris Cancellation Policy, attached hereto as **Attachment 1**.

2. Emptoris will conduct a Contract Management Process Workshop

* + Licensee will verify Attendees and, working with Emptoris, schedule the Workshop
  + Both parties will prepare for the Contract Management Process Workshop, as necessary
  + Both parties will review the existing contract management process documentation (as provided to Emptoris pursuant to Section II.A above) from contract inception to execution (the "AS-IS" process and planned process)
  + Emptoris will identify bottlenecks and problem areas of AS-IS process
  + Emptoris will diagram future process flow mapped to the Software (the "TO-BE" process)
  + The parties will identify and Resolve Process Gaps
  + The parties will refine the “To-Be Process” based on Licensee input

3. Emptoris will work with Licensee to define System Approvals

* + Approvals based on contract values and originating organization

4. The parties will define contract components, as follows:

* + Review the contract templates provided pursuant to Section II.A above
  + Identify Business Terms and Business Term Values
  + Define Clause Structures and Alternates
  + Define Term, Clause and Contract Approvals
  + Define Negotiation Defaults
  + Define Contract, Clause and Term Naming Conventions
  + Define Contract Classes
  + Define Clause Types
  + Define up to three (3) Contract Notification Templates
  + Define up to five (5) Contract Notification Events (such as renewal notification)

5. The parties will design a set of questions for use with the Software’s wizard functionality (an “***Interview***”)

* + Design one (1) Interview workflow
  + Define up to five (5) steps constituting the Interview
  + Define appropriate Interview rules

6. The parties will define the Security Model

* + Identify up to five (5) User Role Classifications (i.e. defined groupings of Users)
  + Identify up to five (5) permission-based groups along with the appropriate bundle of permissions
  + Document the mapping of User Role classifications to permission-based groups

7. Emptoris will configure up to three (3) additional notification templates

* + Determine the appropriate templates to configure (e.g., Contract Event Notification, Contract Ready for Review), in addition to the Contract Notification Templates in paragraph D.4 above
  + Configure HTML and Text of notifications

The **Design** **Phase** will conclude when, based on the foregoing activities, the following have been provided to Licensee:

1. To-Be Process Flow
2. Gap Analysis - for To-Be process mapped to Emptoris
3. Term Definitions - for contract templates to be loaded
4. Contract Clauses - for contract templates to be loaded
5. Notification Templates
6. Contract Template Breakdown
7. Security Master
8. User Master
9. Interview Flow
10. Interview Rules

**E. Phase 3: Build Phase**

The objective of the **Build Phase** is to configure the materials provided as part of phase 2 and load them into the Licensee’s system to enable the use of the Software. This phase consists of the following activities:

1. Emptoris will configure administrative options

* + Set up Contract Formatting
  + Set up Value Lists
  + Set up Process Schedules
  + Set up other User Configurations

2. Emptoris will load the three (3) contract templates provided pursuant to Section II.A above, and defined in Section II.D.4 above.

* + Configure and load contract terms
  + Configure contract templates
    - Format contract language
    - Add contract level event or renewal notifications
    - Add contract approvals and workflow
    - Add contract security

3. Emptoris will load the Security Model

* + Load the five (5) permission groups identified in Section II.D.6 above
  + Load the five (5) user groups identified in Section II.D.6 above
  + Using the security manager functionality of the Software, Emptoris will map user groups to permission groups

4. Emptoris will load up to fifteen (15) Users

* + Load Users
  + Complete each User’s login information (username/password)
  + Assign Users to the appropriate organization
  + Assign User to User Group(s)

5. Emptoris will perform the following additional loading activities

* + Load the Interview designed in Section II.D.5 above (if any)
  + Configure up to five (5) contract notification events defined in Section II.D.4 above
  + Load up to six (6) contract and renewal notification templates (defined in Sections II.D.4 and II.D.7 above)

6. Emptoris will activate Emptoris’ standard reporting package

* + Configure standard dashboard reports

The **Build Phase** will conclude when, based on the foregoing activities, the following have been provided to Licensee:

# Configured Administrative Options

# Contract templates loaded

# Security model loaded

# Users loaded (up to fifteen (15))

# Notification events configured

# Contract and renewal events and notification templates configured and loaded

**F. Phase 4: Qualify Phase**

The objective of the **Qualify Phase** is for Emptoris to review and qualify the Licensee’s specific software build. This phase consists of the following activities:

1. The parties will review the final contract and notification template load

* + Each contract and notification template load will be submitted to Licensee and reviewed jointly in accordance with the Contract Template breakdown defined in Section II.D.4 above
  + Resolve any discrepancies between the templates in the system and template design resolved

2. The parties will test the final contract template configuration

* + Each contract template loaded will be tested in accordance with the to be process flow designed in Phase 2.

The **Qualify Phase** will conclude when, based on the foregoing activities, the following have been provided to Licensee:

# Configured templates, workflow, and security reviewed

**G. Phase 5: Adopt Phase**

1. If Licensee has purchased Maintenance and Support Services pursuant to the Agreement, Emptoris will communicate the plan for transition to Licensee’s receipt of Maintenance and Support Services from the Emptoris customer support team.

* + Identify Licensee support liaison contacts to the extent not already provided in accordance with the Agreement.
  + Communicate Emptoris’s Maintenance and Support Services procedures to Licensee, to the extent not already provided or set forth in the Agreement.

2. Change Management

* + High-level planning for additional work beyond the scope of this SOW, to the extent necessary or requested.

3. Provide remaining Project documentation and wrap-up

* + Emptoris will provide to Licensee any materials described in the above phases of the Project but not previously provided to Licensee.
  + Questions/comments/feedback

The **Adopt Phase** will conclude when, based on the foregoing activities, the following have been provided to Licensee:

1. Materials described above but not previously delivered
2. Go-Live Checklist
3. Maintenance and Support Procedures documentation

**III. Project Management**

Throughout all Phases of the Project, Emptoris will provide Project coordination and management of Emptoris resources in coordination with the Licensee liaison.Status meetings and status reports will be provided weekly.

# IV. Assumptions

Licensee agrees that its participation is critical for the success of the Project. The following assumptions are based on information provided by Licensee, and have been used to develop Emptoris’s current estimate of level of effort and cost:

1. Licensee desires to implement the Software on or about <Start Date>. Based on the scope of the Project described above, Emptoris estimates that this Project will require approximately 42 (non-consecutive)business days.
2. Licensee will provide the necessary personnel resources to fulfill the roles and responsibilities presented in Table 1 below, and the necessary effort and information required for the Emptoris resources to provide the Services required above.

|  |  |  |
| --- | --- | --- |
| Role | Required Skill Set | Responsibilities |
| Project Manager | Project management  Extensive knowledge of Licensee’s contract creation/management processes | Manage Licensee team  Manage scope  Manage and escalate issues internally as needed |
| System Administrator | Hardware and software expertise, specifically in web and application servers | Maintain servers running the Software |
|  |  |  |
| Database Administrator | Oracle database administration | Maintain Oracle database |
|  |  |  |
| Emptoris Software Administrator | Computer skills, particularly with web-based software | Maintain security of the Software  Maintain clause and contract templates |
|  |  |  |
| Users | Initial Users of Software  Extensive knowledge of Licensee’s contract creation/management processes | Assist in process design |

**Table 1: Licensee Roles and Responsibilities**

1. In accordance with the Agreement,Licensee will provide suitable working space for the Emptoris consultants at a facility of Licensee’s choice, including adequate environmental controls, lighting, telephones and network access including access to the Internet.
2. This Project is to implement one (1) contract management business process. Additional processes are outside the scope of this Project.
3. All Project change requests must be submitted on a SOW Change Order, the form of which is attached hereto as **Attachment 2**. The parties must execute an SOW Change Order before Emptoris will be required to undertake any changes to the activities described in this SOW.
4. Licensee and Emptoris will cooperate towards completing the implementation and configuration of the Software according to Section II above. All Services are considered complete upon delivery.
5. Any scope changes, or any limitations on the availability of Licensee resources or environments may result in changes to the Project plan, Project timelines, and Project fees.
6. Any assumption stated herein that is not met may result in scope changes.
7. Events outside of Emptoris’s control including data quality, timely completion by Licensee of tasks and approvals, Licensee resource availability, and similar issues may result in changes to the Project plan, Project timelines, and Project fees.
8. Licensee is responsible for the provision, installation and configuration of hardware and software required to support and run the Software.
9. Licensee is responsible for the overall management of the Project. The Emptoris Project Manager will cooperate with Licensee’s personnel. The Licensee Project Manager will cooperate with Emptoris personnel. In performing its obligations under this SOW, Emptoris will be entitled to rely upon any instructions, authorizations, approvals or other information provided to Emptoris by Licensee. Emptoris will incur no liability or responsibility in relying on or complying with any such instructions or information.
10. There are no implied Services. Any services not specifically set forth in this SOW are excluded from the Project, including the following:
    * Integrations and customizations
    * Migration and upgrade services
    * Custom reporting and training on custom reporting capabilities
    * SQL scripts to create, update, or delete data
    * Custom process guides for conducting a legacy contract load, conference room pilot (CRP), and user testing
    * Legacy data load and metadata extraction
    * CRP or user testing
    * Interview key Users and provide documentation of “AS IS” contract and renewal processes
    * Education Services (training), except as provided above

**V. Deliverable Responsibility**

Throughout the duration of the Project, deliverables (in the form of materials or other results of work performed) may be produced for Licensee’s review. These deliverables often form the basis for subsequent activities and Emptoris may require written sign-off from Licensee (on a form reasonably acceptable to Emptoris) prior to proceeding with succeeding activities or phases. Following notification of the completion of a deliverable, Licensee will have five (5) businessdays to review the deliverables. Unless Licensee notifies Emptoris during this period that a deliverable is non-compliant with the terms of this SOW, the deliverable is deemed completed and work will proceed (or, in the event of the final deliverable, the Project will be deemed completed in full. If Licensee notifies Emptoris of a non-compliant within the 5-day period, Emptoris will provide a resolution plan within five (5) days, and, upon completion, will resubmit the deliverable for sign-off and the cycle will repeat.

**VI. Staffing and Fees**

All Services related to this Project, as outlined in this SOW, shall be performed and billed on a time and materials basis. A consulting person-day is equivalent to 8 hours of consulting by an individual consultant. Consulting time that exceeds 8 hours per day will be billed on a pro-rated basis based on the daily rate. Emptoris will send invoices to licensee contact referenced in **Attachment 3**. Licensee is responsible for all reasonable travel, meals, lodging and out-of-pocket expenses incurred for Services performed at locations other than Emptoris facilities, which will be billed to Licensee at cost. All such expenses will be borne solely by Licensee. Expenses for materials purchased specifically for Licensee's benefit (if any) will be charged to Licensee at cost. No other expenses will be incurred by Emptoris and billed to Licensee without Licensee’s written consent.

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Daily Rate\*** | **Estimated Days** | **Total** |
| **Implementation Services** |  |  |  |
| Engagement Manager | $2200 | 10 | $22,000 |
| Technical Consultant | $1800 | 3 | $5,400 |
| Implementation Consultant | $1800 | 27 | $48,600 |
| **Education Services** |  |  |  |
| Fundamentals Training | $3000 | 2 | $6,000 |
| TOTAL |  | **42** | **$82,000** |

\*Additional Services will be billed at then current Emptoris published rates.

**VII. Termination**

Either party may terminate this SOW, effective immediately upon written notice to the other party, if the other party fails to pay any amount due hereunder or otherwise breaches this SOW or the Agreement in any material respect and fails to cure such breach within thirty (30) days after receipt of written notice specifying the nature of the breach. This SOW will automatically terminate in the event of a termination of the Agreement in accordance with its terms.

**VIII. Effects of Termination**

Upon expiration or termination of this SOW, Emptoris’s obligation to provide further Services under this SOW will end and Emptoris will immediately cease such activities. Licensee will pay for all Services performed by Emptoris through the effective date of termination. Emptoris will not be liable to Licensee for any termination of this SOW in accordance with its terms.

**IX. Authorization**

By signatures below, the duly authorized representatives of the parties hereto have agreed to abide by the terms and conditions of this SOW.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Emptoris, Inc.**

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

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Attachment 1: Pre-Class Checklist

Attachment 2: Form of SOW Change Order

Attachment 3: Contact and Billing Information

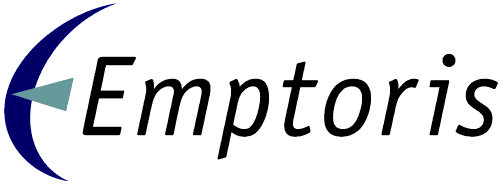
**Attachment 1**

**Emptoris Contract Management Application Pre-Class Checklist (Version 6)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Item | Description | Criteria | Owner and/or resource | Date Required By | Meets Criteria |
| Network Issues | Slow performance and errors may occur if the items under criteria are not done prior to the class. | .      The IP address of the Emptoris training system to be used should be prioritized above all other http traffic.          If Licensee is caching http traffic the Emptoris training system IP traffic needs to be excluded from this caching.          The IP address of the Emptoris training system to be used will be provided. | Licensee’s Network Team t | 1 week before delivery  \_\_\_\_\_\_\_\_\_\_\_\_\_ | Yes  No |
| Client Logistics | Contact and location information for Customer. | * Client contact name, phone number and email address * Physical address and any specific instructions for access to the training building and room. | Education Consultant | 2 weeks before delivery  \_\_\_\_\_\_\_\_\_\_\_\_\_ | Yes  No |
| Education Facility | The room where the program delivery will occur. | A separate training room that contains the following items:  For the instructor:   * Table for instructor PC * Projection device * Screen * Table for training materials   For the students:   * Separate workstations – 1 per student * Each workstation contains a functioning PC, monitor, keyboard, and mouse * Each workstation has a direct connection to the Internet | Education Consultant/Client - Business owner or Client Education team | 1 week before delivery  \_\_\_\_\_\_\_\_\_\_\_\_\_ | Yes  No |
| PC Login | The login instructions for the training room PCs. | * List of PC user IDs and passwords for all workstations | Education Consultant/Client - Business owner or Client Education team | 1 week before delivery  \_\_\_\_\_\_\_\_\_\_\_\_\_ | Yes  No |
| PC Software and Configuration | The required software installed on the training room PC.  Refer: Emptoris Contract Management V6.6 User Guide  p24-33. | * Windows 2000, Windows XP * Microsoft Internet Explorer 6.0 SP1, SP2 * Adobe Acrobat Reader 6.0 or higher * Microsoft Word 2000, 2002 (Office XP), or 2003 * Trusted Site installed * Intelligent Control installed and tested (Clause template opened to the Language tab) | Education Consultant/Client - Business owner or Client Education team (may require assistance from client IT staff) | 1 week before delivery  \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Yes  No |
| Training Notification | E-mail or communication sent to students to announce the training session. | * Lists training dates and location * Provides training start/end times * Explains any logistics | Education Consultant | 1 week before delivery  \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Yes  No |
| Training Materials | Description of process to get training materials printed. | Print and deliver materials to training site. | Education Consultant | 1 week before delivery  \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Yes  No |
| IT Staff | IT point of contact for the instructor during the training class | Name, phone number, and e-mail for the IT staff person. | Client | 3 days before delivery  \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Yes  No |
| Class roster | List of students scheduled to attend the training sessions | * Name, phone number, and e-mail for each student * Indicate yes, no, or tentative for each student | Education Consultant/Client | 3 days before delivery  \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Yes  No |

**Education Services Cancellation policy**

* No penalties will be assessed if Customer submits cancellation 10 business days prior to scheduled delivery date.
* 50% of the class/service fee will be charged if a Customer submits cancellation less than 10 business days, but greater than 5 business days prior to scheduled delivery date.
* 100% of the class/service fee will be charged if Customer submits cancellation less than 5 business days.
* A reschedule is equivalent to a cancellation.



**Attachment 2**

**Form of Change Order**

**CHANGE ORDER # \_\_**

**to**

**STATEMENT OF WORK # \_\_\_\_**

The following is made part of the Statement of Work #\_ , dated \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (the “***SOW***”), between Emptoris, Inc. (“***Emptoris***”), and **[Licensee’s Full Name]** (“***Licensee***”). Capitalized terms shall have the same meaning as stated in the SOW.

**Effective Date of this Change Order:**

**Change Requester:**

**1. Purpose of the Change(s):**

**2. Detail of Change(s):**

**3. Cost (if none, state “none”):**

**4.** **Effect on Schedule (if none, state “none”):**

**5. Project Implications (benefits, trade-offs, quality, overall impact):**

By signatures below, the duly authorized representatives of the parties hereto agree to on the forgoing change(s) to the SOW.

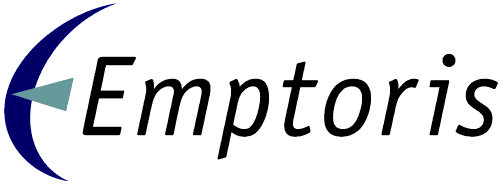
**[Full Name Of Licensee] Emptoris, Inc.**

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

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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



**Attachment 3**

**Contact and Billing Information**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date** | **Customer name** | | **SOW #** | |
| **Primary Customer Contact name / title** | **e-mail address** | | **Phone number / fax number** | |
| **Alternative Customer Contact name / title** | **e-mail address** | | **Phone number / fax number** | |
|  | | | | |
| **BILLING ADDRESS** | | **WORK LOCATION (If different from billing)** | |

|  |
| --- |
| BILLING INSTRUCTIONS: |

|  |
| --- |
| **PURCHASE ORDER # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  IF NO PURCHASE ORDER NUMBER PLEASE ENSURE THE CONTACT PERSON HAS STARTED THE PROCESS OF REQUESTING A PURCHASE ORDER. ONCE THEY RECEIVE PURCHASE ORDER PLEASE ASK THAT THEY EMAIL IT TO [khannon@emptoris.com](mailto:khannon@emptoris.com) . PLEASE ENSURE THE SOW # IS REFERENCED ON THE PURCHASE ORDER |
|  |
| SPECIAL INSTRUCTIONS: |