

# ORDERING DOCUMENT

|  |  |  |
| --- | --- | --- |
| **Customer Name: Mauritius Commercial Bank Ltd** |  | Oracle Corporation (South Africa) (Pty) Ltd |
| **Customer Address: Sir William Street, Port Louis,**  **Mauritius** |  | **Woodmead North Office Park, 54 Maxwell Drive, Jukskeiview, Sandton 2196** |

###### O R A C L E C O N T R A C T I N F O R M A T I O N

**Agreement: Oracle Master Agreement General Terms Reference AA-OMA-QT5178090 and Schedule P-Programs**

**Ordering Document Number**: **ZA-11212532**

This order incorporates by reference the terms of the agreement specified above and all amendments thereto (the “Master Agreement”). As used in this order, “you” or “your” shall refer to the customer as defined in the Master Agreement. The following terms, as used in this order and the Master Agreement, whether or not capitalized, shall have the same meaning: “Agreement” and “Master Agreement”; “You” and “Your” and “Customer”; “Ordering Document” and “order”; “Services” and “services”.

1. SERVICES

You have ordered the services listed below in the table and detailed in the attached exhibit(s), which are incorporated herein by reference.

All fees on this order are in US Dollars ($).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Services** | **Reference** | **Fees** | **Estimated Expenses** | **Total Fees and Estimated Expenses** |
| Fixed Price Services | Exhibit 1 | $287,000.00 | $0.00 | $287,000.00 |
| **Total Fees and Estimated Expenses** | | | | **$287,000.00** |

1. **ORDER TERMS**
2. Payment Terms.

Fees and expenses are in accordance with the referenced exhibit(s). All fees payable to Oracle are due within sixty (60) days from the invoice date. Invoices for services performed under separate exhibits may be provided separately. Fees for any time and materials engagements listed above (if any) are estimated fees, as detailed in the referenced time and material services exhibit(s).

1. Segmentation.

The purchase of any Products and related Service Offerings or other Service Offerings are all separate offers and separate from any other order for any Products and related Service Offerings or other Service Offerings You may receive or have received from Oracle. You understand that You may purchase any Products and related Service Offerings or other Service Offerings independently of any other Products or Service Offerings. Your obligation to pay for (a) any Products and related Service Offerings is not contingent on performance of any other Service Offerings or delivery of any other Products or (b) other Service Offerings is not contingent on delivery of any Products or performance of any additional/other Service Offerings. You acknowledge that You have entered into the purchase without reliance on any financing or leasing arrangement with Oracle or its affiliate.

1. Contact Information.

Oracle Consulting Sales Contact: Your Billing/Accounts Payable Contact:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name: | Vivek Dalal |  | Name: | Patrice Herve |
| Address: | 54 Maxwell Drive, Woodmead,  Sandton, 2196 |  | Address: | The Mauritius Commercial Bank Ltd.  MCB Head Office, 9-15,  Sir William Newton Street,  Port Louis, Mauritius |
| Phone: | +27 (0) 82 568 1120 |  | Phone: | +230 206 4044 |
| Email: | vivek.s.dalal@oracle.com |  | Email: | patrice.herve@mcb.mu |

1. Order of Precedence.

In the event of any inconsistencies between (i) the Master Agreement and this order, this order shall take precedence, and (ii) this order (excluding exhibits) and any attached exhibits, the exhibits shall take precedence.

1. Change Control Process.

Any request for any change in services must be in writing; this includes requests for changes in project plans, scope, specifications, schedule, designs, requirements, service deliverables, software environment, hardware environment or any other aspect of your order. Oracle shall not be obligated to perform tasks related to changes in time, scope, cost, or contractual obligations until you and Oracle agree in writing to the proposed change in an amendment to this order and/or applicable exhibit(s).

1. Force Majeure.

Neither of us shall be responsible for failure or delay of performance if caused by: an act of war, hostility, or sabotage; act of God; pandemic; electrical, internet, or telecommunication outage that is not caused by the obligated party; government restrictions (including the denial or cancellation of any export or other license); or other event outside the reasonable control of the obligated party. We both will use reasonable efforts to mitigate the effect of a force majeure event. If such event continues for more than thirty (30) days, either of us may cancel unperformed services upon written notice. This section does not excuse either party’s obligation to take reasonable steps to follow its normal disaster recovery procedures or your obligation to pay for services provided.

1. Export.

Export laws and regulations of the United States and any other relevant local export laws and regulations apply to the programs and hardware (including any integrated software and operating system(s)). You agree that such export laws govern your use of the programs (including technical data), hardware (including any integrated software and operating system(s)) and any services deliverables provided under this order, and you agree to comply with all such export laws and regulations (including “deemed export” and “deemed re-export” regulations). You agree that no data, information, program, hardware (including any integrated software and operating system(s)) and/or materials resulting from services (or direct product thereof) will be exported, directly or indirectly, in violation of these laws, or will be used for any purpose prohibited by these laws including, without limitation, nuclear, chemical, or biological weapons proliferation, or development of missile technology.

1. Relationship Between Parties.

Oracle is an independent contractor and we agree that no partnership, joint venture, or agency relationship exists between us. We each will be responsible for paying our own employees, including employment related taxes and insurance. If while performing services Oracle requires access to other vendor’s products that are part of your system, you will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on your behalf.

1. Rights Granted / Restrictions.

Upon payment hereunder, and subject to the terms of this order and the Master Agreement, You have the non-exclusive, non-assignable, royalty free, perpetual (but only in the case of deliverables for an on premise license), worldwide (subject to any applicable restrictions under US export laws), limited right to access and use**,** for Your internal business operations, the services that You ordered under this order and anything developed by Oracle and delivered to You under this order (“services and deliverables”). You may allow Your agents and contractors to use the services and deliverables for this purpose and You are responsible for their compliance with this order in such use. Oracle or its licensors retain all ownership and intellectual property rights to the services and deliverables, including derivative works thereof. You do not acquire any right or license to use, or allow Your Users in the case of a managed/hosted environment, to use, any service or deliverable in excess of the scope (including but not limited to the specified service environment) or duration of the services and deliverables ordered hereunder. The services and deliverables may be related to Your license to use products owned or distributed by Oracle which You acquire under a separate order. The agreement referenced in that order shall govern Your use of such products.

1. Services Privacy/Services Security.

In performing the Services under this order, Oracle will comply with the (a) Oracle Services Privacy Policy available at <http://www.oracle.com/legal/privacy/services-privacy-policy.html> and (b) Oracle Consulting & Advanced Customer Services Security Practices available at <https://www.oracle.com/corporate/contracts/consulting/policies.html>. Both documents are incorporated herein by reference. Oracle may update such policy and practices to reflect changes in, among other things, laws, regulations, rules, technology, and industry practices. Such updates will not materially reduce the level of performance, functionality, security, or availability of the Services. You agree to restrict Oracle's access to any content or information that imposes privacy, security or regulatory obligations greater than those specified in this order.

1. Additional Third Party Subprocessors for Oracle Consulting.

To the extent You provide personal information to Oracle as part of Oracle’s provision of services under this order, Oracle will comply with the applicable version of the Oracle Data Processing Agreement for Oracle Services. The version of the Data Processing Agreement applicable to Your order is available at <https://www.oracle.com/corporate/contracts/cloud-services/contracts.html#data-processing> and is incorporated herein by reference.

For the services specified in this order, in addition to the Third Party Subprocessors listed on My Oracle Support, the following Third Party Subprocessors may also process Your personal information:

|  |  |  |
| --- | --- | --- |
| **Third Party Subprocessor** | **Location** | **Type of Service** |
| N/A | N/A | N/A |

1. Additional Order Terms.

N/A

This quote is valid through 30-JUL-2021 and shall become binding upon execution by you and acceptance by Oracle.

**Mauritius Commercial Bank Ltd Oracle Corporation (South Africa) (Pty) Ltd**

{{\*\_es\_signer1\_signature }} {{\*\_es\_signer2\_signature }}

Authorized Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Authorized Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

{{\*\_es\_signer1\_fullname }} {{\*\_es\_signer2\_fullname }}

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

{{\*\_es\_signer1\_title }} {{\*\_es\_signer2\_title }}

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

{{\*\_es\_signer1\_date}} {{\*\_es\_signer2\_date}}

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

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Ordering Document Effective Date: 01-AUG-2021



## FIXED PRICE EXHIBIT

**O R A C L E C O N T R A C T I N F O R M A T I O N**

**Customer Name: Mauritius Commercial Bank Ltd**

**Ordering Document Number: ZA-11212532**

**Exhibit Number: Exhibit 1**

This exhibit incorporates by reference the terms of the ordering document specified above.

1. Description of Services and Deliverables.
2. Services. Oracle will do the on premise implementation of the Identity Governance platform:

The implementation of the Identity Governance will be performed in one (1) development environment, one (1) UAT environment and one (1) production environment with Disaster Recovery.

The following Oracle Identity Governance application will be implemented and configured for the below scope of services:

* Oracle Identity Governance (OIG) 12.2.1.4

The implementation Language will be English.

**Functional scope**

**Identity Governance – OIG**

The implementation of the following Identity Governance Functionalities using OIG 12c and OIG

Connectors are in scope of this contract:

* Integration with Trusted Application (Fusion HCM)

OIG will reconcile user (identity) and organization data from the trusted source Oracle Fusion Cloud Core HCM using:

* Oracle Fusion Apps Connector.
* Integration with Target Applications.

OIG will use connectors to provision and reconcile accounts and entitlements to the following applications:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **System / Resource** | **OIG Connector** | **Configuration / Customization** | **Complexity** |
| 1 | FCRM | Active Directory | Configuration | Low |
| 2 | Active Directory | Active Directory | Configuration | Low |
| 3 | Camunda | Active Directory | Configuration | Low |
| 4 | Fusion Apps (HCM, ERP) | Fusion Apps Connector | Configuration  Customization | Complex |
| 5 | T24 | Standard | Configuration  Customization | Moderate |
| 6 | Corona | DBAT | Configuration  Customization | Moderate |
| 7 | Swift | Active Directory | Configuration  Customization | Moderate |
| 8 | OnDemand | Standard | Configuration  Customization | Low |
| 9 | FCDB | Standard | Configuration  Customization | Low |
| 10 | Genesys | Active Directory | Configuration  Customization | Low |
| 11 | Exus | Active Directory | Configuration  Customization | Low |
| 12 | Microsoft CRM | Standard | Configuration  Customization | Complex |

* **User Lifecycle Management**

The following use cases of user management will be configured in OIG:

* User Hiring/Rehiring.
* Modification of User Details.
* User Termination.
* Change Organization.
* Request Management with approval workflow.

Self-Service Management & Delegated Administration:

1. All users will be able to view their profile and request access.
2. Delegated Administrators - selected administrative users will be able to:
   * Create new user.
   * Modify user details (personal details, business unit, etc.).
   * Disable user.
   * Enable user.
   * Terminate user.
   * Assign role.
   * Revoke role.

* **Role Lifecycle Management**

Configure Business Roles to be assigned to users through membership rules for applications based on the user attributes. The most common user attributes that are used are:

* User Type.
* Organization.
* Position.

Standard functionality up to thirty (30) access policies will be configured to trigger the automatic provisioning of the accounts through the connectors. OIG System Administrators will be responsible to modify an access policy when there is a change in the Roles Matrix.

* **Organization Lifecycle Management**

Organizations will be retrieved from HRMS through the reconciliation process. The following use cases will be configured:

* Creation of new organization.
* Update organization details.
* Deactivate organization.
* **Approval Workflows**

The following standard approval flows will be available when users are requesting access:

* Requester’s manager approval.
* Beneficiary’s manager approval.
* Generic flow with up to Three (3) approval stages.
* **Notifications**
* E-Mail notification will be configured for all operation of user lifecycle management.
* Assignees of requests will be informed when they need to take an action as well as when the request is completed. Actionable notifications will also be configured so that assignees can provide the approval/rejection from their mobile, if they get their corporate e-mails in the device.

**Technical scope:**

**Environments:**

* Development (DEV):
  + Oracle Consulting (“OC”) will install and configure a single node of Oracle Identity Governance.
  + OC will configure for operations specific to the Oracle Identity Governance. Single node of Oracle database and its components pre-installed by You.
* UAT with High Availability:
  + OC will install and configure a 2 Node cluster of Oracle Identity Governance.
  + OC will configure for operations specific to Oracle Identity Governance. 2 Node cluster of Oracle database and its components pre-installed by You.
* Production (PROD) with High Availability:
  + OC will install and configure a 2 Node cluster of Oracle Identity Governance.
  + OC will configure for operations specific to Oracle Identity Governance. 2 Node cluster of Oracle database and its components pre-installed by You.
* Disaster Recovery (DR):
  + Symmetric capacity and similar architecture with production will be implemented in the Distaster Recovery environment that will be installed and configured by You under the guidance of OC.

**Implementation approach**:

Oracle will follow the Oracle Unified Methodology to implement the project. The project will follow single site, single phase approach.

**Training:**

Oracle Consulting will be providing **“Role Based Key User Training”** to You on the Oracle Identity Governance.

Oracle Consulting will adopt a ‘Train-the-Trainer’ approach wherein Your Key Users/ System Administrators by attending the training sessions listed below.

It is expected that Your Key Users/ Business Analyst will disseminate the knowledge to larger user community within the Organization. These sessions are planned to be completed before the start of the UAT phase.

The following number of training days are included in the scope.

|  |  |
| --- | --- |
| **Module/Flow** | **Number of Days** |
| Train the Trainer | Up to five (5) |
| **TOTAL DAYS** | **Up to five (5)** |

Below is an indicative agenda of the training, which is subject to revision after project kick off:

* **Training System Administrators:**

OIG Solution Overview & Architecture:

* + Solution Overview.
  + Architecture.
  + Web Consoles.

Understanding Organizations, Roles and Users User Management:

* + User Types.
  + Load Users.
  + Search Users.
  + View User Profile (My Profile, Other User Profile).

Organization Management:

* + Load Organization Hierarchy.
  + Search and View Organizations.

Role Management:

* Review Admin Roles for delegated administration.
* Load Business Roles & Access Policies.

Request Management:

* Browsing the Catalog.
* Configuring Generic workflow.
* Configuring Notifications.
* Creating Requests.
* Tracking Requests.
* Approving/Rejecting Requests.

Understanding Provisioning & Reconciliation:

* + Provisioning flows.
  + Reconciliation flows:
    - HRMS Reconciliation.
    - Initial Loading of Users.
    - Target System Reconciliation.

Managing Reports:

* + Review available reports.
  + Provide access to Reports.

Auditing and Logging:

* Review Audit Levels.
* Archiving & Purge Utilities.
* Review Logs.
* **Training Key Users:**

Understanding User Profile:

* + Search Users (managers only).
  + View User Profile (My Profile, Other User Profile).

Requesting Access:

* Browsing the Catalog.
* Creating Requests.
* Tracking Requests.
* Approving/Rejecting Requests (managers only).

# Testing:

Testing is a critical element for on premise implementation and needs to apply the following principals:

* + Verify that Items are delivered as indicated in baseline documentation.
  + Testing must be completed in a thorough and timely manner.

**Unit Testing:**

During this phase, the implementation Team will test functionality in the software to allow that configurations and customizations are giving desired results mentioned in baseline document. This is typically being done in two (2) steps.

The first step of unit testing will be executed by the technical consultant and after testing; the second step is to hand over to a functional consultant for functional testing. Unit testing is typically done in a silo-like fashion, and there is usually no integration testing done during this phase.

**System Integration Testing:**

System Testing is the second step in a testing process and typically done when testing smaller releases and fixes, etc. This phase of testing is intended to test business processes and how data moves from one module to the next. Oracle Consulting will perform System Integration Testing, and any issues that arise will be queried and clarified with Your business and technical teams.

Oracle will conduct the SIT for up to two (2) weeks.

**User Acceptance Testing (UAT):**

This phase of testing mimics system testing, and all processes and integration points should be tested as part of the design. Your testers should test errors and other issues that were identified during System Testing to verify that they have been corrected.

User Acceptance Testing (UAT) Support:

* During the UAT phase, it is expected that Your Key users/ System administrators and a subset of end users will manually execute pre-determined set of test scripts (created by You and agreed with Oracle Consulting implementation team) to validate against the approved design which will be the baseline for acceptance.
* UAT will be carried out by Your system administrators & Key Users.

Oracle will provide the following UAT support for up to two (2) weeks.

Oracle consultants will assist Your users in the UAT effort as follows:

* + Tracking defects that Oracle need to fix.
  + Assisting Your users with investigation to problems and possible resolution.
  + Logging of SR’s with Oracle support.
  + Aid in Your user functional and technical UAT support in test execution.

**Post Production Support:**

Oracle will provide the following postproduction support for up to two (2) weeks.

Oracle Consulting Consultants from offsite will have access to development and UAT instance only. Issues would need to be replicated by Your team on development and UAT. Once the problem is corrected and tested in DEV, it would be moved to UAT instance wherein it will be tested by Your team.

The corrective changes will be then moved to Production instances by Your team.

Production support is expected to be a 2-level system where Your Key Users/Business-analysts would form the first level of support to end-users while the second level of support will be provided by Oracle Consulting consultants, who will handle issues on Oracle Deliverables reported during the post-production support phase.

Postproduction support timings will be Monday to Friday 9am to 5pm Mauritius time.

During the Postproduction support phase, product bugs encountered will be handled by You through Oracle Support and raised as an SR with the assistance of Oracle Consulting consultants.

Subject to the Oracle Consulting Change Control Process, any additional applications not listed earlier, may be considered (but not configured) during the Design phase to assist in addressing your overall business process requirements. This will be handled through Oracle Consulting Change Control Sign Process’.

**Scope Limitations:**

Following are not part of the scope:

1. Sourcing of the hardware required, and the sizing thereof will be the responsibility of You. Any hardware architecture definition is out of scope from Oracle Consulting’s perspective.
2. The quality of data will be dependent on the quality of data in the source databases/ systems. Any issues regarding quality of data is out of scope for this implementation. Any errors that are found to be related to data peculiarities or missing information will be fixed by You.
3. Performance testing and tuning will be the responsibility of You.
4. Installation of non-Oracle components will be the responsibility of You.
5. Training for additional resources apart from what is mentioned in the Scope is out of scope
6. Apart from the products considered in the scope section, any other product is out of scope
7. Handling of any issues about standard product functionality and performance is considered as out of scope of this contract.
8. Physical security, penetration testing, performance testing & tuning of hardware and associated infrastructure including but not limited to storage, processing and networks is not in the scope of this contract.
9. Hardware selection, load balancer setup & networking issues will be addressed by You and are outside the Project Scope of Services.
10. Operational disaster recovery failover & testing as part of Your business continuity processes.
11. Activities on all components not implemented by Oracle but needed for this solution are to be performed by You, including Microsoft AD and supporting environment for other applications.
12. Configurations at the storage/load-balancer /router / switch layer
13. Backup recovery solution of proposed system.
14. Commissioning the hardware/networking infrastructure
15. Security testing to assist the security and integrity of the informational environment
16. Performance of current state assessment of all aspects of security and current access control to assist that the proposed solution is compatible with the policies and requirements of the infrastructure and presenting a report with recommendations for the future stated based on the best practices globally.
17. Software Version upgrade and Regression testing as a result of a software version upgrade during the lifecycle of the project are not included in the scope of this contract.
18. Organizational Change Management and process engineering/re-engineering.

Aforementioned products in scope section, specific exclusions:

1. Data cleansing will be under the responsibility of You.
2. Performance testing, tuning and benchmarking considered out of scope.
3. Training or training documents other than specified in scope section are considered out of scope.
4. You should cover Hardware, network, OS and storage configurations.
5. Any SAN configuration, snapshot configuration, replication configuration is Your responsibility.
6. Deployment/migration of any custom/3rd party application considered out of scope.
7. Configuration on any 3rd party application is out of scope.
8. Troubleshooting/Resolving any existing environment issues will be addressed by You.
9. Performing any database and/or application upgrade/migration activities will be dealt with by You.
10. Monitoring of various activities of employees that occur on different applications at the same time as they are provided with the provision of reports and graphs and explanatory statistics monitor runtime activity in graphical
11. Changes to target and trusted applications to accommodate integration with Identity Governance platform is out of scope.
12. Deliverables. Services performed by Oracle under this exhibit shall be for the purpose of providing the following deliverables:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Project step** | **Tasks** | **Assumptions** | **Deliverable from OC** | **Deliverable from You** | **Your Resource** | **Responsible** |
| Project start-up | Setup Project and develop Project Management Plan | Includes governance, roles from both sides, organisation and planning | Project Management Plan |  |  | OC Assisted by MCB |
|  | Create Project Schedule/Detail Plan | Up to five (5) iterations with the customer | Project Schedule |  |  | OC Assisted by MCB |
| Inception | Gather Detailed Requirements | Understand and define when needed business requirements related to, Governance, User Life Cycle, Approval workflows, Notification, Role based access control. 3 weeks will be required to gather requirements for identity governance platform. |  | You will provide the detailed identity governance requirement. |  | OC |
|  | Prepare Requirements Document |  | Requirements Document. |  |  | OC |
|  | Final Review Requirements Document | Prepare documentation for acceptance by You |  |  |  | OC |
|  | Requirements Acceptance of document | You will provide the Acceptance of the requirement. document within five (5) days from the date of submission. |  |  |  | MCB |
| Elaboration | Prepare to acquire and convert data - Elaboration | Identify data sources needed and content per environment. |  |  |  | MCB |
|  | Develop deployment plan |  |  |  |  | OC |
|  | Analyse and Design - Elaboration | Design OIG objects data model to address configuration  including Users, Groups, Resources |  | You will provide subset of the RBAC model which will be needed to be in place during the design phase. |  | OC |
|  |  | Design Access policy and Approval workflows required for provisioning users to the target applications. | You will provide access to all the target applications |  | OC |
|  |  | Design target connectors for OIG | You will provide required hardware infrastructure and access to target application for development environment. |  | OC |
|  | Prepare Design Document |  | Design Document |  |  | OC |
|  | Final Review Design Document | Prepare documentation for acceptance by You |  |  |  | OC |
|  | Design Acceptance of document |  |  |  |  | Acceptance by MCB |
| Construction | Prepare environments | UAT, PROD: installation |  |  |  | OC |
|  |  | Provide the necessary Systems for DEV, UAT, PROD with the Oracle DB components pre-installed |  | You will provide the required hardware infrastructure and database as per the agreed time line with OC. |  | MCB |
|  | Implement Oracle’s solution - OIG General Setup | - Install OIG |  |  |  | OC |
|  |  | - Configure OIG (users, organizations, roles) | Application Configured on Development Environment |  |  | OC |
|  |  | - Build validation rules and transformation rules |  |  |  | OC |
|  |  | - Implement approval workflows defined |  |  |  | OC |
|  |  | - Initial system load |  |  |  | OC |
|  |  | - Implement standard and custom connectors with target systems in scope. |  |  |  | OC |
|  | Perform Unit Testing - Construction | Run the unit tests for all the functional and technical use cases |  |  |  | OC |
|  | Develop System Interface tests scenarios, tools |  | System Test Scenarios |  |  | OC |
|  | Data Construction |  |  |  |  | MCB |
|  | Develop UAT test scenarios |  | UAT Test Scenarios |  |  | OC will provide Standard scenarios; You will adapt the scenarios and convert to user test scenarios applicable for Your UAT and review with OC prior to finalization |
|  | Perform System Interface Tests - Construction | Run the tests within up to two (2) weeks. | SIT Log |  |  | MCB with oversight from OC |
|  | Prepare project documentation |  | Administration User Guide. |  |  | OC |
|  | Prepare for Transition | Design Deployment activities |  |  |  | OC |
| Transition | Prepare PROD and UAT Environments | PROD and UAT environments are installed by OC. Oracle DB components pre-installed by MCB. |  |  |  | OC assisted by MCB |
|  |  | MCB will prepare production environments with configuration of non-Oracle products, including target systems that need to be interfaced. |  |  |  | MCB |
|  | Implement Application Configuration on UAT Environment | Configurations and data will be transitioned from development environment to the UAT environment in preparation for MCB UAT activity | Application Configured in UAT Environment |  |  | OC |
|  | User Acceptance Test and Support | OC will provide up to two (2) weeks for UAT support. |  |  |  | MCB will run UAT |
| OC will support MCB |
|  | Prepare Acceptance Test Results document |  | Acceptance Test Results document |  |  | OC |
|  | Transition Phase Acceptance |  |  |  |  | Acceptance by MCB |
| Production | Deployment to production environment |  |  |  |  | OC |
|  | Perform initial loading and data migration to the new system |  | Configured Application on Production Environment |  |  | OC / MCB |
|  | Check production environment readiness |  |  |  |  | MCB with OC supporting |
|  | Application in scope Ready to GO-LIVE |  |  |  |  | MCB |
|  | Support Production | OC will provide up to two (2) weeks for production support. | Completion of Post Production Support |  |  | OC |
|  | Disaster Recovery Setup |  |  |  |  | MCB with OC Supporting |

1. Your Obligations and Project Assumptions. You acknowledge that Your timely provision of and access to office accommodations, facilities, and equipment (if applicable), and assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees (collectively, “cooperation”) are essential to the performance of any Services as set forth in this exhibit. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide full cooperation. You acknowledge that if Oracle’s cost of providing Services is increased because of Your failure to meet the obligations listed in this exhibit, failure to provide cooperation, or because of any other circumstance outside of Oracle’s control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Obligations.
2. If the Services are provided for on premise Products, maintain the properly configured hardware/operating system platform to support the Services.
3. If the Services are provided for on premise Products, obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
4. If the Services are provided for on premise Products, maintain annual technical support for the Oracle software and hardware with access to software patches and updates made available by Oracle under separate contract throughout the term of the Services.
5. If the Services are provided in an Oracle hosted cloud environment, obtain Cloud Services under separate contract prior to the commencement of Services under this exhibit and maintain such Cloud Services for the duration of the Services provided under this exhibit.
6. If Oracle provides You with access to a third party tool (software or cloud service) to facilitate collaboration between You and Oracle related to the Services (“Third Party Collaboration Tool”), You agree to comply with the applicable terms found here <https://www.oracle.com/a/ocom/docs/corporate/ocs-third-party-tools.pdf>. Such applicable terms shall become binding upon You upon any use by You of the corresponding Third Party Collaboration Tool.
7. Provide Oracle with full access to the relevant documentation and the functional, technical, and business resources with adequate skills and knowledge to support the performance of Services.
8. Provide, for all Oracle resources performing Services at Your site, a safe and healthful workspace (e.g., a workspace that is free from recognized hazards that are causing, or likely to cause, death or serious physical harm, a workspace that has proper ventilation, legally acceptable oxygen concentration levels, sound levels acceptable for resources performing Services in the workspace, and ergonomically correct work stations).
9. Provide any notices, and obtain any consents, required for Oracle to perform Services.
10. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
11. If Services are performed remotely, provide Oracle resources with remote access to Your systems and environments required for such Services, using an Oracle-defined standard virtual private network or an Oracle Web Conference or similar, agreed-upon third-party web conferencing application (collectively, “remote access tools”), including by: (a) installing the remote access tools prior to the commencement of Services and maintaining them for the duration of the Services (e.g., by acquiring any equipment and performing labor) to ensure all components of Your Oracle software environment are accessible and in compliance with all Oracle’s requirements; and (b) obtaining all rights to use the remote access tools for all Oracle resources providing remote Services.  You acknowledge and agree that: (i) Oracle is not responsible for network connections or any related problems, such as bandwidth issues, excessive latency, network outages, or any performance or other conditions caused by an internet service provider or the network connections; and (ii) all terms and conditions applicable to any third-party web conferencing application shall have no force or effect whatsoever.
12. Designate an Executive Sponsor, who will be available to discuss the project, make timely decisions on Your behalf on all issues, and be responsible for the project from Your perspective.
13. Form a steering committee to provide project oversight, issue handling, and policy decisions. Ensure that Project Governance is followed as per Your IT PMO requirements.
14. Ensure that the project has the full commitment and cooperation of senior management in MCB.
15. Make necessary arrangements to ensure that key users, staff and representatives are available to participate in project activities when required.
16. Arrange for key-users/process-owners to attend product training from Oracle University before the start of the project.
17. Arrange for Your representatives to review and Acceptance off deliverables as required. All deliverables will be deemed Accepted by You if no response is received within agreed timeframes. Any subsequent additions will be subject to change control.
18. Provide documentation relevant to the current business processes and systems if available.
19. You are responsible for the design, development, and testing of any changes to target and trusted systems that may be necessitated by the implementation of Oracle Identity Governance.
20. Key users are experienced, have the sound business knowledge, are empowered to make decisions, and are available as per an agreed Project Work Plan.
21. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
22. Oracle will provide laptops for their consultants. You will provide laptops for project use if Oracle consultants’ standard Oracle Base Installation (OBI) is not compatible with Your network requirements.
23. Provide workshop venues that address the technical requirements for connecting to the project environments.
24. Make sure that You will provide a Project manager for the duration of the project to coordinate tasks with Your PM who in turn coordinates with Oracle Consulting Project manager and Technical leads.
25. Identify, schedule, and facilitate the requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members, all according to the project schedule.
26. Understand the solution design, architecture, implementation approach, and participate in all aspects of the project associated with such architecture and approach.
27. Perform project tasks that You are responsible for as mentioned in the contract and this Obligation and Assumptions list.
28. Be responsible for assessing and validating any control requirements.
29. Acquire any necessary formal training and staff certifications from Oracle University under a separate engagement.
30. Prepare any necessary end-user training material and presentations, including train-the-trainer materials.
31. You will be responsible for the establishment and maintenance of an end-user training environment. To the extent possible, the configuration of the end-user training environment should match the configuration of the production environment.
32. If a deliverable is delayed because of Your failure to complete the task(s) assigned to you, You agree to pay current time and materials rates for Oracle’s increased costs in providing services. Such higher costs may include time during which Oracle resources are under-utilized because of delays caused by Your failure to complete a task(s).
33. Any performance testing will be done by You.
34. Provide all necessary data and interface files to be loaded into the Oracle applications and databases. Such data and interface files shall be in an American Standard Code for Information Interchange (“ASCII”) format, or within Oracle database staging tables.
35. Correct any underlying source application data issues or source application configuration issues required to support the performance of the services within a reasonable timeframe. Any delays caused by data issues will be subject to change control.
36. You will be responsible for the reconstruction of any lost or altered files, data, and programs.
37. Establish any necessary help desk procedures for supporting the applications in production.
38. Provide test scenarios for testing interfaces and conversions by the project plan.
39. Provide clean sample data from Your source systems in the format defined by Oracle for data conversion designs.
40. Provide Oracle with access to data structures, documentation, applications, databases, and artefacts as required by Oracle to support the performance of services.
41. Provide the necessary and appropriate data (e.g., test data, configuration data, etc.) required by Oracle to support the performance of services.

**MCB Infrastructure Obligations:**

1. If while performing Services Oracle requires access to other vendor’s products that are part of Your system, You will be responsible for acquiring all such products without delay and the appropriate license rights necessary for Oracle to access such products on Your behalf.
2. You will be responsible for the provision and installation of Oracle database and its components in four (4) separate environments, as follows: Development (“DEV”), UAT (“UAT”), Production (“PROD”) and Disaster Recovery (“DR”).
3. Be responsible for the installation, configuration, maintenance, and management of any and all third-party products.
4. Maintain the appropriately configured hardware/operating system platform to support the Services.
5. Obtain licenses under a separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
6. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
7. Provide 24-hour remote access to all environments associated with the services.
8. Provide a backup of each environment on a schedule agreed to by You and Oracle.
9. Provide database, system, and network administration required by Oracle to support the performance of services.
10. Procure, install, setup/configure, and validate the hardware, including but not limited to storage, server, and network infrastructure / operating system platforms required to support the performance of services.
11. Administer all the hardware (networks, servers, storage, etc.), software, middleware, and any other infrastructure required to support the performance of the services.
12. Within two (2) hours of Oracle’s request, respond and begin providing support for infrastructure.
13. Perform any and all backup and emergency recovery procedures.
14. Ensure that, before the commencement of services, (i) Your existing Oracle technology stack required for the services adheres to the Oracle certification matrices found on http:\\support.oracle.com, and (ii) You verifies such adherence to the Oracle, project manager.
15. Provide required hardware, operating system, network equipment, load balancers and maintain a minimum of four (4) separate environments to support the performance of the services, as follows: Development (“DEV”), UAT (“UAT”), Production (“PROD”) and DR environments.
16. Create and maintain the Development (“DEV”), UAT (“UAT”), Production (“PROD”) and DR environments according to the project installation instruction document.
17. Ensure, before the commencement of services, that Your networks, including local area networks (“LANs”) and wide area networks (“WANs”), and communication hardware/software will support Your desired performance response(s).
18. You will be responsible for design, configuration, provisioning and documentation of all network related implementation tasks. Any delay in provisioning of access to network infrastructure will be strictly subject to change control.
19. Ensure the compatibility of Your existing environments with the environment requirements specified by Oracle for the project.
20. Provide timely and continuous access to development and test environments, for each external application and 3rd party application to which You intends to interface the services that are equivalent to the development and test environments used for the services. Any delays caused by non-availability to Your external application and 3rd party application will be subject to change control.
21. Provide a stable power and electricity supply for the duration of the project such as UPS and / or generators.
22. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
23. Limit the use of the environments dedicated to this project to only those activities associated with this project, except as otherwise mutually agreed in writing between You and Oracle.
24. You will be responsible for addressing and resolving functional and compatibility issues, in Your environments that are not expressly included in the services to be performed by Oracle.
25. Provide development and test environments, for each external application to which You intends to interface the services that are equivalent to the development and test environments used for the services.
26. You will be responsible for the installation and delivery of the Oracle Database Software components necessary for the delivery of the services mentioned as part of scope in this ordering document.
27. Project Assumptions.
28. Owing to the uncertainties of the evolving Covid-19 situation, the provision of any on-site Services under this order is subject to the delivery resources being permitted and able to perform such Services taking into consideration applicable laws and regulations, including those pertaining to health, safety and mobility (whether in the country of service provision and/or the country of location of the delivery resources). If the provision of any on-site Services is negatively impacted due to circumstances related to or arising from the Covid-19 situation, Oracle and You agree to cooperate in good faith to review such impact and, if necessary, amend any resource plans, work plans, service specifications, time schedules and the like in accordance with the change control process of this order, including possibly putting in place an infrastructure (e.g. VPN) to enable a remote delivery of services. For the avoidance of doubt, this section is without prejudice to the parties’ rights and obligations under the force majeure clause.
29. Your resources will conduct end user training and change management to its end user population. Role Based key User Training has already been included in the scope.
30. Oracle Consulting’s staffing requirements are at the discretion of Oracle Consulting.
31. If Your resources cannot deliver the work assigned, Oracle Consulting will propose and discuss bringing in additional qualified resources to complete the work subject to the project Oracle Consulting Change Control Process. Any delays or shifting of schedule (for example, an extension of UAT, etc.) originating from You can have an impact on Oracle Consulting estimated efforts. Any such impact regarding additional effort or change in schedule will need to be discussed with You and may be handled through the Oracle Consulting Change Control Process.
32. The Environment to carry out UAT will be representative of Production Environment Set-up regarding data volumes, Physical and Logical Architecture; Network Topologies used, etc.
33. You will provide significant outages on all the Operational Systems / Applications during Production Configuration and implementation allowing sufficient time to complete the Configuration and implementation, Data Migration and Cutover activities if any. All such outages should be planned well during the two weeks of introductory phase.
34. All communications and documents exchanged between You, and Oracle Consulting teams will be in English.
35. Any issues about standard product functionality and performance will be routed by You to Oracle Product Support through the standard Service Requests (SRs) mechanism.
36. A detailed project engagement plan document will be prepared at the time of project kick-off. This document will re-confirm all aspects about the Scope, Objectives and Approach for. This planning document will have to be agreed between You and Oracle Consulting project managers.
37. Any changes in the number of objects or changes to higher complexity will need re-estimation for the objects, and the additional effort will be handled through Oracle Consulting change control.
38. You will bear any cost related to setting up VPN Access.
39. Oracle’s Project Management Method (PJM) will be used to manage the project.
40. A person day is defined as one (1) person working up to eight (8) hours.
41. Oracle’s Consulting Project Manager and Your Project Manager will provide input to the Steering Committee and attend the committee meetings (if not on site via Conference Call / Web-Conference). The committee will meet monthly. During these meetings, the Project Managers will present the project progress, risks and issues. The committee will examine the risks identified and take appropriate actions and decisions for mitigating the same.
42. All project documentation, presentations and project communication will be in English.
43. All project documentation will be created using standard Oracle documentation templates and formats.
44. Standard functionalities will not be documented in the project documentation.
45. Anything not expressly specified in the description of services in this contract is out of scope. Any request to modify the agreed scope of services will be subject to change control procedure.
46. Your key users team should be available for any clarifications for Oracle team during the project lifecycle.
47. Your project managers will be responsible for internal scheduling of design workshops. You will be responsible for the attendance of Your decision makers and project team members at design workshops. Any repetition of workshops due to non-attendance by You will be subject to change control.
48. Scope control, Change Control in general and document review will be performed using Oracle’s standard processes.
49. Installation of any hardware, operating systems or virtualized environments whatsoever is out of Oracle scope and will be Your responsibility to complete before the start of this engagement.
50. If any new Oracle software modules are uncovered during Inception Phase, then those modules will be acquired under a separate license agreement by You, and any additional implementation effort will be handled via change control procedure.
51. All documentation will be delivered as soft copies.
52. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
53. You will be responsible to provide test data for the testing activities and to make sure that will not include any identifiable personal information or sensitive data.
54. In case of loads of personal data this will be done under Your control and you will be responsible to restrict Oracle consultants from handling or processing any sensitive data
55. You will be responsible for handling sensitive, personal data and you will restrict the access to sensitive data for the Oracle consultants.

**Implementation Specific Assumptions:**

1. For post-production support activities being executed, You are expected to provide access to all relevant applications with sufficient privileges to complete support tasks. In the absence of this access, You will be expected to reproduce this issue in the environments where this access and rights are made available.
2. OIG configuration assumptions:
   1. It is assumed that employee and contractor data will be reconciled from trusted source (Fusion HCM) provided by You and not created directly in OIG.
   2. Fusion HCM should be operational before OIG project initialization.
   3. You will provide application access details and application owners for all applications listed in scope section of the current contract.
   4. In case of You requires additional product functionality that is not covered in this contract, this will be subject to Oracle Consulting Change Control Process.
   5. Accountability and responsibility for designing and delivering a RBAC (Role Based Access Control) model for the OIM project sits with You. You must provide the final RBAC model for implementation in OIM during UAT setup to allow the team to configure this, before the commencement of UAT. A subset of the RBAC model will be needed to be in place during the design phase. Where an RBAC model is not available or not considered, Oracle will only implement and test default roles or connector minimums. Any delay in providing RBAC model can have an impact on Oracle Consulting estimated efforts. Any such impact regarding additional effort or change in schedule will need to be discussed with You and may be handled through the Oracle Consulting Change Control Process.
   6. You will be responsible for any customization that is required on the target applications to integrate with Oracle Identity Governance platform.
   7. Any delay in the availability of the target applications can have an impact on Oracle Consulting estimated efforts. Any such impact regarding additional effort or change in schedule will need to be discussed with You and may be handled through the Oracle Consulting Change Control Process.
   8. Any delay in the configuration of the target applications from the agreed plan with Oracle team can have an impact on Oracle Consulting estimated efforts. Any such impact regarding additional effort or change in schedule will need to be discussed with You and may be handled through the Oracle Consulting Change Control Process.
   9. Standard web user interface will be used for administrators and end users. Customizations in existing pages is not in scope. Creation of new user interface pages is out of scope.
   10. Up to fifty (50) business roles will be configured.
   11. Up to five (5) custom report of medium complexity will be developed.
   12. Up to three (3) approval workflows will be implemented. Each of them will have up to three (3) sequential approval steps.
   13. Initial loading of up to 5.000 identities of end users (employees and contractors), is taken into consideration in this contract.
   14. You will provide APIs for applications in scope or access to user management database schema of each application (database table).
   15. Up to ten (10) Identity Audit Policies will be configured.

**Training Assumptions:**

1. Training sessions will be instructor-led e-sessions with up to ten (10) participants per session.
2. Up to eight (8) hours per day is the duration of each daily session.
3. You will be responsible for coordination and attendance logging.
4. You will be responsible for provisioning training environments one month before training is scheduled to commence. Usually training is conducted in the UAT environment.
5. Should the training be delivered from a remote learning centre, then You will provide connectivity with enough bandwidth to accommodate the said training, You will test the connectivity of the training environment one week before training is scheduled to commence.
6. Acceptance of Deliverables. Upon completion of any deliverable set forth in Section 1.B of this exhibit, Oracle shall provide a copy thereof to You. At such time, if You request, Oracle will demonstrate to You that the deliverable conforms to the description specified for such deliverable in Section 1.B of this exhibit. You will be responsible for any additional review and testing of such deliverable in accordance with any mutually agreed test scripts as may be included in Oracle’s project management plan. If the deliverable does not conform with the description for such deliverable specified in Section 1.B of this exhibit and/or any such test scripts, You shall have three (3) business days after Oracle’s submission of the deliverable (“acceptance period”) to give Oracle written notice which shall specify the deficiencies in detail. Oracle shall use reasonable efforts to promptly cure any such deficiencies. After completing such cure, Oracle shall resubmit the deliverable for Your review and testing as set forth above. Upon accepting any deliverable submitted by Oracle, You shall provide Oracle with written acceptance of such deliverable. If You fail to provide written notice of any deficiencies within the acceptance period, as provided above, such deliverable shall be deemed accepted at the end of the acceptance period.

# Fees, Expenses, and Taxes.

1. Fees and Expenses. You agree to pay Oracle the fee specified below for the Services and deliverables described in this exhibit. This fee does not include expenses or taxes. Once a deliverable is accepted, or deemed accepted, in accordance with Section 3 (Acceptance of Deliverables), the corresponding fee for such deliverable specified below becomes due and payable and Oracle shall thereafter invoice, and You shall pay, such deliverable fee; this payment obligation shall become non-cancelable and the sum paid non-refundable on such acceptance date.

|  |  |  |
| --- | --- | --- |
| **Deliverable No.** | **Deliverable Name** | **Deliverable Fee($)** |
| 1 | Upon Contract Signature | $71,750.00 |
| 2 | Upon Completion of Requirements Gathering | $71,750.00 |
| 3 | Upon Completion of Design Document | $28,700.00 |
| 4 | Upon Completion of System Test Scenarios | $28,700.00 |
| 5 | Upon Completion of Acceptance Test Results document | $28,700.00 |
| 6 | Configured Application on Production Environment | $28,700.00 |
| 7 | Completion of Post Production Support | $28,700.00 |
|  | **Total Fixed Fee** | **$287,000.00** |

Expenses related to the providing of the Services and deliverables are specified in Your order. Such expenses will be invoiced monthly as they are incurred.

1. International Tax. You acknowledge that the performance of services under this exhibit may involve use of resources from a country or location other than that in which the services are to be performed (“non-native resources”).  The use of non-native resources may create a tax reporting and filing obligation for such resource in such country or location and may cause Oracle to incur incremental tax costs and other administrative costs (e.g., costs arising from tax preparation, reporting and filing obligations) associated with placing a non-native resource in the country or location in which the services are be performed.  These costs are separate from and in addition to expenses.  The costs as related to the performance of services under this exhibit are defined as Resource Costs. Accordingly, for services performed under this exhibit, in addition to paying Oracle the fees for services plus taxes and expenses, you agree to pay Resource Costs to Oracle within 60 days of the date of an invoice(s) for such Resource Costs.

### Project Management. You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this exhibit. You and Oracle each shall direct all inquiries concerning the Services to the other party’s project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle’s project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

**Appendix A – Risk Management**

The following are the indicative high-level risks perceived at this stage; these will be subject to assessment and revision after project kick-off:

| # | Risk Source | Risk | Risk Priority | Risk Consequence | Risk Mitigation / Contingency | Responsibility |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
| 1 | Instance/Target Application Readiness | Availability of MCB Instances/Target Applications | Low | Possible delays in project tasks, potential impact to project milestones and additional costs to project to make up lost time. | Instance to be made available in parallel when requirement gathering underway. | MCB |
| 2 | Organization Change Management | System Adoption is small | High | Resistance to start using the new functionalities for business purpose | Training programs, early involvement, Structured change management program | MCB |
| 3 | Solution Architecture | Architecture is complex | High | Impact on Implementation schedule | Effective requirement gathering, system designing & timely design Acceptance | MCB |
| 4 | Communication Risk | Project Communication is ill-defined | Low | Visibility of the project status & corrective action | Publish periodic progress reports & regular status update meetings | MCB |
| 5 | Staffing Risks | Availability of client personnel to take appropriate actions | Medium | Interaction and coordination activities between client and Oracle will adversely impact the project schedule and cost. | Seek management commitment and support for the entire duration of the project. | MCB |
| 6 | Scope/ Project Mgmt. Risks | Significant Changes in scope of the project | High | Could Result in the recasting of project objectives, costs and milestones. | Stakeholders should agree on project scope at the time of project initiation. Move non-critical project components into subsequent phase. Educate end-client on getting standard implementation before going in for any specific or detailed customizations | MCB |
| 7 | Implementation Schedule | Schedule is realistic but requires tight management to be achieved | High | Could result in implementation delay | Tight management of timelines so that there is minimum schedule variation | MCB |
| 8 | Adoption | MCB users struggle with system adoption | Medium | Could result in resistance to system usage | Strong leadership and project sponsorship from MCB | MCB |

**Appendix B – Change Control Procedure**

**Part 1: Procedures**

* 1. MCB and Oracle shall discuss changes proposed by either party and such discussion shall result in either
     1. Agreement not to proceed further with the change.
     2. In a written request for a change by MCB.
     3. A recommendation for a change by Oracle.
  2. Where a written request for change is received from MCB, Oracle usually submits an Ordering Document Amendment (ODA) to MCB within a reasonable timeframe once the terms are mutually agreed.
  3. A recommendation for a change by Oracle shall be submitted as an ODA direct to MCB at the time of such recommendation.
  4. Each ODA shall contain:
     1. the title of the change
     2. the originator and date of the request or recommendation for the change
     3. the reason for the change
     4. full details of the change including any specifications and user facilities
     5. the price, if any, of the change
     6. a timetable for implementation together with any proposals for acceptance of the change
     7. a schedule of payments if appropriate
     8. the impact, if any, of the change on other aspects of the project including but not limited to:
        1. milestones
        2. the overall contractual timetable
        3. project implementation plan
        4. the price/charges
        5. the overall payment schedules
        6. documentation list
        7. resources
        8. contractual issues
        9. system configuration
     9. The date of expiry of the ODA, which will normally be 14 days from the time of creation unless agreed otherwise.
     10. Provision for signature by MCB and by Oracle.
  5. Oracle shall raise the ODA by allocating a sequential number when a request for change is made.
  6. For each ODA submitted, MCB shall see within the period of the validity of the ODA as applicable:
     1. Authorise the initial analysis of the ODA at daily Time, and Materials rates agreed to be paid to Oracle.
     2. Evaluate the ODA and as appropriate either:
        1. request further information; or
        2. - approve the ODA and authorise the work; or

- notify Oracle of the rejection of the ODA

* + 1. Arrange for two copies of an approved ODA to be signed by or on MCB behalf and Oracle.
  1. Acceptance of an ODA shall be in writing, accompanied by a copy of the signed ODA, and shall constitute a formal amendment to the Exhibit.

**Part 2: Change Control Process**

Any request for any change in Services must be in writing; this includes requests for changes in project plans, scope, specifications, schedule, designs, requirements, service deliverables, software environment, hardware environment or any other aspect of MCB order. Oracle shall not be obligated to perform tasks related to changes in time, scope, cost, or contractual obligations until MCB and Oracle agree in writing to the proposed change in an amendment to the ordering document and applicable Exhibit(s).

**Appendix C – Complexity Guidelines**

Oracle Unified Method Complexity definition for Identity Access Management (IAM) components are given below:

|  |  |  |
| --- | --- | --- |
| **Complexity Definition for IAM** | | |
| **S.No** | **Category** | **Definition** |
| 1 | Very Low | Email based / manual provisioning for manual process through help desk, etc. |
| 2 | Low | Generic Technology Connectors (DB/File/SPML/LDAP), BMC Remedy User Management, Database User Management, Microsoft Active Directory, Microsoft Exchange, Microsoft Windows, Novell eDirectory, Novell GroupWise, Oracle Internet Directory, Sun Java System Directory, UNIX SSH, UNIX Telnet, O365 |
| 3 | Moderate | BMC Remedy Ticket Management, Database Application Tables, JD Edwards, Oracle e-Business Employee Reconciliation, PeopleSoft Employee Reconciliation, RAS Authentication Manager, RSA ClearTrust |
| 4 | Complex | CA-ACF2 Advanced, IBM RACF Standard, IBM RACF Advanced, IBM Lotus Notes and Domino, Enterprise One User Management, Oracle e-Business User Management, Oracle Retail Warehouse Management System, PeopleSoft User Management. Siebel Enterprise Applications, SAP User Management, SAP Employee Reconciliation, SAP Enterprise Portal, Basic Custom Connector, ICF Connectors |
| 5 | Very Complex | CA-Top Secret Advanced, IBM RACF Advanced, SAP CUA, Advanced API manipulated Custom Connector |

Connector complexities of various applications based on Oracle Unified Method definition are listed below for reference:

* Microsoft Active Directory Connector - Low
* Oracle Internet Directory Connector – Low
* Microsoft Exchange Connector – Low
* O365 Connector– Low

Complexity definition for reports are given below –

|  |  |  |
| --- | --- | --- |
| **Reports Complexity Definition** | | |
| S. No | Category | Definition |
| 1 | Low | Simple SQL requests with no style sheet customization |
| 2 | Moderate | Moderate SQL requests with simple style sheet customization |
| 3 | Complex | Complex SQL with complex style sheet customization |

**Appendix D –Glossary**

|  |  |
| --- | --- |
| Abbreviation | Signification |
| AD | Active Directory |
| API | Application Programming Interface |
| EBS | Oracle E-business Suite |
| DEV | Development |
| DR | Disaster Recovery |
| EMEA | Europe, Middle East and Africa |
| HA | High Availability |
| HRMS | Human Ressources Management System |
| IDENTITY MANAGEMENT | Identity & Access Management |
| IDM | Identity Management |
| LDAP | Lightweight Directory Access Protocol |
| IDCS | Oracle Identity Cloud Service |
| OC | Oracle Consulting |
| OIG | Oracle Identity Governance |
| OUM | Oracle Unified Methodolgy |
| PM | Project Management or project Manager |
| PMP | Project Management Plan |
| PROD | Production |
| RDBMS | Relational Database Management System |
| SIT | System Interface Test |
| SLA | Service Level Agreements |
| SOA | Service Oriented Architecture |
| SSL | Secure Sockets Layer |
| UAT | User Acceptance Test |
| UI | User Interface |
| VPN | Virtual Private Network |
| WS | Webservice |