## AWS Professional Services – Statement of Work

|  |  |
| --- | --- |
| “Customer” | Department of Transport and Main Roads |
| “AWS” | Amazon Web Services Australia Pty Ltd |
| Project Name | RSSP Program – Foundation Stage |
| Project Location | Brisbane, Queensland  Australia |
| Customer’s Engagement  Contact Name and Email Address | Dallas Woolley  dallas.j.woolley@tmr.qld.gov.au |
| Customer’s Accounts Payable / Bill To / Name and Email Address | Nigel Nielsen  nigel.z.nielsen@tmr.qld.gov.au |
| Customer’s Bill-To Mailing  Address | 313 Adelaide Street  Brisbane, Queensland, 4000  Australia |
| Customer’s Bill-To Phone Number | 07 3066 5939 |
| Customer’s AWS Billing Account ID | 769954767533 |
| Currency | Australian dollars ($) |

Capitalized terms not defined in this SOW may be defined in the Agreement. This SOW is executed as an addition to the Contract effective as of 1 May 2025 between the parties, and is governed by the terms of the Contract. The SOW is effective as of the date the last party signs this SOW (the “**SOW Effective Date**”).

The “Universal SOW Terms” in Annexure 1 to Attachment H – AWS Professional Services are incorporated into this SOW, subject to the Special Conditions (if any).

## Scope of the AWS Professional Services

AWS will provide the consulting and advisory services described below, for up to the total number of days set forth in this SOW.

**Road Safety Systems Program (RSSP) – Foundation Stage**

Customer is undertaking an initiative in delivering a program of work, the Road Safety Systems Program (RSSP) which is composed of two (2) streams, including Camera Image Data Management System (CIDMS), Data, Analytics and Reporting Platform (DARP) as defined in this SOW, and a third, Planning Services which is outside of the scope of this SOW, though consideration will be made for this initiative in the planning and design activities listed in this SOW. The scope of this engagement is focused on the delivery of foundational architecture designs for both CIDMS (“In-Scope Application”) and DARP (“In-Scope Data Platform”).

**Camera Image Data Management System (CIDMS) Foundations**

**Planning**

AWS will advise and assist Customer with discovering and documenting Customer's requirements and decisions across project delivery, management, design, and network strategy to establish a foundation for the In-Scope Application. The focus of this will be on preparing for the implementation of the first release deployment of the In-Scope Application, which is expected to be delivered under a different SOW.

AWS will advise and assist Customer with the following activities in a non-production environment:

* Facilitate a mutually agreed number of workshops with Customer to discuss project delivery, solution design, data modelling, data ingestion, data review, and network strategy requirements for both the In-Scope Application and the wider RSSP program
* Gather key requirements and provide recommendations based on AWS general best practices for implementation of the In-Scope Application on AWS
* Provide recommendations based on AWS general best practices for identity management, data warehousing, and analytics reporting capabilities for both the In-Scope Application and the wider RSSP program
* Review Customer's current and planned future state architecture for the In-Scope Application
* Document Customer's decisions across project delivery, solution design, data modelling, data ingestion, data review, and network strategy for both the In-Scope Application and the wider RSSP program
* Develop referenceable architecture diagrams and design documents supported by relevant AWS general best practices
* Assist in documenting non-functional requirements for the In-Scope Application

**Design**

AWS Professional Services will advise and assist Customer with the following activities in a non-production environment:

* Design a high-level solution for the In-Scope Application with consideration for the Planning Services stream that will be delivered under other Customer initiatives in the RSSP program
* Advise on the development of a detailed delivery plan for calendar year 2026, including release timelines, resource requirements, and key milestones to support the implementation of the In-Scope Application
* Support in the development and definition of implementation epics, features and user stories to guide development efforts required for In-Scope Application
* Provide recommendations based on AWS general best practices on the design of network strategy to support expected platform requirements, including device compatibility across networks and road safety system devices
* Provide support on AWS general best practices and design for other initiatives in the RSSP program as directed by Customer

**Data, Analytics and Reporting Platform (DARP) Foundations**

**Planning**

AWS will advise and assist Customer with discovering and documenting Customer's requirements and decisions across project delivery, management and design to establish a foundation for DARP (“**In-Scope Data Platform**”). The focus of this will be on preparing a high-level solution design for DARP. AWS will advise and assist Customer with the following activities in a non-production environment:

* Facilitate a mutually agreed number of workshops to gather requirements with Customer SMEs and supporting business analysts
* Provide recommendations to the Customer’s business analysts on requirements required for the solution based on AWS general best practices
* Gather key requirements and provide recommendations based on AWS general best practices for implementation of In-Scope Data Platform on AWS
* Map the solution to the associated business initiative and describe how the solution for In-Scope Data Platform can be extended for future phases
* Review Customer's current and planned future state architecture for the In-Scope Data Platform
* Recommended and document AWS Services and tools appropriate for the implementation of In-Scope Data Platform on AWS
* Review Customer’s planned data integration approach between CIDMS and DARP, including ingestion of modelled camera data using the DATEX II data exchange format
* Assist in documenting both functional and non-functional requirements for the In-Scope Data Platform
* Provide support to Customer in change management activities, such as providing necessary technical aspects, their impact and expected delivery timelines
* Review existing Customer Landing Zone to document and understand necessary controls in-place to align the high-level solution design

**Design**

AWS Professional Services will advise and assist Customer with the following activities:

* Design a high-level solution for the In-Scope Data Platform including but not limited to the following;
  + End-to-end data flow process from ingestion to consumption, including consideration for integration to CIDMS and Planning Services (an initiative being delivered by Customer outside of this SOW)
  + Analytics and reporting capabilities using native AWS Services
  + Data migration approach from existing data warehouse
* Provide recommendations based on AWS general best practices on use of general data modelling and transformation approaches within the In-Scope Data Platform
* Assist with development of a detailed delivery plan for calendar year 2026, including release timelines, resource requirements, and key milestones to support the implementation of the In-Scope Data Platform
* Support in the development and definition of implementation epics, features and user stories to guide development efforts required for In-Scope Data Platform
* Support Customer in performing current state assessment and document process mapping using Business Process Model and Notation (BPMN) standards

**Security Management**  
AWS will advise and assist Customer to manage security risks and ensure Customer receives high quality and safe outcomes from the engagement with insights, thought leadership and access to security specialists. AWS will assist with the following activities in relation to the engagement scope:

* Conduct a baseline security assessment and evaluate the existing security posture, current state architecture and provide recommendations based on AWS general best practices on how to improve
* Identify and confirm key Customer security stakeholders and recommend AWS general best practices for blended working as a combined engagement team
* Provide oversight of the engagement scope against Customer’s security requirements as communicated to AWS by Customer
* Work with Customer to assess the appropriateness of system, tools, and access levels ensuring optimal security throughout the engagement
* Review and provide recommendations based on AWS general best practices on security-specific configurations for in-scope AWS services to ensure there are no vulnerabilities or weaknesses being introduced into the environment(s). This may include activities such as facilitation of threat modelling, architectural security review, code analysis, and enablement and integration of security tools and associated recommendations
* Review and assess engagement deliverables on defined security outcomes, including the quality of key deliverables through mechanisms, such as security reviews of solutions delivered
* As part of engagement status reporting, ensure inclusion of security matters covered by the above activities as appropriate
* Identify and document key security considerations and residual risks, providing Customer with a comprehensive understanding at the end of the engagement of key factors relevant to the continual operation and management of the solution or deliverables

**Engagement Management**

The project planning team, comprising Customer senior director, the AWS engagement manager and Customer project manager, will be responsible for defining the methods, tools, and overall project plan for the design of both the In-Scope Application and In-Scope Data Platform, including the following activities:

**Project Planning and Initiation**

AWS will collaborate with the Customer's project planning team to:

* Define project management methods and tools to be used during the project
* Facilitate the coordination of activities across project groups
* Identify and engage AWS subject matter experts to support workshops and discussions within the scope of this SOW

**Project Kick-off**

AWS will conduct a project kick-off meeting to:

* Define success criteria, reporting mechanisms, and escalation procedures
* Clarify the goals of the SOW, expected outputs, and work products
* Identify Customer resource participation requirements
* Introduce AWS team members and their roles
* Coordinate the onboarding and off-boarding of resources

**Ongoing Project Management**

AWS will perform and manage program and project management duties, including:

* Facilitate team meetings and daily standups
* Develop and manage sprints, backlogs, work breakdown structures (WBSs), and project plans
* Conduct meetings with Customer stakeholders to ensure alignment with project deliverables and business goals

**Status Reporting**

AWS will create and provide a collective status report briefing every two (2) weeks to Customer stakeholders, covering:

* Overall project schedule status
* Progress against team objectives
* Actions, issues, and risks identified
* Project financials and burn rate of labor and expenses

**Project Closure**

At the conclusion of the project, AWS will:

* Conduct a joint review of lessons learned with the Customer
* Identify potential follow-up engagements or activities
* Generate and send a customer satisfaction survey for Customer completion

**Out-of-Scope**

● Implementation or migration of any service related to the In-Scope Application

* Implementation or migration of any service related to the In-Scope Data Platform
* Transformation or modification of existing data to work with the In-Scope Data Platform
* Detailed review or migration of the existing Data Reporting Warehouse or connected applications

Customer Input pursuant to Universal SOW Terms Annexure 1, Section 21.1(b)(a)

Customer will provide AWS the following:

1. Access to key technical resources for design reviews and decisions
2. Advanced notice on key technical resources absence (such as annual leave) and provide alternative resources as required
3. Expedited design review and approval processes for all Deliverables
4. Make available dedicated resources from the Information Technology Branch (ITB) team to support in reviewing and understanding the existing Customer AWS Landing Zone
5. Access to relevant documentation and existing architecture materials, including information about the current systems in use across QLD Department of Transport and Main Roads (TMR), Queensland Police Service (QPS), and Queensland Revenue Office (QRO)
6. Detailed requirements for the In-Scope Application, including specific needs for the first release deployment
7. Information on the broader Customer-led RSSP initiatives to ensure alignment with and reducing duplication with the In-Scope Project
8. Current network infrastructure details and future network requirements to support the design of a compatible network strategy
9. Access to key technical resources for design reviews and decision-making processes
10. Existing data models and reporting requirements to support the development of a common data model
11. Current identity management processes and systems to inform the design of new identity management capabilities
12. Details on existing data warehousing and analytics reporting capabilities to guide recommendations for improvements
13. Information on current device compatibility across safety system networks and road devices
14. Access to relevant stakeholders from TMR, QPS, and QRO for workshops and requirements gathering sessions
15. Provide guidance on all industry specific information, such as Transport data exchange standards, including DATEX II
16. Execute internal communications and change management, with AWS providing technical content and key messages relevant to the In-Scope Application and In-Scope Data Platform respectively

Assumptions

Subject to the Universal SOW Terms – Selection below, Customer acknowledges and agrees to the terms in Annexure 1, Sections 10 and 21. In addition, AWS and Customer acknowledge that:

1. Solution design efforts will be prioritised to meet the requirements for Release 1 of CIDMS but will maintain consideration for all requirements delivered under other initiatives as part of the RSSP
2. Network design will focus on Phase 1 (compatibility for Camera Detected Office Program (CDOP) devices) with high-level planning and consideration for subsequent phases, including extending integration with other road safety system devices and cutover of all devices to TMR network
3. Customer will provide access to all relevant documentation and existing architecture materials, including information about the existing systems in-use across TMR, QPS and QRO
4. Solution design efforts for DARP Foundations will be prioritised to meet the requirements for Release 1 of CIDMS
5. Deliverables will be designed to meet TMR accessibility guidelines
6. All guardrails and landing zone constraints within the customer's cloud environment are understood and documented.
7. Deliverables, such as high-level solution designs are not subject to extensive security reviews.
8. It is assumed all that requirements gathering will be completed within three (3) weeks of project commencement.

AWS will return or delete, at Customer’s direction, all Customer information and Customer Content provided pursuant to this SOW at the conclusion of this engagement supported by a confirmation email confirming this has been done

**Schedule of** **Rates**

AWS will invoice Customer in hourly increments for AWS Professional Services delivered on a “time and materials” basis. The rates for consultants are expressed below as daily rates (assuming an 8-hour day). Each consultant will work on a full-time basis. The aggregate fees for work performed under this SOW will not exceed the estimated total below, without the prior written authorization of the parties.

|  |  |  |  |
| --- | --- | --- | --- |
| ***Consultant Level/Role*** | ***Daily Rate*** | ***Number of Days*** | ***Cost*** |
| **Billable Engagement:** |  |  |  |
| Sr. Consultant | $ 4,251 | 149.25 | $ 634,461.75 |
| Staff Consultant | $ 3,331 | 13.75 | $ 45,801.25 |
| Subtotal | — | — | $ 680,263 |
| Eligible Discount | 22% | — | ($ 149,657.86) |
| **Total – Not to Exceed** | — | **163** | **$ 530,605.14** |

## Engagement Related Expenses

Expenses related to the delivery of AWS Professional Services will be billed along with associated consultant time worked by the consultants provided by AWS. Estimated engagement related expenses for this SOW are provided in the table below and include such expenses as lodging, meals, ground transportation, airfare, and incidental expenses. The Customer will not be responsible for engagement related expenses in excess of the cost estimate provided below without the prior written authorization of the Customer. Notwithstanding the foregoing, any AWS travel expenses will be agreed with Customer in advance.

|  |  |
| --- | --- |
| ***Engagement Related Expenses*** | ***Cost Estimate*** |
| Total – Not to Exceed | TBC |

## Deliverables

AWS will provide the following deliverables to the Customer during the engagement (“**Deliverables**”):

1. High-level solution design document for the In-Scope Project.
2. Network strategy design document (that addresses requirements for In-Scope Project and considerations for extended delivery initiatives being delivered by Customer.
3. Updated detailed delivery plan for In-Scope Project.
4. High-level solution design document for the In-Scope Data Platform, including documented data sources
5. Implementation plan for the In-Scope Data Platform including delivery steps, estimated timeframes and dependencies
6. Current state business process mappings relevant to the In-Scope Data Platform

## Universal SOW Terms – Selection

|  |  |  |
| --- | --- | --- |
| **Universal SOW Term** | **Selection** | |
| 14 - Steering Committee | Will a Steering Committee be established for this SOW? | YES |
| 23 - Personal Information and Production Environments. | Customer will use best efforts not to disclose or provide AWS access to, and AWS will not attempt to access, “personal data” or “personally identifiable information” (or any similar or equivalent concepts, each as defined in applicable data privacy laws). | YES |
| 17 - Personal Information and Production Environments. | Customer acknowledges that if any personal information is disclosed to AWS or put in AWS’ possession or control, Customer agrees to do all things reasonably necessary for AWS to comply with any obligations under applicable privacy laws that are triggered by such disclosure, possession, or control. | YES |
| 17 - Personal Information and Production Environments. | Customer must not grant AWS access to decrypt or de-anonymise any “personal data” or “personally identifiable information”. Customer will not permit AWS, and AWS will not attempt, to access any of Customer’s production environments where software, applications, code, or other products are placed into live operation for their intended use by internal or external end users. | YES |
| 17 - Personal Information and Production Environments. | Customer will own and manage all aspects of Customer’s production environments including, but not limited to, AWS accounts, pipelines, deployment gates, logs and records, and access controls. | YES |
| 24 - Migration Activities | Will Migration Activities (as described in Section 24 of Annexure 1) apply as part of this SOW? | NO |
| 25 - Machine Learning | Will Machine Learning (as described in Section 25 of Annexure 1) of Exhibit B) apply as part of this SOW? | NO |
| 27.1 – Customer Cooperation (a) | Is active participation of Customer subject matter experts and mutually agreed staffing of Customer employees, contractors, and third-parties required? | YES |
| 27 – Customer Cooperation (b)(a) | Customer will provide AWS with timely and appropriate access to personnel, documentation, data, systems, and facilities in connection with the AWS Professional Services set out in the SOW. | YES |
| 21.1 – Customer Cooperation (b)(b) | Customer will make available on a timely basis such Customer personnel who will support AWS in the execution of the tasks described in the SOW. | YES |
| 21.1 – Customer Cooperation (b)(c) | Customer will build internal consensus on standards, requirements and processes. Customer will resolve any internal disagreement in a timely manner and not affect project timelines. | YES |
| 21.1– Customer Cooperation (b)(d) | Customer will assign a project manager dedicated for a mutually agreed percentage of time for the duration of this SOW to manage applicable tasks and resources. | YES |
| 21.1 – Customer Cooperation (b)(e) | Customer will contiguously manage project activities to maintain the project schedule. | YES |
| 21.1 – Customer Cooperation (b)(f) | Customer will establish a dedicated team to work with the AWS consultants through the term of the SOW. | YES |
| 21.1 – Customer Cooperation (b)(g) | Customer will provide feedback to AWS in a timely manner to allow the AWS Professional Services under this SOW to proceed in accordance with the agreed timeline. | YES |
| 21.1 – Customer Cooperation (b)(h) | Customer will procure and install all necessary hardware and software (including discovery tools) in accordance with the approved project schedule. | YES |
| 21.1 – Customer Cooperation (b)(i) | Customer will provide and secure engagement tools as needed (e.g. Jira, Git Integration, Confluence, Draw.io, Bluescape, etc.) to support the Project and provide for communication, collaboration, and tracking to maintain engagement governance and ongoing Customer operations. | YES |

## Security Clearance (Subject to Section 15 of the Universal Terms)

* Not applicable.

## Term

This SOW automatically expires 12 months after the SOW Effective Date, unless otherwise terminated in accordance with Section 22 of the Universal SOW Terms.

Notwithstanding Section 7.8 of the Agreement, where the term of the Contract expires, this SOW will continue in full force and effect in accordance with its terms.

## Special Conditions

1. **Background Checks**. AWS acknowledges that Customer or its third-party background check provider may conduct background checks on AWS employees who will be on-site at Customer’s premises or who will have access to Customer’s internal IT systems in order to perform AWS Professional Services under this SOW; provided, however, that Customer or its third-party background check provider has received express written authorization from such AWS employees to conduct such background checks. Customer acknowledges that AWS will not require any of its employees to submit to Customer’s background check, and only those AWS employees that volunteer to submit to Customer’s background checks will be eligible to be on-site at Customer’s premises or have access to Customer’s internal IT systems. Customer agrees that all background checks performed on AWS employees will comply with all applicable laws and Customer and its third-party background check provider will collect, access, use, store and protect all Personal Information (as defined below) in compliance with all applicable laws. Customer will be solely liable as between Customer and AWS for any unauthorized or unlawful access, use or disclosure of such Personal Information. Customer will defend and hold harmless AWS against any third-party claim for unauthorized or unlawful access, use or disclosure of AWS employee Personal Information arising out of or related to Customer’s acts or omissions. If any AWS employee does not pass Customer’s background checks, Customer’s engagement of AWS under this SOW will continue, however, such AWS employee may not be on-site at Customer’s facilities or have access to Customer’s internal IT systems without Customer’s authorization. The failure of one or more AWS employees to submit to or pass Customer’s background checks will not excuse AWS from meeting its obligations under this SOW. “Personal Information” means all information about AWS employees (i) provided by AWS employees to Customer or its third-party background check provider and (ii) obtained by Customer or its third- party background check provider over the course of conducting the background checks.”
2. Notwithstanding Section 45.6 of the Service Terms, any Developed Content provided to Customer by AWS as part of the AWS Professional Services under a SOW is licensed under the following terms:
   1. AWS grants to Customer (i) a worldwide, non-transferrable, royalty-free, sublicensable, perpetual, non-exclusive, irrevocable (except in the event of Customer’s breach of this SOW) license to reproduce, publicly display, publicly perform, distribute, and make derivative works of the Developed Content and (ii) a worldwide, transferrable, royalty-free, sublicensable, perpetual, non-exclusive, irrevocable (except in the event of Customer’s breach of this SOW) license under patents owned or acquired by AWS that are infringed solely by making, using, offering for sale, selling, and importing the Developed Content.
   2. Some Developed Content might include AWS Content or Third-Party Content provided under a separate license. In the event of a conflict between this entire special condition and any separate license, the separate license will prevail with respect to such AWS Content or Third-Party Content.  AWS is not precluded from making, using, or selling materials that are similar or related to the Developed Content, though this does not grant AWS a license to any Customer Content or Customer Confidential Information; this also does not excuse AWS’s obligations under Section 11 and Attachment K (Confidentiality) of the Agreement.

Acceptance and authorization

This SOW will be included in the Contract between the Department of Transport and Main Roads ABN 39 407 690 291 and AWS dated 1 May 2025 reference CC OTH 00095618 2025 TR.

In this SOW, terms have the same meaning as in the Agreement, unless otherwise defined in this SOW. Unless specifically stated in this SOW, all terms and conditions of the Contract continue unaffected.

**IN WITNESS WHEREOF,** the parties below have executed this SOW as of the SOW Effective Date.

**AWS AU: CUSTOMER:**

|  |  |
| --- | --- |
| **AMAZON WEB SERVICES AUSTRALIA PTY LTD** (ABN: 63 605 345 891) | **Department of Transport and Main Roads** |

|  |  |  |
| --- | --- | --- |
| \s2\ |  | \s1\ |
| Signature |  | Signature |
| \n2\ |  | \n1\ |
| Full name |  | Full name |
| \t2\ |  | \t1\ |
| Title |  | Title |
| \d2\ |  | \d1\ |
| Date |  | Date |