



Statement of Work

Dedicated Development Team

AUS

A small, handwritten signature in blue ink, located in the bottom right corner of the page.

Purpose

This document describes the scope, milestones and deliverables of the Dedicated Development Team of ABS.

Version

Version	Date	By	Changes
0.1	07/23/2018	WHO	Initial version created in cooperation with GDO
0.2	07/23/2018	GVD	Review and discussion with ADB, PVK, TVE
0.3	07/23/2018	WHO	Rework after review
0.4	07/23/2018	WHO	Reworking last input
1.0	07/27/2018	WHO	Internal approval, sent to AUS & Ameripride
2.0	08/08/2018	GVD	Based on input Dave Rotman AUS ABS SOW Scope Document 8/2/18 ver. 2.0
2.1	08/10/2018	DRO	DRO Feedback after conversation with GVD
	08/13/2018	GVD	Final version with accepted changes made by DRO

Distribution

Name	Abbrev.	Role
Dave Rotman	DRO	Vice President Systems Transformation
Leo Smith	LSM	Vice President Systems Implementation
Art Wake	AWA	Vice President Acquisition & Integration
Wouter van der Horst	WHO	Manager Research & Development department
Gerard van de Donk	GVD	Managing Director
Tom Vermeulen	TVE	Controller
Jacco van der Horst	JHO	Manager PM department/Project Coordination
Rob Helsen	RHE	Coordinator Developments for AUS project
Hans van Hal	HVH	Chief system analyst

Contents/Purpose	2
Version.....	2
Distribution.....	2
1 Introduction/Background	4
1.1 General.....	4
1.1.1 POC success criteria:	4
1.1.2 Background:.....	4
1.1.3 SOW Engagement with ABS.....	4
1.1.4 Related documents.....	4
1.1.5 Statement of Work content	5
1.1.6 Related documents.....	5
1.1.7 Statement of Work content	5
2 Scope of Work, Milestones and deliverables	6
2.1 Dedicated Resources for Development Team.....	6
2.2 Sprints.....	6
2.2.1 Project Deliverables, Milestones and schedule.....	6
2.2.2 Stage planning.....	7
2.2.3 Roles	7
2.2.4 Costs.....	7
3 Period of Performance.....	8
4 Place of Performance	8
5 Steering Committee / Team AUS.....	8
6 Resources ABS	8
7 Summary of Milestones.....	9
8 Change Requests.....	9
9 Other Requirements.....	9
10 Acceptance of the SOW.....	10

1 Introduction/Background

1.1 General

This document outlines an approach and scope to engage ABS Dedicated Development resources to support the implementation of ABSolute software as a proof of concept (POC) in an Aramark (AUS) location. The purpose of the POC is to evaluate operational readiness and fit of ABSolute software and to determine end state requirements for a potential deployment in all AUS (Aramark Uniform Services) and AMP (AmeriPride) locations.

1.1.1 POC success criteria:

- Demonstrate the effectiveness of ABS software at meeting AUS POC requirements.
- Demonstrate ABS ABSolute software capabilities function without significant manual intervention.
- Ability to efficiently migrate data from legacy systems into ABS
- Ability to interface ABS with Oracle, salesforce, and other 3rd party applications required to support the POC. To support a future implementation, AUS requires maintaining a parallel customer hierarchy between ABS and AUS Oracle.
- Demonstrate ABS does not introduce a material impact on revenue generation compared to legacy system including ability to generate onetime charges.
- Ability to support AUS standard billing methods.

1.1.2 Background:

AUS has formed a POC team comprised of AUS and AMP employees. The POC is sub divided into a technical team and the following functional teams:

- Sales
- Service
- Production / Stockroom
- Back office (Finance and HR).
- Billing standards and reporting teams are also in place to support the POC.

Over the past several weeks the POC teams have been visiting AUS locations to compare the current capability in AMP version of ABSolute (v9.01), with AUS business practices. The outcome of this effort will be a list of "capability gaps". The teams will prioritize and make recommendations on which gaps will be resolved for the POC. Not all gaps will need to be resolved by new ABS development, AUS may adopt business process which are supported by the current capability in ABSolute (v9.02).

1.1.3 SOW Engagement with ABS

AUS is seeking ABS Dedicated Development Team support to enable in-time developments to implement the POC. Using this approach, ABS Dedicated Development resources would be assigned to work solely for the AUS organization in which AUS will be entitled to set priorities and assign development tasks to the ABS Dedicated Development team.

1.1.4 Related documents

- Presentation "System Transformation" as presented in Bucharest on 18th of July, 2018;
- SOW02 Professional Services AUS 20180807 v2.0

1.1.5 Statement of Work content

This SOW contains the Dedicated Development Team services from ABS for AUS. The activities to reach the milestones and to accomplish the deliverables will be described in a separate project plan acceptable to AUS.

These resources will only work for developments that are required for the project implementation at AUS for an agreed period of 6 months, starting at September 1st 2018 and ending February 28th 2019. Developments can be considered:

1. Developments: Proprietary for AUS (protected)
2. Developments that will be additions to the ABS standard but prioritized by AUS (not protected)
3. Interfaces
4. Reports
5. Modular Developments (significant functional additions) that could be re-sell options for ABS

Per development / Change Request it must be agreed what type of development is applicable

1.1.6 Related documents

- Presentation "System Transformation" as presented in Bucharest on 18th of July, 2018.
- SOW02 SOW02 Professional Services AUS 20180807 v2.0

1.1.7 Statement of Work content

This SOW contains the project milestones and deliverables for both AUS and ABS. The specific deliverables for ABS are listed separately.

The activities to reach the milestones and to accomplish the deliverables will be described in a separate project plan acceptable to AUS.

2 Scope of Work, Milestones and deliverables

2.1 Dedicated Resources for Development Team

This SOW is ensuring the full availability of ABS resources for a period of 6 months.

The team consists of a scrum master, developers and testers.

Within the scope of work of the dedicated team is the development and testing of 'Gaps' accepted at the beginning of a sprint. On this moment there is a list of 9 'Gaps' in scope of the pilot implementation. This doesn't mean all of the 'Gaps' are within the scope of this SOW.

2.2 Sprints

During the 6 months 6 sprint blocks are possible.

At the beginning of the sprint during the sprint kick off the team will define with the product owner and AUS Business Analyst the scope of the sprint.

2.2.1 Project Deliverables, Milestones and schedule

Milestone/Deliverable	Week / Year
<ul style="list-style-type: none"> Prepare isolated release v9.02 for AUS 	36 / 2018
<ul style="list-style-type: none"> Backlog refinement meeting where the product Backlog based on the 'Gaps' is discussed 	37 / 2018
<ul style="list-style-type: none"> First sprint * 	38-39 / 2018
<ul style="list-style-type: none"> Second sprint * 	40-41 / 2018
<ul style="list-style-type: none"> Clean-up week, patch any open issues 	42 / 2018
<ul style="list-style-type: none"> Third sprint * 	43-44 / 2018
<ul style="list-style-type: none"> Fourth sprint * 	45-46 / 2018
<ul style="list-style-type: none"> Fifth sprint * 	47-48 / 2018
<ul style="list-style-type: none"> Sixth sprint * 	49-50 / 2018
<ul style="list-style-type: none"> Clean-up weeks, patch any open issues. 	50-52 / 2018
<ul style="list-style-type: none"> Support go-live plant 	& 1-3 / 2019
<ul style="list-style-type: none"> Seventh sprint * Development of other Gaps (2nd priority / after Go Live POC) and Clean-up weeks, patch any open issues 	4-9 / 2019

(*) Part of the sprint is to include / downgrade the development work to isolated release v9.02 for AUS and isolated release v9.02 for Ameripride. Downgrading goes via patches and can be done outside our release schedule. Please note, that not all development can be downgraded, and will require a release update.

9

Furthermore, part of the sprint is to create QF flows for the work that was done. The rest of the 'definition of done' is to be discussed during the first backlog refinement meeting.

2.2.2 Stage planning

The stage will start September 3rd (week 36) with preparing the isolated release for AUS.

There will be sprint blocks of 2 weeks used. This means for the time period of this SOW 6 sprints can be covered. As part of the sprint, the contents of all sprints will be downgraded to the isolated release of AUS.

Note1: Depending on the content of the Must-Have Gap List needed for the POC, it could be that less or more sprints are required. This is to be decided in the first week(s) of September 2018.

Note2: It is estimated that after the delivery of the Must-Have Gap List developments, the ABS Dedicated Development Team continues with the 2nd priority / after Go Live POC developments.

Note3: In case there is a request from AUS to extend the availability of the ABS Dedicated Development Team after the initial 6 months, the intention will be to keep the same Development Resources within the team.

The stage of this SOW ends after 6 months. Since this is in the middle of a release period and in case there is no continuation decided for the AUS Dedicated Resource Team, the team needs to merge again with the ABS resource team.

2.2.3 Roles

ABS resources within the dedicated resource team containing 5 ABS employees

- o Scrum Master
- o Developers
- o Testers

2.2.4 Costs

The cost based on a pre-paid order with 2 quarterly payments in advance for the dedicated team described above are:

Based on 5,25 dedicated development resources (see chapter 6), available for 6 months at the ABS Development Department Romania and with selected development resources occasionally on site in US during the development phase, and selected resources on site in US for supporting the POC go live.

Estimated SOW costs @ prepaid rate: \$104 hr. X 5,25 resources, x 173 hrs. month x 6 months = \$566,748

In addition to the flat fee for the development team, there will be a per diem flat fee of \$65.00 per person who is on site at the premises of AUS or locations chosen by AUS. ABS will provide AUS with monthly written reports detailing the time and materials expended by ABS on the project under this SOW. In addition to any other termination rights in the Agreement, AUS may terminate this SOW at any time by providing at least ten (10) days written notice of termination to ABS. In such event, AUS shall pay ABS for all services properly provided prior to the termination notice date that are not being disputed in good faith by AUS.

Travel and lodging expenses will be charged based on actual expenses pursuant to the terms and conditions in the Agreement.

3 Period of Performance

The period of performance for dedicated resource team covered by this SOW is 6 months, beginning on September 1st 2018 and ending February 28th 2019. Only agreed 'Gaps' that are planned and estimated to be completed within this time frame will be part of the scope of this SOW. Planning of the 'Gaps' as well as estimations are to be done in the week of 13th and 20th August 2018. All change requests related to scope, cost or schedule will be reviewed and approved by the project Steering Committee before any additional costs are incurred. Note: During the SOW period, there may be ABS SR requests unrelated to and outside the scope of this SOW.

4 Place of Performance

Most of the work will be performed within the ABS Office in Bucharest. Some work can be performed at one of the AUS/Ameripride offices and/or at the Office of ABS in Bostel NL.

5 Steering Committee / Team AUS

AUS will provide ABS with the names of the AUS Steering Committee. For the time being, ABS will assume that the Steering Committee is conform what was presented in Presentation "System Transformation" as presented in Bucharest on 18th of July 2018. ABS will cooperate with the Steering Committee and attend and support Steering Committee meetings when requested by AUS.

The Team AUS cooperating on daily basis with the ABS Dedicated Development Team are:

AUS Lead: Chris Peterson

ABS Lead Resource: Diana Petrisan Zamfira (backup: Wouter van der Horst)

Functional Captains

AJ Cookas - Service

Mack Traynor - Production / Stockroom

Barbara Ratliff - Oracle AR

Nate Johnson - Sales - Customer

6 Resources ABS

The ABS Dedicated Development Team consists of the next resources:

Resource	Role	Availability
Diana Petrisan	Scrum Master / Senior Developer	Full
Andrei Cristea	Developer	Full
Tayfun Omer	Developer	Full
Catalin Roman	Senior Tester	Full
Silviu Sbirnea	Reporting	25%
Stefan Geamana	Tester	Full

ABS will ensure the availability of the resources mentioned above during the SOW activities: In case of a structural change of availability (e.g. long-term illness) ABS will replace the capacity with another equal level resource. Non-adjustable fluctuations to the dedicated resource team availability are considered bank holidays, regular vacation days up to max of 26 days per year, up to 13 during the 6-month SOW period training and incidental illness/sick leave.

7 Summary of Milestones

The below list consists of the initial milestones identified for the project in this SOW:

1. Kick Off scheduled August 28, 2018 (see SOW02 Professional Services 20180807 V2.0)
2. Creating isolated release v9.02 for AUS
3. Downgrading required 'Gaps' in isolated release v9.02 for AUS
4. Prepare and support the go-live of the first plant

8 Change Requests

Some evolution of the specifications and this SOW during the project based on daily interaction between the parties is expected, and minor changes that do not materially impact this SOW will not require a formal, written change order. However, any changes materially impacting the SOW (including scope, specifications, deliverables, schedule or fees) must be mutually agreed upon in writing before proceeding. The originator of the change must submit a written request setting forth the proposed change in reasonable detail to the other party's project manager, who in turn will review the request and respond within a reasonable period. The ABS project manager will document the change and obtain approval from both parties.

9 Other Requirements

Any changes to scope, schedule, resources or cost identified in this SOW must be documented on a formal Change Request and approved by the project Steering Committee.

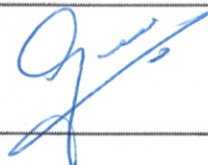
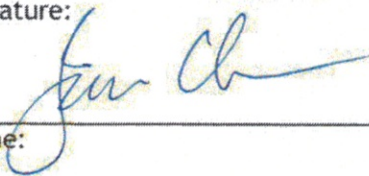
ABS project manager and appropriate project team members will be granted access to the AUS project environment to maintain project documentation.

ABS team members will be granted access to the ABSolute instances within the AUS network. Note: Needs to be confirmed with AUS; some restrictions might apply.

ABS involved team members will submit AUS security forms for clearance and access to AUS facilities and all use and access to any AUS network, system, facility, equipment or other property shall be subject to all applicable AUS rules, guidelines, and restrictions.

10 Acceptance of the SOW

Acceptance Signatures:

ABS Laundry Business Solutions	AUS
Signature: 	Signature: 
Name: Gerard van de Donk	Name: James Lee
Title: Managing Director	Title: Senior Vice President
Date: 8/31/18	Date: 8/17/18
ABS Laundry Business Solutions Laundry Services International Inc, 4246 Smithsonia Court Tucker, GA 30084	