

Statement of Work

Aramark ABSolute implementation

Aramark

DRAFT

CA

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 WBO
0.2	07/23/2018	WBO	Review WBO and rework WHO
0.3	07/26/2018	WHO	Last changes
1.0	07/27/2018	WHO	Internal approval, sent to Aramark & Ameripride
2.0	08/07/2018	GVD	Based on input Dave Rotman Aramark ABS SOW Scope Document 8/2/18 ver. 2.0
2.0	08/09/2018	DRO	UPDATE VER 2.0
2.1	08/13/2018	GVD	Updated draft Version 2.1
2.2	8/15/2018	DRO	Added KVB to the billing standards team

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 Aramark project
Hans van Hal	HVH	Chief system analyst

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1 Introduction/Background

1.1 General

This document outlines an approach and scope to engage ABS resources to support the implementation of ABSSolute software as a proof of concept (POC) in an AUS location. The purpose of the POC is to evaluate operational readiness and fit of ABSSolute 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 ABSSolute 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 ABSSolute (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 ABSSolute (v9.02).

1.1.3 SOW Engagement with ABS

AUS is seeking ABS consulting and development support to implement the POC. AUS would like the structure of an SOW from ABS to reflect our current approach to the POC. Using this approach, ABS resources would be assigned to work with the following teams;

1.1.4 Related documents

- Presentation "System Transformation" as presented in Bucharest on 18th of July, 2018;
- SOW01 Dedicated Development Resource Team AUS

1.1.5 Statement of Work content

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

2 Scope of Work, Milestones and deliverables

2.1 Resources for Team

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

The team consists of a project manager, consultants, conversion specialists, and analysts as approved by AUS. The team is supported by a senior analyst and managed by a project manager (supported by a product owner). The work covered by development resources is not part of this SOW but will be part of a separate SOW.

2.1.1 ABSSolute configuration / software requirements.

Goal: engage ABS consultant(s) to meet with each of our functional teams to review the gaps and recommend solutions - either through configuration, software request or both. Expectation is the consultant(s) would work with the functional teams through SR requirement development and will be available for configuration validation.

AUS Lead: Chris Peterson

ABS Lead Resource: Hans Van Laarhoven (backup: Brian Anderson)

Functional Captains AUS/AMP:

AJ Cookas - Service

Mack Traynor - Production / Stockroom

Barbara Ratliff - Oracle AR

Nate Johnson - Sales - Customer

Leo Smith - Billing Standards

2.1.1.1 ABS Software Development: See separate SOW Dedicated Development

Engage ABS software team to develop POC SR's coming out of the above requirements team. Expectation is at least 5 dedicated development resources would be available full time for 6 months with selected development resources on site in US for POC go live.

AUS Lead: Chris Peterson

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

Functional Captains AUS/AMP:

AJ Cookas - Service

Mack Traynor - Production / Stockroom

Barbara Ratliff - Oracle AR

Nate Johnson - Sales - Customer

Leo Smith - Billing Standards

2.1.2 Data Conversion:

Update the conversion program to support POC requirements and end state requirements.

AUS Technical leads: Peter Hunter / Rich Reynolds

AUS business lead: Jenny Vanderbloemen

ABS Lead Consultant: Jeroen van Lier (backup: Hans van Laarhoven/Paul van Dommelen)

2.1.3 Technical Infrastructure

ABS to assist with the development of the POC environment and the end state environment.

AUS Leads: Jeff Baken / John White

ABS Lead Consultant: Joris Minnaar (backup: Jeetandra Jhugroo)

2.1.4 System Interfaces

ABS consultancy on developing software interfaces required to support the POC.

2.1.4.1 Oracle AR:

Engage ABS consultancy to develop interface to Oracle AR. Require parallel hierarchy and bi-directional flow.

AUS Leads: Barbara Ratliff / Kathy Jennings

ABS Lead Consultant: Rob Helsen / Paul van Dommelen

Team Members AUS/AMP:

Kat Taylor

Padmaja Mushti

Nate Johnson

2.1.4.2 Salesforce:

Engage ABS consultancy to develop interface to salesforce. Likely require bi-directional flow.

AUS Lead: Chris Young

ABS Lead Consultant: Rob Helsen / Paul van Dommelen

Team Members AUS/AMP:

Katy Hartman-Mart

Bryan Walton

Nate Johnson

2.1.4.3 Purchase Order

Engage ABS consultancy to develop / review software interface to submit / manage Purchase Orders to AUS systems.

AUS Leads: Vipul Patel / Mack Traynor

ABS Lead Consultant: Rob Helsen / Paul van Dommelen

Team Members AUS/AMP:

Steph Kremers

Monique or Regina?

2.1.4.4 Reporting (the ABS resource will be covered by the SOW Dedicated Development)

AUS functional teams will submit reporting requirements to ABS. Early thinking is that invoice layout will transfer to ABS.

AUS Leads: Functional captains, Tony Ordner

ABS Lead Consultant: Silviu Sbirnea

Team Members AUS/AMP:

Shawn Enderline

Tammy Goodwater

2.1.4.5 Billing Standards:

Engage with ABS to develop AUS billing standards. This will be handled via (remote) conference call sessions.

AUS Leads: Trent Thorn / Leo Smith

ABS Lead Consultant: Hans van Hal (backup: Erik Gibbels)

Team Members AUS/AMP:

Kevin Lugar

Dave Rotman

Functional Capitan's as needed.

Kelly Vandenburg

2.1.5 Project Deliverables, Milestones and schedule (tentative)

AUS desires to have the POC up and running in calendar year 2018. This will be depending on the Must-Have list of gaps which is to be discussed during the initial meetings as listed below:

Milestone/Deliverable	Date
<ul style="list-style-type: none"> • Kick Off meeting with ABS Team Members: <ul style="list-style-type: none"> ○ Hans van Laarhoven, Rob Helsen, Jeroen van Lier, Joris Minnaar 	08/28 - 08/31 2018
<ul style="list-style-type: none"> • Conference calls / remote sessions (to be scheduled) between Functional Captains, AUS/AMP Team Members and ABS resources 	09/03 - 09/07 2018
<ul style="list-style-type: none"> • POC Must-Have list of requirements described and accepted by ABS and ARAMARK 	09/07 2018
<ul style="list-style-type: none"> • Start of Development process with Dedicated Development Team: <ul style="list-style-type: none"> ○ Must Have Developments, Interfacing, Reporting ○ Prepare Isolated 9.02 release 	09/10/2018
<ul style="list-style-type: none"> • Start and tuning of Data Conversion process 	09/10 - 10/14 2018
<ul style="list-style-type: none"> • POC Must Have developments available in an isolated release (tentative) 	11/30/2018
<ul style="list-style-type: none"> • POC deployments done 	12/28/2018

2.1.6 Stage planning

The stage will start August 28th (week 35) with a kick-off and starting the alignment of the gap analysis. The stage of this SOW ends after 6 months. Roles

ABS resources within the resource team containing ABS employees

- ABSSolute consultants: Rob Helsen, Hans van Laarhoven
- Interfacing: Rob Helsen, Paul van Dommelen
- Conversion specialists: Jeroen van Lier, Paul van Dommelen
- Reporting specialist: Silviu Sbirnea
- Business Analysts: Erik Gibbels, Hans van Hal
- Infrastructure & Deployment: Joris Minnaar
- Internal Project coordination @ ABS: Jacco van der Horst (GVD: It is Jacco's responsibility)

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2.1.7 Costs

See excel (to be attached)

Cost will be invoiced monthly based on hours spent by all team members.

The estimated costs for the period from August 28 2018 until Mid of January 2019 for professional services according to the schedule (excel) are between 350,000 USD and 360,000 USD.

See appendix excel: 05 Professional Services estimation AUS AMM POC 2018 unl

3 Period of Performance

The period of performance for ABS resources covered by this SOW is 6 months, beginning on August 27th, 2018. Only mutual agreed work that are planned and estimated to be completed within this time frame will be part of the scope of this SOW. 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.

The period of performance for the stages in the project covered by this SOW is 6 months, beginning on August 27th, 2018. All work must be scheduled to complete within this time frame. 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.

4 Place of Performance

The work will be performed within Ameripride Minneapolis, Aramark Phoenix, ABS Bostel NL or ABS Bucharest RO. Some of the work done by ABS will be performed remotely, with support of Skype (for Business).

5 Steering Committee

Aramark will provide ABS with the names of the Aramark 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 Aramark.

6 Resources

The following people with the following responsibilities are foreseen for this project:

- Coordination of new functional requirements: Rob Helsen, Hans van Hal, Erik Gibbels
- Coordination of Data Conversions: Hans van Laarhoven, supported by Jeroen van Lier and Paul van Dommelen;
- Go Live preparations / assistance: Hans van Laarhoven
- Overall Aramark/AmeriPride Project Coordination internally at ABS: Jacco van der Horst
- Technical & Deployment: Joris Minnaar and Jeetandra Jhugroo

Professional fees for ABS personnel for the work defined in this SOW will be:

- HVL	Hans van Laarhoven:	165\$ / hour;
- BAN	Brian Anderson:	165\$ / hour;
- JKO	Jan Kollen:	165\$ / hour;
- PVD	Paul van Dommelen:	165\$ / hour;
- JVL	Jeroen van Lier:	165\$ / hour;
- EMG	Erik Gibbels:	165\$ / hour;
- JMI	Joris Minnaar:	165\$ / hour;
- JEE	Jeetandra Jhugroo	125\$ / hour;
- SBI	Silviu Sbirnea:	See dedicated development team
- DZA	Diana Petrisan:	See dedicated development team
- JHO	Jacco van der Horst:	190\$ / hour;
- RHE	Rob Helsen:	190\$ / hour;
- WHO	Wouter van der Horst:	190\$ / hour;
- HVH	Hans van Hal:	190\$ / hour;
- PVK	Peter van Kessel:	190\$ / hour;

In addition to the hourly fees, there will be a per diem flat fee of \$65.00 per person who is on site at the premises of ARAMARK or locations chosen by ARAMARK. ABS will provide ARAMARK with weekly 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, Aramark may terminate this SOW at any time by providing at least ten (10) days written notice of termination to ABS. In such event, Aramark shall pay ABS for all services properly provided prior to the termination notice date that are not being disputed in good faith by Aramark.

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

7 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.

8 Acceptance Criteria

The acceptance of all deliverables for the project resides with the Steering Committee. The Project Team will advise the Steering Committee to ensure the completeness of each stage of the project and the scope of work has been met. Every project phase within a project stage is closed with a 'stage closing report' for review and approval by the Steering Committee. The Steering Committee signs off for approval or advises what tasks have to be accomplished for phase closing and approval, including final Software acceptance.

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.


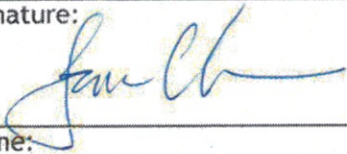
ABS project manager and appropriate project team members will be granted access to the Aramark project environment to maintain project documentation.

ABS team members will be granted access to the ABSolute instances within the Aramark network.

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

10 Acceptance of the SOW

Acceptance Signatures:

ABS Laundry Business Solutions	Aramark
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	

Appendix: Excel: 05 Professional Services estimation AUS AMM POC 2018 unl