

Statement of Work - 09

Aramark ABSSolute implementation

Aramark

Purpose

This Statement of Work #9 ("SOW") is entered into pursuant to the License and Services Agreement (the "Agreement") between ABS and Aramark dated August 22, 2012 (as amended) and describes the scope, milestones and deliverables for the ABS Professional Resources (Analysts, Architects, Business Consultants and Project Managers), to guide and implement the changes to ABSolute as requested by Aramark that are being developed under SOW #8 by the ABS Dedicated Development Team for Aramark in addition to other professional services requested by Aramark.

Version

Version	Date	By	Changes
1.0	10/13/2020	TVE	Initial Version

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
Benny van den Heuvel	BHE	Manager Research & Development department
Gerard van de Donk	GVD	Managing Director
Tom Vermeulen	TVE	Controller
Marc Standaert	MST	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 SOW outlines the approach and scope to engage ABS professional service resources described herein to support the implementation of ABSolute software from October 1st, 2020 up until and including February 28th, 2021 under SOW #8 (with possible extension). The parties have agreed this SOW #8, is the continuation of SOWs #5-7 on the professional services hours.

1.1.1 Related documents

- Presentation "System Transformation" as presented in Bucharest on 18th of July, 2018.
- SOW01 Dedicated Development Resource Team
- SOW02 Professional Services AUS
- SOW03 Development Resource Team Phoenix
- SOW04 Dedicated Development Resource Team
- SOW05 Professional Services AUS
- SOW06 Dedicated Development Resource Team
- SOW07 Professional Services AUS
- SOW08 Dedicated Development Resource Team

1.1.2 Statement of Work content

The actual hours spent under this SOW will be recorded and billed by ABS on a monthly basis in arrears. Invoices and supporting spreadsheets shall identify the ABS resource performing the services, time spent and activities performed. The estimations of the hours needed until the end of the period are based on experience and no rights may be derived from these estimations as the required work is not exactly known in advance.

2 Scope of Work, Milestones and deliverables

2.1 Resources for Team

This SOW is ensuring the availability of ABS resources specified below through February 28th 2021.

The ABS team consists of a project manager, (Senior) business consultants, conversion specialists, technical infrastructure specialists, analysts, etc. as approved by AUS.

The ABS team is supported by a senior analyst and managed by a project manager (supported by a product owner). The work covered by the ABS dedicated development resources is not part of this SOW and is covered by SOW #8.

The resources of ABS will provide professional services on various disciplines, such as requested by Aramark, including, without limitation:

- ABSolute configuration / Software requirements
Help with RS, translation to Functional Documentation, guidance of the changes within ABS (Product Owner) and testing the developed changes.
- Data Conversion
Update the conversion program to support requirements and end state requirements, including data conversion using a new program from ABS that migrates data from one version of ABS to another and simultaneous data conversion of multiple Aramark business units (Sylmar and Paramount / Riverside).
- Technical infrastructure
ABS can assist with the development, configuration and maintenance of the environments.
- Data Center Buildout
- System Interfaces
ABS consultancy on developing software interfaces required to support AUS.
- Oracle AR
ABS consultancy regarding interfaces to Oracle AR.
- Salesforce
ABS consultancy regarding interfaces to Salesforce.
- Purchase Order
ABS consultancy regarding software interfaces to submit / manage Purchase Orders to AUS.
- Billing Standards
ABS consultancy regarding AUS billing standards.
- Coordination

Additional details related to the ABS services under this SOW are contained in SOW #2.

2.1.1 Stage planning

This SOW will start on October 1st, 2020 or when the hours of SOW#5 to #7 run out, and will last until February 28th, 2021.

2.1.2 Costs

Estimated hours * rates give an estimation of the costs:

(Business) Area	Names	Hours	Rate/hour	Totals
ABSolute Senior Business Consultant	Rob Helsen:	10	\$ 190,00	\$ 1.900,00
	Brian Anderson:	700	\$ 165,00	\$ 115.500,00
	Jeroen de Vries	440	\$ 165,00	\$ 72.600,00
Interfacing Specialist	Rob Helsen:	10	\$ 190,00	\$ 1.900,00
	Paul van Dommelen	120	\$ 165,00	\$ 19.800,00
Conversion Specialist	Jeroen van Lier	20	\$ 165,00	\$ 3.300,00
	Paul van Dommelen	20	\$ 165,00	\$ 3.300,00
Business Analyst	Phil Brooks	250	\$ 190,00	\$ 47.500,00
	Erik Gibbels:	250	\$ 165,00	\$ 41.250,00
TOTAL		1820		\$ 307.050,00

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 non-ABS 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.

3 Place of Performance

The work under this SOW will be performed within an Ameripride or Aramark plant, ABS Boxtel NL or ABS Bucharest RO. Some of the work done by ABS will be performed remotely, with support of Skype (for Business).

4 Resources

The following ABS resources will provide the services for this SOW project:

ABS resources within specialist area:

1. ABSolute Senior Business Consultants : Brian Anderson, Rob Helsen & Jeroen de Vries

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|--------------------------------|--|
| 2. Interfacing specialists | : Rob Helsen & Paul van Dommelen |
| 3. Conversion specialists | : Jeroen van Lier & Paul van Dommelen |
| 4. Business Analysts | : Erik Gibbels, Phil Brooks & Hans van Hal |
| 5. Infrastructure & Deployment | : Joris Minnaar |

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

Abbr.	Name	Rate/hour	Rate/day	Rate/week
RHE	Rob Helsen	\$ 190,00	\$1.520,00	\$ 7.600,00
BHE	Benny van den Heuvel	\$ 190,00	\$1.520,00	\$ 7.600,00
HVH	Hans van Hal	\$ 190,00	\$1.520,00	\$ 7.600,00
PVK	Peter van Kessel	\$ 190,00	\$1.520,00	\$ 7.600,00
BAN	Brian Anderson	\$ 165,00	\$1.320,00	\$ 6.600,00
JDV	Jeroen de Vries	\$ 165,00	\$1.320,00	\$ 6.600,00
HVL	Hans van Laarhoven	\$ 165,00	\$1.320,00	\$ 6.600,00
JKO	Jan Kollen	\$ 165,00	\$1.320,00	\$ 6.600,00
PVD	Paul van Dommelen	\$ 165,00	\$1.320,00	\$ 6.600,00
JVL	Jeroen van Lier	\$ 165,00	\$1.320,00	\$ 6.600,00
EMG	Erik Gibbels	\$ 165,00	\$1.320,00	\$ 6.600,00
RVI	Ronald Vink	\$ 165,00	\$1.320,00	\$ 6.600,00
JMI	Joris Minnaar	\$ 165,00	\$1.320,00	\$ 6.600,00
JJH	Jeetandra Jhugroo	\$ 125,00	\$1.000,00	\$ 5.000,00
SSB	Silviu Sbirnea	\$ 125,00	\$1.000,00	\$ 5.000,00

5 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 for 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.

6 Acceptance Criteria

The acceptance of all deliverables for the project resides with the Aramark 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 which tasks have to be accomplished for phase closing and approval, including final software acceptance.

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7 Other Requirements


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.

8 Acceptance of the SOW

Acceptance Signatures:

ABS Laundry Business Solutions	Aramark
Signature: 	Signature:
Name: Gerard van de Donk	Name: Dave Rotman
Title: Managing Director	Title: Vice President Systems Transformation
Date: October 27 2020	Date:
ABS Laundry Business Solutions Laundry Services International Inc, 4246 Smithsonia Court Tucker, GA 30084	