

MITR/TECH

Client: SCC - Department for Work & Pensions

Project: SCC - HotDocs - 2x Install, QST, Template Hours

Statement of Work

Date: November 26, 2025

SOW Number: 006VN0000000wsbYAB



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Preamble and Project Overview

Preamble

This Statement of Work (“SOW” and “Statement of Work”), issued on November 26, 2025 (“Issue Date”), is made and entered into by and between AbacusNext International, Ltd. owned by Mitrtech Holdings, Inc. (“Mitrtech”) and SCC - Department for Work & Pensions (“Client”), (herein referred to collectively as the “Parties” and individually as a “Party”). This SOW is governed by the terms and conditions of:

1. This SOW,
2. Any Master Agreement existing between the Parties,
3. HotDocs Software Terms,
 - a. Available at <https://mitrtech.com/legal-notice/hotdocs-software-terms/>
4. HotDocs Professional Services (“ProServ”) UK Terms and Conditions.
 - a. Available at <https://mitrtech.com/legal-notice/hotdocs-proservterms-uk/>

This SOW is effective as of the date of the last signature below (“SOW Effective Date”). When in conflict, the terms of this SOW shall supersede those of any other agreement between Mitrtech and Client solely in relation to the Project Listed below.

Project Overview

This SOW establishes a Preliminary Scope (as outlined in Section C) for the professional services work to be performed related to Mitrtech software or applications as outlined in Section B (“the Project”) and a related estimate of hours, allowing a Time and Materials (“T&M”) Project to begin in good faith. As the project progresses, additional hours may be required. Mitrtech and Client agree that as this project is T&M, any additional required hours must be purchased by the Client prior to development work proceeding beyond the number of hours previously purchased.

Term Information

Term of Offer

Mitrtech reserves the right to reject this Statement of Work if not signed and returned to Mitrtech by December 21, 2025.

Term of Services

Professional Services (as outlined in Section B) hours purchased hereunder will be available to Client for 365 days from the SOW Effective Date, exclusively for use toward the project outlined in this SOW. After such date, any unused portion of the Services (as outlined in Section B) defined will be forfeited unless otherwise agreed to by both Parties. No forfeiture shall occur so long as the Parties are actively engaged in efforts toward the completion of the outlined project herein.

Services shall not be scheduled or started pursuant to this SOW if Client has an outstanding balance owed to Mitrtech that is more than 30 days delinquent.

Client Contact Information

Client SOW Contact

Name	
Email	
Phone	

Client Billing Information

All billing will be sent to the following address:



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Name:	
Address:	Redacted under PCR 2015 – Reg.108(b): personal data.
**Email:	Redacted under PCR 2015 – Reg.108(b): personal data.
Phone #:	

Purchase Order

Does Client require a purchase order for this order?

Yes or No: Yes

If Yes, add PO here:

If Client requires a purchase order and fails to issue a purchase order in a timely manner, the payment terms shall be adjusted so that payment becomes due as if the purchase order was timely. A purchase order issued more than three (3) business days after the signing of an Order Form will not be deemed timely.

Supplier Portal

Does Client require use of a Supplier portal?

Yes or No:

If yes, provide portal details:

Services Fees

See Section C: "Preliminary Scope" for a breakdown of the elements involved in calculating this estimate.

Services Description	Product SKU	List Price	Discount	Net Total
Quick Start Training				
Fixed-Fee Services (Install, Hourly x7)				
Fixed-Fee Services (Install, Hourly x7)				
Fixed-Fee Services (Template Development, Hourly x13)				Redacted under PCR 2015 – Regulation 108(b): commercially sensitive information (prejudice to legitimate commercial interests)
Total Fees				GBP 5,900.00

**Statement of Work:** SCC - Department for Work & Pensions**Services Fees Explained**

Hourly quantities listed above are estimates based on Preliminary Scope and are billed upfront as Fixed Fee. No specific deliverables are promised as part of the project's scope. Instead, the scope shall include only the number of hours included, to be used toward the execution of agreed scope. Hours usage may include the following service types, as determined by the Parties to be most beneficial to the project:

- Requirements Gathering
- Project Management
- Template Development
- Training and/or Consultation
- Integration Development
- Custom Application Development

100% of the Fixed Fee Total plus any applicable sales, use, or similar tax will be invoiced upon execution of this SOW and due within Net 30 days of the invoice date.

Any discounts offered are at the sole discretion of Mitratech. This SOW does not obligate Mitratech to provide future discounts.



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Acknowledged and Agreed by the Duly Authorized Representatives of the Parties

An authorized signature below by Company indicates acceptance of this SOW. Mitratesch requires a minimum of thirty (30) days to start new projects after a SOW acceptance; exceptions may apply.

A copy of this signature sheet and a valid purchase order must be mailed to:

- Redacted under PCR 2015 – Reg.108(b): personal data.
- Redacted under PCR 2015 – Reg.108(b): personal data.

In Agreement:

CLIENT		MITRATECH	
Signature	Redacted under PCR 2015 – Reg.108(b): personal data.	Signature	Redacted under PCR 2015 – Reg.108(b): personal data.
Name		Name	
Title	Commercial Specialist	Title	General Counsel
Date	November 28, 2025	Date	November 26, 2025



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Attachment A: Terms and Conditions

Defined Terms

Preliminary Scope

- Is defined as a rough description of work to be defined within the Discovery and Documentation phase.
- Is not a binding description of scope or total project hours.
- Is provided with this SOW merely as a tool to initially estimate the number of hours needed.

Declaration of Scope:

- Is defined as a detailed description of the solution to be developed and delivered by Mitratach.
- Is written by Mitratach and presented to the Client at the conclusion of the Requirements Gathering phase.
- Must be signed by the Client and returned to Mitratach prior to any development work taking place.
- Includes the following elements:
 - True/false statements defining acceptable work product (User Stories, Acceptance Criteria)
 - First-person User workflow explanations
 - Notes on any included configurability
 - An estimate of hours and timeline required for each phase after Discovery and Documentation
 - The updated/revised total cost estimate for the work, if different from this SOW

Agreement:

- Is defined as a formal document allowing the Client to affirm that the solution delivered by Mitratach:
 - Is present in the agreed-upon testing environment
 - Has been tested by the Client to a degree sufficient to confidently speak of its status, and
 - Meets all agreed scope requirements set forth in the Declaration of Scope

Tenant

- Is defined as a unique instance of the core HotDocs web application designated for a specific Client.
- Is not the same as a Custom Application, which runs independently, interacting with the Client's core HotDocs web application via API to achieve the specified purpose specified in the Declaration of Scope.

Environment

- Is defined as a location where Custom Application code may be deployed.
- Common environments used throughout the project lifecycle are (referred to herein collectively as the "Environments" or individually as the "Environment"):
 - Development – A Mitratach engineer's local computer where initial development work will be performed
 - Quality Assurance – A Mitratach-maintained virtual machine, where internal testing will be performed
 - Testing – A location where the Client will perform coordinated testing
 - Production – A location where the finished Custom Application will live
- The Client will interact with Testing and Production environments, but not Development or Quality Assurance.
- Client- or Solution-specific scenarios may require additional environments.
- Environments other than Development and Quality Assurance, may be hosted and maintained by the Client.

Hosting

- Is defined as the infrastructure or platform that provides the resources necessary to run the Environment.
- May be either:
 - Cloud-based – Utilizes cloud providers like AWS, Azure, or Google Cloud, or
 - On-Premise – Physically located at the Client's or provider's premises

Conditions



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Changes Requested to Scope, Schedule, and/or Delivery

During the Project, if the Client requests Mitratach to perform work outside of the scope defined in this SOW, Mitratach shall notify Client that the request is out-of-scope, will not be performed, and will require a separate SOW to proceed.

Should any of the following occur, a Change Order to this Statement of Work will be documented and dually executed;

- Client requests modification, deletion, or addition to the established and agreed Declaration of Scope.
- Modifications to the outlined timelines phases, milestones and deliverables agreed upon by the Parties (the "Project Schedule") are requested by either Party.
- Either Party requests a change to the method of operations or communications agreed upon in this SOW.
- Client requests a change in the means or method by which Mitratach delivers the Services.
- If at any time either Party does not meet deadlines outlined within the agreed upon Project Schedule, Client and Mitratach both agree and acknowledge the following may occur:
 - Project Schedule will be acknowledged as no longer possible, and
 - A new Project Schedule will be drafted by the Mitratach project manager, and
 - The Project may be paused until a formal mutual acceptance of new Project Schedule is reached

Formal Change Requests, Change Orders

If the Client desires to proceed with a change to the SOW, Mitratach will author a Change Order containing the changes to the Project, Project Schedule, Deliverables, and/or Services and Fees contained in this SOW. Client may request up to 10 business days to determine whether to execute that Change Order. After the 10 business days, the terms of the Change Order may be subject to change depending upon the availability of resources, impact to the Project Schedule or severity of impact on existing activities.

Travel

Mitratach will perform Services via phone, internet, and email, or otherwise remotely unless otherwise stated herein. No travel shall be required as part of this SOW.

Project Close & Notification Period

Upon completion of the Final Deployment phase, Mitratach will provide a written notice to Client stating that the delivery of services is complete. Client shall have a period of ten (10) business days following this notice (the "Notification Period") to provide notice of material non-conformance or request for change. If the Client provides neither, the Project will be closed and no additional work will be performed by Mitratach pursuant to the Services contained herein.

If the Client does not provide notice of material non-conformance or request for change within the Notification Period, such work shall only be performed under a new contractual arrangement. In the event material non-conformance is identified within the Notification Period, Mitratach shall promptly correct such non-conformance, which was due to fault of negligence of Mitratach, at no additional cost to the Client.

Access to Client Data

To perform the Professional Services outlined, Mitratach may be required to access information, including but not limited to data belonging to Client or any third-party entered by Client into a HotDocs product, service, or website ("Client Data") in, or export Client Data from, Client's instance of the relevant Mitratach application. Mitratach will implement appropriate security measures to protect such Client Data and to terminate such access when no longer needed to perform the Professional Services.

Cooperation Client will cooperate reasonably and in good faith with Mitratach in Mitratach's performance of the Professional Services by, without limitation, (a) allocating sufficient resources and timely performing any tasks reasonably necessary to enable Mitratach to perform its obligations under this SOW, (b) timely delivering any materials and other obligations required under this SOW, (c) timely responding to Mitratach's inquiries related to the Professional Services, (d) assigning an internal project manager for this SOW to serve as a primary point of contact for Mitratach, (e) actively participating in scheduled project meetings, (f) providing in a timely manner and at no

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charge to Mitratesh, access to Client's appropriate and knowledgeable employees and agents, continuous administrative access to Client's Mitratesh online service account as required to perform the Professional Services, and coordination of onsite, online and telephonic meetings all as reasonably required by Mitratesh, and (g) providing complete, accurate and timely information, data and feedback all as reasonably required.

Time Management

Mitratesh realizes that Client's time is valuable, and Client realizes that Mitratesh's time spent in connection with this SOW will incur fees, and Client and Mitratesh will therefore endeavor to manage the use of each other's time in a reasonable and effective manner.

Delays

Any delays in the performance of Professional Services or delivery of Deliverables caused by Client may result in additional charges for resource time. Mitratesh may terminate this SOW upon 15 days written notice to Client if such delay renders Mitratesh unable to perform the Professional Services for a period of more than 30 days.

30-Day Warranty

Mitratesh shall provide Client with a 30-Day Warranty on any modification, special feature or customization following the delivery of the modification, special feature or customization to Client. After the 30-Day Warranty has expired, Professional Services can be retained on an hourly basis to assist with this assessment or analysis. Any such services shall be governed by a separate SOW or an executed Managed IT Maintenance Plan.



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Section B - Project Phases

Mitrtech agrees to provide professional services for the Client as described in this SOW. The specific services will follow the Project Phases defined below (the "Services" or "Professional Services"). Each phase must be completed as described before the next phase begins.

Requirements Gathering:

Custom Application, Integration Development Project Types

- Purpose: Parties work together to gather requirements and agree on a clearly documented scope.
- Begins: Upon execution of this SOW, and Client's payment for Preliminary Scope Hours.
- Ends when:
 - Mitrtech creates and provides the Client a Declaration of Scope, AND
 - Client reviews and affirms the provided Declaration of Scope is accurate

Template Development Project Types

- Purpose: Parties work together to clarify and align on desired Template deliverables.
- Begins: Upon execution of this SOW, and Client's payment for Preliminary Scope Hours.
- Ends when:
 - Client is satisfied that Mitrtech is aligned on their desired deliverables, AND
 - Client affirms Template Development shall begin
 - NOTE: No Declaration of Scope is required for Template Development

Hourly, Non-Deliverable Services (Training, Consultation, etc.) Project Types

- No Requirements Gathering phase is needed for these project types.

Development, Quality Assurance Testing, and Deployment

- Purpose: Mitrtech builds, tests, and delivers the agreed-upon scope.
- Begins: Upon conclusion of the Requirements Gathering phase
- Ends: Upon deployment of the solution into a testing environment specified in the Declaration of Scope

User Acceptance Testing, and Revisions:

- Purpose: Client testing to uncover in-scope issues needing revision; generally, thirty (30) days.
- Begins: Upon conclusion of the Development, Quality Assurance Testing, and Deployment phase
- Ends when: Either Option 1 or Option 2 have been met:
 - *OPTION 1: Client affirms all in-scope issues uncovered have been resolved and the agreed-upon scope is delivered. Client signs the Production Release Agreement to progress before thirty (30) days.*
 - *OPTION 2: Thirty (30) days have elapsed since the start of the phase, and all in-scope issues reported by the Client have been rectified by Mitrtech. All elements explicitly agreed to in the Declaration of Scope can be demonstrated as complete. No other scope will be considered.*

Final Deployment

- Purpose: Deliver the agreed-upon scope to the final location, completing the project.
- Begins: Upon conclusion of the User Acceptance Testing, and Revisions phase
- Ends: Upon deployment of the solution into the final environment specified in the Declaration of Scope



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Section C - Preliminary Scope

HotDocs Core Product Initial Deployment (x2)

Mitratesh to perform on-premises deployment of HotDocs Advance to Client-hosted environment(s). Client must perform initial environment setup and installation of prerequisite software, as directed by Mitratesh.

Estimated project hours, broken down by deliverable.

Deliverable Description	Est. Hours
Pre-Installation Requirements Check (Per Environment)	0.5
Installation and Functionality Testing (Per Environment)	6.5
Total Estimated Hours	7

Training and Consultation

Mitratesh to perform either Product Training, or Consultation, at an hourly rate. No deliverables or output are expected, this time is simply an hourly rate for hands-off assistance supplied by Mitratesh. No development, configuration or other hands-on work will be performed whatsoever as part of these Training and Consultation hours. Further, any work performed by the Client – with or without the direction of Mitratesh - is done without any promise or implication of ownership, warranty or break-fix agreement by Mitratesh.

Estimated project hours, broken down by Deliverable.

Deliverable Description	Est. Hours
Quick Start Training	3
Total Estimated Hours	3

Template Development

Per-hour Template Development services, to include Consultation, Project Management, Migration, Training, etc. up to the number purchased.

Deliverable Description	Est. Hours
Various as desired, up to number of purchased hours	13
Total Estimated Hours	13

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