



30/01/2020

## Qlik Consulting - Statement of Work nr 1/2020 1 Introduction and Logistics

- 1.1 All Services provided under this Statement of Work (“SOW”) are subject to the terms and conditions set forth in the **Consulting Services Terms** at <https://www.qlik.com/us/-/media/files/legal/license-agreements/additionalterms/consulting-services-terms.pdf?la=en> (“Agreement”) between QlikTech UK Limited (“Qlik”) and **Department for Work and Pensions** (“Client”) which is incorporated by reference herein.
- 1.2 Project Name: **Data & Analytics Qlik Sense Platform – Technical Architecture Assistance** (“Project”).
- 1.3 The Project will be conducted either remotely, at the billing address below, at the Client’s work location(s) listed below or at Qlik locations. Invoices will be addressed to billing address as follows:

<b>Billing Contact</b>	[Redacted]
<b>Billing Address</b>	Department for Work and Pensions, Phase 1 Peel Park, Blackpool FY4 5ES
<b>Billing Contact Phone</b>	[Redacted]
<b>Billing Contact Email</b>	[Redacted]
<b>Work Location(s)</b>	Department for Work and Pensions, Phase 1 Peel Park, Blackpool FY4 5ES

## 2 Team Contacts and Project Location

Direct and open communications are essential to establishing and managing expectations in the course of this engagement. The Client should work directly through its assigned Qlik Contact to initiate requests and clarifications. 2.1 Project Contact Details

Role/Title	Name	Telephone	Email
Client Contact	[Redacted]	[Redacted]	[Redacted]
Qlik Consulting Services Manager	[Redacted]	[Redacted]	[Redacted]
Qlik Account Manager	[Redacted]	[Redacted]	[Redacted]

## 3 Scope of Services

- 3.1 Project scope will be for Qlik Consulting to provide assistance in the following areas (“Scope”):
- 3.1.1 Guidance on Qlik Sense architectures – multi-site/ failover environments
  - 3.1.2 Guidance on secure access routes for sensitive data
  - 3.1.3 Guidance and assistance in script creation for automation using Qlik-Cli
  - 3.1.4 Support during creation of the production Qlik Sense environment and initial post go-live phase
- 3.2 Qlik consultants will perform services on project Scope as agreed between the Client Project Manager and Qlik, on a time and materials basis.
- 3.3 Changes. If the Scope changes which impacts the Estimated Fees provided for in Section 8.1 of the SOW below, a record of the Scope change and the impact on the Estimated Fees, should be captured in writing using Scope Change Form (“SCF”) in the form attached as Appendix A hereto.
- 3.4 Out of Scope. Qlik Consultant(s) do not represent Qlik Support, and Qlik Consultants do not provide any maintenance or support services. Any questions or issues for which the Qlik Consultant is utilized will result in the activity being a billable engagement under this SOW. In order for Client questions or issues to be covered by Client’s then current maintenance and support agreement with Qlik, Client must direct such question or issue directly to Qlik Support pursuant to the terms of Qlik’s then-current Maintenance Policy.



## 4 Approach

Qlik Consulting will approach the Project in accordance with the following:

- 4.1 Qlik consultants will work collaboratively alongside the Client to ensure knowledge transfer.
- 4.2 Services are to be delivered in continuous blocks of days, with a scheduled gap prior to the go-live on production.
- 4.3 The post go-live support activity will require the Qlik consultant to be available for the agreed duration
- 4.4 Qlik consultants will perform Services using project approach as agreed between the Client Project Manager and Qlik.

## 5 Client Obligations

### 5.1 General

- 5.1.1 In preparation for the start of this Project, Client will have software in place, connectivity and accessibility to data sources, ample security clearance for data access and/or network access as appropriate, and available business and technology experts to ensure efficient use of time during the engagement.
- 5.1.2 At the start of the Project, Client will conduct a kick-off meeting to make appropriate introductions, review the documented scope of work, identify the Client project manager, plan key milestones, and establish the governance structure for decision making throughout the engagement.
- 5.1.3 The work to be performed will be a joint effort between the Client and Qlik. Client will provide the needed resources (technical and business users) to ensure the Qlik Consultant(s) understand the data and any requested analytic elements to be added or modified. Client will provide suitable work environment including desk space and internet connectivity.
- 5.1.4 Client is responsible to track budgeted hours and the burn rate of project costs.
- 5.1.5 Client will plan, perform and execute any end user testing, production end user client installation, end user training, production support and other post deployment related tasks.
- 5.1.6 Client will perform program management and detailed Project management. Overall project coordination, progress, scope, status reporting, and prioritization of tasks remain the responsibility of the Client.

### 5.2 Personnel Readiness

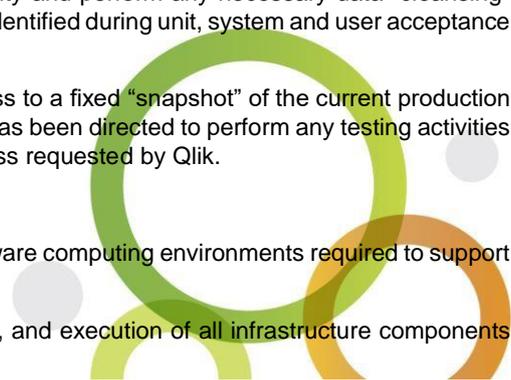
- 5.2.1 Client will complete any relevant Qlik training for its project team members prior to the start of the Project as Project estimates are based technical skill levels associated with Client personnel that have attended Qlik training prior to the Project start.
- 5.2.2 Client will provide personnel with sufficient expertise and authority to define business requirements for each of the business segments involved in this SOW.
- 5.2.3 Client leadership will facilitate timely access to business and technical resources as needed that have ability to provide detailed information on current applications and technical architecture.

### 5.3 Data Preparation

- 5.3.1 Client will have ability and responsibility to verify that any data fields required for creation of reports, models and data warehouses exist in the identified source systems and staging tables as applicable.
- 5.3.2 Client will have ability and responsibility to validate data integrity and perform any necessary data "cleansing" activities within the data sources. This includes any variances identified during unit, system and user acceptance testing.
- 5.3.3 Client will have ability to provide, and provide as needed, access to a fixed "snapshot" of the current production data set during any development and testing activities. If Qlik has been directed to perform any testing activities this fixed snapshot will not be updated by Client until and unless requested by Qlik.

### 5.4 Technical Infrastructure

- 5.4.1 Client will provide, install, operate, deploy and maintain all hardware computing environments required to support any tasks defined in this SOW.
- 5.4.2 Client will perform all back-up/recovery planning, configuration, and execution of all infrastructure components supporting the development, test, production environments.





5.4.3 Client will have technical support resources available and provide technical support as needed in accordance with the Client's project plan and any additional support requirements from Qlik (e.g. on-site and remote system access and availability, key technical users).

## 6 Assumptions

6.1 For resource planning purposes the estimated start date is **02/03/2020** and estimated end date is **31/03/2020**. Consultant assignments are based on availability and subject to change.

## 7 Additional Terms

7.1 Billing. All work is billed by the hour. A Standard Consulting day, where referred to, is based on a 7.5 hour day and work is conducted between 8am and 8pm working weekdays unless by special arrangement. Working outside normal working hours, Public Holidays and Weekends would only be by agreement which would include additional fees. If the Client's requirement is for the Consultant to be on-site for a set number of Standard Consulting Days (i.e. to never exceed 7.5 hours a day), this should be made expressly clear to the Qlik Consultant in writing.

7.2 Flexible Schedule. On some projects, Qlik Consultants may have challenging travel logistics to reach the work site. In such circumstances, any flexibility in work hours and in relation to the location of where work is to be delivered, to permit reasonable travel scenarios, is appreciated

7.3 Resource Coordination. Resource coordination is between Qlik and the Client and not any individual Qlik consultant or subcontractor.

7.4 Currency. All prices and other monetary amounts referred to herein are in Pounds Sterling, and all payments hereunder shall be made in Pounds Sterling.

7.5 Changes and Cancellations. Once confirmed, consultancy dates can be changed or cancelled up to 10 working days prior to the start date without charge. All changes made within 10 working days of the agreed date are charged at 50% of the applicable fee. Cancellations or postponements within 7 days of the agreed date will incur full cancellation fee.

7.6 Payment Terms. Services will be invoiced monthly for actual Services hours worked, and any travel expenses incurred in connection with the Services and in accordance with paragraph 7.7. Payment shall be due within thirty (30) days of the date of invoice. Late payments shall bear interest from the due date at the rate of the lower of one and one-half percent (1.5%) per month or such lower rate as may be mandated by applicable law. Client will be responsible for all reasonable attorneys' fees and costs incurred by Qlik for collection of unpaid amounts due hereunder. Client is responsible for all applicable taxes.

7.7 Travel Expenses. Client shall reimburse Qlik for necessary travel, lodging and meal expenses incurred during the execution of this agreement, excluding travel to the Base Work Location defined in paragraph 1.3. Qlik will invoice the Client for actual expenses incurred during the performance of this engagement in accordance with the Client's Travel and Expense Policy embedded in Appendix B. Expenses must be agreed by the Client in writing in advance. Copies of receipts are to be presented with the relevant invoice.

7.8 Third Parties. The parties do not intend any third party to have the right to enforce any provision of the Agreement under the Contracts (Rights of Third Parties) Act 1999 or otherwise. The parties may terminate or vary the Agreement without the consent of any third party.





## 8 Estimated Fees and Expenses

8.1 Estimated Fees. All Services provided hereunder are performed on a time and materials basis. The estimated services fees for this engagement are provided below. These estimates are for informational purposes only and do not represent a fixed price for the Services.

### 8.1.1 Estimated Fees

Product Name	List Rate (Hour)	Effort (Hours)	Subtotal
Consulting Services	[Redacted]	[Redacted]	[Redacted]
Estimated Effort Total			£13,875.00

Estimated Expenses are

[Redacted]

Estimated Total

£15,875.00

8.2 VAT. All fees exclude VAT which will be charged in addition.

8.3 Rates. Qlik will provide Services at rates set forth above providing Services are delivered prior to 31/12/2020.

8.4 Expiration of Terms. Qlik reserves the right to change the terms of this SOW or withdraw this SOW altogether if it is not accepted by the Client prior to **28/02/2020**.

By execution below, Qlik submits this Statement of Work to Client, and Client accepts and agrees to this Statement of Work.

### Qlik Tech UK Limited

Signature [Redacted]

Name [Redacted]

Title [Redacted]

Date [Redacted]

### Department for Work and Pensions

Signature [Redacted]

Name [Redacted]

Title [Redacted]

Date [Redacted]



## Appendix A

[Date: Day, Month, Year]

### Scope Change Form

The parties hereby agree that the Statement of Work outlined below is hereby amended in accordance with the terms below:

Scope Change Form (SCF)			
SCF Number:		Statement of Work nr:	
Client Name:		Statement of Work Date:	
Project Name:		Requested by :	
Effective Date of Scope Change:		Prepared by:	
<b>Change Reason or Circumstance:</b>			
<b>Amendment to SOW:</b>			
<b>Change Description</b>			
Scope:			
Approach:			
Client Obligations:			
Fee Impact:			

Purchase Order
<input type="checkbox"/> Purchase Order not required.
<input type="checkbox"/> New Purchase Order Required
<input type="checkbox"/> Existing Purchase Order to be used Purchase Order Reference:

<b>QlikTech UK Limited.</b>	<b>[Client]</b>
Signature	Signature

Name

Name

IN WITNESS WHEREOF, the parties hereto have caused this Scope Change to be executed, effective as of \_\_\_\_\_, 20\_\_ (the "Effective Date").

## Appendix B

**DWP Travel, Accommodation and Expenses Policy**





## Business Travel

Effective date	01 June 2017
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### Mileage rates

Mode of travel		Rate per mile
Motor car	Higher Standard rate	£0.45
	Lower Standard rate	£0.25
Motor cycle		£0.24
Pedal cycle		£0.20
Passenger supplement		£0.02

### Subsistence rates

#### Meal Subsistence

Claims for subsistence are not permitted as DWP deems day rates sufficient to cover such costs.

#### Friends and Relatives

Friends and Relatives Allowance	£25 flat rate per night
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#### Lodging Expenses

Accommodation type	Maximum amount
Nightly - Elsewhere	Actual cost up to £37 per night
Nightly – London	Actual cost up to £53 per night
Weekly – Elsewhere	Actual cost up to £185 per week
Weekly – London	Actual cost up to £265 per week

#### Hotel limits and policy

	Within London	Rest of country
Room limit per night	£130	£80

- You must book the most cost effective hotel within the stated limit if one is available

- Hotels should be booked at least 14 days in advance, where possible, to increase the likelihood that cheaper rooms are available

- You must cancel a hotel booking if it is no longer required or the Department will be charged
- Under no circumstances should a more expensive hotel be booked with a particular company just to accrue points/rewards.

### **Travel by Rail Policy**

- The cheapest appropriate standard class ticket which meets the requirement should be purchased. This will usually be an Advance or Fixed ticket.
- Where there is a genuine doubt about the time of travel then Open or Flexible tickets may be purchased after obtaining confirmation from your manager. It is expected that the outward portion of tickets will be an Advance or Fixed ticket.
- You must travel Standard Class.

### **Travel by Air Policy**

- Air travel can be authorised where, taking into account the full cost and duration of the journey including travel to/from the airport, and potential overnight stays saved, it offers better value for money than alternative methods.
- Domestic (within UK) travel must be Economy class
- Flights should be booked at least 14 days in advance to increase the availability of cheaper, advance tickets
- Under no circumstances should a more expensive ticket be booked with a particular company just to accrue points/rewards.
- When you are flying overseas you must travel in economy class
- You must not request lounge access