



Services Work Order

This Time and Materials Services Work Order ("Work Order" or "Order" or "SWO") is subject to all terms and conditions of the Software Services Agreement (or, if applicable, the Professional Services Agreement) between Infor (United Kingdom) Ltd ("Infor") and Cabinet Office ("Licensee") with an Effective Date of the final signature (to be signed with this SWO) (the "Services Agreement"). All terms of the Services Agreement are incorporated herein by this reference. Capitalised terms not defined in this Work Order are defined in the Services Agreement. In the event of a conflict, the terms of this Work Order control over the terms of the Services Agreement.

Effective Date of Work Order: date of final signature below

Work Order Number: [REDACTED]

Prepared by: [REDACTED]

Project Name: Cabinet Office- Sun v.4 to MT SaaS

Description of Services to be Provided

Infor Support Services to assist Licensee in upgrading SunSystems version 4.4 Patch Set 11 to MT SaaS 6.4.

SunSystems modules included in and/or excluded from scope:

General Ledger and Foundation (included)

Fixed Assets (excluded)

Corporate Allocations (excluded)

Reconciliation Manager (excluded)

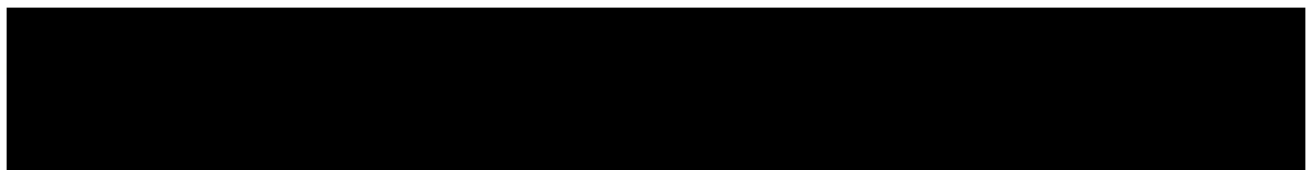
Infor Services will provide licensee with support services to perform an upgrade of SunSystems v4.4 to SunSystems 6.4 Cloud. All existing Domain, Security, Reference, and Transactional data along with existing modules and functions will form part of the upgrade and considered in scope.

All technical data migration activities will be done in a designated Infor environment and Infor will provide all necessary staging servers required to facilitate the upgrade based on licensee's source version of SunSystems. Licensee must promptly provide Infor with a backup of all SunSystems databases upon request to prevent any delays to the project schedule.

Environment provisioning will be the responsibility of Infor Cloud Operations and will be initiated upon receipt of a signed Order Form. Provisioning is not part of scope for this work order.

The upgrade will consist of all existing Production SunSystems databases, including Domain, Security, and Data databases. Reporting and Q&A databases will not be upgraded, and instead new databases will be created to support Reporting and Q&A applications. It is recommended only production or "live" business units be upgraded and any Test or non-production business units deleted by licensee prior to the upgrade.

Data Migration



Infor will perform a technical review of the databases and its data along with appropriate structural and referential integrity checks to ensure the data is compatible with the SunSystems version being implemented. Infor will apply standard issue resolution steps to resolve common data integrity issues as well as issues identified as a direct result of system version changes and not reference or transactional data related. Any such issues will be reported back to licensee for review. As the owner of the data, licensee will be responsible for correcting any integrity issues identified with Infor providing guidance and assistance where needed.

Configuration

[illegible]

Q&A Reports

[REDACTED]

Integrations

Standard SunSystems 4 Journal Import format integrations are outside the scope of this work order.

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

■ “train-the-trainer” approach will be used for training and/or any Technical or Functional overview sessions. This means Infor will train the core project team or Subject Matter Experts (up to five people), who will in turn deliver end-user training to the relevant business function owners. Online training sessions can be recorded for future playback, but Licensee is responsible for development of all end-user training materials. Any training material provided by Infor, if available and applicable, will be provided “as-is” without edits, updates, or modification.
Training identified includes:

- 8 hours of remote Infor OS overview/training
- 24 hours of remote SunSystems New Version overview/training
- 8 hours of remote Q&A New Version overview and conversion

Testing

Licensee is fully responsible for end-to-end testing of the application and upgraded data, and ensuring the Production environment, SunSystems and Q&A applications, as well as all integrations, modules, functions, business processes, and related solutions have been tested, validated and are fully operational prior to go-live. Infor will perform system and integration testing as part of the project and as appropriate for each project phase.

24 hours of remote User Acceptance Testing (UAT) support will be provided as part of this project.

Licensee must sign off on successful completion of User Acceptance Testing and go-live readiness prior to Infor commencing go-live cutover activities.

Post Go-Live & Support

Infor will provide 8 hours of remote support services and assistance with post go-live activities as part of this project.

Support services and assistance with month-end activities is outside the scope of this project.

Infor will also facilitate a transition to Infor Support so that any issues related to SunSystems and Q&A post go-live are logged and can be tracked and worked on by Infor Support.

Technical and Functional support services, applications, modules, functions, features, reports, integrations, environments, and solutions not mentioned above are considered outside scope of this work order.

Customer Responsibilities

[REDACTED]

General Assumptions and Obligations

- 1. Any requirement(s) not specified in this Order will be addressed using the Project Change Control Process.
- 2. Licensee acknowledges that any delays or changes caused by Licensee, Licensee's employees, equipment, contractors or vendors may cause an increase in the fees required under this Order, including without limitation, delays or changes due to the following: (a) change to or deficiency in the information which Licensee has supplied to Infor; (b) failure by Licensee to perform any of its responsibilities in a timely manner including the supply to Infor of resources and information; or (c) an unanticipated event that changes the service needs or requirements of Licensee. Changes required to this Order as a result of any of the foregoing events will be handled using the Project Change Control Process.
- 3. For all services provided at Licensee locations, Licensee will provide office facilities to Infor personnel. This includes, but is not limited to, office space, desks, networked computers, secured filing cabinets if required, team meeting rooms, networked printers, photocopier, telephones, stationery, whiteboards, internet and remote VPN connection.

Other Project Assumptions and Obligations

[REDACTED]

Resource Level	Estimated Hours	Hourly Rate	Estimated Fee

Grand Total	
Currency	Pound Sterling






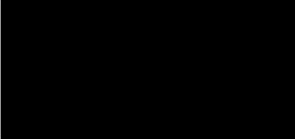


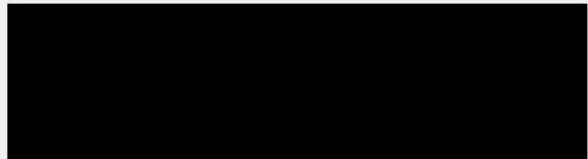





The rates and terms specified herein are only valid if this Work Order is signed by Licensee by

Estimated time and costs listed in this Order represent an estimate only, and actual project time and cost may vary from the estimates provided. All Services are provided on a time and materials basis. Billing and payment are not dependent or conditioned on delivery of deliverables contemplated herein or any other deliverables. Infor will invoice Licensee for all Services and applicable charges on a monthly basis, as Infor renders the services or Licensee incurs the charges, as applicable. Fees do not include applicable taxes, which will be added to each invoice. Licensee will pay each Infor invoice within 30 days of the date of invoice. This payment obligation is non-cancelable and the amounts paid are non-refundable. Travel and living expenses are not included in the rates or estimated fees stated herein, and are in addition to such fees. Travel time to and from Licensee's site will be billed at one-half the normal rate per hour. A minimum of ½ day (4 hours) will be charged for all work at the Licensee's facilities. Remote services provided via phone, facsimile or remote access to Licensee's site will be charged at the standard hourly rate. Overtime rates of 150% of the quoted rate apply for after hours and weekend work. "After hours work" is defined as services performed between 8:00 p.m. and 6:00 a.m. "Weekend work" is defined as services performed between 8:00 p.m. Friday and 6:00 a.m. Monday. Holiday rates of 200% of the quoted rate apply for all holiday work.

Where a substantial variation from this Order is foreseen both parties must agree in writing to the additional work and amend this Order accordingly.

Locations:

Services may be provided at the facilities of Infor or its contractors, or at the Licensee sites listed below.

THE PARTIES have executed this Order through the signatures of their respective authorized representatives.	
Infor (United Kingdom) Ltd	Cabinet Office
Signature : 	 
Printed Name :	Printed Name :
Title : 	Title : 
Address : 	Address : 
Signed Date :	Signed Date 
	Purchase Order Number :
	eBilling (Email Address) :
	<u>Invoice Mailing Address if different from:</u> 
	 :
	Phone :
	Email Address :
	Contact Name :
INTERNAL USE ONLY	
Primary Product : SunSystems Products	ICS Approval ID 
Existing Project ID :	Existing Project Manager :
Opportunity ID : 	Internal ID:

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