

Contract Administration	
<b>Description</b>	Provider will implement the contract module by first conducting an exploration of the Customer's requirements. This will be followed by gathering master data, Provider driven configuration and administrative training on the essential features ensuring the Customer is fully equipped to leverage the feature effectively.
<b>Assumptions</b>	<p>Provider Enterprise software is fully implemented.</p> <p>Contracts will be implemented for two types of contracts, other contract types implementations are the Customer's responsibility</p> <p>Word Merge contractual documents and advanced crystal reports will be identified and estimated but not delivered as part of this scope. A change order or additional Order Form will be needed.</p>
<b>Limitations</b>	Not applicable
<b>Kick Off</b>	<p><b>Provider responsibility:</b> Internal handover and preparation</p> <p><b>Customer responsibility:</b> Ensure project scope is accurate and fully aligns to all business requirements Raise any risks, black out periods for software release, resourcing plan</p>
<b>Discovery</b>	<p><b>Provider responsibility:</b> A 90 minute remote discover meeting with preparation and write up</p> <p><b>Customer responsibility:</b> Ensure key resources attend discovery session Provide an understanding of business processes, data and requirements. Provide all required master data to enable Provider to configure the module including copies of up to two contract templates and related documents and attachments</p>
<b>Design</b>	<p><b>Provider responsibility:</b> Provider will perform a sample configuration of the master tables: Statuses, Types, Default module configuration, Addendums, Clauses, Security The sample configuration will be presented to the customer and feedback collected. Standard reports will be used for the presentation until the delivery of the final custom reports</p> <p><b>Customer responsibility:</b> Ensure key project resources and stakeholders attend the demonstration of the configuration Provide feedback on the new sample configurations</p>
<b>Build</b>	<p><b>Provider responsibility:</b> Provider to finalized the configuration of the following items based on the Design phase feedback: Statuses, Types, Default module configuration, Addendums, Clauses, Security</p> <p>In addition, Provider will document a light specification configuration of up to 2 contract templates based on the Crystal Report technology and/or word merge allowing a subsequent estimate of required development efforts</p>
<b>Training</b>	<p><b>Provider responsibility:</b> Up to two 90 minute remote admin training sessions delivered; sessions will be recorded.</p> <p><b>Customer responsibility:</b> Ensure appropriate users attend all training sessions All users will be expected to complete the designed curriculum in the Provider's Learning Center</p>
<b>Testing</b>	<p><b>Provider responsibility:</b> One 30 minute remote meeting to introduce the process to raise issues One 30 minute remote meetings to review and resolve any issues, with follow up Provider will maintain their an issue log to track status and progress of issues raised.</p> <p><b>Customer responsibility:</b> Customer is responsible for preparing for and executing user testing, including creation of test plans, test cases, and test scripts. Ensure key resources attend all testing meetings Raise any issues found (that are within the scope of the SOW) via the issue log The testing phase will be no more than 1 week in duration</p>
<b>Launch &amp; Post Launch</b>	<p><b>Provider responsibility:</b> One 30 minute post launch support review meetings attended by Software Consultant Project Closure</p> <p><b>Customer responsibility:</b> Ensure key resources attend post launch meeting Raise any issues found (that are within the scope of the SOW) via the Provider issue log template Complete Customer Satisfaction survey</p>
<b>Project Management</b>	<p><b>Provider responsibility:</b> Coordination of activities and meetings in alignment with timelines and activities Ownership of issues log and delegation of tasks</p> <p><b>Customer responsibility:</b> Nominated project lead Ensure key resources attend all weekly project review meetings to provide updates Coordination of activity and resources on Customer side to align to project plan and schedule</p>
<b>Exclusions</b>	<p>Custom development is not within the scope of this Service Integration services are not within the scope of this Service Crystal Reports are not part of the scope Word Merge documents are not part of the scope Email templates are not part of the scope</p>
<p>Estimated length of project: 4 weeks Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.</p>	