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Additional Scope-Related Assumptions and Customer Obligations:

- All decisions regarding scope will be finalised before the end of the discovery sessions associated with the IPS (Solution Blueprint) phase of the project.

- All functionality being delivered in this PIPP will be based on the core application configuration performed by the project team and bounded by the items noted above; any required custom extensions are not included in the scope of this PIPP and a Change Request pursuant to Schedule 4 (Variation Procedures) will need to be executed prior to any extension work commencing.
- Should it be decided, based on the Customer's requirements and business processes that additional extensions are required, such as in the case of the IVR solution, these will be defined and costed during the IPS and Solution Blueprint phase of the project and reflected in a Contract variation according to Schedule 4 (Variation Procedures) of the Customer Contract
- No custom extensions will be performed for the mobility module (smartphone or mobile device enablement). If any functionality is identified that is not available in the core mobility product (for smartphone or mobile device enablement), then the business processes will be changed to follow the core functionality available or a product enhancement will be submitted for future consideration for mobility inclusion.
- The Customer will be responsible for providing all relevant employee, labour metric, team, user and other data in formats specified by the Contractor for initialization of the system. The formats will be defined and agreed upon during the discovery processes. The Customer is responsible for all file manipulation and mappings to provide the needed data defined.
- The Contractor consultants will have access to the Customer personnel with authority to make project related decisions. Timely decisions will be made by the Customer to maintain efficient execution of the project tasks in accordance with the mutually agreed upon project plan.
- A proof of concept for the validation of the core IVR module is not included in this scope of work.

Technical Infrastructure Scope:

Technical Infrastructure Scope refers to project activities required to install the Applications and establish an operational Contractor system environment.

Technical Infrastructure Assumptions and Customer Obligations:

- The core purpose of this project is to implement one integrated solution that is able to manage the required business processes as defined in the Contract Specifications and to be agreed as part of the Solution Blueprint.
- [REDACTED]
- The Customer is responsible for the administration of the LAN and WAN.
- Issues or problems related to customer supplied third-party software / operating systems / database / network / hardware will be the responsibility of the Customer.

Go-Live Scope:

Go-Live support is the work required to complete the cutover, Go-Live and post Go-Live tasks for the period of time described below. "Go-Live" is defined as the first time the Customer uses the Licensed Software to process data in the Customer's live production environment.

Activity	Key Assumptions
Production Environment Readiness	<p>Production environment will be refreshed in readiness for Pilot site go-live.</p> <p>Parallel testing will commence once production environment is ready.</p> <p>Additional configurations may be required for roll-out of system. It is assumed the Customer will be responsible to complete additional configurations.</p>
Post Go-Live support	The Contractor will provide up to 2 weeks of on-site post-

Activity	Key Assumptions
	production support and 2 additional weeks of off-site support to be provided within 6 weeks of Go-Live.
User Documentation	The Contractor will provide standard training materials

Go-Live Support Assumptions and Customer Obligations:

- If the Customer is not ready to Go-Live upon completion of the Services described in this PIPP, additional Services and training may be required. The Contractor will work with the Customer to eliminate or minimise such additional Services.
- The system Go-Live will immediately follow the completion of two parallel runs.
- The Contractor’s project manager will work together with the Customer’s project manager to develop a joint post Go-Live support resource plan.
- The Customer process owners and key users will provide first line support to Customer end users.
- The Contractor consultants will support the Customer process owners and key users with resolution of process questions and provide Contractor application assistance where required subject to the Go-Live consulting hours above.
- No effort has been included for roll-out support. This PIPP will only cover post Go-Live support for the pilot site as defined herein. The Customer may purchase additional consulting services on a time and materials basis to support roll-out activities using the Rate Card.

Security Scope:

Security Scope is the use of software, hardware, and procedural methods to protect applications from external threats and enforce internal data access policies.

Security Assumptions and Customer Obligations:

- The Customer is responsible for ensuring that all security designs and implementation meet or exceed their security, regulatory and audit requirements.
- Security requirements included in scope are limited to the standard capabilities of Contractor Security and general obligations in the Contract

Overview of Deliverables

Summary Table of Deliverables

STAGE 1 – Implementation Planning Study

Deliverable ID	Deliverable Name	Format	Expected Delivery Date	Expected Actual Acceptance Date (AAD)	Support/ Maintenance Period
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Deliverable ID	Deliverable Name	Format	Expected Delivery Date	Expected Actual Acceptance Date (AAD)	Support/Maintenance Period
	[REDACTED]		[REDACTED]		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

STAGE 2 - Solution Build and Configuration

In the Expected Delivery Date column below, the terms refer to dates/milestones which will be defined the project plan / Solution Blueprint to be delivered in the IPS. Deliverable ID	Deliverable Name	Format	Expected Delivery Date	Expected Actual Acceptance Date (AAD)	Support/Maintenance Period
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

<p>In the Expected Delivery Date column below, the terms refer to dates/milestones which will be defined in the project plan / Solution Blueprint to be delivered in the IPS.Deliverable ID</p>	<p>Deliverable Name</p>	<p>Format</p>	<p>Expected Delivery Date</p>	<p>Expected Actual Acceptance Date (AAD)</p>	<p>Support/ Maintenance Period</p>
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

In the Expected Delivery Date column below, the terms refer to dates/milestones which will be defined the project plan / Solution Blueprint to be delivered in the IPS.Deliverable ID	Deliverable Name	Format	Expected Delivery Date	Expected Actual Acceptance Date (AAD)	Support/Maintenance Period
	[REDACTED]				
	[REDACTED]				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

<p>In the Expected Delivery Date column below, the terms refer to dates/milestones which will be defined the project plan / Solution Blueprint to be delivered in the IPS.Deliverable ID</p>	<p>Deliverable Name</p>	<p>Format</p>	<p>Expected Delivery Date</p>	<p>Expected Actual Acceptance Date (AAD)</p>	<p>Support/ Maintenance Period</p>
	[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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	[REDACTED]				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]		[REDACTED]		

Notwithstanding Clause 10 of the Customer Contract, Acceptance Criteria will be mutually agreed and acceptance will not be unreasonably withheld.

Other Services

The Customer may purchase additional Professional services on a time and materials basis using the Rate Card.

Contract Period

The project's Commencement Date and the Contract Period are defined in the Customer Contract. **(Clause 2.4 Customer Contract and Item 10 General Order Form)**

Contract Specifications

As set out at Item 13 of the General Order Form.

Exclusions

No exclusions to the Contract Specifications.

Assumptions

The Contractor is required to identify any additional assumptions and the consequences involved with each assumption

General Project Assumptions and Customer Obligations

- Any additional requirement(s) not specified in this PIPP, or identified during the course of the project will be addressed using the a Change Request and reflected in a contract variation according to Schedule 4 (Variation Procedures) of the Customer Contract.
- The Customer acknowledges that any delays or changes caused by the Customer, the Customer's employees, equipment, contractors, or vendors may give rise to a Change Request under this PIPP, including without limitation, delays or changes due to the following: (a) change to or deficiency in the information which the Customer has supplied to the Contractor; (b) failure by the Customer to perform any of its responsibilities in a timely manner including the supply to the Contractor of resources and information; or (c) an unanticipated event that changes the service needs or requirements of the Customer. Changes required to this PIPP a result of any of the foregoing events will be handled using a Change Request according to Schedule 4 (Variation Procedures) of the contract. The Contractor will reasonably minimise impacts through proposing solutions which do not require variations.
- Some tasks may be performed offsite by Contractor and Customer staff members. The Contractor and Customer staff will have remote access to the Customer's network and systems, as may be permitted within the Customer processes and policies as necessary to perform such project activities.
- The Customer will coordinate facilities and availability of Customer resources for all required testing of the Applications prior to deployment.
- It is assumed that, at the time of the implementation, the Customer will be active on the Infor XXXXXXXXXX portal with regards to the licenses being implemented.
- The Contractor may conduct onsite quality assurance reviews over the course of the project. The Customer will be invited to participate in the reviews if they are conducted. The Contractor will provide a verbal debrief to the Customer at the conclusion of each review.
- After the project initiation, the Customer and the Contractor will meet and finalize activities required to accomplish the objectives of this project, develop a project plan, timeline, and milestones by both parties. It is possible that as the result of this meeting the proposed project scope may change. This scope change may result in additional responsibilities for each party. In that case, this PIPP will be modified with a Change Request according to Schedule 4 (Variation procedures) of the contract, independent of whether or not there will be any funding changes.
- Third party software (not licensed to the Customer by the Contractor or provided via the cloud agreement) related issues will be the responsibility of the Customer. For the avoidance of doubt this means that any configuration / customisation of adapters within 3rd party systems will be the responsibility of the Customer.

4. Implementation

Methodology

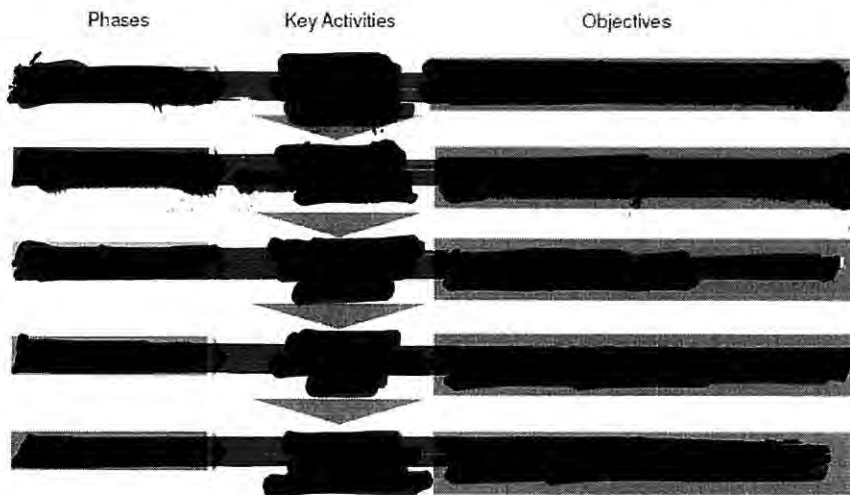
The Contractor must specify any approach and/or project methodology/quality standard which will be applied to the Services.

Infor Deployment Method

Infor Deployment Method will be used as the overall governing methodology for all project related work for the Customer project activities associated with implementing the scope described herein. It defines what is to be delivered during the project, which party is responsible for that work, and how the work is to be performed.

The phases, key activities and objectives of the methodology are depicted in the picture below.

Infor Deployment Method Phases, Key Activities and Objectives



Project Change Control Process (in Scope Management Plan): Deviations that arise during the proposed Project will be managed using the Project Change Control Process outlined below. Changes could include, but are not limited to, changes in costs, timing, scope, or deliverables.

The Change Control Process will be invoked before any unplanned or out of scope work is executed or any work is completed outside the Customer's regular business hours. Any additional effort/costs as a result of such work would be subject to the following Change Control Process.

If either party believes that a change is necessary, such party shall issue to the other party a written Change Request. In the case of a Customer initiated Change Request, the Contractor will evaluate the feasibility of the Change Request as soon as practical following receipt and determine the impact to the project cost and timelines. In instances where specialized resources are requested, but not contained, within the original project scope, the quoted rate will be

established at the Contractor's then current rate for such services. The Contractor shall provide the Customer a written statement (a Change Response) describing in detail:

- any additional Services to be performed as a result of the Change Request
- the estimated cost associated with such additional Services; and
- any other information relating to the Change Request that may reasonably be requested by the Customer.

The Customer shall respond promptly to any Contractor-initiated Change Request. If the Customer approves a Contractor-initiated Change Request or a Change Response, with such approval to be in writing, such Change Request or Change Response shall be deemed to be a "Change Order." Any duly executed Change Order shall be attached to this PIPP.

The Contractor Project Manager and the Customer Project Manager shall be authorized to administer any Change Order. The estimated Project schedule shall be adjusted accordingly for each Change Order. If the Customer rejects an Contractor-initiated Change Request, or any Change Response, the Contractor and the Customer shall proceed to fulfil their obligations as originally agreed under this PIPP.

A Variation will be prepared by the Contractor according to **Schedule 4: Variation Procedures** of the Contract should the changes impact the Contracted deliverables, schedule, price or any other Contract term or condition.

Project Plan: An initial project plan based on this services PIPP will be drafted during the IPS. At the conclusion of the IPS phase, the Customer and Contractor project managers will review and confirm scope, effort, and project cost and the project plan will be updated accordingly.

Roles and responsibilities

Below is a table depicting roles and responsibilities of the Customer and Contractor.

Joint	Responsibility
Management Committee	<ul style="list-style-type: none"> • Meet on a monthly basis to review project status (Management Committee Meeting)
Customer Role	Responsibility
Project Sponsor	<ul style="list-style-type: none"> • Meet on a monthly basis to review project status (Management Committee Meeting) • Assume ultimate responsibility for the Customer project team's success • Communicate project directives and objectives • Provide timely and effective resolution to issues escalated by the project team • Designate and assure commitment of resources throughout the project to ensure project success • Determine project priorities and approve all changes to project scope • Provide final review and approval of project deliverables and milestones • Monitor project quality and integrity with respect to business goals • Provide positive leadership and ongoing support to all project team members

	<ul style="list-style-type: none"> • Identify and communicate any issues of concern throughout the course of the project • Be available to the project to resolve issues that the project management team cannot resolve in a timely manner
Project Manager	<ul style="list-style-type: none"> • Escalate project related matters needing attention • Perform project management functions/implement project governance • Act as primary point of contact for project communication • Manage scope (as a part of project governance) • Provide high level guidance to the teams • Meet on weekly basis to review project status (and all other artefacts) • Define, design, perform and verify organizational change management • Make decisions on project issues (as a part of governance) • Liaison between project team and business users • Resolve business user conflicting priority between job roles and project support (availability) • Prepare weekly project management progress reports and address all identified actions • Prepare monthly management committee reports and respond to management committee queries
Project Team	<ul style="list-style-type: none"> • Define, develop, implement and monitor project governance and implementation methodology • Identify, define, monitor, maintain and report inter-project dependencies • Develop project report (status, issues, risks, financials, etc.)- as a part of project governance process • Manage program resources, resolve personnel issues, fix problems • Manage senior management communication • Define, manage, maintain, report and enforce quality • Define, develop, implement, support training plan • Provide timely response and acceptance of project deliverables
IT	<ul style="list-style-type: none"> • Ensure infrastructure & configuration availability for the team
Business Users and SMEs (Project Team)	<ul style="list-style-type: none"> • Learn use of system and actively participate in build/configure activities • System testing • System integration testing • User acceptance testing • Parallel testing

Change Manager	Responsible for all organisational change management activities
Contractor Role	Responsibility
Project Sponsor	<ul style="list-style-type: none"> Meet on a monthly basis to review project status (steering committee meeting)
Project Manager	<ul style="list-style-type: none"> Escalate project related matters needing attention Perform project management functions/implement project governance Act as primary point of contact for project communication Manage scope (as a part of project governance) Manage senior management communication Provide high level guidance to the teams Meet on weekly basis to review project status (and all other artefacts) Identify, discuss, review, verify and implement deliverable acceptance criteria Prepare weekly progress reports and address all identified actions Prepare executive steering committee report and respond to executive queries
PMO	<ul style="list-style-type: none"> Define, manage, maintain, report and enforce quality <p>Please note PMO services are not included in the scope of this PIPP. Should quality assurance services be required the change control process will be invoked.</p>
Consultants	<ul style="list-style-type: none"> Provide licensed software knowledge and expertise during life cycle phases of the program Provide licensed software related learning assets as needed/user documentation Facilitate business workflow, workshops, pilots to ensure meeting business requirements Assist in infrastructure definition, design, implementation and support Provide technical expertise in support of data conversion needs and infrastructure support Unit testing

Resource Assumptions and Customer Obligations:

- The Customer acknowledges that all project timelines are subject to timely provision of resources and performance of obligations.
- The Customer will provide Contractor resources after-hours access to the Customer project site according to the Customer IT and physical security and access policies and requirements.
- The Customer will provide, at no charge to the Contractor, personnel to carry out administrative functions, such as the recording and publishing of meeting minutes, organising the Customer facilities for the delivery of workshops, socialising agendas to Customer workshop attendees, ensuring availability of Customer participants to meetings and workshops, and any other

reasonable function that the project team requires to perform its duties, on behalf of the project team. The Customer may choose to assign multiple people to cover the required tasks.

- The core project team, including Contractor and Customer team members, will be co-located at a single Customer location for all onsite project work.
- Customer Core Team Members: The Customer will assign to the project highly experienced representatives from all the areas within scope for the duration of the project, to ensure all Customer project activities are completed within the established project timeline. These individuals will be qualified to define requirements for their respective disciplines and will be empowered to make process and policy decisions, including deliverable signoffs, and will engage other subject matter experts as needed.
- Customer subject matter experts (SMEs): In addition to Customer core team members, Customer SMEs will be required from affected areas of the business to participate in business process requirements reviews and design workshops. The Customer will ensure these resources are identified in advance and are readily available to participate in meetings workshops and test events as defined in the project work plan in order to keep the project on schedule.
- The Customer will have full time technical resources assigned to the project, while the Contractor CoE technical resource will serve as an advisor for all technical activities in this project. This should allow the Contractor technical resource to transfer knowledge and ownership of technical tasks to the Customer technical team, which should result in decreased Contractor involvement over time.
- The Contractor's staffing requirements will be determined solely by the Contractor consistent with Clause 8 of the Customer Contract.
- The Contractor and the Customer will manage the project jointly, including work planning, activity and resource planning and budgetary control. All project management tasks will be delegated appropriately between the Contractor and the Customer project managers during planning.
- The Customer will assign a full-time project manager. The Customer project manager will be responsible for ensuring the performance of the Customer project team and for coordinating project activities with the Contractor project manager.
- The Customer will be responsible for the roll-out of the solution post go-live of the pilot sites. The Contractor will provide consultants in a support capacity only as requested by the Customer. Roll-out support is not included in the scope of this PIPP.
- The Customer will be responsible for Permitted User training. Development of client-specific training material will be the responsibility of the Customer.
- Customer IT resources will support the technical integration between Customer legacy systems and the WFM technical environment. Timely system support will be available to assist the project team throughout the project. The Customer will have dedicated technical resources assigned to the project, while the Contractor technical resource will serve as an advisor for all technical activities in this project. This will allow the Contractor technical resource to transfer knowledge and transition ownership of technical tasks to Customer technical team, resulting in decreased Contractor involvement over time.
- The Contractor will utilise both local and offshore resources as necessary in order to deliver the project.
- The Customer will provide all required technical knowledge and programming for existing applications and systems requiring interfaces and data conversions, providing data to and accepting data to and from the Contractor.

Delivery

The solution will be delivered to the Customer's Silverwater Correctional facility located in Silverwater NSW:

- Project Area, Silverwater Correctional Facility, Silverwater NSW during normal business hours between 7:00am and 5:30pm.
- Time Clocks, if the Customer chooses to take this option, are to be delivered to the Customer Locations as specified in the Implementation Planning Study.

Where work performed (Site)

Work will be performed using a combination of on-site and off-site services.

On-site services will be delivered at the Customer's Silverwater Correctional Facility in Silverwater NSW.

- location: Silverwater NSW
- hours of access: 7:00am and 5:30pm business days
- physical and IT access security will be advised to the Contractor during the Discovery (Solution Blueprint) phase.

Off-site services will be delivered in:

- Contractor Office Locations:
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- Or other location as agreed from time to time with prior Customer written Approval

Implementation planning study (Stage 1)

The Contractor is to provide an implementation planning study:

- the objective of the Implementation Planning Study will be to establish a fixed price for all configuration, ehnancement and implementation work required to enable the WFM aaS

solution to operate in accordance with the Contract Specifications and subsequently the agreed Solution Blueprint.

- The IPS may alter the Deliverables, the project schedule or price of the WFM aaS solution price subject to the final agreed Contract Specifications.
- the Implementation Planning Study shall commence on the Commencement Date, pending resource availability, and complete no later than the expected delivery date reference in section 3 Scope of Work of this Schedule 12 (PIPP) unless otherwise agreed.
- in parallel the Contractor will develop a detailed design document (Solution Blueprint document) which will be subject to a Customer Acceptance in accordance with clause 10.1(b) of the Customer Contract. Additionally, during the IPS, the Contractor will provide specifications and fixed prices for the cyclic rostering functional enhancement, the interface into the Customer's ERP and for an interface into the Customer's IVR solution.

5. Project Management

Issues Log

The Contractor is responsible for creating and maintaining the issues log.

The Contractor issues log must contain all issues raised within the project to be addressed to design, deliver, and test the proposed solution. The issues log must be updated and reviewed with the Customer on a weekly basis to ensure timely achievement of the defined PIPP schedule.

Risk management plan

The Contractor must develop and maintain a risk management plan. It should be prepared and maintained in accordance with the "Infor Deployment Method Risk Management Standard" or equivalent, unless agreed in writing.

The risk management plan must be presented in each project governance meeting and update as appropriate to address any new risk items identified.

Change MANAGEMENT

Any changes made should be reflected over time in a new version of the PIPP and must be implemented as a Change Request in accordance with the variations procedures stated in Schedule 4 (Variation Procedures), subject to clause 26.1 to 26.2 of the Customer Contract. Each Change Request must be agreed in writing and signed by both the Customer and the Contractor to be valid.

6. Customer Supplied Items (CSI)

Customer Supplied Items (CSI) are items set out in Item 22 of the General Order Form to be supplied by the Customer under a Customer Contract.

List of CSI's

- Customer's Interactive Voice Recognition (IVR) solution.
- Monitors for the display of Project Rosters
- environmental, operational, safety and management requirements in relation to the Customer's Site that are necessary for the provision of the Deliverables

- reasonable basic office facilities for the nominated team members for the period from Implementation Planning Study Commencement through systems acceptance testing of the solution. This will include:
 - desks, chairs and secured filing cabinets, whiteboards,
 - telephones (STD access for key project team members as required)
 - Customer standard operating environment computer workstations, network connections, internet access and e-mail
 - copies of policies and procedures which are expected to be followed
 - Contractors to be located at the Sites
 - access to shared printing, photocopying and facsimile facilities
 - access to shared meeting rooms
 - access for remote VPN connection.

CSI maintenance and support contracts

Provision of maintenance and support contracts for the Hardware and operating systems provided as CSI is the responsibility of the Customer.

The Contractor must address any issues or problems with the Customer help desk unless otherwise formally agreed with the Customer's Authorised Representative.

CSI requirements

The Contractor must specify all CSI requirements related to the WFM aaS solution in the Solution Blueprint. Additional CSI requirements must be documented in the Change Request in accordance with the variations procedures stated in Schedule 4 (Variation Procedures).

CSI verification

The Contractor may verify the CSI against the requirements of the Implementation Planning Study.

Should the CSI not satisfy these requirements, the Contractor must notify the Customer of the area of non-compliance and the potential impact to the WFM aaS solution performance.

The Customer will make reasonable efforts to rectify the issue and submit the CSI to the Contractor for verification or request a variation for the Contractor related to the potential performance impact.

7. Specified Personnel

Specified Personnel are the key personnel of the Contractor who are required to undertake the provision of the Deliverables or part of the work constituting the Deliverables. The identity and roles of any Specified Personnel are stated in Item 27 of the General Order Form. **(Clause 8.8 Customer Contract).**

Contractor's Specified Personnel identity, roles and responsibilities

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

8. Customer Personnel

Customer's Personnel roles and responsibilities

The following Customer's Personnel who will be available to work with the Contractor and their roles and responsibilities.

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

9. Customer Assistance

Acceptance Tests will be conducted in accordance with Clause 10 of the Customer Contract.

Initial Acceptance Tests will be carried out on the test environment, and final User Acceptance testing will be carried out on the production environment accepted in accordance with the approved Acceptance Test plan. The Customer will develop the Acceptance Test plan and review with the Contractor for formal acceptance purposes.

The Customer will execute the Acceptance Test plan activities in order to provide evidence of successful operation to the approved design specification (Solution Blueprint). Once complete the Contractor will review the results with the Customer for formal acceptance purposes.

10. Subcontractors

This Contractor must include information for entities that are "Subcontractors" within the definition of Subcontractor.

The information must include

- full legal name of any Subcontractor that is to provide Services.

- overview of the roles and responsibilities that each Subcontractor will undertake in the provision of the Services under the Customer Contract.

11. Acceptance Testing

If a Deliverable is not to undergo Acceptance Tests, (as specified in Item 32 of the General Order Form), then the Deliverable will be Accepted 2 Business Days (or such other period as stated in Item 32 of the General Order Form as the Actual Acceptance Date (AAD)), following the delivery of the Deliverable as required in the Order Documents. **(Clause 10.1(a) and Item 32 General Order Form).**

The Acceptance Test process set out in clause 10 which must be followed.

Acceptance

The following table lists all Deliverables that are to undergo Acceptance Testing.

Deliverable	Date for Acceptance Test Criteria to be provided to the Contractor (Default period is 60 Business Days prior to start of Acceptance Test Period)	Date for Acceptance Test Data to be provided to the Contractor (Default period is 14 Business days prior to start of Acceptance Test Period)	Acceptance Test Period (Default period is 20 Business Days from delivery to the Customer)	Acceptance Test Notification Period (Default period is 3 Business Days from the end of the Acceptance Test Period)	Expected AAD
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Deliverable	Date for Acceptance Test Criteria to be provided to the Contractor (Default period is 60 Business Days prior to start of Acceptance Test Period)	Date for Acceptance Test Data to be provided to the Contractor (Default period is 14 Business days prior to start of Acceptance Test Period)	Acceptance Test Period (Default period is 20 Business Days from delivery to the Customer)	Acceptance Test Notification Period (Default period is 3 Business Days from the end of the Acceptance Test Period)	Expected AAD
	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Deliverable	Date for Acceptance Test Criteria to be provided to the Contractor (Default period is 60 Business Days prior to start of Acceptance Test Period)	Date for Acceptance Test Data to be provided to the Contractor (Default period is 14 Business days prior to start of Acceptance Test Period)	Acceptance Test Period (Default period is 20 Business Days from delivery to the Customer)	Acceptance Test Notification Period (Default period is 3 Business Days from the end of the Acceptance Test Period)	Expected AAD
	[REDACTED]				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Conducting Acceptance Tests

For each Deliverable that is to undergo Acceptance Tests, the Customer will develop an Acceptance Test plan. The Customer must specify and agree with the Contractor the details of the Acceptance Test requirements.

The Acceptance Test plan must:

- identify the Deliverable or part of the Deliverables to be tested;
- specify the allocation of each Party's responsibilities in relation to testing, including the Party responsible for conducting Acceptance Tests and who will attend the Acceptance Tests;
- specify which Party is to provide the test environment, including hardware, software, power, consumables and other resources and when the environment and resources must be ready for use;
- specify the methodology and process for conducting Acceptance Tests;
- specify the scheduling of Acceptance Tests including data the Acceptance Criteria must be agreed, the date that the Acceptance Test Data must be agreed, the Acceptance Test Period and the Acceptance Test Notification Period;
- specify the Acceptance Criteria used to test whether the Deliverable meets the Contract Specification and other requirements of the Customer Contract (and must not include any other criteria). Acceptance Criteria will be jointly agreed by the Customer and the Contractor.
- Specify the Acceptance Test Data, or the process and timing for agreeing the Acceptance Test Data.

Acceptance Test Results

Defect severity classifications are defined below. These classifications include identification of which severity level of Defects will be considered "Minor".

The following severity descriptions apply to all test phases:

Severity	Description	Details
1	Production Down	A Licensee's production system or licensed software is inoperable. A major application failure has occurred and business processes are halted. There is no workaround available.
2	High	A critical business process is impaired, causing a serious disruption of a major business function; there is an acceptable workaround.
3	Medium	Non-critical problems occur with the licensed software. Licensee is able to run the system and/or application, and there is an acceptable workaround for the problem.
4	Low	An inquiry and/or low system impact issue which does not require immediate attention. This includes cosmetic issues on screens, errors in documentation, or a request regarding the use of the licensed software.

Severity	Description	Details
5	Suggestion for Enhancement	A suggestion is made for enhancing the system by adding new features or improving existing features.

Acceptance Process:

The Acceptance Tests will be conducted consistent with Clause 10 of the Customer Contract

12. Project Plan

High level project plan

A draft high level project plan is attached here. This is only an indicative plan providing an overview of various project activities. All tasks and effort included are indicative only and this project plan will be further developed and finalised jointly by the Customer and the Contractor project managers during the IPS



High Level Project Plan

Detailed project plan

A detailed project plan will be provided at the completion of the IPS (Solution Blueprint). The plan must be incorporated as a Change Request according to Schedule 4 (Variation Procedures) of the Customer Contract.

The detailed project plan must include the items listed in the High Level Project Plan (using the same description) as well as the sub-tasks/sub-events within each high level Milestone.

13. Payment Plan

Additional products/Services.

Any additional Professional Services ordered by the Customer must be purchased utilising a Change Request according to Schedule 4 (Variation Procedures) or a separate contract which describes the services to be delivered, relevant schedules and any specific requirements related to the delivery of the services.

Rate Card

Role / Resource type	Hourly Rate (ex GST)	Day Rate (ex GST)
████████████████████	██████	██████

Role / Resource type	Hourly Rate (ex GST)	Day Rate (ex GST)
██	████	████
██	████	████
██	████	████

Commencing on the 1st anniversary of the Commencement Date and continuing for each anniversary of the Commencement Date after that for a period of 3 years, the Hourly Rates (Rate Card) may be varied on written notice by the Contractor by a maximum of the cumulative percentage change in the Australian Consumer Wage Index (All Groups, Weighted Average of Eight Capital Cities) over the previous period. For hourly rates beyond the 3 year period, the Customer and the Contractor will negotiate and agree updated pricing.

Business model

Should the Customer order additional Services as listed above this will be based on a separate professional services contract on a time and material basis or as otherwise agreed.

Contract Price

The Contract Price for Stage 1 below is an estimate only. The Contract Price for Stage 2 below is an estimate only and will be fixed as an outcome of the Implementation Planning Study.

Services	Price per Unit	Quantity	Hours	(ex GST)
The Customer has no obligation to proceed to Stage 2 Solution Build and Configuration and Recurring Services and may terminate without incurring any penalty or fee at any time during Stage 1.				
Payment of the Subscription Fee for Year 1 and subsequent Recurring Services is contingent on the Customer proceeding to Stage 2.				
Stage 1 – Implementation Planning Study (IPS)				
Implementation Planning Study Including Project Management, Solution Blueprint and specifications for Cyclic Rostering Enhancement, ERP Interface and IVR Interface	██████████ ██████████ ██████████ ██████████	█	████	██████████
Subscription. Six month initial subscription term fee				██████████
Stage 1 Contract Price				██████████
Other Services				

Services	Price per Unit	Quantity	Hours	(ex GST)
Stage 2 – Solution Build and Configuration (SBC)				
Project Management Services	██████████	●	████	██████████
Configuration Services	██████████	●	████	██████████
Acceptance Testing Services	██████████	●	████	██████████
Training Services	██████████	●	████	██████████
Transition Services	██████████	●	████	██████████
Post Go-Live Production Support	██████████	●	████	██████████
		Stage 2 Sub-Total:		██████████
		Stage 1 and Stage 2 Services Sub-Total		██████████
Recurring Services for Year 1		1 st Year SaaS Fee including Support and Maintenance (as per MO 10)		██████████
		Total		██████████
		GST:		██████████
TOTAL Stage 1 and Stage 2 Contract Price including Year 1 recurring services (inc GST)		Total Amount:		██████████

The price provided above is an adjustment to the BAFO price in line with the Rate Card being varied subject to the cumulative percentage change in the Australian Wage Index (All Groups, Weighted Average of Eight Capital Cities) over the period since the BAFO was submitted.

The above Contract Price does not include travel and living expenses which may apply. The Contractor will get approval to incur expenses from the Customer prior to incurring the expense. Travel and living expenses will be based upon the following principles:

- a. Management Committee
 - a. No travel and living expenses 'will be invoiced against the Management Committee members
- b. Domestic & International Travel expenses
 - a. accommodation, food and drink, and incidentals, consistent and no more than the reasonable expenses as defined in the Australian Tax Office TD2014/15
 - b. Airfares, Economy saver fare with flexibility for return flight
 - c. Ground transport

Milestone Payment	Due Date for Payment	Milestone Acceptance Criteria	Percentage	Price (ex GST)
[REDACTED]				
Stage 2				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Milestone Payment	Due Date for Payment	Milestone Acceptance Criteria	Percentage	Price (ex GST)
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]