STATEMENT OF WORK
SERVICENOW SUPPORT SERVICES

For

TAMU
TEXAS A&M UNIVERSITY

December 15, 2017

Submitted by:

ALCOR ENABLING CLOUD

Alcor Solutions, Inc.
7600 Dublin Blvd, Ste 230
Dublin, CA 94568
925-248-2344
**ALCOR PROFILE**

Alcor Solutions Inc. ("Alcor") is a technology consulting and implementation company focusing on Enterprise and Government technology requirements in the enterprise applications, systems integration, IT Service Management and enterprise collaboration/mobility domains. Our focus verticals include EAs and Financial Services, Hi-Tech, Governments and Public Sector, Pharmaceuticals and Biotechnology and Manufacturing.

<table>
<thead>
<tr>
<th>Strategy &amp; Design</th>
<th>Implementation &amp; Integration</th>
<th>Operation &amp; Remediation</th>
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<tbody>
<tr>
<td>Technology planning, roadmaps</td>
<td>Gap analysis &amp; requirements</td>
<td>Closing administrative support</td>
</tr>
<tr>
<td>Cloud architecture design</td>
<td>Agile &amp; RAD implementation approach</td>
<td>Release planning, sprint planning</td>
</tr>
<tr>
<td>Cloud platform solution design</td>
<td>Spikes, stories, release planning</td>
<td>Staff augmentation</td>
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<tr>
<td>Business process reengineering</td>
<td>System integration development</td>
<td>Operational performance analysis</td>
</tr>
<tr>
<td>IT process design &amp; development</td>
<td>Unit testing, system integration testing</td>
<td>Continual service improvement reporting</td>
</tr>
<tr>
<td>Business impact analysis</td>
<td>User acceptance testing</td>
<td>Training for customer’s users</td>
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<tr>
<td>Process maturity assessments</td>
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Alcor's focus is solving business problems via an understanding of client's business requirements and providing consistent technology excellence. We work with our clients in implementing business focused IT projects as well as providing managed services solutions to meet their specific time sensitive needs. Our consultants and administrators are highly skilled in a number of business verticals, and know how to work and support broader roles within a client organization. Given the size and varying requirements placed on our business, we believe this is a key differentiator for us.
ENGAGEMENT OVERVIEW

OUR UNDERSTANDING OF YOUR REQUIREMENTS
Texas A&M University, ("Client") is looking to continue to leverage ServiceNow as their Enterprise Service Management software of choice with the ongoing management and maintenance of their ServiceNow environment.

1. Component 1 – Service & Process Automation Solutions
   a. Provide orchestration and process automation assistance for data center related services for the DivIT – "Aggie Cloud" and "West Campus Data Center" services to provide a fully provisioned experience for the user acquiring such services. Vendor should display experience with Service Catalog and Order Items in ServiceNow coupled with the utilization of the ServiceNow Service Portal.
   b. Unused hours from Orchestration services related to the Aggie Cloud or West Campus Data Center will be utilized for any other components as mutually agreed upon between the Vendor and DivIT.
   c. Client Effort Estimation - 200 Hours

2. Component 2 – Change Management Calendar Solutions
   a. DivIT is currently engaged in a significant endeavor to implement a unified change control process across the organization. The development of a change calendar that displays a schedule of planned/pending changes is necessary to fulfill the project. The second aspect of the component results in a "blackout calendar" by which various roles will have access to submit information indicating that maintenance is desired using multiple criteria. Both calendar types should integrate and be accessed via component 3, the Self-Service Portal.
   b. Client Effort Estimation – 200 Hours

3. Component 3 – Self-Service Portal Redesign
   a. The vendor will provide assistance to update the existing IT Self-Service site from the legacy CMS to Service Portal and incorporate enhancements to existing functionality. Enhancements include service taxonomy reorganization, customer billing reports from requested catalog items, improving display of services to show prices and other information, search engine optimization, Knowledge Base workflow debugging, improving knowledge display and filtering, improving alerts display and filtering, incorporating public calendar display of alerts and changes, and porting content from redundant sites.
   b. Client Effort Estimation – 550 Hours

4. Component 4 – Performance Analytics
   a. The vendor will provide assistance to configure Performance Analytics and set up dashboards and reports for key performance indicators. KPIs include cost per contact, customer satisfaction, agent utilization, first contact resolution, estimated walk-in wait time, and no-shows/abandoned walk-ins.
   b. Client Effort Estimation – 40 Hours. Note: Alcor recommends increasing the effort to a minimum of 80 hours to ensure that there is ample time to create and test multiple

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sets of Performance Analytics indicators, dashboards, etc. These additional hours have been added to the total hours for PA, bringing it to 80. This will change the overall hour total for this SOW to 1,230.

5. Component 5 – General Development Effort
   a. The remaining hours will be contained in an “ad-hoc collection” to be used at the discretion of an internal team within the Division of IT. Hours may be applied to the project & portfolio suite, the new business relationship management functionality, contracts application, configuration management, or any variety of general development efforts.
   b. Client Effort Estimation – 200 Hours

Services
Alcor will perform the following Services:
   • Provide 1,230 hours over the course of 12-18 months. Alcor will provide a minimum of 80 hours per month of support services for ServiceNow enhancement support.
   • During the initial and planning phase and ongoing subsequent weeks, the Alcor Engagement Manager or BSA will work with Client to establish priority per enhancement area to ensure workstreams can be planned as required.

We will work closely with the client team to ensure everyone understands timelines, resource commitments, and deliverables.

Activities
   • Conduct initiation meeting with customer point of contact(s)
     o Introductions
     o Client process review and understanding
     o Review current backlog (high level)
     o Develop recurring meetings (e.g. planning and review)
     o Collective agreement on next steps
   • Release Planning
     o Apply estimated work effort after RITM review
     o Develop weekly sprints
     o Execute sprints
     o Unit Testing
     o Develop and provide technical documentation
     o Work with client for release schedule and post support
   • Weekly Review
     o Alcor Engagement Manager or BSA will plan, schedule and chair meeting(s)
     o Review completed sprints and progress
     o Release planning
     o Post release support

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Deliverables
- Weekly Reports
  - Completed sprints and progress
  - Hours consumed
- Forecasting

Alcor Management Services will ensure that Client users are well supported from a ServiceNow administration and support perspective. This is proposed to be done in a managed capacity model, planned to be for a minimum of 80 hours per month. Any required additional hours will be set forth in a change order. The services will be delivered based on Client’s prioritization.

MANAGED SUPPORT SERVICES

SERVICES SCOPE
Alcor’s Managed Support Services are managed by trained ServiceNow System Admins who provide technical administration and remote services to help maintain and administer your ServiceNow applications and platform. Our Right Shore model combines offshore (India), nearshore (Canada) and onshore (US) support with a California based Services Manager to ensure that the user experience is positive. The Services Manager will provide regular onsite reporting as included in this proposal.

The Managed Capacity model assumes that it will be sufficient for supporting the existing functional scope and the effort estimate of a minimum of 80 hours per month is based on Client’s estimate as well as Alcor’s suggested additional hours for Performance Analytics. The current effort estimates could be different than initially assumed and will be monitored and tracked by both parties. Alcor’s Engagement Manager or BSA will work with Client’s Project Manager to project the work on a weekly, bi-weekly, or monthly basis (as decided by Client) so that appropriate additional capacity can be arranged via change order. This proposal is subject to a monthly baseline of 80 hours, which will be charged at a minimum. This is done to ensure that Alcor can keep required capacity available for Client.

CONTRACT PERIOD
The Services under this SOW will have a base contract period of 18 months from the start date of service. The contract can thereon be extended with a new Statement of Work between the two parties. At any time during this contract period, parties can terminate this contract by providing each other with a minimum of sixty (60) days of written notice.

The North America team will provide the support coverage 9am-5pm Central Standard Time (CST), Monday-Friday, except for US or Canadian statutory holidays. The offshore India team will provide support and development efforts coverage 2:30PM – 11:30PM India Standard Time (IST), Monday-Friday excluding standard India holidays.

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RESOURCES

We expect the following resources to be engaged from Client and Alcor for this engagement. The exact duration and level of engagement for Client’s resources will be finalized at kick-off. All client facing resources will be US based to accommodate time zone constraints. Alcor may use offshore development resources if deemed beneficial to the client and work effort.

<table>
<thead>
<tr>
<th>Client Resources</th>
<th>Responsibilities</th>
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</thead>
<tbody>
<tr>
<td>Sponsor</td>
<td>Client will provide a sponsor who will have overall responsibility for the engagement. Client sponsor will meet regularly with the Alcor Service Manager to review progress and resolve issues.</td>
</tr>
<tr>
<td>System Administrator</td>
<td>Client’s assigned resource(s) should be prepared to engage in knowledge transfer and mutual development.</td>
</tr>
<tr>
<td>Process Owner(s)</td>
<td>Client will provide subject matter experts who will be responsible for the correct and complete definition of each of the processes implemented within the ServiceNow product.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Alcor Resources</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services Manager</td>
<td>Ensure the SOW is being adhered to, allocate appropriate resources from Alcor, manage escalations, and act as a single point of contact for the duration of the effort.</td>
</tr>
<tr>
<td>Business System Analyst(s)</td>
<td>The business System Analyst will drive process definition, re-engineering, improvement and gap analysis of current and future processes together with Client's process owners and document solutions for implementation</td>
</tr>
<tr>
<td>ServiceNow System Admin</td>
<td>Alcor will provide system admin(s) to help with application configuration and assist with knowledge transfer to Client resource(s).</td>
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</table>
ASSUMPTIONS

Client acknowledges that its participation and cooperation is critical for the success of the Engagement. The following assumptions are based on information provided by Client to Alcor relating to the Engagement scope and Client’s current business processes as of the Effective Date of this SOW, and have been used to compute the estimated level of effort and cost. Deviations from these assumptions may lead to commensurate changes in the timeline and fees, such changes to be set forth in a new Statement of Work to be mutually agreed by both the parties.

GENERAL

a) Client will allow Alcor two (2) business days to “acclimate” to the client environment. This will include but not limited to access to a lower instance than PROD, review of active modules, review of integrations, customizations, release information, patch information etc.

b) Client will provide the required resources and ensure active participation to ensure the implementation is successful. This will include an executive decision-maker, engagement leadership and management, subject matter experts, and technical resources.

c) Client is responsible for the definition of the business processes within scope for this Engagement and implementing all business process changes required to support the Engagement.

d) Client is responsible for testing prior to production deployment.

e) It is assumed that the Alcor resources will have remote access to Client’s instances and that Client provides appropriate technologies for remote work.

DATA

a) Client will supply all information to be imported in a supported format. Alcor will not be responsible for data modification, cleansing or alteration before, during or after importing data. Supported formats are listed on the ServiceNow Wiki.
## EFFORT ESTIMATE AND PRICING

The Managed Services estimate and payment terms for the services are detailed below.

<table>
<thead>
<tr>
<th>Onshore / Offshore / Nearshore</th>
<th>Effort Estimate</th>
<th>Blended Rate</th>
<th>Estimated Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Onshore/Nearshore resources for Engagement Manager and BSA work</td>
<td>20% of total hours (1,230) = 246 hours</td>
<td>$160/Hr</td>
<td>$39,360</td>
</tr>
<tr>
<td>Offshore resources for development and System administrator work</td>
<td>80% of total hours (1,230) = 984 hours</td>
<td>$90/Hr</td>
<td>$88,560</td>
</tr>
<tr>
<td>Estimated Total</td>
<td></td>
<td></td>
<td>$127,920</td>
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Hours consumption will be reported on and monitored weekly with a monthly collective review through the Alcor BSA. Allocation of hours between the Alcor resources will be discussed to make sure client is receiving full value of the efforts. If less BSA hours are required, the collective teams will plan for additional developer hours.

This proposal is subject to a monthly baseline of 80 hours, which will be charged at a minimum. This is done to ensure that Alcor can keep required capacity available for Client.

Additional charges may apply for scope changes, change requests or delays caused by events that Alcor has no control over. Any changes will be set forth in a change order and approved by both parties.

### TRAVEL

The duration of this engagement will be remote, however any travel done at Client’s request will be charged to Client on actuals. Travel cost estimates must be approved by Client prior to booking the travel.

Alcor will invoice Client on a Managed Services basis monthly. Client shall pay all amounts within thirty (30) days after date of invoice unless stated otherwise in the applicable ordering document.
EFFECTIVE PERIOD OF THIS SOW

This SOW is valid only if the Services start within ninety (90) days after the Effective Date or before the pricing expiration date stated in the applicable ordering document signed by Alcor, whichever is later ("Engagement Start Date"). If Services do not start prior to the Engagement Start Date, then Alcor has the option of changing the prices provided in this SOW.

MASTER SERVICES AGREEMENT

This Statement of Work is entered into by and between Alcor Solutions, Inc. and Texas A&M University subject to the terms of the Client Master Order dated May 1, 2017 and Amended Contract No. 243648 (collectively referred to as "the Master Agreement") in the Services Agreement). In the event of any conflict between the terms of this Statement of Work and the Master Services Agreement, the Master Services Agreement shall prevail.

ACCEPTANCE

The signature below provides authorization and acceptance of this proposal by Client.

SUBMITTED ON BEHALF OF ALCOR SOLUTIONS INC.

______________________________
SIGNATURE

Gladys Michele Gray, Client Partner

PRINT NAME AND TITLE

December 15, 2017

DATE

Jan. 30, 2018

ACCEPTED ON BEHALF OF Client/

______________________________
SIGNATURE

Robert C. Bounds
Director, Procurement Services

PRINT NAME AND TITLE

1. 30. 2018

DATE

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