

## Statement of Work

# Cressida ReQuest™ for WebSphere® MQ OpenWorkshop Program

<b>Prepared by:</b>	..... - Cressida Technology Ltd.
<b>Effective Date:</b>	Month - Day, 2008

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## Change History

Version	Action	Author	Date
0.1	Created	.....	.....

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## Review and Approval

This document requires the following approvals:

Name, Approval Level	Title	Status	Date
M. Kanafchian	Director	Approved	.....

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## Distribution

This distribution of this document is restricted to authorised employees and agents of .....and Cressida Technology Ltd.

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# 1 Purpose

This Statement of Work (SOW) defines the scope of the services and the deliverables that Cressida Technology, hereafter referred to as "CRESSIDA," will provide to ....., hereafter referred to as "CUSTOMER," under the agreement that references this SOW.

The performance of this SOW is contingent upon the CUSTOMER reasonably performing its responsibilities and delivering its deliverables as specified herein.

This Statement of Work details:

- The scope of work CRESSIDA agrees to deliver to CUSTOMER.
- Description of deliverable items under this agreement.

# 2 Scope

CUSTOMER has licensed Cressida ReQuest™ for WebSphere MQ (ReQuest™) for nn OS (specify Operating System(s) CPU Processors).

This SOW describes the services that CRESSIDA will deliver to ensure that CUSTOMER will achieve rapid usage and benefits of ReQuest

# 3 Deliverables

Cressida consultant ("the consultant"), a WebSphere MQ and ReQuest specialist, will perform a 2-day service. During this period the consultant, with assistance of the CUSTOMER will perform some or all of the following tasks. Since the format of this service is "open workshop", the choice of deliverables will be made during the workshop itself.

- Present the ReQuest for WebSphere MQ solution (for attendees with no knowledge of this Cressida software package).
- Give a demonstration of ReQuest for WebSphere basic functions.
- Report
- Replay
- Recover
- Message Filtering
- Present ReQuest "best practices".
- User/security management
- Performance considerations of ReQuest, using the different functions.
- Overhead considerations for Queue Managers and the operating system
- Setting up a simulation environment for ReQuest's replay function.
- Avoiding pitfalls (or: why ReQuest can't do everything).

- Have a meeting with the CUSTOMER Project Manager to assess their requirements regarding the usage of ReQuest for WebSphere MQ. During this meeting the consultant will be informed of relevant aspects of CUSTOMER environment.
- Attempt to answer all questions CUSTOMER has regarding the installation, configuration, and usage of ReQuest.
- Use the CUSTOMER installation of ReQuest to demonstrate relevant features.
- Discuss CUSTOMER suggestions for improving ReQuest for WebSphere MQ.

## 4 Dependencies

### 4.1 Systems

Services for this project will be performed on CUSTOMER's hardware at CUSTOMER facilities. CUSTOMER's Project Coordinator will coordinate the Services.

CUSTOMER will be responsible for handling any and all security related issues pertaining to this project, including providing unescorted access to buildings where the project team will be working.

CUSTOMER will provide all computing equipment supplies and media (disk packs, magnetic tapes, paper, etc.) that are required for this project.

### 4.2 Facilities

CUSTOMER will be responsible for providing the following facilities:

- A secure workspace
- Access to the internet from that workspace
- All necessary technical matter, data, documentation, information, and operating supplies required for this project.

## 5 Project Personnel

CUSTOMER agrees to provide the following personnel for the project:

- Availability of responsible system managers and/or technicians of the systems on which the service will be provided.
- CUSTOMER agrees to respond to requests for the following documentation, information, or assistance needed for the PROJECT.
- CUSTOMER is responsible for the accuracy and completeness of all information it provides. If information is incomplete or incorrect or if information is uncovered during the course of the project which could not be reasonably anticipated by CRESSIDA, any work required to correct problems created by the use of such incomplete or inaccurate information or any additional work required by the discovery of such unanticipated information, shall be treated as a CUSTOMER requested change to the scope of the work and subject to the change order procedure.

## **6 Third-Party Deliverables**

CUSTOMER is responsible for obtaining and delivering all third-party hardware, software, and consulting services required by CRESSIDA to fulfil CRESSIDA's obligations under this agreement. CUSTOMER is responsible for any and all third-party product and/or service charges and fees.

## **7 Price and Payment**

CRESSIDA to provide 2 days of services as described in this SOW for a Time and Materials expected price of €2000.00 (One Thousand Euros per day) excluding VAT and expenses.

### **7.1 Payment Schedule**

Invoice will be issued upon receipt of signed Offer Sheet or issuance of Purchase Order. Payment terms will be 14 days net upon Cressida Technology issue of invoice and receipt of payment prior to start of project.

### **7.2 Compensation**

CUSTOMER shall pay CRESSIDA for lost time at the following rate(s): €500.00 per day plus any incurred travelling expenses. Lost Time is for example; Time Scheduled but cancelled with less than 24 hours working day notice OR "the consultant" is onsite but no system was available to complete the work.

### **7.3 Expenses**

Travel expenses will be billed as incurred, mileage rates will be charged at .50 Euros (Half of one Euro).

## **8 Acceptance**

CRESSIDA will deliver Deliverables to the CUSTOMER Project Co-ordinator for review and acceptance. If no further acceptance criteria are defined in the Project and Quality plan prepared by CRESSIDA, the completed deliverables shall be deemed accepted by CUSTOMER if they are not rejected, in writing, within 3 days of receipt.

## 9 Change Control

Both CRESSIDA and the CUSTOMER must mutually agree upon any changes to this Statement of Work. No verbal agreement between persons involved in the project will be binding on either CRESSIDA or CUSTOMER. Mutually acceptable changes in the scope of work and adjustments in schedule and price will be incorporated as a modification to this agreement or may become the basis of a new, follow-on agreement.

## 10 Cressida and Customer Responsibilities

### 10.1 Cressida Responsibilities

CRESSIDA will designate an individual from its organisation to serve as the CRESSIDA Project Manager, and to be the CUSTOMER's primary contact with CRESSIDA.

The CRESSIDA Project Manager will be responsible for the overall project, which may or may not be the assigned CONSULTANT.

### 10.2 Customer Responsibilities

CUSTOMER will assign an individual to serve as CUSTOMER's Project Coordinator and be CRESSIDA's primary contact with CUSTOMER. CUSTOMER's Project Coordinator will have full authority to act on behalf of CUSTOMER with respect to:

- Managing CUSTOMER's deliverables for the project
- Accepting project deliverables
- Authorising payments
- Interfacing with CRESSIDA to ensure there is an efficient exchange of information and that important and timely decisions are made
- Providing system hardware and software

# Signatures

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This statement of work between ..... (CUSTOMER) and Cressida constitute the entire agreement between the parties and replace any prior oral or written communications and any other agreements between the parties on this subject. Unless signed by both parties, this Agreement will expire 30 days from the Effective Date.

**Designated Contacts:**

**Customer:**

**Cressida :**

..... **Account Executive/Project Manager**  
..... : **Consultant**

**Address:**

**Address:**

**Cressida Technology Ltd.  
1 Lammas Gate  
84a Meadrow,  
Godalming,  
Surrey,  
GU7 3HT  
United Kingdom**

**Tel:**

**Tel: 01483 23 93 00**

**ACCEPTED BY CUSTOMER:**

**ACCEPTED BY CRESSIDA  
Cressida Technology Ltd.  
1 Lammas Gate  
84a Meadrow,  
  
Godalming, Surrey  
GU7 3HT  
United Kingdom**

**Signature:**

**Signature:**

.....

.....

**Name:**

**Name:**

**Title**

**Title:**

**Date:**

**Date:**