gistec Service Delivery Program (SDP)

Specifications & Terms and Conditions
V4.2   Dated 02 January 2022

gistec Service Delivery Program (SDP) provides a flexible and cost-effective vehicle to engage gistec's services on an as-needed basis. gistec SDP enables budgeting for GIS services and consulting at the outset of any GIS project or implementation. Service delivery man-days can be purchased at any time and consumed whenever needed throughout the year.

The value of SDP program is particularly evident when unplanned or unforeseen GIS services or consultancy are required. gistec SDP is a critical resource in project/task planning and it provides a basis to mitigate issues related to scope creep or expansion. Backed by a team of 80+ experts with more than 20 years of combined experience, gistec SDP helps you easily adapt to the current GIS technology and enables you to engage our services whenever needed. With gistec SDP, you can achieve faster project implementation, technology adoption, minimize costs, respond to ad-hoc requirements, and get immediate results at your own convenience.

SDP Core Advantages

INSTANT RESULTS
Place less administrative effort and focus on the task at hand rather on getting repeated budget approvals

FLEXIBLE
Obtain on-site professional services and resource within short notice and desired expertise

RICH EXPERTISE
Select a GIS professional to work on your specific needs from a pool of 80+ professional resources available at your fingertips

Other Advantages

→ Obtain any specialty whenever required
→ Acquire services as man-days and consume them as implementation progresses
→ Provides flexibility in case of unforeseen requirements

→ On-site consulting services, minor development tasks
→ Solutions as well as data-related services and tasks
→ Reduce risks while conducting technical activities

Services Covered by SDP

1. Advanced Esri product configuration (i.e. ArcGIS Server, CityEngine, Portal for ArcGIS, Survey123, Collector for ArcGIS, etc.)
2. Technical consulting
3. On-site professional service or on-the-job training
4. System architecture documentation
5. End user requirement gathering and documentation
6. Complex data conversion services
7. Development and product customization services
8. Knowledge transfer and on-the-job training for end-users and administrators
9. Mobile and smart phone application development and configuration
10. Data manipulation services (i.e. cartography, symbology, print template & layouts, etc.)
11. Application testing, proof of concept or prototyping services
12. Documentation service

High Quality Service
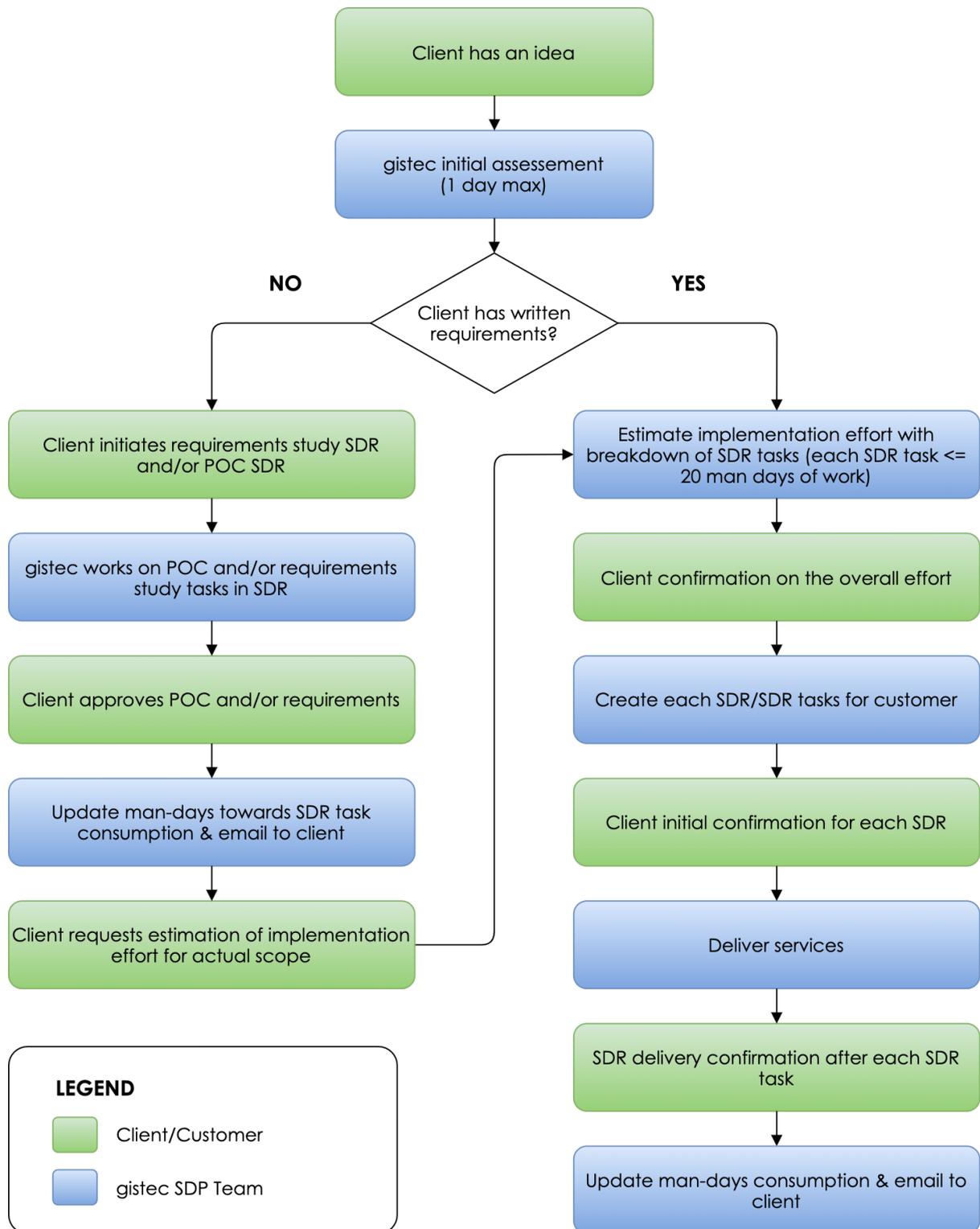gistec PROFESSIONAL SERVICE TEAM

gistec Professional Service Team is composed of highly knowledgeable GIS professionals who are always ready to provide expert consultancy and reliable service across a wide range of GIS platforms and infrastructures. A leading name in GIS technology in the Middle East, gistec retains decades of cumulative experience and relevant industry certifications. Our team of technical professionals are providing specialized assistance with a proactive and positive approach to resolving technical challenges by:

→ Delivering value-added services with excellent return on investment
→ Maintaining the highest level of professional standards and service delivery
→ Understanding unique customer business processes and requirements
→ Focusing on customer satisfaction and problem resolution
→ Ensuring fast resolution times through continuous feedback

Below illustrates the Service Delivery Request (SDR) process under the gistec SDP:

Service Delivery Request (SDR) Process

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                          ┌─────────────────────┐
                          │  Client has an idea  │
                          └─────────────────────┘
                                    │
                          ┌─────────────────────┐
                          │ gistec initial       │
                          │ assessement          │
                          │ (1 day max)          │
                          └─────────────────────┘
                                    │
      NO                     ◇ Client has written ◇              YES
                               requirements?
```

Client has written requirements?

NO

YES

Client initiates requirements study SDR and/or POC SDR

Estimate implementation effort with breakdown of SDR tasks (each SDR task <= 20 man days of work)

gistec works on POC and/or requirements study tasks in SDR

Client confirmation on the overall effort

Client approves POC and/or requirements

Create each SDR/SDR tasks for customer

Update man-days towards SDR task consumption & email to client

Client initial confirmation for each SDR

Client requests estimation of implementation effort for actual scope

Deliver services

SDR delivery confirmation after each SDR task

Update man-days consumption & email to client

LEGEND

Client/Customer

gistec SDP Team

Personnel

1 gistec will perform the services in-house and on-site as required and agreed with the Client at the time of implementation

2 gistec will provide suitable person(s) depending on the nature of work involved.

3 Client will provide single point of contact to interface with gistec lead.

4 Client SPOC to facilitate coordination with all stakeholders inside the client organization.

Infrastructure (Workspace, Hardware, Software)

1 Client to provide all requirements for gistec team to do the work with seating and access to intranet during on-site work.

2 The client will arrange all requirements including system, data, site, hardware/software, etc. for any activity by gistec and will notify gistec team at least 5 working days before start of the activity unless otherwise was mutually agreed.

3 Client is responsible to procure and maintain required hardware or virtual machine(s) as well as other IT components such as RDBMS, OS, etc. to be used in performing the proposed services.

4 Client will provide access to all required systems or other means to support gistec services delivery (including providing remote access for the servers).

5 Client must have valid software licenses for deployment purposes on staging, testing and production environments. All GIS Software must be under a valid software maintenance contract.

6 All applications development, deployment, etc will be fully based on Esri platform only.

Data

1 Client should make available the needed data to be used on-site or at gistec Office in appropriate shape and volume. gistec is ready to review and sign the required confidentiality terms to facilitate this provision.

gistec SDP services does **NOT** include the following:

a. Standard Operational activities of the customer like taking and managing database or file backups of the GIS system, defining users etc. unless it was otherwise agreed mutually.

b. Hardware and Infrastructure related activities such as installation and maintenance of Operating systems, Enterprise RDBMS (Oracle RAC or SQL), Anti-virus installation, etc and maintenance activities.

c. Complex or advanced Enterprise GIS solutions: gistec SDP is based on the fact that project, time, and user management are kept in the hands of the client. Therefore, the client is fully in control of managing the project, the user expectations, and the time of delivery. While gistec SDP is providing the technical resources. Sometime in such enterprise projects and implementations it may or may not be feasible to deliver the same with the SDP program and approach unless there are sufficient man-days planned upfront. However, in such cases, gistec professional services staff will direct the client to other suitable channels to avail this service via our projects division.

d. Manual data entry or data correction works unless any specific written agreement has

been agreed upfront as exceptions

e. Provide Standard training programs of COTS products.

f. Handling of standard support issues of COTS GIS products offered by gistec including any SLA for COTS products.

g. Automatic free registration to events/conferences or seminars unless otherwise it was mutually agreed.

h. Providing specialized consultancy services by third party partners.

i. Working on other 3rd party products and solutions provided and maintained by other entities / solution providers

j. Working overnight, on weekends and on UAE official National holidays
Note: Standard Working hours under the Service Delivery Program are 9.00 am to 5.00 pm

gistec SDR Delivery Process

A well-documented set of requirements and statement of work is a fundamental prerequisite for successful GIS/IT implementation and therefore the initial assessment phase and the actions based on the outcomes is a crucial step in establishing the requirement baseline for any idea/initiative envisioned by the client.

Initial Assessment: Once the client has identified a particular idea or initiative, client can share his requirement through the normal channels including request for a meeting with gistec to discuss the idea if that was possible and necessary. As a first step, gistec will conduct an initial assessment meeting (**max 1 day**) at a mutually agreed venue (customer premises or gistec offices).

During the Initial assessment, gistec PS staff will discuss the idea/initiative proposed by the client and will evaluate the readiness of the customer to provide detailed requirements for developing the intended application(s).

The initial assessment would typically lead to the following (2) two outcomes:

A. Client is ready with well-documented requirements

   -or-

B. Client requires gistec to study and document requirements or develop POC to develop requirements

The above two outcomes and the actions from the above are explained further below in detail:

A. Client ready with documented requirements for the idea or initiative

Steps followed under this option:

1 Client will send by email or provide during the meeting, a well-documented set of functional/non-functional requirements and specifications to implement their idea or initiative.

2 Clarifications on the document may be asked for by email and/or phone from this point until the document has the level of detail required for an Initial effort estimate.

3 No further detailed requirement meetings and documentation of the requirements is expected to be conducted by gistec in this approach.

4 gistec will use the documented requirements provided by the client and develop the effort estimate using industry standard estimation techniques/templates considering the full application development life cycle: Requirements review, design, development, deployment, testing, go-live activities and support/maintenance of the application.

5 Once the effort estimation is confirmed by customer, gistec will proceed with the delivery of the intended services. *(Kindly see the SDR Key Rules Section below for further details)*

6 It is important to understand that gistec SDP does not guarantee in any way the estimate will be fixed and lumpsum. Due to the nature of IT projects and activities and the changes that may happen and clarifications from users etc. gistec SDP process will always report the consumed days and the client will have to acknowledge on monthly basis or once the activity is concluded whichever comes first.

B. Client requires gistec to study requirements and/or develop POC

Client has an idea or initiative in mind but is not ready with clearly documented requirements to estimate or initiate the work. Client requires one or more of the following:

1 Requirements study from gistec side with the required client stakeholders and to document these requirements for confirmation for further effort estimation and implementation and/or

2 Develop Proof-of-concept (POC) or prepare for additional demonstrations to illustrate further the concept and to decide on the next steps

Steps followed under this option:

1 In this case, client will raise a SDR for the requirements study or POC development task to gistec.

2 The estimated duration of each of the SDR task would be for 1-2 weeks, determined after the initial assessment mentioned above and any subsequent clarifications.

3 The requirements would be gathered by gistec from specific stakeholders identified by the key sponsor or department initiating the SDR.

4 During the requirements study, if there is a need for extending the requirements gathering or developing a POC and/or documenting the requirements further, gistec would advise the customer to submit an Extension SDR or a second SDR for requirements for the additional work required depending on the business needs.

5 Once the requirements are collected and well documented, the total number of man days spent by gistec on the study and document preparation in the SDR will be submitted to the customer.

6 Based on the above documentation gistec will submit to the Customer the requested estimation of the effort required for the full implementation of the initiative.

7   gistec will use the documented requirements confirmed by client to develop the effort estimate using industry standard estimation techniques/templates considering the full application development life cycle: Requirements review, design, development, deployment, testing, go-live activities and support/maintenance of the application.

8   Once the effort estimation is confirmed by customer, gistec will proceed with the delivery of the intended services. The services will be created into one or more SDR tasks under a specific SDR corresponding to the initiative and the above process will have to be followed to implement the initiative.

9   It is important to understand that gistec SDP does not guarantee in any way the estimate will be fixed and lumpsum. Due to the nature of IT projects and activities and the changes that may happen and clarifications from users etc. gistec SDP process will always report the consumed days and the client will have to acknowledge on monthly basis or once the activity is concluded whichever comes first.

Note: *Kindly see the SDR Key Rules Section below for further details on how SDRs are estimated and consumed*

SDR Delivery Key Rules

1   **SDR Estimation**

→   The entire statement of work/requirements would be divided into work units called SDRs (Service Delivery Requests) Ex: SDR1, SDR2, SDR3 corresponding to various initiatives and SDR Tasks corresponding to individual tasks within each SDR. The customer shall submit New SDR using **mygistec** Web Portal and or Mobile Application.
Download mygistec mobile app: Android | [iOS](iOS)
mygistec web portal: https://my.gistec.com

→   Any changes requested by client after sign-off of Statement of Work will go through change management process and all the SDRs/SDR tasks will be amended as needed.

→   Each SDR Task has a maximum of twenty (20) man days' work effort to achieve a selected set of work items/requirements from the customer confirmed requirements / statement of work document

→   **Confirmation to Start the Work:** Each SDR will be confirmed by the Client before the actual work starts on the SDR tasks. The confirmation shall be provided using **mygistec** Web Portal and or Mobile Application.

Note: Each customer will have a gistec lead PS staff who will coordinate all the work required for the SDRs/SDR tasks under that account. The effort consideration for this process of coordinating, updating the client, presenting etc. will be added to the SDR consumed days as required and presented into a special type SDR task called the "SDR Technical Coordination Task") per client contract that will keep track of such work.

2   **SDR Consumption**

→   gistec SDP Staff will execute the work as defined in the SDR initiated by the customer through **mygistec** Web Portal and or Mobile Application.

- → **Completion Confirmation:** The Customer has to provide confirmation for the completed SDR either at the time of completing the SDR allocated man days or on a monthly basis whichever comes first. In case the allocated man days were consumed in less than 1 month period, the system will notify the customer to provide his confirmation on the corresponding SDR, otherwise, the notification will be sent at the end of each month. In case no action was taken from the customer, a second notification will be submitted after 5 calendar days to take action. The SDR will be automatically deemed confirmed by the customer after 10 calendar days from the date of submitting the completion confirmation request if the Customer has not taken an action.

- → In case the customer chose to decline the SDR for a valid reason, using mygistec Web Portal and/or Mobile Application, the assigned technical lead from gistec will take necessary actions to resolve any technical related issues pertaining to the consumed effort and resubmit the SDR for completion confirmation, in which case the above process re-applies.

- → Confirming the completion of an SDR will automatically confirm all the exerted effort and all the tasks and activities under this SDR.

- → The number of man days consumed for the SDR (Ex: xx-man days) will be deducted from the overall available man days balance the customer has.

- → All days that are consumed will be deducted from the customer's purchased man days unless otherwise agreed in writing form the SDP program management team.

3 SDR / Man Days Expiry

By default, all man-days under the contract/PO are expected to be planned, delivered and consumed within one (1) calendar year from the date of purchase or based on a mutually agreed upon contract duration whichever is earlier. All remaining/non-consumed man days will automatically elapse after this period. Any unpaid and consumed, planned, or in-progress man days will be invoiced at the end of the stipulated duration. If the SDP was procured through an annual **fully pre-paid subscription** contract, as an exception,10% of the non-consumed service man days can be rolled over to the following year.

4 Complimentary Man Days & Expiry

In case the client has been granted complimentary man days for a specific purpose part of any offer or part of gistec promotion/events, such man days can only be availed after the consumption of any existing contracted man days with the customer. Also, the validity of those man days for consumption by the client will be within the current calendar year or within the expiry date of the current service contract or purchase order (if such contract exists) whichever comes earlier. Certain terms and conditions may not apply to complimentary man days. Complimentary Man Days or Vouchers cannot be carried forward after the expiry date.

5 SDR Payment Terms

- → gistec SDP is offered as a pre-paid subscription program by default. However, in certain cases, if specific payment invoicing terms were not agreed upfront, payments will be made based on the completion of SDR tasks. i.e. After the completion of maximum two (2) SDR tasks (ex:40 man days approximately) a payment invoice would be raised to the Client.

- → Full-time, on-premises resources for more than three (3) consecutive days will be charged at a higher rate (based on actual duration of presence).

- → Logistics, travel and lodging may be charged towards man-day balance or raised as a change request if the onsite activity extends continuously beyond three (3) days.
- → Seniors or Specialty resources have different rates.

6 gistec SDP will be accessible through my.gistec portal and the customer have to do certain activities such as raising SDR, confirming SDR tasks, checking documents etc. through my.gistec portal. Gistec team will support the customer as needed in using and getting acquainted with my.gistec services for the SDP.

- The main deliverable of the SDP man-day program is the time of the resource and his availability. It is not under the SDP man-day program to guarantee the outcome of the allocated and consumed resource's time nor its results. The customer can report any feedback about the allocated resource experience suitability from the start of the allocation and within 7 days from the start of the work. Gistec will review the feedback and discuss with the customer the same. If the customer determines the resource(s) is not suitable for his needs and gistec couldn't resolve the customer's concerns, then gistec reserve the right to terminate the SDP man-day program and agreement with no liability towards gistec. Accordingly, the customer will pay in full the consumed man days up to the last worked day.

- **Warranty:** Warranty for the results or developed services is not inherent in the estimation process and in the services provided and are not covered by default. The customer is encouraged to include it part of the estimation during SOW development and after that for the first 12 months and hence to plan roughly for 20% extra man-days towards the period after service fulfilment or plan for additional service as an when required.

- **Note:** As a yearly practice and company policy, all onsite activities will be put on hold for 15 continuous days in August of every year, in which gistec takes its annual leave where activities in the offices in UAE are shut down for staff vacation. During this period, under special request from the customer, and gistec's management approval, urgent work can be carried out by gistec's offshore offices, to be in turn delivered to the customer upon resuming work.

ACCEPTANCE AND AUTHORIZATION:

By procuring the SDP Man-days program and gistec services, the customer confirms his full acceptance to the terms and conditions listed in this document including any new terms and conditions added or modified in future revisions.

| More Info: | www.gistec.com/home/services.htm |
| | info@gistec.com |

gistec Service Delivery Program (SDP) and Service Delivery Request (SDR) rules, terms and conditions are subject to change. Kindly see gistec website https://www.gistec.com/products/downloads/gistec-SDP.pdf or ask gistec SDP team for the latest updated document.

mygistec

Submit, approve, and keep track of your service delivery requests through mygistec.

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