



the**vested**group

Carter Supply, LLC

NetSuite Application Support

Statement of Work

Version 1

STATEMENT OF WORK

September 24, 2020

Joe Smith
Carter Supply, LLC
1001 18th St.
Plano, TX 75074

Statement of Work
(Support Services Agreement)

Dear Mr. Smith,

This Statement of Work for Support Services (“the SOW”) is entered into by and between TVG, Inc., d/b/a The Vested Group (sometimes referred to as “Consultant”) and Carter Supply, LLC (“Carter Supply” or “Client”). The Vested Group and Carter Supply are sometimes hereafter referred to individually as “Party” or collectively as “the Parties.” The SOW is executed to be effective as of September 24, 2020 (“the Effective Date”).

Purpose

The purpose of the SOW is to set forth the particular terms and conditions by which The Vested Group provides application support services (“Services”) to Client.

Support Engagement Scope and Deliverables

The core activities which comprise the Services within Scope include NetSuite Application support. Activities included but are not limited to: incident management (system breakage), enhancements (implementing additional functionality, developing new reports, etc.), and non-incident service requests (questions/training).

- The Vested Group has an established methodology for communicating ticket related information, status tracking and escalation path for Services. The Vested Group will provide the ability to find the status of support tasks via The Vested Group Customer Portal:
 - Support Ticket Summary
 - i. Listing of Tickets with sorting capabilities (priority, resource, status, etc.)
 - ii. Backlog by severity



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Assumptions and Client Responsibilities

- All support requests will be logged through The Vested Group's internal ticketing system
- All support requests will need to be approved by a designated approver on the Client side
- All status updates will be communicated through the ticketing system
- *Critical tickets will be worked by The Vested Group's Support team 24x7 until the issue is resolved*
- Critical tickets must be work stoppages. Any issues logged as a Critical ticket, which is not related to a work stoppage, will be downgraded automatically.
- Client personnel will perform all the necessary testing of applied solutions and completed development work.
- If support request is critical, then Client must also contact The Vested Group via phone.
- Support tickets will remain open until the issue has been resolved. Once the issue has been resolved, The Vested Group will request authorization from Client to close the SR. Upon Client authorization, The Vested Group will close the SR. If The Vested Group does not hear from Client within five ("5") business days after delivery of the request for authorization to close the SR, the solution achieved by The Vested Group will be deemed accepted and the SR will be closed. Client reserves the right to reopen the SR if the issue occurs again after a solution was provided.
- Any time spent creating detailed estimates (gathering requirements, solution design, documentation, etc.) will be billed at the standard hourly support rate.
- Client must maintain sufficient NetSuite licensing to provide The Vested Group user access to their environment.

Fees and Support Duration

The Vested Group will provide support for an hourly rate of \$XXX. This includes utilizing The Vested Group's functional and technical resources to resolve issue/task requests generated by Client. The term of this agreement begins September 24, 2020.

This is a time and materials engagement and all hours worked will be billed to and paid by Client. Client will be invoiced on the first (1st) of the month for the hours and any expenses incurred in the prior month. All amounts billed are due within 15 days of receipt. Client will be provided with a monthly report detailing time billed by The Vested Group for the previous month of work. Client shall review the report and notify The Vested Group of any requested corrections to the report within five (5) business days, after which any undisputed time will be deemed as accepted by Client. All services will be placed on hold if any invoice becomes over 30 days past due. Services will remain on hold until full payment is received.

All support time incurred by The Vested Group Support Team will be tracked within the ticketing system and logged in 15 minute increments. For example, if a resource spends 25 minutes working a ticket, a time entry record of .5 hours will be logged.

The Vested Group reserves the right to adjust the hourly rate defined above. The Vested Group will provide 60 days notice prior to any rate changes.



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AGREED TO AND ACCEPTED by the authorized designates of each party on this _____ day of _____, 2020.

TVG, Inc.
d/b/a The Vested Group

By: _____

John Mack, Managing Director _____ (print name)
Its Authorized Representative

Acknowledged and Accepted:
Carter Supply, LLC

By: _____

_____ (print name)
Its Authorized Representative