



Block of Time Package



1 Purpose

The purpose of this document is to detail those services BuildingPoint NorthEast (BPNE) will provide as part of the Prolog Block of Time Package. This agreement is intended for Clients who would like to engage with BPNE to provide Prolog consulting, installation, and technical support services without a predetermined scope.

2 Scope

2.1 Deliverables

2.1.1 Project Management

A BPNE Project Manager will be assigned to manage, in conjunction with the Client's Project Manager, adherence to schedule and scope.

This consists of coordination of BPNE resources, resolution of escalated issues, management of deliverables and adherence to both schedule and scope.

2.1.2 Consulting Services

A BPNE consulting resource will be assigned to work with the Client on configurations, customizations, and Crystal Report development/modifications. The scope will be ad-hoc and conveyed by Client to BPNE on an as needed basis. All consulting services are specific to the Prolog Manager, Prolog Converge, Prolog Mobile and Crystal Reports XI for Prolog applications only.

2.1.3 Installation Services

A BPNE technical resource will be assigned to work with a Client IT resource on the installation of any of the follow applications.

- Prolog Manager
- Prolog Converge
- Prolog Converge Admin Client
- Prolog Mobile
- Crystal Reports XI for Prolog

Upon completion of installation, the BPNE technical resource will perform basic testing services on known areas of failure of the installed application. It is the Clients responsibility to ensure all hardware and software requirements set forth by the applicable software vendor have been met prior to installation

2.1.4 Technical Support Services

Clients may contact the BPNE Help Desk by using any of the methods listed below. A technical support resource will be assigned to the Client's case and see it through to closure. BPNE technical support is specific to the Prolog Manager, Prolog Converge and Prolog Mobile applications only.

2.2 Deliverables

Task	Expectation of Delivery
Consulting Services	Minimum of 2 business days from date request is received by BPNE.
Installation Services	Minimum of 3 business days from date request is received by BPNE.
Technical Support Services	Available on-demand M-F between the hours of 8:30 AM & 5:00 PM EST.

2.3 Agreement Terms

2.3.1 Assumptions

1. BPNE will provide the Client with a report of time used on a monthly basis.
2. All software prerequisites set forth by the applicable software vendor will be installed by Client prior to the commencement of installation services.

2.3.2 Boundaries

1. All work will be performed off-site through the use of GoToMeeting or similar technology (when necessary) between the hours of 8:30AM & 5:00 PM EST.
2. All time that has not been used by Client will expire 180 days from the date this agreement was executed unless agreed upon otherwise in writing by BPNE.

2.3.3 Constraints

1. Package does not cover integration development.
2. Package does not cover training services.

2.3.4 Dependencies

1. A Client IT representative must be present during installation services.
2. An executed copy of this agreement must be received prior to the commencement of work.
3. 100% of the proposal value is due upon acceptance of this agreement and prior to commencement of work.