

STATEMENT OF WORK

This Statement of Work (the “SOW”) no. SOW-IC01-TFS-001 for **TFS Data and analytics platform Development** (the “Project”) is intended to be read in conjunction with, and be incorporated as part of, the Master Services Agreement July 10, 2024, entered between Travel Food Services Private Limited (“Client” or “TFS”) and INFOCEPTS TECHNOLOGIES PRIVATE LIMITED (“InfoCepts”). All terms of the MSA apply to this SOW, unless specified. Any inconsistency between the MSA and the SOW will be interpreted in favor of the SOW.

Services under this SOW shall be provided by InfoCepts Technologies Pvt Ltd (Unit-III) (Letter of Approval no SEEPZ/NEW-SEZ/MADC-NGP/37/2015-16/Vol II/51 dated 27.09.2016)

All capitalized terms used herein without definition shall have the meanings assigned to them in the Agreement.

1. Scope of Work / Services

Infocepts to help TFS build a business insights platform which caters to the reporting needs of its business users spanning Business finance, Business controls and the CXO level. The business insights platform should be able to ingest data from multiple source systems, transform and model the data and create dimension and fact tables and provide a reporting layer where the end users can consume the business insights.

1.1. Scope / Services

Development Scope:

- Requirement understanding of source data as well as the KPIs used in reporting on Sales and Finance. Indicative (Not exhaustive) list of KPI’s shared by TFS:

No	Head	KPI's
1	Sales	B2B Sales vs B2C Sales
2	Sales	Sales by Cash/Card/UPI/Others
3	Sales	Mix of Credit Card Sales in Lounges (Master, VISA, Amex, Diners, Priority pass, others) – SPP, Penetration, Sales, NOB, ATV
4	Sales	No. of Seats per outlet/Lounges
5	Sales	Table Turns
6	Sales	Impact of Price Revision
7	Sales	Impact of long weekends/holidays
8	Sales	Sales Run rate past 12 months
9	Sales	Tracking of various sales initiatives – Food@Gate, Lounge Gift Cards, Liquor promos, Combo Sales all as a % to total sales and total penetration
10	Labour	Labour KPI, like Sales/HC, NOB/HC, Labour Ratio
11	Labour	Function wise Market wise Head count
12	Labour	New Joinees/Exits count in a month
13	Labour	Attrition Rate
14	Labour	Staff Meals spends
15	Overheads	Utility Spends, Spends to Area, Spends to Revenue, Spends to NOBs
16	Overheads	R&M Spends, Spends to Area, Spends to Revenue, Spends to NOBs
17	Overheads	IT Spends (broken into hardware cost, software cost, license cost, cloud storage cost)
18	Overheads	Procurement of Crockery/Cutlery
19	Overheads	Procurement of Uniforms
20	Overheads	Procurement of Cleaning Supplies
21	Overheads	House Keeping Spends, Spends to Area

22	Overheads	Spends on travelling - Local, Domestic, Overseas
23	Overheads	Marketing Spends & Ratios to Revenue
24	Rent	Rent per Pax
25	Rent	Rent to Revenue Ratio
26	Rent	Rent per Sqm
27	Debtors	Top 20 Debtors
28	Creditors	Top 20 Creditors
29	Debtors	Receivables above 120 days
30	Creditors	Payables above 120 days
31	Fixed Assets	Gross Block, Additions, deletions, Net block - Assets cluster wise
32	Fixed Assets	Remaining usable life of assets cluster wise
33	Ratios	Debtors Turnover Days
34	Ratios	Creditors Turnover Days
35	Ratios	Inventory Turnover Days
36	Ratios	Current Ratio
37	Ratios	Gross Profit Ratio
38	Ratios	Net Profit Ratio
39	Ratios	Gross Working Capital
40	Ratios	Net Working Capital
41	Capex	Capital Expenditures

- The above KPI list is only indicative and is not exhaustive. The other set of Sales, Finance & procurement KPI's can be included during discovery phase provided these data points are readily available in data platform.
- Ingestion of data from 5 sources (NAVISION, POSIST, ADANI, STELLAR, ADLS GEN 2.0), transformations, DIM-FACT modelling & Semantic layer preparation for in-scope subject areas. Approximately 40 tables (Bronze & silver) & 28 tables in gold layer (20 Dim + 8 Facts) are considered in scope. However, actual sources, tables etc. will be agreed during the discovery phase. Design highly responsive Dashboards which support both Desktop and Mobile devices.
- Architecture review with TFS Stakeholders & Databricks
- Data Governance
 - Data Access control
 - Data Access Audit
 - Data Lineage
- Data Visualization via Storyboarding and quick mockups
- Up to 15 Dashboards (with a mix of Sales, Finance and procurement data) considered in scope of the first phase of project.
- Development of semantic layer for Sales and Finance to enable self-service.
- Ensure the quality of the reports is high on the data, UI, Functional aspects.
- UAT Support and production deployment for data engineering as well as reporting layer deliverables.
- Training and SOP for User enablement
- Conducting Performance and system load test

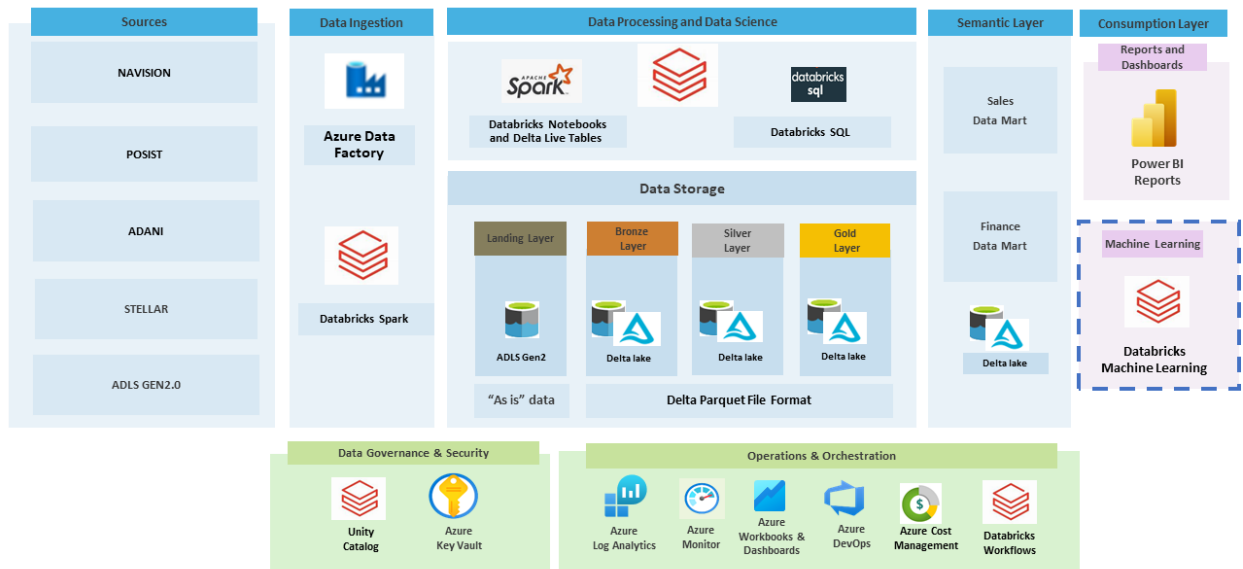
1.2 Out of Scope

- The infrastructure setup for the data platform is out of scope but the configuration and fine tuning will be supported by Infocepts.
- Below aspects in Data Governance (any other functionality not mentioned in scope) are out of scope for this phase:
 - Data Discovery,
 - Data Classification
 - Business glossary

- Data Catalogue
- Machine Learning, data Masking & data encryptions rules
- For reports, KPIs related to Loyalty, Customer Analysis etc. are out of scope for this phase.
- Write back to the database from the reports.
- Any major changes/enhancements in the reports after the initial delivery will be out of scope. Can be handled through change requests (CRs)
- Setting up report access via AD Groups and related activities including platform support, will be handled by TFS IT/Tech Admins and is out of scope of InfoCepts purview.
- Any changes on the data source systems/portals
- Promoting objects across environments (E.g. from UAT to Prod) will be manual for initial phase (No automated CI/CD)

1.3 Proposed solution

Here’s the proposed architecture diagram for the business insights platform for TFS



Out of scope for this Phase

1.4 InfoCepts Team Structure

InfoCepts will have the following team of Architect, Data Engineers, Data Analyst and QAs working from offshore for the Data Product development project. We will also have our Executive Team connect at regular intervals, for smoother operations of the project.

Role	Responsibilities
Project Manager	<ul style="list-style-type: none"> ● Track project progress and report status, stakeholder connect. ● Co-ordinate to resolve dependencies.

Solution/Data Architect	<ul style="list-style-type: none"> • Design solution and drive the engagement with understanding of deliverables and provide implementation plan. • Review solution architecture and take sign off. • Support team with ETL/Data Transformation and Data Engineering • Consultative, Understanding of Azure Databricks and Azure services
Data Analyst/Modeler	<ul style="list-style-type: none"> • Address Data analysis and data modelling requirements. • Co-ordinate with data engineers towards optimal solutions • Analytical capability to derive value out of available data
Data Engineers	<ul style="list-style-type: none"> • Development using Azure Databricks, Azure Data Factory • Develop end to end data flow adhering to standards and best practices. • Orchestrate data pipelines
QA Engineer	<ul style="list-style-type: none"> • Capture all relevant test cases. • Verify and collect test evidence for developed components. • Perform Manual Data validation
Data storytelling expert	<ul style="list-style-type: none"> • Create wireframes/mock-ups best suited to the insights being
BI Developer	<ul style="list-style-type: none"> • Understand the business KPIs and the data model for reporting needs. • Build the Power BI semantic model including table relationships, calculated columns, measures, and visualisations. • Deploy the dashboards to Prod workspaces. • Provide access to the reports in the Power BI layer. • Perform thorough unit testing

1.5 Pre-Requisites

- Access to AS-IS and TO-BE environment before the project kick-off.
- Development environment setup available before the start of project.
- TFS will provide all necessary IT Infrastructure for the project such as software, developer licenses, SSL certificates (as applicable) and access to VPN/Citrix as required. Please refer Appendix section “4.1 Infrastructure Requirements” for detailed Infrastructure requirements
- All the source data and respective connections needed for reporting will be provided by the Client.
- TFS Development standards (if any) for naming, coding etc.
- TFS roles defined, and availability confirmed.

1.6 Assumptions

Client acknowledges and agrees to the assumptions in the scope of Services as enumerated below:

- Promoting objects across environments (E.g. from UAT to Prod) will be manual for initial phase (No automated CI/CD)
- Development, UAT and Production environment will be worked upon in the data platform.
- Availability of users for ‘User Acceptance Testing’ (UAT) will be facilitated by TFS.
- The required Client team shall be available timely for discussions, decisions over call or meeting. A project coordinator with thorough knowledge of the proposed system shall be nominated by the client for providing all necessary support to InfoCepts during the entire life cycle of the project.
- For reports development, a set of sample standard enterprise reports (sales & finance) has been considered for estimation purpose alone. It shall be finalized during the discovery phase.

The complexity split of the Dashboards is assumed to be Simple: 40%; Medium: 30%; High: 15%; Very High: 5%. Complexity of dashboards is defined as below -

Dashboard Complexity	Screens	Measures	Slicers/screen	Advanced calculations	Transaction services	Security
Simple	3 to 5	10 to 15	2 to 3	-	-	-
Medium	5 to 10	15 to 30	4 to 5	-	Present	Row-level
High	10 to 15	30 to 50	5 to 10	Present	Present	Row-level
Very High	15 to 20	50 to 70	5 to 10	Present	Present	Row-level

- Development of reports will be done in iterative phases, incorporating priority KPIs in initial phases, followed by subsequent enhancements for other KPIs.
- Procurement of necessary software and licenses will be managed by TFS.
- InfoCepts will access TFS environment via TFS approved mechanism (e.g., VPN/Citrix) upon access approval by TFS.
- Development, UAT and Production Power BI workspaces will be created for PBI reports. UAT and Production in Power BI shall connect to Production environment of data platform.
- Any delay by the Client in decision making or any other factors will affect the Project schedule.
- Source data unavailability or infrastructure related issues may delay the timelines.
- All Project Deliverables will be in English Language
- Standard work week is Monday to Friday – from 10:30 to 7:30 IST every day.

2. Commercial

2.1 Investment

Scope	Investment (INR)
Platform Design & Implementation	₹ 81,05,000

Terms

- TFS to sign the SOW by 10th July.
- The prices are exclusive of taxes.
- Invoicing Schedule
 - Platform Design & Implementation: The total corresponding investment will be split as follows:
 - Milestone 1 – Discovery, architecture design and modelling - 25%
 - Milestone 2 – Data platform readiness – 25%
 - Milestone 3 – Report set 1 and 2 delivery – 25%.
 - Milestone 4 – Report set 3 delivery – 25%.
 - Travel expenses all included (for implementation), with no additional cost.
- Any procurement of capital nature such as hardware, software, license, IT Equipment including but not limited to laptop, iPad, Mobile etc. shall be chargeable to the Client with client’s advance written approval.

2.2. Payment Terms & Conditions

Invoicing:

- If any purchase order or any similar document is required as per the Client's processes to initiate the payment, the same shall be processed and issued before the start date of the SOW. If there is a delay in the issuance of such a purchase order which causes a delay in the generation of invoices by InfoCepts, then the payment term for the delayed invoices shall be reduced accordingly.
- Invoices will be raised as per the four milestones indicated above in the invoicing schedule, over the duration of the engagement.

3.0 Project Governance

3.1 Project Execution Plan

Activities/Milestones	Month 1			Month 2				Month 3				Month 4			Month 5					
	Sprint 1			Sprint2		Sprint3		Sprint4		Sprint5			Sprint6		Sprint7					
	Wk1	Wk2	Wk3	Wk4	Wk5	Wk6	Wk7	Wk8	Wk9	Wk10	Wk11	Wk12	Wk13	Wk14	Wk15	Wk16	Wk17	Wk18	Wk19	Wk20
Milestone 1 - Discovery, architecture design and modelling																				
Discovery phase - requirement gathering and understanding																				
Architecture design and modelling																				
Milestone 2 - Data platform Readiness																				
Data ingestion - Landing Layer & Bronze layer																				
Transformation - Raw to Bronze and Silver layer																				
Transformation - Silver to Gold layer																				
UAT for data platform and sign-off																				
Production deployment with Orchestration, Logging, Auditing enabled																				
Milestone 3 - Report set 1 and 2 delivery																				
Report wireframing, designing, BI Platform governance and setup																				
Development and validation of reports set 1																				
UAT for report set 1 & Sign-off																				
Development and validation of reports set 2																				
UAT for report set 2 & Sign-off, release to business users																				
Milestone 4 - Report set 3 delivery																				
Development and validation of reports set 3																				
UAT for report set 3 & Sign-off																				
Post-production deployment & support, release to business users																				

*TFS support would be required during discovery phase and the UAT phase
 ** Report sets would be defined during discovery phase based on availability of source data as well as priority from TFS

InfoCepts envisages a 3-month engagement – starting with Initial Discovery through development till Documentation and Roadmap definition for the Revenue Data stream.

Deliverables

Milestones	Deliverables
Milestone 1	<ul style="list-style-type: none"> • Project Management Plan & schedule • Development framework/methodology • Solution Design, architecture diagram • Project Status Report • Initial high-level database and BI schema design document • Non-Functional Requirements Compliance Checklist
Milestone 2	<ul style="list-style-type: none"> • Built data platform. • Initial high-level database and BI schema design document • Project Status Report • Test Cases, execution records
Milestone 3	<ul style="list-style-type: none"> • Report set 1 and 2 (Set 1 and 2 to be defined during discovery phase) • Project Status Report • Test results/Defect Log
Milestone 4	<ul style="list-style-type: none"> • Report set 3 (Set 3 to be defined during discovery phase) • Project Status Report • Handover and knowledge transfer Document • Release notes. • User training guide document

3.2. Duration (Start Date & End Date)

Development:

Start Date: 15th July 2024

Anticipated End Date: 14thDec 2024

The Start Date and End Date mentioned above are tentative. Any change in the same shall be confirmed by email.

3.3 Work Acceptance Criteria

Client needs to communicate for changes in any deliverables within fifteen (15) working days post receipt of deliverables. These changes shall be completed and tested within mutually agreed timelines. In case of no communication or lack of formal approval, for any amendment of any deliverable is done within fifteen (15) working days, it will be deemed to be accepted by Client. In case of clear confirmation on non-acceptance of any deliverable is done within fifteen (15) working days, it will need to be mutually resolved.

3.4. InfoCepts Materials

In the course of performance hereunder, InfoCepts may use (and may authorize Client personnel to use in the performance of this Agreement) certain Pre-Existing Proprietary Materials.

“Pre-Existing Proprietary Materials” means knowledge, methodologies, ideas, concepts, knowhow, techniques, development, tools, and intellectual property such as methodologies developed by InfoCepts, templates, checklists, data visualization catalogues/libraries, sample apps etc. owned or developed by InfoCepts prior to the Effective Date or that it develops independent of any activities governed by this SOW, including, without limitation, Client Confidential Information.

To the extent InfoCepts incorporates any Pre-Existing Proprietary Materials into any Works, Services or Deliverables, it grants Client and its affiliates a worldwide, unlimited, non-exclusive, perpetual, irrevocable, fully paid and royalty-free, transferable and sublicensable right and license to use such Pre-Existing Proprietary Materials in connection with Client’s or its transferee’s use of the Works, Services or Deliverables.

3.5 Change Management

Once signed, any change or deviation from the agreed terms of the SOW such as scope of work, roles, rates, duration or other terms and conditions shall be carried out by signing off Change Request Form in Annexure A to this SOW.

4. Appendix

4.1 Infrastructure Requirement

Sr No	Service Name	Purpose
1	Microsoft Entra Id	Identity and Access Management
2	Azure Monitor	Monitoring of Azure Resources
3	Microsoft Cost Management	Cost Monitoring
4	Azure Key Vault	Key Management
5	Azure Repos	To keep the code versions
6	Azure Data Factory	Data Ingestion into ADLS Gen2
7	ADLS Gen 2	For storing the data
8	Azure Boards	In case we use Azure boards for project management & tracking. Otherwise TFS approved tracking software would work as well.

Sr No	Service Name	Purpose
9	Databricks Premium <ul style="list-style-type: none"> Databricks Notebooks Databricks SQL Databricks Workflows Databricks Unity Catalog DLT (Delta live tables) GE Commercial 	<ul style="list-style-type: none"> Based on performance expectations, cluster node sizes and types will be decided Based on cost & performance optimizations, we can take a call on using classic, pro, serverless clusters and other compute options like job compute or all-purpose compute Add on features like Lakehouse monitoring and Predictive optimizations can be decided as we progress further in the project GE Commercial might be required depending on the complexity of Data Quality checks which needs to be applied. This will be confirmed during the design phase
10	Power BI with Pro Licenses	For creating business reports and dashboards
11	Other standard software required for development activities	Putty, Excel, Notepad++, Data Modelling tools/software, defect tracking tools
12	RDP Machine with Windows 7/10 with Database Visual Tool (Dbeaver or Any Other); Connectivity to Source and Target systems; Excel Software; Python 3.7 & above	QA Copilot - Our Inhouse tool for Automated Data Validation; Machine Size will be provided depending on the final Data volume and load

5. SOW Acceptance

InfoCepts and Client both acknowledge that they have read this SOW, understand it and agree to be bound by its terms and conditions. Both Parties agree that this SOW and any other referenced document within it (when read together) are the complete and exclusive statement of the agreement between the two Parties.

Travel Food Services Private Limited

InfoCepts Technologies Private Limited

Signed by:

 9ED43A3C882E41C...

DocuSigned by:

 1432593E328E4A4...

Name: Mr. Gaurav Dewan	Name: Sarang Bhagat
Title: Director	Title: Business Leader-EMEA & India
Date: July 12, 2024	Date: July 12, 2024

Annexure A

Change Request Form (CRF)

Change Request Form (CRF) - TFS Data and analytics platform Development		
CRF Effective Date:	Requested by:	Change order number: XXX
Statement of Work Number:		
Project Name:		
Subject:		
Description:		
Documented Scope Change		
CRF Approval		
Each of us agrees that the complete agreement between us about these Services consists of 1) this CRF, and 2) the Agreement, SOW and including any previous mutually approved CRF		
Travel Food Services Private Limited		InfoCepts Technologies Pvt Ltd
Signature:		Signature:
Name: Mr. Gaurav Dewan		Name: Sarang Bhagat
Title: Director		Title: Business Leader-EMEA & India
Date: July 10, 2024		Date: July 10, 2024