



# Talend Statement of Work

## 1. Introduction.

This Statement of Work (“SOW”) between Talend Ltd (“Talend”) and The City of Columbus (“Customer”) is effective on the date of the second signature below (“Effective Date”) and is subject to and incorporates the provisions of the Talend order form Q-131297 (“Order Form”), including the terms of Agreement referenced therein.

## 2. Description of Services.

Talend shall provide Customer with the Services purchased under the Talend Order Form as further described under this SOW. This SOW outlines a high-level scope of what should be covered at the time of the engagement between Talend and Customer for the Talend engagement. Either party may request changes that affect the scope of Services or any Deliverables to be provided pursuant to this SOW by an amendment executed by authorized representatives of both parties (“Change Order”). Neither party will be obligated to implement any changes until the parties agree in writing to such Change Order. Change Orders with impact on the sum of SoW budget needs to be agreed with signer of this SoW and order form.

The Customer hereby acknowledges and agrees that the intent of the Services is captured within the scope of Services set out in this SOW as of the date of execution of this SOW. For further avoidance of doubt, Talend shall have no responsibility to coordinate, manage, or deliver any part of the Services, to any third party other than the Customer.

## 3. Objective.

The overall objective of the engagement is to assist customer with Talend advisory services and implementation services as referenced in the project scope section below.

## 4. Project Scope.

The engagement includes the following activities:

- Installation & Configuration

### **Talend Data Integration – High Availability (Pre-Production Environment)**

Talend professional services will support DAS team Data Engineers to install and configure a new a Data Integration Job server (DI) in the Customer’s pre-production environment. This will make the Customer’s pre-production and production Talend DI environments match, allowing the Customer to test upgrades and patches and configuration changes in the Customer’s pre-production environment prior to performing these tasks in the production environment. A brief list of tasks and deliverables is provided:

**Tasks**

- Installation and configuration of a new Talend DI Job server in the pre-production environment.
- Configuration of high-availability of Talend DI job servers in pre-production environment.
- Architecting and implementation of High Availability (HA) and Load Balancing (LB). This work will support the City's Enhanced Meter Project (EMP).
- Joint implementation of HA/LB with City of Columbus team (Pre-Prod & Production). This work will support the City's OneView integration project.

**Deliverables**

- Pre-production Talend DI job server configuration that matches production environment.
- Documentation and Runbook.

**High Availability ESB Runtime Installation & Configuration in DMZ (Pre-Production & Production Environment)**

Talend professional services will support Data Analytic Services Team (DAS team) Data Engineers to install and configure ESB runtime with high availability in a DMZ environment. This will allow the Customer's DAS team Data Engineers to publish Web Services that can receive messages from externally hosted applications (i.e. outside the Customer's network). A brief list of tasks and deliverables is provided:

**Tasks**

- ESB software installation and configuration.
- Setup SSL and security.
- Configure ESB runtime in TAC.
- Architecting and implementation of High Availability (HA) and Load Balancing (LB). This work will support the City's Enhanced Meter Project (EMP).
- Joint implementation of HA/LB with City of Columbus team (Pre-Prod & Production). This work will support the City's OneView integration project.

**Deliverables**

- ESB Runtime Installed in DMZ.
- Documentation and Runbook.

The estimated effort for the two installation efforts is:

Position Title	Total Hours
Senior Consultant	60
Delivery Manager	6

- Staff Augmentation

### **Talend Architecture Review (Health Check)**

Talend professional services will perform a comprehensive review of the Talend infrastructure (Software & Hardware) deployed by the City of Columbus, Department of Technology, DAS team. A brief list of tasks and deliverables is provided:

#### **Tasks**

- Review server platform and currently installed modules. Provide advice on additional modules that City of Columbus should consider installing.
- Review of installed Talend configuration to see if it is optimally configured to needs and best practices.
- Assistance with identifying Talend logs and KPIs/metrics for use in Splunk. This work will support the Customer's Enhanced Meter Project (EMP).

#### **Deliverables**

- Documentation, Health Check documentation, walk through on how to operate and maintain environment.

### **Enhanced Metering Project – ESB / Data Integration Development (Staff Augmentation)**

Talend professional services will support the development of a Talend integration job for the Customer's Enhanced Metering Project (EMP). DAS team Data Engineers have developed a job that leverages ESB data services to integrate an existing internally hosted application with an externally hosted application via REST and SOAP endpoints. A brief list of tasks and deliverables is provided:

#### **Tasks**

- Review use case requirements.
- Review the architecture for building the use case.
- Talend job development & refactoring.
- Unit Testing & Integration Testing.
- Advice on error handling and logging.

#### **Deliverables**

- Talend Data Integration Job Code.
- Documentation and Runbook.

**OneView – ESB / Data Integration Job Development (Staff Augmentation)**

Talend professional services will support the development of a Talend integration job developed by Customer’s Data Engineers to integrate a new, cloud hosted Microsoft D365 CRM application with three existing applications hosted internally on Customer’s infrastructure. A brief list of tasks and deliverables is provided:

**Tasks**

- Review use case requirements.
- Review the architecture for building the use case.
- Talend job development & refactoring.
- Unit Testing & Integration Testing.
- Advice on error handling and logging.

**Deliverables**

- Talend Data Integration Job Code.
- Documentation and Runbook.

**General / As Needed Data Integration Job Development (Staff Augmentation)**

Talend professional services will support the development of a Talend integration jobs on an as needed basis. Customer’s Data Engineers will work with Talend professional services to determine specific use case requirements and project timeline. A brief list of tasks and deliverables is provided:

**Tasks**

- Review use case requirements.
- Review the architecture for building the use case.
- Talend job development & refactoring.
- Unit Testing & Integration Testing.
- Advice on error handling and logging.

**Deliverables**

- Talend Data Integration Job Code.
- Documentation and Runbook.

The estimated effort for the staff augmentation efforts is:

Augmentation Effort	Position Title	Total Estimated Hours
1. Health Check	Strategic Architect	32
	Senior Consultant	22
	Delivery Manager	6
2. EMP Project	Strategic Architect	24

	Senior Consultant	84
	Delivery Manager	11
3. OneView project	Strategic Architect	20
	Senior Consultant	84
	Delivery Manager	11
4. Staff Augmentation	Strategic Architect	20
	Senior Consultant	84
	Delivery Manager	10

- Continuous sharing of applicable Talend hands on best practices and documentation
- Delivery Management of planning, preparation, onboarding, engagement oversight and completion

### Assumptions

- Customer will provide Talend Professional Services team members any and all required artifacts (jobs, code, documentation, designs, and the like) required to support the above tasks.
- Customer will provide Talend Professional Services team members with access to subject matter experts to support the above tasks.
- Customer will provide remote access to Talend Professional Services team members for the above tasks.
- Customer’s development team will be participating in the efforts above, Talend Professional Services team members will work with the Customer team during this engagement.
- The hours for tasks are estimates only. Hours unused on one effort may be applied to the other efforts listed.

### 5. Timelines.

The duration of this engagement will be agreed to between the customer and Talend Professional Services, and commencement dates will be scheduled upon execution of this SOW by both parties.

The anticipated project start date is August 9, 2021.

### 6. Rates & Fees.

The Services will be provided on a Time and Material (“T&M”) basis and the scope of the engagement will be limited by what may be reasonably accomplished within the agreed upon hours identified on the Order Form or as set forth in the table below.

Product	Quantity	Rate	Discount	Net rate	Price
Senior Consultant	334 hrs	\$275/h	15%	\$233.75	\$78,072.50
Strategic Architect	96 hrs	\$295/h	15%	\$250.75	\$24,072.00
Delivery Manager	44 hrs	\$235/h	15%	\$199.75	\$8,789.00
<b>Total USD</b>					<b>\$110,933.50</b>

- All pre-paid but unused consulting hours must be consumed by Customer within one (1) year from the time of purchase and are non-refundable.
- If travel is required, travel expenses for work covered in this SOW will be invoiced separately.
- If Purchase Order is required for Talend to invoice expenses for the engagement, please include as PO line on engagement PO or issue separate PO.

## 7. Activities and Roles.

Talend consultants will be engaged in the different roles defined in the table below. Talend will provide resumes of team members supporting the efforts below prior to the engagement.

A detailed plan will be jointly defined at the beginning of the engagement outlining the plan in more detail. The plan will be owned and managed by Customer and the parties will work closely together to address any evolving need or changes that may need to be considered over the course of this first release implementation as dictated by the project manager.

Role / Profile	Typical Activities
Strategic Architect	Architect, design, build, deploy, manage and audit activities
Senior Consultant	Review, design, installation and enablement activities
Delivery Management	Project delivery coordination

## 8. Travel.

Travel is out of scope for work completed under this SOW. Talend work will be remote. Any request for onsite services will be outside this SOW.

## 9. Security.

Any special security requirements such as access cards, internet connectivity, VPN access etc., will be defined and made available to Talend employees. The Talend consultant will be carrying and using a Talend laptop PC unless instructed otherwise. Talend and Customer will develop a mutually agreed upon work methodology to handle access to Customer systems to minimize Talend access to Customer data.

## 10. Cancellation and Rescheduling Policy

- Cancelling or rescheduling of Consulting Services must be done in writing.
- If Consulting Services are cancelled or rescheduled less than five (5) Business Days prior to the engagement commencing, Customer shall reimburse Talend for any non-refundable travel expenses that have been incurred by Talend prior to such cancellation and previously approved by Customer.
- To cancel or reschedule services in progress, either party must give ten (10) business days written notice of cancellation, and Talend shall have the right to collect fees / consume hours for the Services performed during such ten (10) day period.

## 11. Customer Business Contact Information.

Name: City of Columbus, Department of IT  
Project Contact Name: Ms. Shoreh Elhami  
E-Mail Address: [SHelhami@columbus.gov](mailto:SHelhami@columbus.gov)  
Mailing Address: \_\_\_\_\_  
Project Address (if different): \_\_\_\_\_  
Phone Number: 614-645-2109  
Fax Number: \_\_\_\_\_

## 12. General.

In entering into this SOW, you are not relying on any representation made by or on behalf of Talend that is not specified in the Order Form or this SOW, including, without limitation, the actual or estimated completion date, amount of hours to provide any of the services, charges to be paid, or the results of any of the services to be provided under this SOW.

In witness whereof, the parties hereto have executed this Statement of Work by their duly authorized representatives as of the date stated below.

FOR AND ON BEHALF OF **CUSTOMER**:

FOR AND ON BEHALF OF **TALEND, INC.:**

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_