

# Services Order – (Quote FS190424)

This Services Order is between the parties:

**AFRICAN HUMAN LOGISTICS CC**  
(Registration Number: 2007/277297/23)  
(Hereinafter referred to as “AHL”)

and

**Trinity Metals Group**  
(Registration Number: \_\_\_\_\_)  
(Hereinafter referred to as “the Customer”)

**WHEREAS**, the Customer requires the supply, support, maintenance and hosting of the Licensed Software and Services of AHL;

**AND WHEREAS**, the Parties agree to this Services Order in anticipation of entering into a Master Services Agreement, to which this Services Order shall form an Annexure to (“the Agreement”);

**NOW, THEREFORE**, in accordance with the Agreement, AHL shall issue a Services Order and the Customer shall accept the Services Order by issuing a purchase order as per Clause 3.5 of the Agreement, **OR** alternatively by signing below upon acceptance of which the Parties shall immediately enter into the Agreement.

Signed on behalf of **African Human Logistics**  
by its authorised representative:

Signed on behalf of **Customer**  
by its authorised representative:

*Signature*



\_\_\_\_\_  
Authorised representative

*Signature*



\_\_\_\_\_  
Authorised representative

*Name*

\_\_\_\_\_

*Name*

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*Position*

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*Position*

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*Date*

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*Date*

\_\_\_\_\_

# 1 Software Services Overview

AHL will grant the Customer access to the below Software Services, as outlined in the Agreement, for the duration of the Services Term at the Subscription APP (Active Person Profiles) Size outlined in this Services Order

<b>Start Date</b>	Start Date to be confirmed with Final Service Order
<b>Services Term</b>	1 Year Subscription from Start Date

## 1.1 Software Subscription

Module	Description	Subscription APP Size
InControl	Safety Management Module	200 APP

## 1.2 Support & Maintenance

AHL will provide Support & Maintenance Services in respect of the modules for which Fees are specified below. Support & Maintenance Services will be delivered in accordance with the Service Level Agreement as updated by INX from time to time.

Modules	Support Tier	App Size
• InControl	Standard Support	200 APP

## 1.3 Hosting Services

Item	Description	Notes
Client On Premise	Special Consideration	No SSO

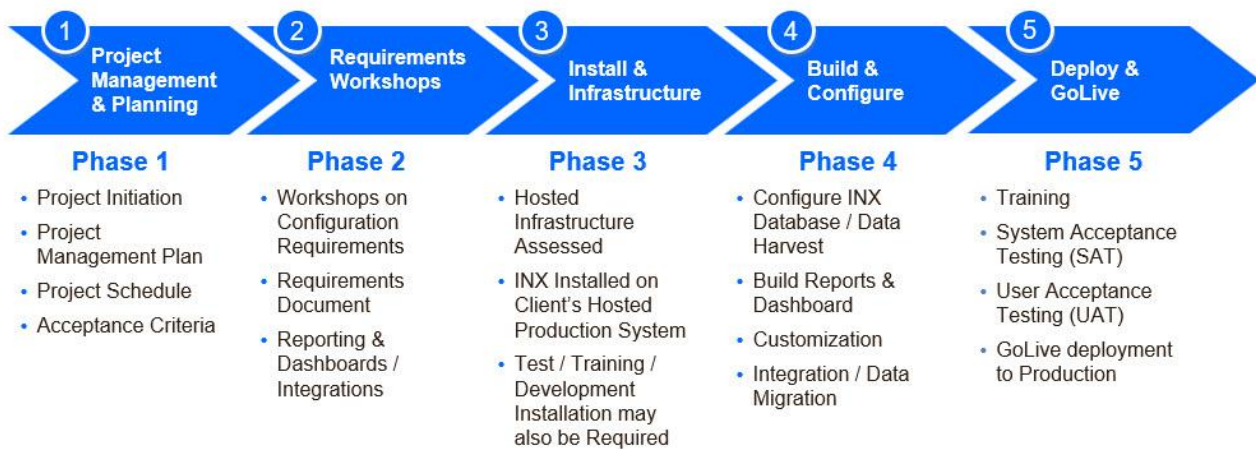
### 1.4 Professional Services

Below is an outline of the Professional services allocated in this Services order and the key activities required to achieve a successful deployment of your INX Solution. This is to ensure that all the necessary information is gathered, parties are involved, infrastructures are in place and training is provided.

Item	Days allocated	Daily Rate
Project Management	4 Days	\$1,320
Consultant Configuration services	5 Days	\$1,188
Training	5 Days	\$1,188
Deployment	4 Days	\$1,188

The Typical Project Activities are:

1. Planning Meeting (Project kick off, Scheduling, Scope and deliverables are discussed)
2. System Configuration Meetings (System overview, discuss data requirements & configuration options.)
3. Data Upload Coaching (Covering data required and how to populate Data Upload sheets (DUS))
4. Building Client Database, Deployment and Testing
5. Training
6. Go-Live



## 2 FINANCIAL SUMMARY

### 2.1 License Control

The fees quoted in this proposal are based on up to 200 Active Person Profiles (APP) or “Subscription size” being managed by the system at any time using a corporate, centralised database model.

\*Note: An Active Person Profile (APP) is a distinct record stored within the INX database. The profile can be created against a person, or against a company (or any other entity), and may or may not have an associated network login assigned to it. Profiles can be inactivated through the user interface or by integration scripts. The APP count does exclude “Inactive” records (i.e., ceased / terminated / no longer used). Inactive records are accessible and can be “re-activated” if required. APPs are counted once, irrespective of the number of modules of INX in use.

*Note: The APP usage is monitored monthly, and should the average consistently exceed the licensed APP, INX Software will apply the additional fees in accordance with the appropriate upgrade.*

### 2.2 Financials

Financial Summary		Active Person Profiles (APPs)	200
Type	Description/Size	Total	
InControl Subscription Monthly	200 APP	\$858	
<b>Total Monthly Subscription Fees - USD\$</b>		<b>\$858</b>	
<b>Total 1st Year Subscription Fees (ex GST) - USD\$</b>		<b>\$10,296</b>	
Professional Services	Project Management (4 Days) Consultant Configuration Services (5 Days) Training Services (5 Days) Deployment Services (4 Days)	\$21,912	
<b>Total amount payable Year 1 (includes Professional Services)</b>		<b>USD\$</b>	<b>\$32,208</b>

### 2.3 Financial Conditions

- All prices quoted within this document are in US dollars, are exclusive of GST or VAT, local taxes or other government charges, and are valid for 30 days.
- Software Subscription, Hosting & Maintenance Services fees are payable yearly in advance based on the Payment Milestones detailed in section 2.4 below.
- Invoices to be paid within 30 days

### 2.4 Payment Milestones

The following payment milestones exist for this project:

No.	Description	Payment Due
1	Software Subscription, Hosting, Support & Maintenance Services fees	Acceptance of proposal, thereafter yearly in advance.
2	Professional Services	Monthly in arrears.

### 2.5 Travel Costs

All meetings, including workshops and other project activities will be conducted via online remote sessions. Should the client have a preference to facilitate training or other project activities onsite these will incur additional costs which will be discussed with the customer in advance. Travel time will be charged at our standard daily rates. All airfares, accommodation and out of pocket expenses are to Customer's account, at cost.

### 3 ASSUMPTIONS

The services estimates provided above represent the estimated cost for African Human Logistics to implement the proposed solution, as detailed in this document, and are based on our experience of projects of a similar size, nature and type. The details of assumptions and allowances made in deriving the estimates are indicated below (and will be outlined in our implementation project plan, should it be provided). African Human Logistics will provide separate quotations for authorisation by the customer should any of these allowances be exceeded or any assumptions change. At the conclusion of the implementation a review will be held between yourselves and African Human Logistics.

Upon agreement, and after all key deliverables have been provided, the system will be formally signed off prior to final payment. The estimate is based on the standard INX Implementation Process and specifically covers the following assumptions:

#### 3.1 Included Modules

The following INX modules will be configured as part of this proposal, as selected below:

- InControl** | safety. risks. events. reports.
- +GIS** | geographical information system (OpenStreetMap's)
- INX Mobile App**
- Risk Register**
- Items Register**

#### 3.2 Training Services

This training assumes a 'Train-the-Trainer' approach where the Customer is responsible for training the broader user community in the system and processes (the Customer is responsible for providing the process, policy and training notes applicable for this process). African Human Logistics will provide standard training materials for the train-the-trainer sessions, which the Customer can then use as the basis for its own training activities. Customers are encouraged to personalise the material to the specific functionality and business processes to be adopted in their system. Training may be scheduled over several days, and is typically conducted via remote sessions, training may be conducted on-site at an additional cost. While African Human Logistics can supply both administrator and user level training, it is also recommended the customer nominate in-house product experts and maintain training levels in-house.

African Human Logistics will endeavour to train a sufficient number of users to an adequate standard within the training proposal timeframe, however, if required, training days in addition to those detailed in the Services Order will be charged at the daily rate of USD\$ 1,188 plus travel and accommodation costs.

#### 3.3 Data Migration Services

- African Human Logistics has not allowed for Data Migration in this proposal.
- African Human Logistics has allowed for Data Migration in this proposal.

Data migration is the process of transferring data between storage types, formats or computer systems. Data migration is usually performed programmatically in order to achieve

automated migration. Data migration is required when organisations or individuals change computer systems or upgrade to new systems, or when systems merge (as occurs when the organisation's that use them undergo a merger or takeover). African Human Logistics has a utility that enables the build of an INX database from information stored in various formats and locations. African Human Logistics consultants specialise in data migrations from different legacy systems that load data into our INX database. The physical data migration is run many times and provided to the customer for approval. If there are issues, these are rectified and another data migration run occurs. This is repeated until the customer is satisfied. The data migration strategy also includes documenting the mapping and sign off from the customer before the final data migration is run.

African Human Logistics has allowed for **0 days** of legacy data migration based on our experience of similar projects. An accurate estimation of the time required is conducted by one of our database administration specialists at the time of the initial project scoping. Generally migrating data from existing systems requires 5-10 days of work per INX module. Our key assumption with this activity is that the Customer will perform as much data cleansing as possible to ensure data provided to African Human Logistics is in a useable state and mapped as agreed by the dates set during the project planning stage.

#### 3.4 Interface Services

- African Human Logistics has not allowed for Integration in this proposal.
- African Human Logistics has allowed for Integration in this proposal.

African Human Logistics has interfaced with many different systems including HR / ERP / Payroll and Access Control systems for our customers. Essentially INX requires the people information from these 3rds party systems. The INX interfaces generally work by extracting data from a file that is produced by the 3<sup>rd</sup> party system. This will load new people or update people data up into the INX module. The 3<sup>rd</sup> party system extract is done using the customer's resources. This methodology ensures that the 3<sup>rd</sup> party system is still secure.

**Integration With Other Systems**

1. An interface table is created for each area of data that needs to be transferred
2. A transfer process periodically (e.g. Nightly) scans the interface tables and updates the corresponding "core" INX tables.
3. A custom transfer process is written that encapsulates specific business rules for a client and utilises SQL-Servers built-in functionality to link to third-party database

INX Software by CUBE CONSULTING

### 3.5 Custom Report Development Services

- African Human Logistics has not allowed for Custom Report Development in this proposal.
- African Human Logistics has allowed for Custom Report Development in this proposal.

African Human Logistics has allowed for **0 days** of Custom Report Development. The software comes with a number of pre-configured reports. Additional customised reports may be required from time-to-time, and this allowance will be used to scope, sign off, develop, test and deploy the report(s) based on an agreed schedule, which will be included in the overall project plan.

### 3.6 Moodle Integration (Learning Management System)

- African Human Logistics has not allowed for the online learning management system in this proposal.
- African Human Logistics has allowed for the online learning management system in this proposal. With the following installation package option:

If selected, the proposed system will provide the client with a Learning Management System (LMS), effectively an integration between Moodle an existing InTuition system.

All learning and assessment content will be created and maintained by the Customer.

#### LMS Exclusions:

- No client access is provided to system administration functions on the LMS.
- The Customer will be responsible for:
  - Creation, uploading, and maintenance of course structure, course settings and hosted online content
  - Regular backing up (and restoration if required) of course and user data
  - Maintenance of user data (including email addresses) within INX

### 3.7 LMS Course Content conversion services

- African Human Logistics has not allowed for client course content conversion services in this proposal.
- African Human Logistics has allowed for client course content conversion services in this proposal.

African Human Logistics has allowed for **0 days** of course content conversion services. This process will involve receiving the Customer's specific course requirements. This time allocation is optional, and guidance from the customer will be required to scope out requirements if these services are required. Content conversion services are additional cost and are quoted on a case-by-case basis.

INX Software recommends the customer utilise Articulate Storyline for rapid conversion of existing learning and assessment resources for use with the LMS.

Please note Articulate Storyline is not provided as part of the services order and is to the customer's account.

### 3.8 Project Management Services

African Human Logistics will provide a dedicated project manager to the project to ensure that the implementation process is managed appropriately and the INX modules are delivered professionally.

If more project management time is required from the African Human Logistics project manager, the Customer will be informed that this allowance has been exceeded and will be provided with a quotation for the additional hours required using our standard rates.

### 3.9 Hosting

Hosting Option		
<input type="checkbox"/> Dedicated Virtual	<input type="checkbox"/> Shared Virtual	<input checked="" type="checkbox"/> On Premise Infrastructure
<input type="checkbox"/> SSO included	<input checked="" type="checkbox"/> SSO not included	

- African Human Logistics will establish and maintain a reliable web-hosting environment for the customer to access and use the INX product.
- Hosting will be provided either in South Africa or United Kingdom.
- Managed Backup Daily backups – Monday to Friday
- Transactions logs – run every 1 hour
- Weekly Maintenance tasks
- Disaster Recovery is provided for all INX hosted clients, and is provided through backup replication to an online data center.
- Option of SSO for supported modules (AD-FS, Azure AD, Okta) if selected or INX authentication managed via the INX User Management Tool as standard.
- Access to Managed Hosting Service systems is provided only to INX staff dedicated to providing support to clients who have entered into these arrangements.
- Database Storage limited provided 100GB
- Accessible accounts Unlimited.
- INX application Access - 24hrs, 7 days a week

# INX Software

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