

gistec Service Delivery Program (SDP)

Specifications & Terms and Conditions
v5.0 Dated: August 2025



gistec Service Delivery Program (SDP) provides a flexible and cost-effective vehicle to engage gistec's services on an as-needed basis. gistec SDP enables budgeting for GIS services and consulting at the outset of any GIS project or implementation. Service delivery man-days can be purchased at any time and consumed whenever needed throughout the year.

The value of SDP program is particularly evident when GIS professional services are required when a specific idea is formulated by client and it has to be quickly implemented for business benefit. gistec SDP is a critical resource in project/task planning and it provides a basis to mitigate issues related to scope creep or expansion. Backed by a team of 80+ experts with more than 20 years of combined experience, gistec SDP helps you easily adapt to the current GIS technology and enables you to engage our services whenever needed. With gistec SDP, you can achieve faster project implementation, technology adoption, minimize costs, respond to ad-hoc requirements, and get immediate results at your own convenience.

SDP Core Advantages



INSTANT RESULTS
Place less administrative effort and focus on the task at hand rather on getting repeated budget approvals



FLEXIBLE
Obtain professional services and resource within short notice and desired expertise



RICH EXPERTISE
Select a GIS professional to work on your specific needs from a pool of 80+ professional resources available at your fingertips

Other Advantages

- Acquire services as man-days and consume them as implementation progresses
- Provides flexibility in case of unforeseen requirements
- Reduce overheads for clients to prepare detailed RFPs via tendering process. SDP helps take an Agile approach
- Access to On-site consulting services
- Solutions as well as data-related services and tasks
- Reduce risks while conducting technical activities

Typical Professional Services Covered by SDP

- 1 Esri product configuration (i.e. ArcGIS Enterprise, ArcGIS Server roles, Field Apps, etc.)
- 2 ArcGIS Technical consulting / advisory work
- 3 ArcGIS Enterprise Deployment work
- 4 System architecture review and documentation
- 5 End user requirement gathering and documentation
- 6 Automated GIS Data conversion services
- 7 GIS Development and product customization services
- 8 Knowledge transfer and on-the-job training for end-users and administrators
- 9 Web, Mobile and smart phone based GIS application development and configuration using Esri technology
- 10 GIS Data rendering services (i.e. cartography, symbology, print template & layouts, etc.)
- 11 GIS Application testing, proof of concept or prototyping services
- 12 Documentation service

High Quality Service

gistec PROFESSIONAL SERVICE TEAM

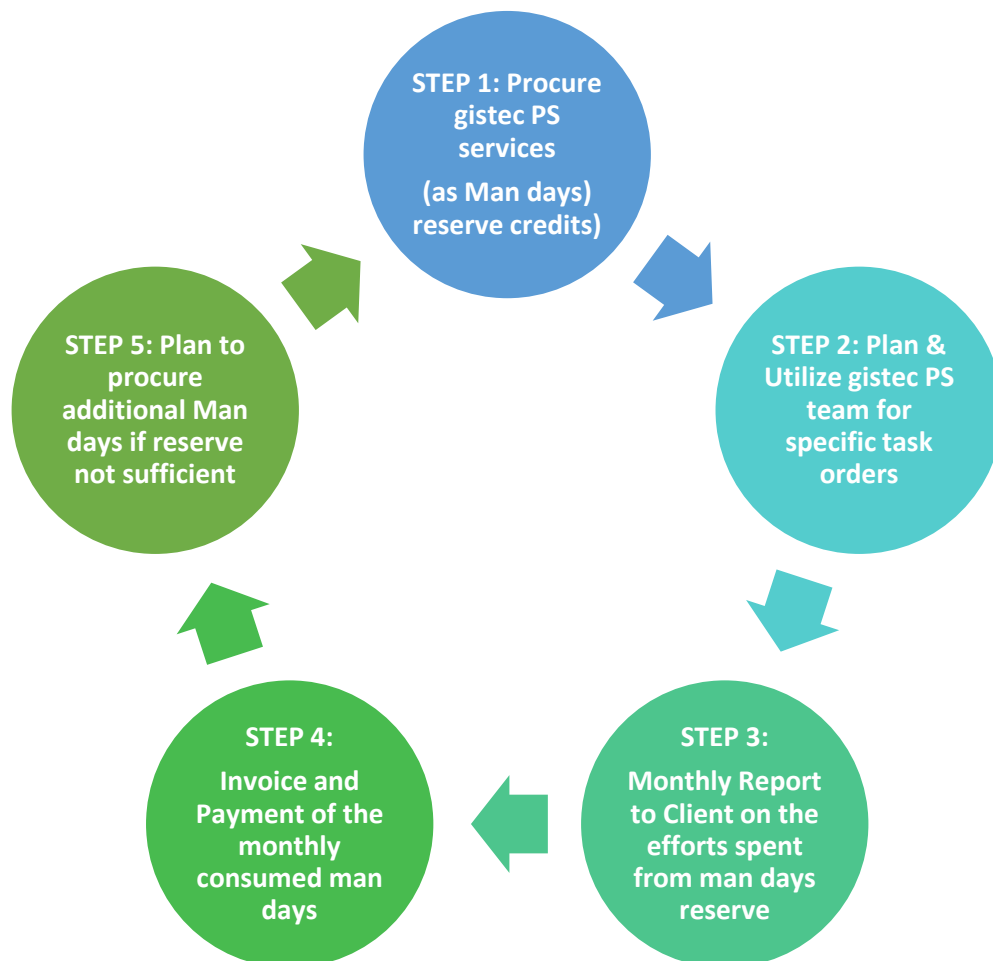
gistec Professional Service Team is composed of highly knowledgeable GIS professionals who are always ready to provide expert consultancy / advisory guidance and reliable service across a wide range of GIS platforms and infrastructures. A leading name in GIS technology in the Middle East, gistec retains decades of cumulative experience and relevant industry certifications. Our team of technical professionals are providing specialized assistance with a proactive and positive approach to resolving technical challenges by:

- Delivering value-added services with excellent return on investment
- Maintaining the highest level of professional standards and service delivery
- Understanding unique customer business processes and requirements
- Focusing on customer satisfaction and problem resolution
- Ensuring fast resolution times through continuous feedback



How can Gistec Professional Services be availed by client under gistec Service Delivery Program?

gistec's professional services (PS) expertise can easily be availed and utilized by clients via a simple 5-step process as shown below part of the gistec Service delivery program (SDP). This is made available via a standard Time & Material (T & M) model. Each of these steps are explained more in detail below.



Step 1: Procure gistec PS Service credits as Man days reserve:

Clients can easily reach out to gistec Sales team and get a price quote for availing and utilizing gistec Professional services. i.e. Clients can purchase gistec Professional service credits as man days (say for example 50 or 100 or 200 man days or more). These are typically bought as Pre-paid professional service credits and kept as a man days reserve by the client to be utilized for targeted initiatives that they would like to carry out from their end. In some cases, gistec and Client may agree to opt for a pay-as-you-consume or post-paid model under certain terms and conditions.



TIME & MATERIAL (T & M) ENGAGEMENT

Man days Expiry:

By default, all man-days under the contract/PO, whether for pre-paid or pay-as-you-consume types, are expected to be planned, delivered and consumed within one (1) calendar year from the date of purchase or based on a mutually agreed upon contract/Purchase order duration whichever is earlier. All remaining/non-consumed man days will automatically elapse after this period. Any unpaid and consumed, planned, or in-progress man days will be invoiced at the end of the stipulated duration.

If the SDP was procured through an annual fully pre-paid subscription contract, as an exception, 25% of the non-consumed service man days available in reserve with the client can be rolled over to the following year by the client after discussions and mutual agreement with gistec. However, as a standard rule, all man days will expire beyond One year and 6 months (1.5-years) automatically from the time of purchase of such man days in case of no specific duration was mutually agreed upon based on official written confirmation and acknowledgement between client and gistec.

For pay-as-you-consume engagements, there is a minimum guarantee of use by the Client which is fixed at 30% of the budgeted man days specified in the purchase order of the client within the first year of purchase. Gistec will raise an invoice for this 30% of overall man days, irrespective of consumption by the client.

Complimentary Man Days & Expiry

In case the client has been granted complimentary man days for a specific purpose part of any offer or part of gistec promotion/events, such man days can only be availed after the consumption of any existing contracted man days with the customer. Also, the validity of those complimentary man days for consumption by the client will be within the current calendar year or within the expiry date of the current service contract or purchase order (if such contract exists) whichever comes earlier. Certain terms and conditions may not apply to complimentary man days. Complimentary Man Days or Vouchers cannot be carried forward after their expiry date.

Step 2: Plan and Utilize gistec PS team for specific task orders raised by client

Once the Client procures the gistec Professional service (PS) credits as a man day reserve, the client can now engage with the gistec PS team to utilize them under a specific client initiative.

The client can utilize the gistec PS team for one or more of the following key categories below and can raise one or more task orders/gistec Service delivery requests (SDRs) for these categories.

- a. **Requirements Review:** Requirements understanding / analysis and Document preparation
- b. **Application UI/UX Prototyping:** Prototyping application design, defining the UI, UX approach and overall application flow
- c. **System Architecture Review:** System architecture and Solution architecture Design / document
- d. **Geodatabase Model Development:** Geodatabase model
- e. **GIS Data Migration (2D/3D)**
Automatic Data Migration of data from various CAD or other GIS formats to Esri Geodatabase using GIS products from Esri, Safe software, etc.
- f. **Imagery based Analysis:**
Provide imagery-based analysis using Esri tools and software.
- g. **Enterprise GIS Deployment:** Preparing Enterprise GIS deployment plan and COTS GIS software deployment on Client premises for Production, Staging or DR.



- h. **Create and Publish GIS Map Services:** Preparing ArcGIS Pro projects, symbology/cartography and publishing of GIS map services
- i. **Configuration of Out-of-the-box ArcGIS Enterprise Apps & Field Apps**
Configure and deploy the out-of-the-box apps for ArcGIS Enterprise/ArcGIS Online
- j. **Custom Web Application Development:**
Custom Web Application development using Esri SDKs
- k. **Custom Mobile Application Development:**
Custom Mobile Application development using Esri SDKs
- l. **Custom Add-ins for Desktop Development:**
Custom Add-ins development for ArcGIS Pro or desktop related customizations
- m. **GIS-IT Integrations:** Prepare GIS integration touch-point document if GIS needs integration with other IT systems Carry out GIS integrations with other IT systems
- n. **GIS Apps Testing:** Prepare test plans, conduct UAT, other types of testing such as load testing.
- o. **Technical Lead Coordination:** Technical coordination and lead tasks for facilitating the engagement and SDRs
- p. **Corrective Application Maintenance:** Corrective application maintenance to fix issues and bugs in the custom developed components from gistec.
- q. **Other PS WORK based on mutual agreement:** Other specific tasks that are discussed and mutually agreed between gistec and client to be taken under the gistec PS engagement.

The delivery process is outlined as below:

- A. Client will raise a Service Delivery request (SDR) or a Task order for one or more of the above categories. The SDR may not be for an entire solution covering all the areas but for a specific item that is mentioned above. (For ex: for requirements or for application prototyping, etc).
- B. Gistec may provide indicative efforts estimate for that specific SDR to Client when the request is raised by the client. Ex: Requirements study may need 10 man days or 20 man days depending on the depth of the task expected and information supplied by the client.

IMPORTANT NOTE: The indicative efforts estimated for a SDR mentioned above under the gistec SDP does not guarantee that the estimate will be fixed and lumpsum. Due to the nature of IT/ GIS projects, activities within it, evolving requirements (agile) and the changes that may happen, clarifications/ feedback from users, other dependencies etc. gistec SDP process will always report the consumed man days and the client to acknowledge / approve on a monthly basis the consumed efforts/man days of gistec team. The estimated man days if asked by client and provided at the start of the work, is just an high-level indication of what that specific SDR may need as efforts for the work.

- C. Gistec TL will coordinate the work with Client SPOC/PM as needed to ensure that the required PS team member(s) are assigned for the tasks to be carried out.
- D. Work will be executed and the efforts spent towards the tasks in the task order/service delivery request will be recorded systematically and in a continuous manner. This will be reported to the Client for approval at the end of each month.

Key terms and considerations:

1. All work will be executed by gistec PS team remotely unless or otherwise there was a specific and special arrangement that was mutually discussed, agreed and contracted by client with gistec to have the gistec PS team onsite for work at client premises. In some cases, a hybrid model (predominantly offshore from gistec offices with specific onsite visit to client site) may also be mutually agreed in the engagement terms between gistec and the client.
2. gistec lead PS staff will coordinate all the work required for the SDRs/SDR tasks under that specific service with the client. The effort consideration for this process of coordinating, updating the client, presenting etc. will be added to the SDR consumed days as required and presented into a special type SDR task called the "SDR Technical Coordination Task") per client contract that will keep track of such work.
3. Since resources are assigned on a first-come-first-serve basis, gistec lead will strive its best to allocate and assign a resource for a task order/service delivery request as soon as possible. The minimum time needed to assign a resource for a task would be one (1) working day and the maximum time needed to assign a resource for the work will be one (1) working week and for some highly specialized activities may need additional few days to mobilize. This would depend on the nature of the work being asked by the Client in the task order.
4. Man days counting for any task order or service delivery request will include gistec PS team members' travel time (if any), meetings/interactions (MS teams or others), workshops, actual execution of the task by gistec PS team members, documentation, work coordination efforts by the gistec TL and any related training / KT associated with it.

Note: One Man-day = 8 man hours.

5. gistec SDP working scheme/policies for remote services is during normal business working hours (9:00 am to 6:00 pm Monday to Friday) excluding any weekends and public holidays. For onsite engagements, this will be discussed and mutually agreed with the client based on the typical UAE government business working hours (Eg. 8:00 am to 3:00 pm or 4:00 pm).

Any client requirement resulting in performing work outside of this work scheme will have to be discussed and agreed mutually prior to conducting the work as such special requirement has implications on the man days and other terms of the service. Any such implications will be communicated by the gistec TL to the client after internal management approvals from gistec and how calculations for such efforts outside of working hours will be addressed.

6. The minimum work unit allocation for a resource is 0.25 man days for any task order irrespective of the time spent on the task within the SDR. For any onsite work at client premises, the minimum work unit allocation for a resource is One (1) man day.
7. In some occasions, there is a possibility, that Client and gistec may discuss and mutually agree to bring in a 3rd party specialty partner vendor (COTS vendor or other consultant SME) for a certain specific work to be carried out under the task order. Under such circumstances, the client has to either purchase the efforts of the 3rd party consultant separately and independently or gistec/client may discuss and mutually

agree on a plan to identify the equivalent credits corresponding to the 3rd party consultant efforts and can advise the client accordingly.

Step 3: Monthly Report to Client on the efforts spent from man days reserve

Gistec lead will consolidate the efforts for each specific month expended by the gistec PS team on the various tasks in the given task orders/service delivery requests and will prepare a report for the same. The report will be an excel work book with the list of tasks and the consumed man days against each task submitted to the client at the end of each calendar month. The Efforts Consumption Report (ECR) report has to be approved by the Client before the last date of the calendar month in which the ECR was submitted.



Note: The gistec TL may submit weekly reports on the consumed man days for each week to client so that customer has full view of the efforts being consumed and also to facilitate in the faster and efficient consolidation of efforts at the end of each month.

Payment Terms:

- gistec SDP is offered as a pre-paid subscription program by default. However, in certain cases, if specific payment invoicing terms were not agreed upfront, payments will be made based on a monthly invoicing scheme.
- Full-time, on-premises resources for more than two (2) consecutive days will be charged at a higher rate (based on actual duration of presence).
- In such cases, the travel and lodging may be charged towards man-day balance or raised as a change request if the onsite activity extends continuously beyond two (2) days.
- Seniors or Specialty resources or 3rd party vendors will have different rates.

Note: gistec reserves the right to stop the engagement of the professional services team and their work incase if there is a prolonged delay in approving of the Efforts consumption report (ECR) and / or delay in payments from the client beyond a certain mutually agreed timeframe.

Step 4: Monthly Invoice & Payments

Gistec lead will raise an invoice at the end of each month corresponding to the man days consumed by the client for the gistec PS work for that month. The invoice will be accompanied by the Efforts Consumption Report (ECR) approved by the client earlier in the previous step. Client is requested to acknowledge the invoice within three (3) days maximum and forward it to the required department within their organization for processing the payments as needed.



Step 5: Top up the Man days reserve if the man days are insufficient

Clients are strongly encouraged to keep a tab on their man day reserve from time-to-time and top-up their man days reserve if there are insufficient man day credits available for use. Clients can request a quote from the gistec Sales team for the same.

SDP General Terms & Conditions

Personnel

- 1 gistec will perform the services in-house and on-site as required and agreed with the Client at the time of implementation
- 2 gistec will provide suitable person(s) depending on the nature of work involved.
- 3 Client will provide single point of contact to interface with gistec lead.
- 4 Client SPOC to facilitate coordination with all stakeholders inside the client organization.

Infrastructure (Workspace, Hardware, Software)

- 1 Client to provide all requirements for gistec team to do the work with seating and access to intranet during on-site work.
- 2 The client will arrange all requirements including system, data, site, hardware/software, etc. for any activity by gistec and will notify gistec team at least 5 working days before start of the activity unless otherwise was mutually agreed.
- 3 Client is responsible to procure and maintain required hardware or virtual machine(s) as well as other IT components such as RDBMS, OS, etc. to be used in performing the proposed services.
- 4 Client will provide access to all required systems or other means to support gistec services delivery (including providing remote access for the servers).
- 5 Client must have valid software licenses for deployment purposes on staging, testing and production environments. All GIS Software must be under a valid software maintenance contract for any gis work to be carried out.
- 6 All applications development, deployment, etc will be fully based on Esri platform only.

Data

- 1 Client should make available the needed data to be used on-site or at gistec Office in appropriate shape and volume. gistec is ready to review and sign the required confidentiality terms to facilitate this provision.

Out of scope of gistec Service Delivery Program (SDP)

gistec SDP services does **NOT** include the following:

- a. Standard Operational activities of the customer like taking and managing database or file backups (daily, weekly, monthly, etc) of the GIS system, defining users etc. unless it was otherwise agreed mutually.
- b. Hardware and Infrastructure related activities such as installation and maintenance of Operating systems, Enterprise RDBMS (Oracle RAC or SQL), Anti-virus installation, etc and maintenance activities.
- c. Complex or advanced Enterprise GIS solutions or Enterprise Upgrades with many dependencies: gistec SDP is based on the fact that project, time, and resource engagement are kept in the hands of the client. Therefore, the client is fully in control of managing the project, the user expectations, and the time of delivery. While gistec SDP is providing the technical resources. Sometime in such enterprise projects and implementations it may or may not be feasible to deliver the same with the SDP program and approach unless there are sufficient man-days planned upfront. However, in such cases, gistec professional services staff will direct the client to other suitable channels to

avail this service via our projects division.

- d. Manual data entry or data correction or data cleaning works unless any specific written agreement has been agreed upfront as exceptions
- e. Provide Standard training programs of COTS products.
- f. Handling of standard or advance support issues of COTS GIS products offered by gistec including any SLA for COTS products.
- g. Automatic free registration to events/conferences or seminars unless otherwise it was mutually agreed.
- h. Providing specialized consultancy services by third party partners.
- i. Working on other 3rd party products and solutions provided and maintained by other entities / solution providers
- j. Working outside the business hours mentioned earlier in this document

- **Resource Time:** The main deliverable of the SDP man-day program is the time of the resource and their availability. It is not under the SDP man-day program to guarantee the outcome of the allocated and consumed resource's time nor results. The customer can report any feedback about the allocated resource experience suitability from the start of the allocation and within Five (5) days from the start of the work. Any termination in-between of the SDP contract would require the client to recognize the efforts (Consumed man days) expended until the point of termination and to approve the payments accordingly.

- **Warranty:** Warranty for the results or developed services is not inherent in the estimation process and in the services provided and are not covered by default. The customer is encouraged to include it part of the estimation during SOW development and after that for the first 12 months and hence to plan roughly for 20% extra man-days towards the period after service fulfilment or plan for additional service as and when required.

Note: As a yearly practice and company policy, gistec takes its annual leave for 15 continuous days in August where we put on hold all professional services engagements and activities in the Headquarter offices in UAE as we shut down for staff vacation. During this period, based on mutual discussions and agreement with the client and gistec's management approval, specific urgent work can be carried out by gistec's offshore offices remotely.

ACCEPTANCE AND AUTHORIZATION:

By procuring the SDP Man-days program and gistec services, the customer acknowledges and confirms his/her full acceptance to the terms and conditions listed in this document.

Client Name:

Name of the authorized signatory (client end):

Title / Position:

Signature:

Date:

More Info:	www.gistec.com/home/services.htm
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<p><i>gistec Service Delivery Program (SDP) and Service Delivery Request (SDR) rules, terms and conditions are subject to change. Kindly see gistec website https://www.gistec.com/products/downloads/gistec-SDP.pdf or ask gistec SDP team for the latest updated document.</i></p>	



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