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YOU MUST READ AND AGREE TO THIS SOW PRIOR TO RECEIVING THE PROFESSIONAL SERVICES. BY CLICKING ON THE "ACCEPT" BUTTON, SIGNING AN ASSOCIATED ORDER OR ORDER FORM, OR RECEIVING THE PROFESSIONAL SERVICES, YOU ARE AGREEING TO BE BOUND BY THE TERMS ON BEHALF OF CUSTOMER.

IF YOU ARE ENTERING INTO THIS SOW ON BEHALF OF YOUR EMPLOYER OR ANOTHER LEGAL ENTITY, THEN YOU REPRESENT AND WARRANT THAT YOU HAVE THE AUTHORITY TO BIND THAT ENTITY AS THE CUSTOMER.

Conga may amend this SOW from time to time by posting an amended version at its website and sending Customer notice thereof (an email to Customer's Project sponsor or designated contact shall be deemed sufficient in this case). Such amendment will be deemed accepted and become effective thirty (30) days after such notice (the "**Proposed Amendment Date**"), unless Customer first gives Conga written notice of rejection of the amendment. In the event of such rejection, this SOW will continue in its existing form, and the amendment will become effective at the start of Customer's next purchase of Professional Services meant to be governed by this SOW following the Proposed Amendment Date. Customer's continued use of the Professional Services hereunder following the Proposed Amendment Date will confirm Customer's consent thereto. This Agreement may not be amended in any other way except through a written agreement by authorized representatives of each party.

Whereas, Customer wishes to have Conga provide certain Professional Services pursuant to this SOW,

For good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

Definitions:
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"**Project**" refers to the scope of services, including performance of all work, activities, and Deliverables, set forth in this SOW, including any and all appendices. Notwithstanding any other provision of these terms, timelines and hours in this SOW are estimates only.

"**Services**" and "**Professional Services**" as used herein means Professional Services work rendered by Conga in relation to this SOW. It is distinguished from the meaning of "Subscription Services" as used in the MSSA.

1. UNDERSTANDING OF OBJECTIVES

Our understanding of Customer objectives and desired outcome is the following:

- A global solution for end-to-end contract life cycle management
- A single cloud-based platform to manage the entire contract life cycle for Contracts related to Clinical Research
- Set up 3 Agreements types in the Conga system, within the constraints of the scope detailed below

2. SCOPE OF WORK



This section defines the scope of Professional Services to be delivered by Conga, with support from Customer resources, under this SOW. Detailed scope and objectives will be confirmed during the define and design phases. If changes or expanded scope are necessary, a new SOW will be needed.

2.1 Organizational Scope

The efforts assume one configuration across the organization, and no effort or time is allocated to design or configure variations. All countries, divisions, and user roles will leverage the same data structures, processes, and approval workflows.

2.2 Product Scope

The following Conga solutions will be configured as part of this SOW:

- Contract Lifecycle Management (CLM) Enterprise Edition
- Intelligent Workflow Approvals (IWA)
- E-Signature Adaptor
- X-Author for Excel

2.3 Functional Use Case Scope:

The following Use Cases are in scope:

Functionality	CLM Essentials Accelerator Offering*	Scope of Configuration*
Agreement Lifecycle	*For reference this SOW allows for a total of three agreement types based on the criteria below.	
Create Agreement	Agreement creation from Agreements Tab or from Account for TWO Agreement types [Clinical Trial Agreement (CTA), Confidential Disclosure Agreement (CDA)] in following <u>preconfigured</u> modes/flows: <ul style="list-style-type: none"> • Self-Serve • Legal Assist • Store Executed 	Additional ONE Agreement type related to Clinical Research Minor changes to pre-configured Agreement Types, Agreements flow(s), data fields, pick list values etc. Up to 30 Additional data fields Up to 10 validation Rules Up to 10 workflow Rules Minor changes to 5 email templates (excluding approval email templates)
Populate Agreement Details	TWO preconfigured Agreement page layouts provided to enter information and upload supporting documents	ONE additional page layout for the additional Agreement type Minor changes to existing page layouts
Create Clinical Study (Protocol) and Compound	Create Compound and Clinical Study from that Compound	Up to 10 additional fields in the Compound and Clinical Study and make label changes of existing fields in the compound and Clinical Study
Populate Details of Clinical Study	Preconfigured Page Layout for Clinical Study and compound will be provided to enter information	Rearranging fields in the layout and defining sections in the layout as per customer's requirement
Mass Creation of Clinical Trial	Pre-built capability to mass create CTAs from Clinical Study record using X-Author	Up to 5 additional fields in Agreement and make label changes



Agreements	for Excel App	of existing fields
Mass Generation of Clinical Trial Agreements	Selection of CTAs and mass generate document for CTAs based on a Clinical Study selected	OOTB
Document Generation	Preview and generate Customer facing agreement document with merged fields and dynamically include language based on predefined conditions. Regenerate the document with existing redlines or as a new version.	OOTB
Import Offline Document	Import Counterparty (third party) paper	OOTB
Contract Negotiation	Check-in, Check-out, Versioning, Redlining, Comparison and Advanced Reconciliation from Microsoft Word and X-Author for Contracts	OOTB
Agreement Activation	Pre-configured manual and auto activation process of a fully signed document Storing fully signed document within content searchable repository and cross reference to Agreement record	OOTB
Post Agreement Activation Actions	Post execution actions including: Amendment, Termination, or Cancellation of Agreement with standard flow	OOTB
Create Obligation	Obligation creation upon agreement becoming fully signed Preconfigured layouts for Users to associate obligations to agreements and mass create obligations by importing from CSV file	OOTB
Activate Obligation	Obligation activation upon agreement activation	OOTB
Manage and maintain Commercials on Agreement using X-Author for Excel App	Using X-Author for Excel app, User will be able to maintain commercials on agreement record including payment schedules, budgetary information, and milestones associated with agreement(s)	Up to 5 additional fields in Agreement and Budget related objects and make label changes of existing fields
Conga Security	FOUR preconfigured permission sets	Minor updates to preconfigured permission Sets
Maintenance		



of Budget Related Objects		
Populate details in Procedure Master	Create / Update Procedure Master records including details such as CPT Code	Make label changes of existing fields in the compound and Clinical Study & Load seed data
Populate details in FMV Rate table	Create / Update following FMV Rates records for each Procedure, Country and Effectivity dates: <ul style="list-style-type: none"> • FMV Benchmark • FMV High • FMV Medium • FMV Low 	Make label changes of existing fields in the compound and Clinical Study & Load seed data
Template Administration		
Agreement Templates	Agreement template creation, applying updates, and maintaining versions	ONE Agreement template for EACH Agreement type Any ONE language for respective template Each template consisting of 15 to 20 pages and 20 to 25 conditional sections
Merge Fields and Smart Fields	Merge Fields, allowing data insertion into generated agreement document. Smart Fields, allowing data insertion into generated agreement document and if data value is changed within the document then upon check-in and reconciliation the new value is updated in the system	Each template consisting of 20 to 30 merged or smart fields
Clause Library	Leverage legal playbook to author contracts from Microsoft Word	Up to 30 pre-approved alternate clauses Up to 10 master obligations linked to clauses
Managing Master Obligations and Associated with the clauses	Ability to create Master Obligation and associate to a clause and a page layout to manage the master obligations	Addition of up to 5 additional fields in the master obligation
Business Process		
Process Flows	Preconfigured Flows: <ul style="list-style-type: none"> • Self-serve 	Minor updates to the preconfigured flows.



	<ul style="list-style-type: none"> • Legal assist • Non-standard • Approvals • Store executed • Third party paper 	
Approval Process		
Approval Flow	Preconfigured approval process	Minor updates to the preconfigured approval process
Approval Criteria	Placeholder available to provide entry criteria for approval processes	THREE approval criteria for the one approval process
Approval Step	Preconfigured approval steps for each approval process	FOUR Approval Steps for the one approval Process
Notifications	Notifications sent by the system for approval assignment, reassignment, escalation, cancellation, and notify only.	Minor changes to incorporate Customer branding to: 5 Email Notifications applicable across Approval Processes - Assignment (OOTB) - Reassignment (OOTB) - Escalation (OOTB) - Cancellation (OOTB) - Notify Only (OOTB)
E-Signature Process		
E-Signature	Preconfigured to integrate with either DocuSign or Adobe Sign	Updates for relevant signature tags as specified by Customer
Reports & Dashboards		
Home Page	Preconfigured home page and dashboards	Minor updates for customer branding
Reports & Dashboards	Standard reports are available and below Clinical Research Reports: <ul style="list-style-type: none"> • Country Agreement Budget • New Clinical Study Budget Report • FMV Rates Report 	OOTB

Note: The parties agree that if any requested template design is more complex than described in the use cases above (in Conga’s sole discretion), then Conga and Customer agree to in good faith to execute a separate SOW for the delivery of the additional scope related to such template configuration.

2.4 Out of Scope

Professional Services and/or scope not included and/or not itemized as “Scope” in this SOW are out of scope, including:

- Non-Conga program management
- Data migration & legacy contracts migration
- Data archiving
- Development of training materials
- Additional Languages (apart from English) and Currencies



- Interfaces/Integrations
- Third-Party support and related activities (such as Intelligent Import)
- Any scope item not explicitly listed in section 'Use Case Scope'
- Additional documentation that are not specified in section 'Project Methodology and Delivery Assurance'
- Change Management including, but not limited to, stakeholders management; change readiness; communications plan and execution; training plan and execution including development of training materials; adoption tracking
- Creation/Definition of business requirements document
- UI Enhancement/Guidance
- Data extraction from any source systems or hard-copy papers
- Management and migration of Customer's CRM records (e.g., Accounts, Contacts)
- Automation & Performance testing
- Deployment strategy, plan, and execution for non-Conga systems
- Translation services of Conga standard and non-standard fields in different languages
- Type of other currencies
- Other Conga Services such as Conga Education Services and Conga Application Management Services (AMS)
- Refactoring the standard Conga user flow, e.g., splitting standard pages into multiple pages, rerouting transitions amongst standard pages, development of custom pages, development of custom widgets.
- Services for the migration of legacy Data (e.g., legacy Quotes, in-flight Quotes, legacy Agreements, in-flight Agreements, and Assets) data migration, data quality, said performance of data loads to and from the Conga solution(s) and the readiness and configuration of the standard CRM objects/entities for which the intended solution is dependent upon.
- Specification of eSignature software data input tags (Defining the type of "tag" and location of the "tag")
- Advanced security capabilities e.g., data sharing, role/hierarchy driven sharing, permission set driven sharing
- Training and enablement for CRM system and platform capabilities, including creation or delivery of user training
- Production of Customer's CRM reports

3. DELIVERABLES AND ACCEPTANCE CRITERIA

3.1 Deliverables

The anticipated Deliverables provided by Conga for the scope of this SOW will be:

- Conga Project Plan
- Use guides and videos
- User Stories with design & test scripts
- CLM workbooks & Go-live technical checklist(s)
- Configured system

3.2 Acceptance of Conga Deliverables

Deliverables will be produced in accordance with the Project Plan. Conga will provide early drafts when feasible to facilitate prompt review and approval.

Customer shall have two (2) business days from the date of receipt of a Deliverable to provide final acceptance or rejection of the Deliverable in writing.



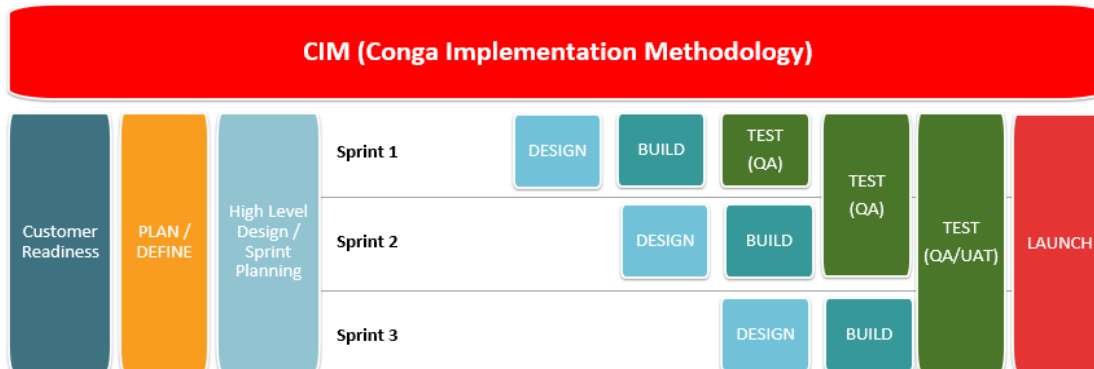
If Customer rejects a Deliverable, it will specify, in reasonable detail, each deficiency and / or nonconformance serving as the basis of rejection in writing. Upon receipt of such Deliverable rejection notification, Conga will promptly correct such deficiencies and / or nonconformities and re-deliver the Deliverable for Customer’s review. Upon re-delivery of the Deliverable, Customer shall provide notification of final acceptance or rejection in writing as soon as reasonably possible, but no later than two (2) business days from the date of receipt.

If Customer does not provide notice of final acceptance or rejection within two (2) business days in writing of a Deliverable or re-delivery of a rejected Deliverable, the Deliverable will be deemed accepted.

4. PROJECT METHODOLOGY & DELIVERY ASSURANCE

4.1 Methodology

The Project uses Conga Implementation Methodology (CIM), which combines waterfall and agile methodologies, including six (6) phases with specific exit criteria. Conga provides delivery assurance throughout, including expert checkpoints to ensure readiness, identify issues, reduce risks, and obtain rapid results.



The phases and associated checkpoints identified in the diagram above are outlined in more detail below:

- **Customer Readiness** - Customer will prepare and provide necessary data and key requirements in order to kick-off the Project. Conga will provide guidance and templates for the collection of the data and requirements during the Customer readiness phase. Pre-work must be completed before moving into Plan/Define phase of the Project. Conga provides acceptance of the documentation to move to Plan/Define phase. Conga guidance is limited to:
 - Two x 1-hour weekly check-in meetings, two x 2-hour consultation meetings and one x 2-hour final pre-work review meeting. Additional consulting will require a new SOW.
- **Plan / Define** - Collaboration to establish the Project direction. The Project kickoff is held, where Project objectives and initial plans are established. A *Project Kickoff Review* is conducted, in which the predefined high-level Project Plan, Project governance, charter and Project team readiness are reviewed. Review, validate, and document scope, use cases and requirements in collaboration with the Customer. A *Define Phase Exit Review* is conducted, which validates that the functional requirements are complete, a test strategy is outlined, the predefined detailed Project Plan is shared. Validate that the Project is ready to move to the next phase.



- **High Level Design** - In this phase we will agree on the overall solution approach and key solution elements to ensure we are ready to start build. The Conga Solution Architect will establish and document a high-level design based on the agreed upon requirements and scope from the Plan and Define phase. The business requirements will be translated into System Architecture, Application process flows, Page Layouts, templates, and User Experience design. A detailed configuration workbook will be created that documents all elements of the Conga solution. Conga will also use the high-level design to conduct sprint planning during this phase so the build will be executed in a logical manner. Conga will conduct an internal review of the design and the customer will approve the high-level design before moving to the next phase.
- **Design & Build** – This phase uses agile methodology to design and configure the defined scope. It consists of three (3) sprints. The scope of the solution offering is shared and explained to the Customer. Any changes within the scope defined in Section 2.3 ‘Use Case Scope’ is reviewed and agreed upon in writing. Customer is required to confirm the defined requirements by end of each sprint for the scope of the sprint. The solution is configured, and deployment plan is developed
- **Test** – Verification for Conga and Customer to confirm that system is configured to the requirements and design. End to end testing and User Acceptance Testing (UAT) testing is completed.
- **Launch** – Deployment of the solution to production and Hypercare Period. The *Launch Readiness Review* is conducted prior to the move to production to verify system is ready to launch.

Conga will utilize one or more of the following tools to support the implementation efforts. The tools are templated for fast and consistent implementation results. The client Project team may be granted access for the duration of the Project. The tools that may be utilized during the Project are Microsoft Project, Confluence, JIRA, Zephyr, Bitbucket.

5. PROJECT PLAN

Project kick-off will be planned on a mutually agreed date, based on Conga and Customer resource availability and completion of the Customer Pre-requisite Deliverables defined below.

As of the Effective Date, the known requirements, estimates effort, and scope the following Project Plan (“Project Plan”) is anticipated for Conga solution delivery. The Project Plan will be confirmed after the design phase. Any adjustments to the Project Plan (e.g., change in agreement type; scope changes) may require a new SOW.

Maximum Project Plan duration: 10 Weeks (9 Weeks to Launch plus 1 Week of Hypercare). Any extension beyond the allocated Project Plan 10 weeks will require a new SOW. For the avoidance of doubt, a day is eight (8) hours, Monday through Friday, on Conga’ standard business days, excluding holidays.

5.1 Kickoff

Conga will contact Customer within three (3) weeks of SOW Effective Date to establish a Project start date. The Project start date will be mutually agreed to in writing by the parties (email sufficient).

5.2 Go-Live

“Go-Live” refers to the on-boarding of users to the Conga in the Production environment.

- A single go-live event is in scope. Additional go-lives are not in scope and any functionality that is mutually agreed to be deferred from the single go-live is no longer part of the scope of this SOW.



- Go-Live occurs after migration of the Conga solution to the Production environment.
- Customer will be responsible for Go-live planning with guidance from Conga as outlined in this SOW.
- Conga assumes Customer’s information technology policies that govern the deployment of Conga solution to the Production environment and the go-live of new information technology, will not extend the Project Plan described herein via a delay in the deployment or Go-Live of the Conga solution.

5.3 Hypercare Period

“Hypercare Period” refers to the period and services following the Go-Live of the Conga solution.

- For a release of the Conga solution, the Hypercare Period begins at Go-Live and concludes after five (5) business days, i.e., one (1) week.
- For clarity, issues identified after the Hypercare Period will be addressed per the terms set forth in Customer’s applicable subscription agreement with Conga (i.e., Customer’s purchased level of Technical Support in the MSSA and applicable Order or Order Form). Upon completion of the Hypercare Period, Conga will send Customer a notice (email sufficient) acknowledging SOW Project completion.

6. RESOURCING, ROLES AND RESPONSIBILITIES

6.1 Resourcing

Conga and Customer resources share responsibility for Project execution, as outlined in this SOW. Assigned resources are required to attend the Project kickoff, and to perform agreed activities throughout the Project lifecycle.

6.2 Customer Roles and Responsibilities

Customer Roles	Customer Responsibilities
Steering Committee Representative	<ul style="list-style-type: none"> • Provide Project oversight and high-level direction • Guide the Project’s alignment to key objectives • Highest level of escalation, decision making and issue resolution
Project Manager	<ul style="list-style-type: none"> • Act as primary point of contact for Conga Project Manager • Coordinate all Project activities and required Customer resources
Subject Matter Expert (Business and Technical)	<ul style="list-style-type: none"> • Provide business and technical expertise to the Project related to Customer’s desired solution processes; resources that are familiar with Customer business processes, documents, approval processes, etc.
QA Testers	<ul style="list-style-type: none"> • Develop UAT test strategy, test scenarios, and test plans • Execute test cases and report findings to the Project managers
System Administrators	<ul style="list-style-type: none"> • Administer sandbox environment(s) • Manage all CRM activities required by and related to the Project
Trainers	<ul style="list-style-type: none"> • Attend Conga ‘Train the Trainer’ training • Develop Customer training material • Train Customer users on the day-to-day use of the configured Conga solution

6.3 Conga Resourcing and Resource Allocations

The following Conga roles, sometimes also referred to as “Resources”, will be allocated to the Project.



This is subject to change based on further analysis and discovery through the Project stages.

Conga Staffing/Resource Roles	Conga Responsibilities
Project/Engagement Manager	<ul style="list-style-type: none"> Helps monitor and advise Performs functional and Project management activities, including management of Conga consulting team Issue's status reports, manages risk and issue tracking, and manages budget and schedules
Center of Excellence Expert	<ul style="list-style-type: none"> Leads solution design QA of design and solution Audits Project for adherence to implementation best practices and conformance to standard methodology Provides subject matter expertise as required
Center of Excellence Consultant	<ul style="list-style-type: none"> Configures and unit tests solution

6.4 Pre-Requisite Deliverables

Prior to Project start, Customer will provide Conga with Pre-Requisite Deliverables (collectively, "Pre-Requisite Deliverables"):

- Business objectives and Key Performance Indicators (KPIs)
- Agreement Types – Identify the Agreements and key metadata fields to be captured as per the scope
- Agreement Templates – Each Template should be marked up to indicate dynamic fields and conditional legal language, and signature blocks
- Business rules – mandatory fields, validations, computations
- Email Notification Templates with customer branding/logo/disclaimer language
- Review the predefined business process flows built in the Conga CLM Essentials Accelerator and highlight any minor modifications
- Approval Details – Identify Approvers, conditions triggering approval request
- Signature Details – Identify Signatories, Wet Signature/eSignature process
- Provide access to Conga to Customer Salesforce sandbox environments

6.5 Project Work Products and Activities*

The following Work Product and Activities are minimally required for the Project:

- Work Product: outputs to support Project delivery that do not require Customer approval
- Activity: methodology component that is a task that does not require Customer approval
- *Note: The below Work Product and/or Activities may result in the output of a Deliverable as identified in Section 3.1.

To complete the Work Products and Activities each parties' Roles and Responsibilities are defined as follows:

- R = Responsible: Conga or Customer performs the work to complete the Activity and /or Work Product



- A = Accountable: Conga or Customer responsible for justifying actions or decisions made to complete the Activity and / or Work Product
- C = Consulted: Conga or Customer whose opinions are sought by the person responsible for the Activity and / or Work Product
- I = Informed - Conga or Customer that should be kept up to date on progress of the Activity and / or Work Product

Conga and Customer are each responsible for completing their assignments, as indicated in the following table:

Stage/Category	Activity or Work Product Description	Owner		Type	
		Conga	Customer		
Customer Readiness	Preparation of Pre-Requisite Deliverables	C	R	Work Product	
	Review and accept Customer Deliverables	R	C	Activity	
	Project kick-off	C	R	Activity	
Plan/Define	Project Plan	R	A	Work Product	
	Training Plan	C	R	Work Product	
	Resource management	R	R	Activity	
	Facilitate regular Project meetings	C	R	Activity	
	Weekly status reports	R	R	Work Product	
	Conduct requirements workshop	R	A, C, R	Activity	
	Define functional requirements	A, R	C	Activity	
	Design/Build/Test	Configure Conga solution	R	C	Activity
		Develop SIT test plan/cases	R	C	Activity
Conduct SIT testing		R	C	Activity	
Develop deployment plan		R, C	R	Activity	
Develop UAT Test plan/cases		C	R	Activity	
UAT	Migrate solution from Development Environment to SIT Environment	R, C	R, C	Activity	
	System Navigation and walkthrough Session	R	A	Activity	
	Train the Trainer	C	R	Activity	
	Conduct UAT Testing	C	R	Activity	
	Manage UAT Fixes	R	R	Activity	
Launch	UAT Sign-off	C	R	Activity	
	Develop Hypercare Plan	C	R	Work Product	
	Go/no-go decision	C	R, A	Activity	
	Migrate solution from UAT Environment to Production Environment	R, C	R, C	Activity	



Hypercare	Develop support transition Project overview	R	R	Activity
	Validate Status and availability of key Deliverables	R	R	Activity
	Information sharing sessions to Tech Support	R	A	Activity
	Disposition cases opened during Project	R	C	Activity

6.6 Customer Project Deliverables*

During the Project, Customer is responsible for ensuring completing the following Customer Deliverables are completed (collectively, "Customer Deliverables") according to the Project Plan:

- Functional Requirements
- UAT Test Plan
- UAT Test Cases
- UAT Testing
- Deployment Plan
- Training Plan
- Hypercare period Plan
- Signoff on Testing

For clarity, the acceptance criteria set forth in this SOW does not apply to Customer Deliverables.

7. TRAVEL AND EXPENSES

7.1 Travel and Expenses

No travel is anticipated for this SOW. In the event travel is required, Customer will be invoiced separately for travel expenses incurred. Payment is due net thirty (30) days from invoice. Invoices may be sent to the Customer via electronic mail. For clarity, travel and expenses are not included in the fees.

8. PROJECT GOVERNANCE

During the Plan stage for the Project, the Customer and Conga will establish appropriate governance to support effective and appropriate decision making, sign off, and escalation procedures. Governance may include the following:

- Project Status Meetings: Regularly scheduled with required participation from both Conga and Customer participants.
- Project Status Reports: Regularly provided by Conga to Customer's Project management team, no more than weekly.

The first level of escalation within the Project governance structure is the Customer and Conga Project managers. Any issues which cannot be resolved at this level will be escalated to the representatives below:

Conga Representation

1. Vice President, Conga Professional Services
2. Director, Conga Professional Services

Customer Representation



1. Senior Representative, to be determined by the parties (email being sufficient)
2. Senior Representative, to be determined by the parties (email being sufficient)



Appendix B. Salesforce Platform Assumptions

Salesforce Lightning Platform Assumptions (referred to as “Platform”)

Language

The user interface can only support the languages that are supported by the Platform.

Platform Limitations

Conga is 100% native to the Platform. The Conga solutions are subject to the constraints, limitations, features, and capability provided by the Platform, e.g., the limitation of uploaded files to twenty-five (25) megabytes;

Advanced Configuration

“Advanced Configurations” refer to Conga Solution components composed of the Salesforce and software development technologies listed here: salesforce Apex, salesforce Visualforce, salesforce triggers and JavaScript, Conga callbacks and APIs. Conga will make all commercially reasonable efforts to minimize the design, development and testing of Advanced Configurations. Customer will be responsible for the maintenance of all Advanced Configurations following Go-Live, unless appropriate Conga Managed services are procured. Conga Services will achieve a code coverage of eighty (80) percent for Conga code exclusively. The Services included herein will not require the modification of third-party code in Customer’s salesforce environments.

Customer Salesforce Procured Lightning Platform Org Assumptions:

For clarity, the assumptions below apply only in situations where Customer has procured Salesforce Lightning Platform Org Licenses independent of Conga for the purposes of Conga to deliver its product and services. If Conga has procured the Org Licenses, then the below does not apply.

Platform Dependencies

As the Conga Solution is 100% native to the Platform, the execution of this SOW is dependent on the Customer’s configuration and management of Customer Salesforce instances in so far as the readiness of these instances support the following standard Salesforce features, practices, and policies.

Cumulative Code Coverage

Cumulative code coverage in Customer's Salesforce environment cannot be guaranteed by Conga. In the event that Customer's code coverage impacts the deployment of the Conga Solution, Customer will remediate code coverage in a timely manner.

Customer Procured Third-party Apps and Configured Objects

Conga will not be responsible for servicing any third-party App running on the Salesforce platform and servicing any Customer configured Objects, unless specified in the SOW.

Salesforce Environments

Customer must provide all necessary Platform environments, including sandboxes, to enable the performance of the Project as described herein. Customer is required to license all required Platform environments, including sandboxes, directly from Salesforce. Failure to do so will alter the expected duration and cost of the Project implementation and require a Change Order.

The Project is dependent upon Customer’s applicable Platform environments. Customer and Conga will conduct all Solution configuration, testing and deployment activities in the following three (3) salesforce environments, as licensed from Salesforce by Customer and managed by Customer, unless



specified otherwise in the SOW:

- Build – one (1) Salesforce sandbox environment (Developer Pro)
- Test – one (1) Salesforce sandbox environment (bare minimum Partial Sandbox, ideal would be the full sandbox)
- Production – one (1) Salesforce production environment

While lesser varieties of salesforce sandbox environments are available, the storage capacity of a full-copy sandbox is required for the Conga Solution. Please consult salesforce materials at help.salesforce.com for additional sandbox details.