

TriPrism Inc.

15950 Bernardo Center Dr. Suite B
San Diego, CA 92127



Mac OSX Driver Update

Services Request from (DNP IAM) – to TriPrism Inc.

Doc. Version 2.1.1

Statement of Work

Date

April 1, 2016

Services Performed By:

TriPrism Inc.
15950 Bernardo Center Dr. Suite B
San Diego, CA 92127

Services Performed For:

DNP IAM
4524 Enterprise Drive NW
Concord, NC 28027

This Statement of Work (SOW) is issued pursuant to a request for quotation for DNP Imagingcomm America (DNP IAM) (“Client”) by TriPrism Inc. (“Contractor”). This SOW is subject to the terms and conditions contained in an Agreement between the parties and is made a part thereof.

Disclaimer

This document is intended for the use of DNP IAM's supplier only for the purposes of the agreement under which the document is submitted. We welcome comments as part of the process of continuous development and improvement of this and any other documentation.

The information in this SOW concerning deliverables, timing, testing and quality will always prevail above any other documents provided on the subject. DNP IAM has made all reasonable efforts to ensure that the information contained in the document are adequate and free of material errors and omissions.

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Revision History

Name	Date	Reason For Changes	Version
Ed Brindle	6/4/2015	Initial	2.0.0
B.ILCHERT	6/9/2015	Add International language support	2.0.1
B.ILCHERT	6/11/15	Add functionality 6x9 media support	2.0.2
B.ILCHERT	7/1/15	Revise schedule dates for Deliverable Materials	2.0.3
B.ILCHERT	4/1/2016	Add DS-820 & DS-820A Printer function requirements	2.1.0
B.ILCHERT	4/24/2016	Refine DS-820 & DS-820A Printer function requirements	2.1.1

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Management Summary

This SOW describes a conceptual design for Mac OS-X Driver update 2.1.

The goal is to design and implement a digital photo printing solution via Mac OSX drivers for modern (X86 based) OSX releases from version 10.6 and higher. The intended solution further outlined details that are intended to meet the needs of the Mac OSX clients for up to three (3) years into the future.

To ensure a successful deployment of this solution, DNP IAM and TriPrism staff will be assigned to jointly plan project deliverables that meet with expected requirements to ensure proper management and delivery of all expected results. This includes assignment of Project Owners, Project Managers, and Project Team members with properly defined roles, responsibilities, and project timelines and delivery schedules to achieve desired results from this solution. Both DNP IAM and TriPrism teams will be expected to communicate regularly as needed to deliver and deploy a functioning system that meets and exceeds DNP IAM requirements.

Introduction

Structure of the Plan

DNP IAM has made every attempt to be accurate and detailed with as much information as possible to develop this SOW. Where possible, sample documents have been included to set proper expectations of technical detail and test criteria where appropriate and necessary. Several sections of this SOW are designed to deliver pertinent information to ensure proper delivery of a solution. Upon acceptance by TriPrism, this SOW will serve as a guideline for the assembly and staffing of a joint project team between TriPrism and DNP IAM.

Basis for the plan

The design and implementation of this system will be handled as a project. To assure a smooth project course without misunderstandings all relevant process information is addressed in this SOW.

Type of Document	Document Name	Version	Date	Status
Requirements	TriPrism Mac OS SOW Add DS-8200 & DS-820A Printers	2.1	4/1/2016	Revised for DS820(A)
	DS Printer USB Command Spec	2.4	1/15/2016	

Approval and Change Management Procedure

Start of the project will be initiated by approval of this SOW, confirmed with a signature at the last page of this document and properly signed agreements as required. At the time of this writing, approval of this SOW is pending, and the milestone plan submitted is based on an assumption of approval on or before May1, 2016. A revised milestone plan will be sent to DNP IAM within two weeks after actual approval, as an additional addendum to this SOW.

Any other adjustments to the initial SOW will also be communicated via an addendum to this document. The acceptance procedure for these adjustments is based on whether or not there are financial consequences:

- If none, the adjustment is automatically agreed upon when no customer comments are received within one working week. The implementation will continue as such.
- If yes, the financial consequences are also described in the addendum and the acceptance has to be agreed with a signature of the customer. Until acceptance further implementation is stopped.

Note that when an adjustment concerns changes to the system design, an updated version of the System Definition will be created.

A sample “Project Change Request” form will be supplied to show what elements will typically be required to document and formally communicate official change requests. This document will be stored with appropriate responses to be communicated and reviewed formally by all project team members. The Project Change Request Form will become part of the change management procedure selected for this project upon acceptance by DNP IAM and TriPrism.

Project Change Control Procedure

The following process will be followed if a change to this SOW is required:

A Project Change Request (PCR) will be the vehicle for communicating change. The PCR must describe the change, the rationale for the change, and the effect the change will have on the project.

The designated Project Manager of the requesting party (Contractor or Client) will review the proposed change and determine whether to submit the request to the other party.

Both Project Managers will review the proposed change and approve it for further investigation or reject it. Contractor and Client will mutually agree upon any charges for such investigation, if any. If the investigation is authorized, the Client Project Managers will sign the PCR, which will constitute approval for the investigation charges. Contractor will invoice Client for any such charges. The investigation will determine the effect that the implementation of the PCR will have on SOW price, schedule and other terms and conditions of the Agreement.

Upon completion of the investigation, both parties will review the impact of the proposed change and, if mutually agreed, a Change Authorization will be executed.

A written Change Authorization and/or PCR must be signed by both parties to authorize implementation of the investigated changes.

Period of Performance

It is proposed that the services described shall commence on May 1, 2016, and shall continue through August 31, 2020 (the end date documented in the v1.0 statement of work).

The period between May and June 2016 will be completion of due diligence and discovery, finalization of requirements, development and implementation/testing. Field release of the driver is expected to begin August 2016, and the term of this plan includes the first year of deployment, and three additional years of including software refreshes and maintenance.

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Engagement Resources

Location	Name	Function	Phone/Email
DNP IMS America	Ed Brindle	Director Software Development & Solution Architect	ebrindle@dnpphoto.com
DNP IMS America	Brian Ilchert	Product Management	bilchert@dnpphoto.com
TriPrism	Tim Justice	President	tim@triprism.com
TriPrism	Serge Caleca	VP Engineering	858 675 7552
TriPrism	Steve Chua	VP SW Development.	

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Scope of Work

TriPrism shall provide an update to Mac OS driver using the current driver as the basis of improved deliverable. The work will encompass code modifications to add support for new Features and Services to Deliverable(s) as follows:

General Feature Descriptions

- 1) Add support for the DS-820 and DS-820A, an 8 inch photo printer.
 - a) Much like the 6 inch DS-620 printer, the 8 inch DS-820 also supports Ribbon Rewind function. Likewise, the ribbon rewind function should also support for the DS-820.
 - 1.
 - 2.
- 2) Add support for the 2 additional surface finishes “Luster” & “Fine Matte”, for a total of four Overcoat finish selections.
 - a) Printer USB command ref 1-3.3
 - b) The added finish types are be added for:
 - i) the DS-820, regional sister model DS-820A, the 8” printer
 - ii) the DS-620 and regional sister model DS-620A, the 6” printer
 - iii) Should any print not have Luster or Fine matte, the driver should apply use 01 Matte
 - 3.
 - 4.
- 3) Add support for the new Print Media Size print pack: A4.
 - a) Add new Print and Cut Sizes. (see separate tables)
 - 5.
 - 6.

- 4) Add User GUI control for Hi-Density printing mode.
 - a) Printer USB command ref 1-3.8
- 7. Support for Two Grades of print pack media, six media SKUs in all. (See separate table)
 - (1) If possible, add detect and automatically set print mode to Hi-Density FOR
 - (a) 'Standard' print pack
 - (b) 'Premium' Hi Density (HD) print pack
 - b)
- 9.
- 5) Expand support as needed for recovery wake-up from Standby Mode to include DS820 and DS-820A
- 10.
- 11.
- 6) Printer Error Retry Control
 - a) Printer USB command ref 1-3.4
- 12.
- 13.
- 7) Expand reported Status Information that is shown in user driver GUI to include:
 - a) Printer Model Name;
 - b) Printer Firmware version;
 - c) Media Type loaded, both size and grade;
 - d) Prints Remaining;

- e) “iSerial” Status, Enabled, Disabled, N/A

Only newer printer models or newer firmware versions support iSerial functionality.

8) Languages support:

- a) Triprism to provide text strings to DNP for the various user interface messages;
- b) DNP will translate the strings and provide back to Triprism;
- c) Triprism will integrate the translated strings into the driver.

9) Support OSX versions 10.6.X (last 32 bit release), through the current 10.11

- Design to provide consistent behavior across all OSX releases.

Table of Print Media Types and Sizes for DS-820

Print Packs DS-820 & DS820A	Standard Print Media	Hi Density Print Media
8 x 10	DS820 (8x10)	DS820HD (8x10)
8 x 12	DS820 (8x12)	DS820HD (8x12)
A4	DS820 (A4)	DS820HD (A4)

Table of Overcoat Finish Control

1-3.3 Overcoat finish

[Code]	Start (2)	Argument 1 (6)	Argument 2 (16)	Argument 3 (8)	Argument 4
	<ESC>P	CNTRL	OVERCOAT	00000008	data

[Transmitted data]	Start code	ESC[1Bh] P
	CNTRL	Printer control command
	OVERCOAT	Designate overcoat finish
	00000008	Argument 4 data length (8-digit decimal ASCII number)
	data	00000000: Glossy (default)
		00000001: Matte
		00000002: Reserved
		00000003: Reserved
		00000021: Fine Matte (*1)
		00000022: Luster (*2)
		00000101: Partial matte (Matte) (*1)
		00000121: Partial matte (Fine Matte) (*1)
		00000122: Partial matte (Luster) (*2)
		(*1) This is valid for DP-DS620(Ver.1.20 or later) and DP-DS820.
		(*2) This is valid for DP-DS620(Ver.1.30 or later) and DP-DS820.

[Function]	This prints with either a matte or glossy overcoat.
------------	---

[Attention]	Send this command before transmitting the image data.
	This command is only valid once for each image.
	The printer returns to Glossy setting after each image is printed.
	When designating Partial Matte, send the partial matte pattern after sending this command.
	For details on Partial Matte, refer to “3-17 Partial Matte”.



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Table of Print Rety Control.

Note: Driver setup default On. User control to Off or On

1-3.4 Print re-try control

[Code]	Start (2)	Argument 1 (6)	Argument 2 (16)	Argument 3 (8)	Argument 4
	<ESC>P	CNTRL	BUFFCNTRL	00000008	data

[Transmitted data]

Start code	ESC[1Bh] P
CNTRL	Printer control command
BUFFCNTRL	Designate print re-try control
00000008	Argument 4 data length (8-digit decimal ASCII number)
data	00000000: Print re-try is disabled (default) 00000001: Print re-try is enabled

[Function]

This controls whether, after an error such as media end occurs, the data that had been received in the printer buffer is printed or not. When the setting is enabled, the image will be printed after the error is cleared.

[Attention]

Send this command before the start print command is sent.

This command is only valid once for each image. The printer will return to disable after each image is printed.

If the error requires the printer power to be turned OFF then back ON, the printing after error recovery will be invalid regardless of the setting.

Table of Print Speed Control Code:

1-3.8 Print speed designation

[Code]	Start (2)	Argument 1 (6)	Argument 2 (16)	Argument 3 (8)	Argument 4
	<ESC>P	CNTRL	PRINTSPEED	00000008	data

[Transmitted data]	Start code	ESC[1Bh] P
	CNTRL	Printer control command
	PRINTSPEED	Print speed designation
	00000008	Argument 4 data length (8-digit decimal ASCII number)
	data	00000000: Printing of 300dpi resolution (default)
		00000001: Printing of 600dpi resolution
		00000002: Low speed printing
		00000003: High density printing

[Function] Printing is carried out at the designated print speed.
This command can be used to lower print speed in order to increase the image quality.

[Attention] This command must be designated for each image.
The printer will revert to the conventional operation after each image is printed.
This printer has a function that slows the print speed when printing high-density images in order to minimize damage to the media.
In order to maintain the print conditions that achieved the radio/safety concepts, the printing speed may be automatically decreased to lower than the designated speed.

		Print Speed [ips]			
data	Name	RX		HDM	
		300dpi resolution	600dpi resolution	300dpi resolution	600dpi resolution
00000000	Printing of 300dpi resolution	1.6	1.2	1.9	1.2
00000001	Printing of 600dpi resolution	1.2	1.2	1.2	1.2
00000002	Low speed printing	0.8	0.8	0.8	0.8
00000003	High density printing	0.8	0.8	0.8	0.8

About print speed and color control data to use

Print speed	Color control data to use	
	RX	HDM
Printing of 300dpi resolution	300dpi control data (e.g. DS820_RX_300_0100.cwd)	300dpi control data (e.g. DS820_HDM_300_0100.cwd)
Printing of 600dpi resolution	600dpi control data (e.g. DS820_RX_600_0100.cwd)	600dpi control data (e.g. DS820_HDM_600_0100.cwd)
Low speed printing	Low speed control data (e.g. DS820_RX_610_0100.cwd)	Low speed control data (e.g. DS820_HDM_610_0100.cwd)
High density printing	High density control data (e.g. DS820_RX_620_0100.cwd)	High density control data (e.g. DS820_HDM_620_0100.cwd)

Table of Print Sizes supported by DS-820 & DS-820A

Model: DP-DS820

Paper Type	Paper Size (inch)	Print area size *1 Width (head-width direction) x Length (paper-feed direction)	Image pixel size	
			300 x 300 DPI (pixel)	300 x 600 DPI (pixel)
(8x4)	8"x 4"	207.3 x 104.6mm	2448 x 1236	2448 x 2472
(8x5)	8"x 5"	207.3 x 130.0mm	2448 x 1536	2448 x 3072
(8x6)	8"x 6"	207.3 x 155.4mm	2448 x 1836	2448 x 3672
(8x7)	8"x 7"	207.3 x 181.0mm	2448 x 2136	2448 x 4272
(8x8)	8"x 8"	207.3 x 206.2mm	2448 x 2436	2448 x 4872
(8x9)	8"x 9"	207.3 x 232.0mm	2448 x 2736	2448 x 5472
(8x10)	8"x 10"	207.3 x 257.0mm	2448 x 3036	2448 x 6072
A4 Length (8xA4)	8"x 11.7"	207.3 x 300.0mm	2448 x 3544	2448 x 7088
(8x12)	8"x 12"	207.3 x 307.8mm	2448 x 3636	2448 x 7272
(A4 x 5)	A4 x 5"	214.0 x 130.0mm	2528 x 1536	2528 x 3072
A5 Format	8.3"x 5.8"	214.0 x 151.0mm	2528 x 1784	2528 x 3568
(A4 x 6)	A4 x 6"	214.0 x 155.4mm	2528 x 1836	2528 x 3672
(A4 x 8)	A4 x 8"	214.0 x 206.2mm	2528 x 2436	2528 x 4872
(A4 x 10)	A4 x 10"	214.0 x 257.0mm	2528 x 3036	2528 x 6072
A4 Format	8.3"x 11.7"	214.0 x 300.0mm	2528 x 3544	2528 x 7088
(8x4)x2	8"x 4" (2 sheets)	207.3 x 211.8mm	2448 x 2502	2448 x 5004
(8x5)x2	8"x 5" (2 sheets)	207.3 x 262.6mm	2448 x 3102	2448 x 6204
(8x6)x2	8"x 6" (2 sheets)	207.3 x 313.4mm	2448 x 3702	2448 x 7404
(8x4)x3	8"x 4" (3 sheets)	207.3 x 319.0mm	2448 x 3768	2448 x 7536
(A4 x 5) x 2	A4 x 5" (2 sheets)	214.0 x 262.6mm	2528 x 3102	2528 x 6204
A5 x 2	A5 (2 sheets)	214.0 x 304.6mm	2528 x 3598	2528 x 7196
White border area top-bottom		4.5mm	54	108
White border area left-right		5.0mm	60	60
Median size for multi-cut		2.54mm	30	60
Transmit data width (head width)			2560	2560

*1: The print area sizes are set to be larger than the actual paper sizes. (1.5mm larger for top and bottom, 2.0mm larger for left and right)

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3-5 Multi-cut pattern specification value

Transmit the specification value applicable to each paper type. (Paper type supported by the model differs.)

			Support paper type of each model (○:Support, —:No support)				
Paper Type			DS40	DS80	DP-DS80D	DP-DS620	DP-DS820
Roll-paper designation	(5 x 3.5)	00000001	○	—	—	○	—
	(6 x 4)	00000002	○	—	—	○	—
	(5 x 7)	00000003	○	—	—	○	—
	(6 x 8)	00000004	○	—	—	○	—
	(6 x 9)	00000005	○	—	—	○*3	—
	(8 x 10)	00000006	—	○	○	—	○
	(8 x 12)	00000007	—	○	○	—	○
	(8 x 4)	00000008	—	○	○	—	○
	(8 x 5)	00000009	—	○	○	—	○
	(8 x 6)	00000010	—	○	○	—	○
	(8 x 8)	00000011	—	○	○	—	○
	(6 x 4) x 2	00000012	○	—	—	○	—
	(8 x 4) x 2	00000013	—	○	○	—	○
	(8 x 5) x 2	00000014	—	○	○	—	○
	(8 x 6) x 2	00000015	—	○	○	—	○
	(8 x 5)_(8 x 4)	00000016	—	○	○	—	—
	(8 x 6)_(8 x 4)	00000017	—	○	○	—	—
	(8 x 6)_(8 x 5)	00000018	—	○	○	—	—
	(8 x 8)_(8 x 4)	00000019	—	○	○	—	—
	(8 x 4) x 3	00000020	—	○	○	—	○
	A4 Length	00000021	—	○	○	—	○
	(5 x 3.5) x 2	00000022	○*1	—	—	○	—
	(6 x 6)	00000027	○*4	—	—	○	—
	(5 x 5)	00000029	—	—	—	○	—
	(6 x 4.5)	00000030	—	—	—	○*3	—
	(6 x 4.5) x 2	00000031	—	—	—	○*3	—
	(8 x 7)	00000032	—	—	—	—	○
	(8 x 9)	00000033	—	—	—	—	○
	A5 Format	00000034	—	—	—	—	○
	A5 x 2	00000035	—	—	—	—	○
	(A4 x 5)	00000037	—	—	—	—	○
	(A4 x 6)	00000038	—	—	—	—	○
	(A4 x 8)	00000039	—	—	—	—	○
	(A4 x 10)	00000040	—	—	—	—	○
	A4 Format	00000041	—	—	—	—	○
	(A4 x 5) x 2	00000043	—	—	—	—	○
	(5 x 3.5) x N	00000401	—	—	—	○*2	—
	(6 x 4) x N	00000402	—	—	—	○	—
	(6 x 4.5) x N	00000430	—	—	—	○*3	—
	(8 x 4) x N	00000408	—	—	—	—	○
	(8 x 5) x N	00000409	—	—	—	—	○
	(8 x 6) x N	00000410	—	—	—	—	○
	A5 x N	00000434	—	—	—	—	○
	(A4 x 5) x N	00000437	—	—	—	—	○

*1 DS40 Firmware version 1.50 or later
 *2 DP-DS620 Firmware version 0.30 or later
 *3 DP-DS620 Firmware version 1.10 or later
 *4 DS40 Firmware version 1.60 or later

Table of Media Sizes and Codes Supported* New items marked in Red

3.2 Media codes

This printer indicates every media to use in 5-digit decimal numbers.

The data returned by the Printer media information transmission request command consists of these 5-digit codes (ASCII numbers) allocated to each media.

Media code setting

Fourth digit (0n000)	Paper type	Third and second digit (00nn0)	Paper type	First digit (0000n)	Position detection mark
No. 00000	Standard paper	No. 00200	5x3.5 (L)	No. 00000	Without mark
No. 01000	Sticker paper	No. 00210	5x7 (2L)	No. 00001	With mark
		No. 00300	6x4 (PC)		
		No. 00310	6x8 (A5)		
		No. 00400	6x9 (A5W)		
		No. 00500	8x10		
		No. 00510	8x12		
		No. 00600	A4		

Examples:

Type	Size (W x L)	Code	Support media of each model		
			DS40, DP-DS620	DS80, DP-DS80D	DP-DS820
5x3.5 (L) Standard paper	(127.0 x 89.0mm)	00200	○	—	—
6x4 (PC) Standard paper	(152.0 x 101.0 mm)	00301	○	—	—
5x7 (2L) Standard paper	(127.0 x 178.0 mm)	00210	○	—	—
6x8 (A5) Standard paper	(152.0 x 203.0 mm)	00310	○	—	—
6x9 (A5W) Standard paper	(152.0 x 229.0 mm)	00400	○	—	—
8x10 Standard paper	(203.0 x 254.0mm)	00500	—	○	○
8x12 Standard paper	(203.0 x 305.0mm)	00510	—	○	○
A4 Standard paper	(210.0 x 297.0mm)	00600	—	—	○

(○:Support, —:No support)

Deliverable Materials

DNP IAM will deliver:

Item	Description	Date
USB Command Set Document	To provide methodology on DS620 Rewind communication	11 April 2016
SOW Framework	To document DNP's requirements and objectives	24 April 2016
DS-820A printer	Printer For Vendor Dev & Test	Week of 16 May 2016
Alpha Driver Feedback		1 July 2016
File of Translated Text Strings	Tabular File of Translated Text Strings for GUI	15 June 2016
Beta Driver Feedback		29 July 2016
Release Master (Candidate) Feedback		7 August 2016
Product Launch		August 31, 2016 (estimated)

TriPrism will deliver:

Item	Description	Date
Quotation	Based on SOW	6 May 2016
File for languages translation	Tabular File of GUI Text Strings for Translation	1 June 2016
Alpha Driver		20 June 2016
Beta Driver		18 July 2016
Release Master (Candidate)		1 August 2016
Release Master		31 August 2016 (estimated)
On Going Support		Through August 2019

Fee Schedule

This engagement will be conducted on a Time & Materials basis. The total value for the Services pursuant to this SOW shall not exceed [enter final value here] unless otherwise agreed to by both parties via the project change control procedure, as outlined within. A PCR will be issued specifying the amended value.

This figure is based on the following table of man months of professional services.

Item Description	Development	Quality/CM	Product Mgmt/PJM
Development Activities (Year 0)			
General Features			
DS-820 driver and feature support			
Planned Software Enhancements/ Maintenance			
Year 1 (2015) – Post Launch, OS Patches, New DS Printers			
Year 2 (2016) - New OS Version & Patches, New Printers			
Year 3 (2017) – New OS Version & Patches, New Printers			
Bill To Address	Client Project Manager		Client Cost Center

Item Description	Development	Quality/CM	Product Mgmt/PJM
4524 Enterprise Drive NW Concord, NC 28027	Brian Ilchert	Software Dev, Int'l	

Out-of-Pocket Expenses / Invoice Procedures

DNP IAM will be invoiced monthly for the consulting services and T&L expenses. Standard Contractor invoicing is assumed to be acceptable. Invoices are due upon receipt.

Client will be invoiced all costs associated with out-of-pocket expenses (including, without limitation, costs and expenses associated with meals, lodging, local transportation and any other applicable business expenses) listed on the invoice as a separate line item. Reimbursement for out-of-pocket expenses in connection with performance of this SOW, when authorized and up to the limits set forth in this SOW, shall be in accordance with Client's then-current published policies governing travel and associated business expenses, which information shall be provided by the Client Project Manager. The limit of reimbursable expenses pursuant to this SOW is estimated to be 15% of the fees unless otherwise authorized in writing and agreed to by both parties via the project change control procedure outlined within.

Invoices shall be submitted monthly in arrears, referencing this Client's SOW Number to the address indicated above. Each invoice will reflect charges for the time period being billed and cumulative figures for previous periods. Terms of payment for each invoice are due upon receipt by Client of a proper invoice. Contractor shall provide Client with sufficient details to support its invoices, including time sheets for services performed and expense receipts and justifications for authorized expenses, unless otherwise agreed to by the parties. Payments for services invoiced that are not received within 30-days from date of invoice will be subject to a 5% penalty per calendar month.

Completion Criteria

TriPrism shall have fulfilled its obligations when any one of the following first occurs:

TriPrism accomplishes the Contractor activities described within this SOW, including delivery to DNP IAM of the materials listed in the Section entitled "Deliverable Materials," and DNP IAM accepts such activities, materials of a sufficient quality without unreasonable objections.

DNP IAM and/or TriPrism has the right to cancel services or deliverables not yet provided with [20] business days advance written notice to the other party.

Assumptions

The following assumptions are designed to provide clarity about project specific details and to ensure that both DNP IAM and TriPrism project teams are aware of areas of task ownership, areas of responsibility, and areas of expectation that impact project schedules when they occur or are missed.

DNP IAM and TriPrism agree and accept that:

- This project may use email as a means to communicate between project team members and management for distribution of questions, answers, and general informational updates.
- The project milestones defined as defined in Annex A are accurate and acceptable to proceed with project tasks as required, including the Acceptance Criteria defined for each milestone.
- Detailed acceptance criteria will be mutually developed for each milestone, prior to the completion of each milestone.
- Computation of manpower efforts for this project are recognized and calculated based on 8 hours per day, 40 hours per week, and assumes 21 business days per month.
- TriPrism will work closely with DNP IAM project and operations staff to minimize impact to existing production workflows during non-scheduled and scheduled onsite activities for this project.
- All project changes must be formally communicated in the Project Change Request Form provided in this document, to Project Manager's for investigation, review, and approval as required.
- Approved changes or enhancements to this project must be formally accepted by "authorized" Project Owners with proper signature authority to accept new billing, if financial impact is determined.
- Anomalies and unforeseen project issues will be identified during regular project status meetings for review and final disposition. Resolutions will be negotiated and authorized within reasonable time frames so as not to negatively impact project schedules or project delivery goals.

TriPrism agrees and accepts that:

- All necessary electrical, networking infrastructure and facilities infrastructure will be made available to support installation and project delivery schedule, in timely basis, as required are not to be encompassed in this SOW.
- All necessary hardware for the Mac development systems hardware and software infrastructure is not included in the SOW fee schedule for development.
- Test Cases will be made available with all appropriate and required resources to adequately allow development

testing to occur prior to delivery schedules.

Planning Activity Schedule

The following table lists activities that will need to be carried out during the preliminary phases of the solution deployment. The activity schedule describes some tasks that lead to final project acceptance. Note that some activities may be grouped and planned as one entry.

Activity	Current Status
1) Review of available project details and Generate project SOW Response	Done
2) Submit SOW Response to Customer	Pending
3) SOW Approved	Pending
4) Vendor Selection Completed	N/A
5) Onsite System Analysis and Due Diligence Meeting	N/A
6) System Definition Review and Acceptance	
7) Contracts Negotiated and Created	
8) Final Approvals/Signatures Executed to start the project	May 11, 2016
9) Project Dev Begins	May 13, 2016
10) System Definition Complete	
11) System Definition Acceptance	
12) Milestone Development & Deployment	
13) System Integration Complete	
14) Testing Complete	August 31, 2016
15) Project Acceptance/Sign-off	September 9, 2016

Milestone Plan

The milestone plan for the delivery of the solution is detailed in the “Annex A” document referenced with formal agreements with TriPrism for this project.

IN WITNESS WHEREOF, the parties hereto have caused this SOW to be effective as of the day, month and year first written above.

(DNP IAM)

TriPrism Inc.

By: _____
Name: _____
Title: _____

By: _____
Name: _____
Title: _____

Annex A – Milestone Plan

Milestone #	Milestone	Description	Achievement Date
1	Project Begins		April 1, 2016
2	Initial Due Diligence		April 15, 2016
3	Deliver Business Documents/Contracts		April 29, 2016
4	Deliver Final Project Schedule	Final Implementation Plan	May 3, 2016
5	Develop DS-820 Features implementation		
8	Verify OS release difference and consistency/operability		
11	Begin Pairwise Integration		
12	Begin System Integration		
13	Begin System QA		July 1, 2016
14	Complete System Integration		
15	Complete System Testing		
16	Final Review/Checkpoint		
17	Limited Customer Pilot		August 1, 2016
18	Acceptance/Sign off		
19	General Availability Begins		August 31, 2016

DNP Mac Driver Update – add DS820 (Note: Normal print sizes - without Panorama)

